



## Terms and Conditions – Residential Energy Supply Management

### Estimated Savings and Recommendation

1. Savings are estimates only based upon the following assumptions:

- a) Energy bills provided to Independent Energy for initial analysis are indicative of an average monthly spend, and
- b) Energy consumption patterns remain the same for the term of the proposal.

The Client acknowledges that Independent Energy will provide an estimate of potential savings based on the information supplied by the client and the retailer in good faith.

### Agent and Termination

2. By signing the proposal, Independent Energy is appointed as Agent for the Client for ongoing management of the site.
3. Independent Energy and /or the Client have five days from the date of agreement with the Client (with a legitimate reason deemed by both parties) to cancel without penalty.
4. Independent Energy will present all findings via email. Acceptance by email is deemed to be acceptance of the proposal, our terms and conditions and the terms and conditions of the recommended retailer. A link to these terms and conditions will be provided with the proposal.

### Liability

5. The Client acknowledges that Independent Energy holds no responsibility for the final payment of energy supplier accounts, and that should the Client not pay on or before the due date of their invoices, any prompt payment discounts lost, disconnection fees, or any and all other costs or damages incurred by the Client are in no way the liability of Independent Energy.
6. Independent Energy cannot be held responsible for any costs or damages incurred by the Client for events outside Independent Energy control, including supplier outages and late or incorrect billing.

### Billing and Payment

7. The Client acknowledges that Independent Energy may receive payment from the recommended retailer. Independent Energy will not charge the client directly for its services.

### General

8. The Client acknowledges that Independent Energy provides its services in good faith and is not required to offer the best price in market nor use a competitive tendering process.
9. Independent Energy will only use reputable suppliers with proven capability to supply the agreed goods and/or services to the Client.
10. Account or billing enquiries should be made in first instance to the retailer.