



# Humenergy Disclosure Statement

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## Disclosure Statement

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### 1 General

1.1 This Disclosure Statement sets out important information about your agreement with Humenergy for your energy supply (Agreement).

### 2 Duration of your Agreement

2.1 Your Agreement starts on the date indicated on your Supply Agreement. Your Agreement is ongoing and will continue unless it is terminated by you or us. If you are moving out of your Supply Address, you may terminate the Agreement by contacting us via telephone or email using the details provided below.

2.2 Please note that if you move out you may be required to pay a move out or disconnection fee. All fees are outlined in your Energy Plan.

2.3 For Energy Plans with fixed benefit periods, we will provide energy supply at the set rates for that fixed period unless your Agreement is terminated early. If the benefits that apply under your Agreement change after the end of a fixed benefit period, we will notify you in writing between 20 and 40 business days before the benefits change.

### 3 Cooling off period

3.1 Your Agreement has a 10-business day cooling off period that commences the day after the Acceptance Date. You have a right to cancel this Agreement at any time during the cooling off period by providing written or verbal notice during the cooling off period using the contact details below.

Email: [info@humenergy.com.au](mailto:info@humenergy.com.au)

Phone: 1300 322 622

### 4 Pricing

4.1 All applicable prices, fees and charges are outlined in your Energy Plan.

4.2 If your Energy Plan has benefits that will change at the end of a fixed period, we will notify you if any benefits change.

4.3 If your Energy Plan does not include a fixed benefit period, then we will notify you if any prices change.

### 5 Payment Options

5.1 Humenergy have several payment options including via BPay, Credit card and Direct debit. If you wish to enter into a Direct Debit Arrangement, we will send you an additional form and talk to you about the details of the arrangement.

5.2 You also have the option to pay your bills in advance or request flexible payment arrangements if you wish.

5.3 Your payment options will also be detailed on the bottom of your first invoice, should you have any questions regarding payment, including questions about how you can change your method of payment, please give our team a call.

## 6 Service Levels

- 6.1 We will meet all legal and regulatory requirements applicable into your supply address. We will only make changes to service standards in accordance with applicable law and regulatory requirements.

## 7 Concessions and rebates

- 7.1 You may be entitled to a government concession or rebate – including assistance under the NSW Social Programs for Energy Code if you are a resident in NSW. Please follow the appropriate sets on the following website to determine whether you are eligible:  
<https://www.service.nsw.gov.au/services/concessions-rebates-and-assistance>
- 7.2 Your eligibility for concessions and rebates may change in accordance with your circumstances.

## 8 Complaints

- 8.1 You may contact us if you have a complaint or enquiry about our services, or about the way we (or our associates) have marketed our services. Please direct all enquiries to our friendly customer service team:  
Email: [sales@humenergy.com](mailto:sales@humenergy.com)  
Phone: 1300 322 622
- 8.2 We will handle any complaint in line with our standard complaints and dispute resolution procedures. If you are not satisfied with our resolution, you have the right to complain to the energy ombudsman in your state.

- 8.2.1 New South Wales Energy & Water Ombudsman NSW (EWON) – [www.ewon.com.au](http://www.ewon.com.au)

- 8.2.2 Queensland Energy & Water Ombudsman Queensland (EWOQ) – [www.ewoq.com.au](http://www.ewoq.com.au)

## 9 Electronic transactions

- 9.1 Some of the services you receive under your Agreement may be available electronically. These services will be provided in accordance with the terms of your Agreement.
- 9.2 You acknowledge that you may receive communications under your Agreement electronically and agree to be bound by any electronic transactions in accordance with relevant legislation and your Agreement.