

Solar Feed-in Terms.

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Solar Feed-in Terms

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1 ABOUT YOUR AGL FEED-IN PLAN.

1.1 AGL Feed-in Plan

1.1.1 These Feed-in Terms, and any Feed-in Offer that we make which refers to them and incorporates them, form a contract between you and us ('Feed-in Plan'), under which we credit or pay you for Solar Generation Export.

1.1.2 The terms of the Feed-in Offer will prevail over these Feed-in Terms to the extent of any inconsistency.

1.2 Nature of Feed-in Plan and acceptance

1.2.1 We will provide Feed-in Credits in accordance with this Feed-in Plan from the Commencement Date and for the Term of your Feed-in Plan.

1.2.2 This Feed-in Plan is only available to a person who:

- (a) is exporting or is proposing to export into the Distribution System, electricity generated by the Solar Facility listed in the Feed-in Offer; and
- (b) purchases electricity from us under an Electricity Sale Contract with us for the Supply Address at which that Solar Facility is located.

1.2.3 This Feed-in Plan is only available for the Solar Facility listed in the Feed-in Offer and is not transferable.

1.2.4 The initial Feed-in Prices set out in the Feed-in Offer are only valid and will only apply to this Feed-in Plan if we have the correct information about your distribution region. If we subsequently determine that your Supply Address is in a different distribution region, we may vary the initial Feed-in Prices and advise you of the new prices that will apply to this Feed-in Plan from the Commencement Date of this Feed-in Plan.

1.2.5 By accepting this Feed-in Plan, you agree to be bound by the Feed-in Offer and by these Feed-in Terms.

1.2.6 If you already have a contract with us for credit or payment of Solar Generation Export, this Feed-in Plan replaces it from the Commencement Date onwards.

1.3 Definitions and interpretation.

The glossary set out in clause 12 of these Feed-in Terms provides the meanings of certain words used in this Feed-in Plan and the rules of interpretation applying to this Feed-in Plan.

2 COMMENCEMENT AND TERM.

2.1 Connection to Distribution System.

2.1.1 If you ask us to, we will request that your Distributor connect your Solar Facility to the Distribution System. We will ensure that we do this as soon as possible (and not later than one Business Day) after you agree to pay any connection charge required to be paid by you under this Feed-in Plan (see clause 2.1.2 below) and, provide us with:

- (a) Acceptable Identification, if requested by us;
- (b) your contact details;
- (c) details about the installation of any necessary Meter at your Supply Address;
- (d) if the Solar Facility is affixed to or forms part of a rental property, contact details for the property owner or the owner's agent;
- (e) all documentation required under the electricity safety legislation;
- (f) confirmation that you have entered into a connection agreement with your Distributor for the connection of your Solar Facility to the Distribution System (unless we arrange the connection on your behalf); and
- (g) all other documentation reasonably required by us and the relevant Distributor.

2.1.2 Any Distribution charges in relation to the connection of your Solar Facility to the Distribution System, to the extent that they are not recovered under your Electricity Sale Contract, will be charged at the relevant applicable price under your Electricity Sale Contract.

2.2 Commencement Date.

2.2.1 This Feed-in Plan begins on the date you accept it, however our obligations under this Feed-in Plan will not begin until the Commencement Date.

2.2.2 The Commencement Date under this Feed-in Plan will be the date on which all the following conditions are satisfied:

- (a) we have become Responsible for your Supply Address under a binding Electricity Sale Contract;
- (b) your Solar Facility, in accordance with Regulatory Requirements and the requirements of your Distributor, is connected to the relevant Distribution System;
- (c) the relevant cables and appliances for your Solar Facility are certified as complying with Regulatory Requirements and the requirements of your Distributor;
- (d) if requested by us, you have provided to our satisfaction:
 - (i) Acceptable Identification, billing contact details, and information concerning your Solar Facility; and
 - (ii) where you are not the owner of the property, the consent of, or contact numbers for, the property owner or agent; and
- (e) you have given your explicit informed consent to entering into this Feed-in Plan.

2.3 Term of Feed-in Plan.

Your Feed-in Plan ends on the earlier of:

- (a) any End Date specified in the Feed-in Offer; or
- (b) the date on which either your Electricity Sale Contract or this Feed-in Plan ends, if terminated by you or us in accordance with the relevant terms.

3 TERMINATION.

3.1 When can you terminate this Feed-in Plan?

3.1.1 You may terminate this Feed-in Plan at any time by letting us know by phone or in writing.

3.1.2 This Feed-in Plan will end on the latter of:

- (a) the date specified in your notice to us in accordance with clause 3.1.1;
- (b) the date on which we receive your notice to us in accordance with clause 3.1.1; or
- (c) if we terminate this Feed-in Plan in accordance with clause 3.2, any date specified in the relevant subclause.

3.2 When can we terminate this Feed-in Plan?

We may terminate this Feed-in Plan if:

- (a) you enter into another contract with us for the sale by you of Solar Generation Export at your Supply Address (in which case this Feed-in Plan will end once our obligations under that other contract commence); or
- (b) you enter into a contract with another retailer for the sale by you of Solar Generation Export (in which case this Feed-in Plan automatically ends on the date the obligations of the other retailer commence under that other contract); or
- (c) you vacate your Supply Address (in which case this Feed-in Plan will end on the latter of either the date you vacate your Supply Address, or the date that you notify us in writing that you have vacated your Supply Address); or
- (d) under the terms of our Electricity Sale Contract with you, your Supply Address is disconnected and you no longer have any right to be reconnected (in which case this Feed-in Plan will end upon disconnection, or if a right to reconnection exists, upon expiry of that right); or
- (e) you breach any of your obligations under the terms of this Feed-in Plan and fail to remedy that breach within 10 Business Days of us giving you notice, specifying the breach and requiring it to be remedied (in which case this Feed-in Plan will end at the expiry of that 10 Business Day period); or

- (f) the installed or name-plate generating capacity of your Solar Facility equals or exceeds 100 kilowatts for any reason (in which case this Feed-in Plan will end when we become aware that this capacity has been reached); or
- (g) we are no longer required under Regulatory Requirements to publish an offer pursuant to which we will purchase electricity from a Solar Facility.

3.3 Effect of termination.

Termination will not affect your or our obligation to pay any amount due at the date of termination, or any accrued rights or remedies that we or you may have under this Feed-in Plan.

4 DISCONNECTION.

4.1 Disconnection.

4.1.1 We may disconnect your Supply of Solar Generation Export (or request that the Distributor do so) if:

- (a) it is a necessary incident of exercising our right to disconnect the supply of electricity to your Supply Address under the terms of your Electricity Sale Contract with us; or
- (b) this Feed-in Plan ends for any of the reasons in clause 2.3 or clause 3.

4.1.2 If we disconnect your Supply of Solar Generation Export in accordance with clause 4.1.1, we may charge you a disconnection fee reflecting our direct costs arising from the disconnection (to the extent that those costs are not already being recovered by us under your Electricity Sale Contract).

4.2 Reconnection.

If your Supply Address has been reconnected in accordance with the terms of your Electricity Sale Contract, we will arrange for your Solar Facility to be reconnected on payment of a reconnection fee reflecting our direct costs arising from the disconnection and reconnection (to the extent that those costs are not already being recovered by us under your Electricity Sale Contract).

5 FEED-IN PRICES AND VARIATIONS.

5.1 Prices set out in Feed-in Offer.

5.1.1 The initial Feed-in Prices will be set out in the Feed-in Offer.

5.1.2 We will credit you for Solar Generation Export during each Billing Period in accordance with the following formula:

Feed-in Credit = E x R

Where:

Feed-in Credit = the amount which we will credit to your bill for the relevant Billing Period under your Electricity Sale Contract on account of Solar Generation Export during that Billing Period;

E = the volume of Solar Generation Export (in kWh) during that Billing Period; and

R = the Feed-in Price current at that time (in cents per kWh).

- 5.1.3 We may deduct from the Feed-in Credit calculated in accordance with clause 5.1.2, any amounts which we are entitled to charge you under this Feed-in Plan.

5.2 Change in generation category.

- 5.2.1 The continued application of a Feed-in Price Category to you, or to your Supply Address will depend on whether you or your electricity generation facility continue to satisfy the conditions applying to that category. If a change occurs such that you no longer satisfy the requirements of your Feed-in Price Category, or such that a more appropriate Feed-in Price Category exists, then we may require you to transfer to another Feed-in Price Category as a result of that change.

- 5.2.2 If you fail to inform us of such a change, we may transfer you to another Feed-in Price Category when we become aware of that change and recover from you any amount over credited by us as a result of that failure.

5.3 Pass through of Distribution and Metering costs.

Any Distribution and Metering charges in relation to your Solar Facility, to the extent that they are not recovered under your Electricity Sale Contract, will be charged at the relevant applicable price under your Electricity Sale Contract. These costs can include, but are not limited to, any costs imposed in relation to the disconnection or reconnection of your Solar Facility and costs for the provision, maintenance or reading (including any special meter reading) of electricity Meters at the Supply Address where your Solar Facility is located.

5.4 Administration costs.

- 5.4.1 We can charge you reasonable administration costs incurred by us in offering or servicing this Feed-in Plan. These administration costs can include, but are not limited to:
- (a) costs of labour or additional systems capability associated with administering the Feed-in-Plan;
 - (b) administering the pass through of costs imposed by your Distributor and any Metering service provider; and
 - (c) making a payment to you in accordance with clause 6.
- 5.4.2 We must inform you of the amount of the administration costs (if any) prior to your acceptance of the Feed-in Offer.

5.5 Tax changes and changes in Regulatory Requirements.

If an Increased Tax Cost Event or a change in Regulatory Requirements occurs during the Term of this Feed-in Plan and as a result we determine that there has been an increase in the direct or indirect costs to us to perform our obligations under this Feed-in Plan, you must pay any additional amounts we notify to you as being necessary to compensate us for that increase.

5.6 Variations.

- 5.6.1 We may vary the amount of the Feed-in Price by publishing a new price list of 'Feed-in Prices' in the Victoria Government Gazette and on our website at agl.com.au prior to the date the variation is to take effect.
- 5.6.2 We will give you written notice of a variation under clause 5.6.1 no later than in the first bill after the variation takes effect.
- 5.6.3 We may vary any other charges under this Feed-in Plan that are not referenced to your Electricity Sale Contract by giving you prior written notice (which may consist of a message on your bill).
- 5.6.4 We may vary the charges referenced to your Electricity Sale Contract by following the procedure set out for doing so in your Electricity Sale Contract.

5.7 Timing of variations.

- 5.7.1 A variation to the Feed-in Price or any other charges under this Feed-in Plan that are not referenced to your Electricity Sale Contract will take effect on the date specified in our notice given under either clause 5.6.1 or 5.6.3.
- 5.7.2 Any notice of variation will form part of this Feed-in Plan from the effective date of the variation.
- 5.7.3 If the date on which the Feed-in Price variation is to take effect occurs during a Billing Period, then the Feed-in Credit for that Billing Period will be calculated using both the previous and new (as varied) Feed-in Prices on a pro-rata basis in accordance with Regulatory Requirements.

6 FEED-IN CREDITS AND PAYMENTS.

6.1 Format and timing of Feed-in Credits.

The account summary set out in each bill issued by us under your Electricity Sale Contract for the Supply Address for each Billing Period will include the following:

- (a) your Feed-in Credit for the Billing Period;
- (b) your current charges for the Billing Period, being the charges payable under the Electricity Sale Contract and this Feed-in Plan for the Billing Period; and

- (c) your account credit or debt balance, which is the amount that your account is in credit or debt at the end of the Billing Period, calculated as the sum of the balance carried forward from the previous Billing Period and the current charges for the Billing Period less the Feed-in Credit for the Billing Period.

6.2 Calculation of bills.

- 6.2.1 Unless you provide your explicit informed consent for bills to be calculated in some other way, the amount of Solar Generation Export will be derived from consecutive Meter Readings. Where Meter Readings are unavailable, it will be derived from estimates determined in accordance with the Regulatory Requirements. We will use our Best Endeavours to ensure that your Meter is read at least once in any 12 month period.
- 6.2.2 In the event we obtain a Meter Reading after we have used an estimate to identify the amount of Solar Generation Export, we will make any appropriate adjustment to your next bill.
- 6.2.3 If a bill issued by us under your Electricity Sale Contract has an account credit balance, subject to clauses 6.3 and 6.4, the account credit balance will be applied towards the next bill issued by us under the Electricity Sale Contract for the next Billing Period.
- 6.2.4 If a bill issued by us under your Electricity Sale Contract has a debt owing on the account, the debt owing is payable by you in accordance with the Electricity Sale Contract.
- 6.2.5 This clause 6 will operate subject to clause 11.3.6.

6.3 Annual Credit Balance Payment.

- 6.3.1 Where an account credit balance of \$10 or greater appears on the first bill issued by us under your Electricity Sale Contract after 1 November of each year, we will pay you that amount, at no cost to you, by cheque sent to the address to which bills are sent under your Electricity Sale Contract (**'Annual Credit Balance Payment'**).
- 6.3.2 You may elect to not receive an Annual Credit Balance Payment. Where you have elected not to receive an Annual Credit Balance Payment, and an account credit balance appears on a bill issued by us under your Electricity Sale Contract, we will apply the credit in accordance with clause 6.2.4.
- 6.3.3 At any time your account has a credit balance of \$10 or more, you may request payment of your account credit balance (a **'Credit Balance Payment'**), at no cost to you. A Credit Balance Payment must be the entire account credit balance at the time of the request. A Credit Balance Payment made by cheque will be sent to the address to which bills are sent under your Electricity Sale Contract within 10 Business Days of your request.

- 6.3.4 You may change the option you have selected regarding the crediting of your Annual Credit Balance Payment by contacting us on 131 245.

- 6.3.5 Following an Annual Credit Balance Payment or Credit Balance Payment, an opening balance of zero will apply to the next bill issued by us under the Electricity Sale Contract. This does not affect the accumulation of your Feed-in Credit for any Billing Period.

6.4 Final Credit Balance Payment.

Following termination of this Feed-in Plan, we will pay you the amount of any credit balance appearing on the last bill issued by us under your Electricity Sale Contract by cheque to an Australian postal address nominated by you within 10 Business Days, at no cost to you.

6.5 Review of bills.

- 6.5.1 We will review a bill in relation to a Feed-in Credit at your request. Our review of your Feed-in Credit and bill will be in accordance with our Complaints and Dispute Resolution Process outlined in clause 10.
- 6.5.2 If our review shows the Feed-in Credit and bill to be correct, you must pay the total amount of any outstanding bill in full or request a Meter test under clause 6.6. If our review shows the bill to be incorrect, clause 6.7 will apply.

6.6 Meter testing.

- 6.6.1 If you require your Meter to be tested after the completion of the review process under clause 6.5, we will refer you to the Distributor or Meter testing authority that will test the Meter at a charge for their services. You must pay us in advance for this charge. We will give you a copy of the results of the test if the testing authority does not do so.
- 6.6.2 If the Meter is accurate, you will be responsible for paying the relevant charge and the full amount of your bill.
- 6.6.3 If the Meter is defective and favours you by more than the amount allowable in the Metering Standards, you must pay any difference between the value of the metered Solar Generation Export for which you received a Feed-in Credit and the value of the calculated actual Solar Generation Export for which you should have received a Feed-in Credit (an **'over-credit'**), and we will reimburse any fee you are charged pursuant to clause 6.6.1. The over-credit, and any fee refund payable by us to you, will be applied as an adjustment to your next bill in accordance with clauses 6.7.2 and 6.7.3.

6.6.4 If the Meter is defective and favours us by more than the amount allowable in the Metering Standards, we will credit you any difference (if the account has been paid) between the value of the metered Solar Generation Export for which you received a Feed-in Credit and the value of the calculated actual Solar Generation Export for which you should have received a Feed-in Credit (an **'under-credit'**), and we will reimburse any fee you are charged pursuant to clause 6.6.1. The under-credit, and any fee refund payable by us to you, will be applied as an adjustment to your next bill in accordance with clauses 6.7.5 and 6.7.6.

6.6.5 We reserve the right to carry out such tests on your Solar Facility which we deem to be reasonably necessary, including tests on your Solar Facility's anti-islanding features and tests on power output quality of its inverter.

6.7 If there is an error in a Feed-in Credit.

6.7.1 If there are errors in your Feed-in Credits, or if we are informed of errors in the amount of Solar Generation Export, we will adjust the amount of your next bill.

6.7.2 If a bill shows a Feed-in Credit in excess of that to which you are entitled (an **'over-credit'**), the following procedure will apply:

- (a) where the over-credit results from a failure of our billing systems, we will only seek to adjust your bill by the amount over-credited in the nine months prior to your last bill (or, if we have not sent you a bill, prior to the date on which we notify you of the over-crediting); or
- (b) subject to clause 6.7.4, in any other case we will only seek to adjust your bill by the amount over-credited in the 12 months prior to your last bill (or, if we have not sent you a bill, prior to the date on which we notify you of the over-crediting),

and we will list the amount as a separate item in the bill for your next Billing Period, together with an explanation of the amount.

6.7.3 You will not be charged interest on any over-credited amount. If the adjustment for over-crediting results in you owing us money under your Electricity Sale Contract with us, you have the option of paying that amount in agreed instalments over a period at least equal to the period over which the over-crediting occurred.

6.7.4 If we have over-credited you as a result of fraud, or use of electricity otherwise than in accordance with this Feed-in Plan or your Electricity Sale Contract, we may:

- (a) estimate the amount of Solar Generation Export; and
- (b) bill you or take debt recovery action for the amount you have been over-credited.

6.7.5 If a bill shows a Feed-in Credit less than that to which you are entitled (an **'under-credit'**), we will:

- (a) inform you of the under-credit within 10 Business Days of our becoming aware of the error; and
- (b) credit the additional amount on your next bill.

6.7.6 We are not obliged to pay you interest for any under-crediting.

6.8 Access to Meter.

6.8.1 Subject to complying with any Regulatory Requirements, you must allow us or our representative safe, convenient and unhindered access to the place at which your Solar Facility is located, for the following purposes:

- (a) to read the Meter;
- (b) for connection, disconnection, reconnection, maintenance and repair;
- (c) to inspect or test the metering installation; and
- (d) to otherwise assist us to comply with our obligations under this Feed-in Plan or the Regulatory Requirements.

6.8.2 You must advise us immediately if you become aware of any potential safety hazard at your Supply Address. You must provide us or our representative with any necessary protection against that hazard.

6.9 Information about Feed-in Prices.

On request, we will provide you with information on any Feed-in Prices we offer for Solar Generation Export. We will provide that information within 10 Business Days of your request. If you request it, we will provide that information in writing.

7 INFORMATION, PRIVACY AND COMMUNICATION.

7.1 Information we require from you.

7.1.1 You must advise us promptly if:

- (a) there is any change in your contact details;
- (b) there is any change in access to the Meter;
- (c) there is any change in the internal electrical wires or appliances which may affect the quality or safety of the Solar Generation Export under this Feed-in Plan;
- (d) you cease to be the registered proprietor of the Supply Address;
- (e) you carry out any changes to your Solar Facility; or
- (f) you cease to operate your Solar Facility at the Supply Address.

7.1.2 Our obligations under this Feed-in Plan are subject to you providing us with this information and any other Personal Information we reasonably request from you.

- 7.1.3 You also authorise:
- (a) us, to request your electricity export data for the 12 months preceding your last Meter Reading from your Distributor; and
 - (b) your Distributor, to release to us your electricity export data for the 12 months preceding your last Meter Reading.

7.2 How we use and disclose Personal Information about you.

- 7.2.1 We are committed to protecting your privacy and handling all Personal Information in accordance with the Privacy Act, other Regulatory Requirements and our Privacy Policy, which is available at agl.com.au or on request.
- 7.2.2 In certain circumstances, we may be permitted or required by law to use or disclose Personal Information about you, including to your Distributor for the purposes of connecting your Solar Facility to the Distribution System and administering your Feed-in Plan.
- 7.2.3 We may contact you as part of an audit to ensure that you have understood and consented to this Feed-in Plan. We are committed to providing you with quality customer service, and we hope that you will assist us if we contact you.

7.3 Access to information.

- 7.3.1 We will provide you with access to Personal Information we hold about you on your request, unless we are permitted or required to refuse such access by any Regulatory Requirements (including the Privacy Act). If you wish to seek access to any of the Personal Information we hold about you, please contact us on 131 245.
- 7.3.2 Without limiting your rights under this clause, on request we will provide you with:
- (a) historical data for your Supply Address and for your Solar Facility if available;
 - (b) information about efficient energy consumption; and
 - (c) information on any concessions, rebates or grants that may be available and your eligibility requirements.
- 7.3.3 We will retain your historical data in relation to this Feed-in Plan for at least two years, even if you transfer to another retailer.
- 7.3.4 Except where you request historical data in connection with the handling of a genuine complaint, we may impose an additional charge for the provision of historical data, but only where you have made more than one request in the previous 12 months or the data relates to a period prior to the preceding two years. We may also impose an additional charge for the provision of historical data, where you request that data after we cease to be your retailer.
- 7.3.5 We will use Best Endeavours to provide historical billing data within 10 Business Days of your request.

7.4 Means of communication.

- 7.4.1 Except where a particular method of communication is specified in this Feed-in Plan or required under the Regulatory Requirements, any communication between us and you under this Feed-in Plan may be in person, in writing, by telephone, or by electronic means such as email.
- 7.4.2 Any communication under this Feed-in Plan or the Regulatory Requirements required to be in writing may be made by mail, facsimile, or any electronic means capable of generating a delivery confirmation report.

8 YOUR OBLIGATIONS.

8.1 General obligations.

- 8.1.1 Our obligations under this Feed-in Plan are subject to you complying with the following requirements:
- (a) you must comply with the Electricity Distribution Code and must give effect to any of the Distributor's rights under that Code;
 - (b) you must have a valid and enforceable agreement with your Distributor regarding the connection of your Solar Facility to the relevant Distribution System;
 - (c) you must not tamper with or bypass, or permit anyone else to tamper with or bypass, the Meter or associated equipment;
 - (d) you must not increase the output capacity of your Solar Facility without our prior written consent; and
 - (e) you must comply with all requirements of your Distributor and of the Regulatory Requirements regarding the ongoing connection of your Solar Facility and Solar Generation Export.

8.2 Protection and maintenance of your Supply.

- 8.2.1 To enable us to take a reliable safe supply of electricity from you, you must:
- (a) use your Best Endeavours to keep the electrical installations at your Supply Address and your Solar Facility in safe condition;
 - (b) use your Best Endeavours to protect our and the Distributor's equipment from damage and interference;
 - (c) provide safe, convenient and unhindered access to enable work on the Distribution System to be carried out;
 - (d) not allow a person other than an accredited electrical installer to perform work on an electrical installation; and
 - (e) not interfere or allow someone to interfere with the Distribution System which delivers electricity to the Supply Address, or with any Meters at the Supply Address.

8.3 If you are not the owner of the Supply Address.

If you are not the owner of the Supply Address, you might not be able to fulfil some of your obligations under this Feed-in Plan. Therefore, we may require you to request that the owner fulfil those obligations on your behalf. Our obligations to you are conditional on the owner agreeing to fulfil those obligations on your behalf.

9 INTERRUPTIONS AND SUPPLY STANDARDS.

9.1 Force Majeure Event.

9.1.1 If a Force Majeure Event results in either party being in breach of this Feed-in Plan, the obligations of each party will be suspended to the extent they are affected by the Force Majeure Event for the duration of the Force Majeure Event, except any obligations to pay money.

9.1.2 The party affected by the Force Majeure Event must use its Best Endeavours to give the other party prompt notice and full details about the Force Majeure Event. They must also give an estimate of its likely duration, the obligations affected by it, the extent it affects those obligations and steps taken to minimise, overcome or remove those effects.

9.1.3 For the purposes of clause 9.1.2, and only if the Force Majeure Event is widespread, our requirement to give you prompt notice is satisfied if we make the necessary information available by way of providing a 24 hour telephone service within 30 minutes of being advised of the Force Majeure Event, or otherwise as soon as practicable.

9.1.4 The party affected by the Force Majeure Event must use its Best Endeavours to minimise, overcome or remove the Force Majeure Event as quickly as practicable. However, this does not require either of us to settle any industrial dispute.

9.2 Supply standards and interruptions.

9.2.1 As your retailer we do not control or operate the Distribution System which accepts Solar Generation Export. We also cannot control the quality, frequency and continuity of acceptance of Solar Generation Export.

9.2.2 We, or the Distributor, may cease taking Solar Generation Export for maintenance or repair, for installation of a new connection, in an Emergency, for health and safety reasons, or due to any circumstances beyond our or the Distributor's reasonable control.

9.3 Notice of work.

9.3.1 If we, or the Distributor, wish to inspect, repair, test or provide maintenance to the Distribution System at the place at which your Solar Facility is located, we will give you prior notice except in the case of Emergency, suspected illegal use, or routine Meter replacements.

9.3.2 If the work relates to planned maintenance, we will give you at least four days notice. In any other case, we will give you at least 24 hours notice.

10 COMPLAINTS AND DISPUTE RESOLUTION.

10.1 Your right to review.

You may make a complaint to us about any decision we have made in connection with this Feed-in Plan. We will address your complaint and try to resolve it as quickly as possible in accordance with our Complaints Handling and Dispute Resolution Procedure. The AGL Complaints Handling and Dispute Resolution Procedure is available at agl.com.au or on request. For details about the Powerdirect complaints handling and dispute resolution procedure, please contact Powerdirect on 1300 307 966.

11 GENERAL.

11.1 Our liability.

11.1.1 Title in all Solar Generation Export will pass to us at the point at which that Solar Generation Export enters the relevant Distribution System.

11.1.2 We give no warranties, representations or conditions about the capacity or suitability of the relevant Distribution System to accept Solar Generation Export.

11.1.3 We exclude all liability for any claims, damages or losses you may suffer as a result of the relevant Distribution System failing to accept Solar Generation Export.

11.1.4 Nothing in this Feed-in Plan varies or excludes in any way the operation of section 117 of the Electricity Industry Act 2000 (Vic), or section 78 of the National Electricity Law.

11.2 Assignment.

11.2.1 This Feed-in Plan is personal to you and cannot be assigned by you to anyone else.

11.2.2 We can only assign this Feed-in Plan:

- (a) with your consent;
- (b) where we are transferring our obligations under this Feed-in Plan to another company in the AGL Group; or
- (c) where we are transferring to a third party all or substantially all of our retail business.

11.3 GST.

11.3.1 Unless expressly stated otherwise, all amounts payable or the value of other consideration provided in respect of Supplies made in relation to this Feed-in Plan are expressed as being exclusive of GST (if any).

- 11.3.2 If a GST is levied or imposed on any Supply made (or deemed to have been made) under or in accordance with this Feed-in Plan, the amounts payable or the value of the consideration provided for that Supply (or deemed Supply) ('Payment') shall be increased by such amount as is necessary to ensure that the amount of the Payment net of GST is the same as it would have been prior to the imposition of GST.
- 11.3.3 Where any amount is payable as a reimbursement, indemnification or similar payment calculated by reference to a loss, cost, expense or other amount incurred, then that amount must be reduced by any input tax credit available to that party and, if a taxable supply, must be increased by the GST payable in relation to the supply and a tax invoice will be provided by the party being reimbursed or indemnified.
- 11.3.4 Subject to clause 11.3.6, all GST payable shall be payable at the time any payment to which it relates is payable. Where any GST payable is not referable to an actual payment then it shall be payable within 10 days of a tax invoice being issued by the party making the Supply.
- 11.3.5 Subject to clause 11.3.6, where in relation to this Feed-in Plan a party makes a taxable supply, that party shall provide a tax invoice in respect of that supply before the GST payable in respect of that supply becomes due.
- 11.3.6 If you are registered, or required to be registered for GST, then you and we agree that:

- (a) we, and not you, will issue recipient created tax invoices in respect of all Solar Generation Export under this Feed-in Plan; and
- (b) we will notify you, or you will notify us, if either you or we cease to be registered for GST.

11.3.7 Terms defined in A New Tax System (Goods and Services Tax) Act 1999 of Australia have the same meaning when used in this clause.

11.4 Waiver and variation

- 11.4.1 Except as otherwise provided in this Feed-in Plan, a right created under this Feed-in Plan may not be waived except in writing signed by the party granting the waiver.
- 11.4.2 This Feed-in Plan is varied on and from a specified date if:
- (a) we give you not less than 28 days written notice of the variation to the terms;
 - (b) the proposed variation is not prohibited by Regulatory Requirements; and
 - (c) you do not notify us of your intention to terminate this Feed-in Plan in accordance with clause 3.1 before the variation takes effect.

- 11.4.3 Despite clause 11.4.2, by written notice to you, we may vary this Feed-in Plan to the extent necessary to comply with any change in any Regulatory Requirements.

11.5 Applicable law.

- 11.5.1 This Feed-in Plan shall be governed by the laws of Victoria.
- 11.5.2 We and you submit to the non-exclusive jurisdiction of the courts of Victoria.

12 GLOSSARY OF TERMS.

12.1 Definitions.

In this Feed-in Plan unless the context otherwise requires:

Acceptable Identification means:

- (a) where you are a Domestic Customer, one or more of the following:
 - (i) a driver's licence;
 - (ii) a current passport or other form of photographic identification;
 - (iii) a Pensioner Concession Card or current entitlement card issued by the Commonwealth of Australia; or
 - (iv) a birth certificate;
- (b) where you are a Business Customer which is a sole trader or partnership, one or more of the forms of identification for a Domestic Customer for each of the individuals that conduct the business; and
- (c) where you are a Business Customer which is a company, includes the company's Australian Company Number or Australian Business Number;

AGL Group means AGL Energy Limited (ABN 74 115 061 375) and its related bodies corporate (as that term is defined in the Corporations Act 2001) and for the avoidance of doubt, for the purposes of this Feed-in Plan includes any partnership where the partners are related bodies corporate of AGL Energy Limited;

Best Endeavours means to act in good faith and use all reasonable efforts, skill and resources;

Billing Period means the length of the period covered by each bill issued by us in accordance with the terms of your Electricity Sale Contract for the Supply Address;

Business Customer means a person entering into a Feed-in Plan who is not a Domestic Customer;

Business Day means a day other than a Saturday, a Sunday or a public holiday in Victoria;

Commercial Generation means the generation of electricity by a facility that has an installed or name-plate generating capacity of more than 5 kilowatts and less than 100 kilowatts where that generation is not principally for use by the relevant Business Customer or Domestic Customer at the Supply Address;

Complaints Handling and Dispute Resolution is the procedure we have in place from time to time regarding any complaint you may make to us about your Feed-in Plan or the export of Solar Generation Export;

Distribution System means a network of pipes or wires, Meters and controls used to sell and supply electricity, or which a Distributor uses to transport electricity for supply to customers;

Distributor means the person who is licensed to distribute, supply or provide services by means of pipes or wires;

Domestic Customer means a person entering into a Feed-in Plan who, under their Electricity Sale Contract with us, purchases electricity principally for personal, household or domestic use at their relevant Supply Address;

Electricity Sale Contract means a contract for the sale of electricity by us to you in respect of the supply of electricity to the Supply Address but only where that contract is a Standing Offer Contract or AGL no-discount market contract;

Emergency means an emergency due to the actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person or which destroys or damages, or threatens to destroy or damage any property;

End Date means the date (if any) specified as such in the Feed-in Offer;

Feed-in Credit means the amount which we are obliged to credit to you for Solar Generation Export, calculated in accordance with clause 6;

Feed-in Offer means the letter or other document provided by us that refers to and incorporates these Feed-in Terms and sets out certain details of the Feed-in Plan, referred to in these Feed-in Terms;

Feed-in Plan means these Feed-in Terms and the Feed-in Offer that refers to and incorporates them;

Feed-in Prices means the prices specified as such in the Feed-in Offer as varied in accordance with these Feed-in Terms;

Feed-in Price Category means a category or subcategory of Feed-in Prices determined and published by us from time to time, including without limitation, Commercial Generation Feed-in Prices or Non-Commercial Generation Feed-in Prices;

Feed-in Terms means these terms and conditions;

Force Majeure Event means an event outside our or your reasonable control;

Increased Tax Cost Event means where a new Tax is imposed or the basis for imposing or calculating any existing Tax changes, and includes a change to the interpretation of any law related to a Tax;

Meter means an instrument that measures the quantity of electricity passing through it and includes associated equipment attached to the instrument to control or regulate the flow of electricity;

Meter Reading means:

- (a) figures or other information shown on a Meter register or instrument either read or collected directly or transmitted or transformed by electronic, radio, microwave, sonic or other means; or
- (b) the process of collecting figures or other information from a Meter either directly or through being transmitted or transformed by electronic, radio, microwave, sonic or other means;

Metering Standards means the relevant Regulatory Requirements standards which:

- (a) regulate the basis for the installation of new Meters and the operation and maintenance of new and existing Meters at your Supply Address;
- (b) establish rights and obligations with respect to metered data; and
- (c) includes relevant or prescribed industry codes or standards;

National Electricity Law means the laws set out in the schedule to the National Electricity (South Australia) Act 1996 (SA) as in force from time to time under the National Electricity (Victoria) Act 1997 (Vic);

Non-Commercial Generation means the generation of electricity by a facility that does not constitute Commercial Generation;

Personal Information means information or opinion about you from which your identity is apparent or can reasonably be ascertained;

Privacy Act means the Privacy Act 1988 (Cth);

Regulatory Requirements means any Commonwealth, State or local government legislation including acts of parliament, regulations, by-laws or other subordinate legislation, judicial, administrative or regulatory decrees or orders, or any mandatory approvals and guidelines, including industry standards or administrative interpretations of them, as may be in force and as amended from time to time;

Responsible means where a retailer is responsible for the electricity Supplied to a Supply Address for the purposes of settlement of the relevant wholesale electricity market;

Solar Facility means a facility located at the Supply Address of the following kind that generates electricity and has an installed or name-plate generating capacity of less than 100 kilowatts:

- (a) a wind energy generation facility;
 - (b) a solar energy generation facility;
 - (c) a hydro generation facility;
 - (d) a biomass energy generation facility;
- (as each of those terms is defined in the Electricity Industry Act 2000); or
- (e) a facility or class of facility specified by Order in the Government Gazette as a small renewable energy generation facility;

Solar Generation Export means electricity generated by your Solar Facility and exported into the relevant Distribution System by you at your Supply Address, net of any electricity consumption at your Supply Address;

Standing Offer Contract means a contract formed by acceptance by you of our standing offer terms published in accordance with section 35 of the Electricity Industry Act 2000 (VIC);

Supply means the sale of electricity (including Solar Generation Export) and any related services;

Supply Address means the address at which you purchase electricity from us and where your Solar Facility is located;

Tax means any present or future royalty, tax, levy, impost, deduction, carbon tax or greenhouse gas emission tax (or similar tax), assessment, reduction, charge, excise, fee, withholding or duty of any nature imposed by any government, or any governmental, semi-governmental or other body authorised by the law (other than a tax imposed on our overall net income);

Term means the period commencing on the Commencement Date and ending in accordance with clause 2.3 of these Feed-in Terms.

12.2 Interpretation.

In this Feed-in Plan, unless the context otherwise requires:

- (a) headings are for convenience only and do not affect the interpretation of this Feed-in Plan;
- (b) words importing the singular include the plural and vice versa;
- (c) words importing a gender include any gender;
- (d) all references to 'include' or 'including' are non-exhaustive and do not imply any limitation;

- (e) an expression importing a natural person includes any company, partnership, trust, joint venture, association, corporation or other body corporation and any governmental agency;
- (f) a reference to a clause, schedule, appendix or section is to a clause, schedule, appendix or section of this Feed-in Plan;
- (g) a reference to terms of an offer or agreement is to all terms, conditions and provisions of the offer or agreement;
- (h) a reference to any statute, regulation, proclamation, order in council, ordinance, by-law or rule, includes all statutes, regulations, proclamations, orders in council, ordinances, by-laws or rules varying, consolidating, re-enacting, extending or replacing them. A reference to a statute includes all regulations, proclamations, orders in council, ordinances, by-laws or rules issued under that statute;
- (i) a reference to a document or a provision of a document includes an amendment or supplement to, or replacement or novation of, that document or that provision of that document;
- (j) a reference to a person includes that person's executors, administrators, successors, substitutes (including without limitation, persons taking by novation) and permitted assigns;
- (k) a reference to a person includes that person's officers, employees, contractors, agents or other representatives;
- (l) when capitalised, grammatical forms of a word or phrase defined in this Feed-in Plan have a corresponding meaning;
- (m) a period of time which:
 - (i) dates from a given day or the day of an act or event is to be calculated exclusive of that day; or
 - (ii) commences on a given day or the day of an act or event is to be calculated inclusive of that day; and
- (n) an event which is required under this Feed-in Plan to occur on or by a stipulated day which is not a Business Day may occur on or by the next Business Day.

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Arabic

هل تحتاج لمترجم؟ اتصل على الرقم أدناه:

Spanish

¿Necesita un intérprete? Llame al número indicado abajo.

Italian

Se vi serve un interprete, telefonate al seguente numero.

Greek

Αν χρειάζεστε διερμηνέα, τηλεφωνείτε στον αριθμό παρακάτω.

Croatian

Trebate li pomoć tumača? Nazovite niže navedeni broj.

Vietnamese

Nếu quý vị cần sự giúp đỡ, vui lòng gọi số bên dưới.

Chinese

如果您需要傳譯員的幫助，請致電以下號碼。

For language assistance please call **131 245**.

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AGL Sales Pty Limited ABN 88 090 538 337

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