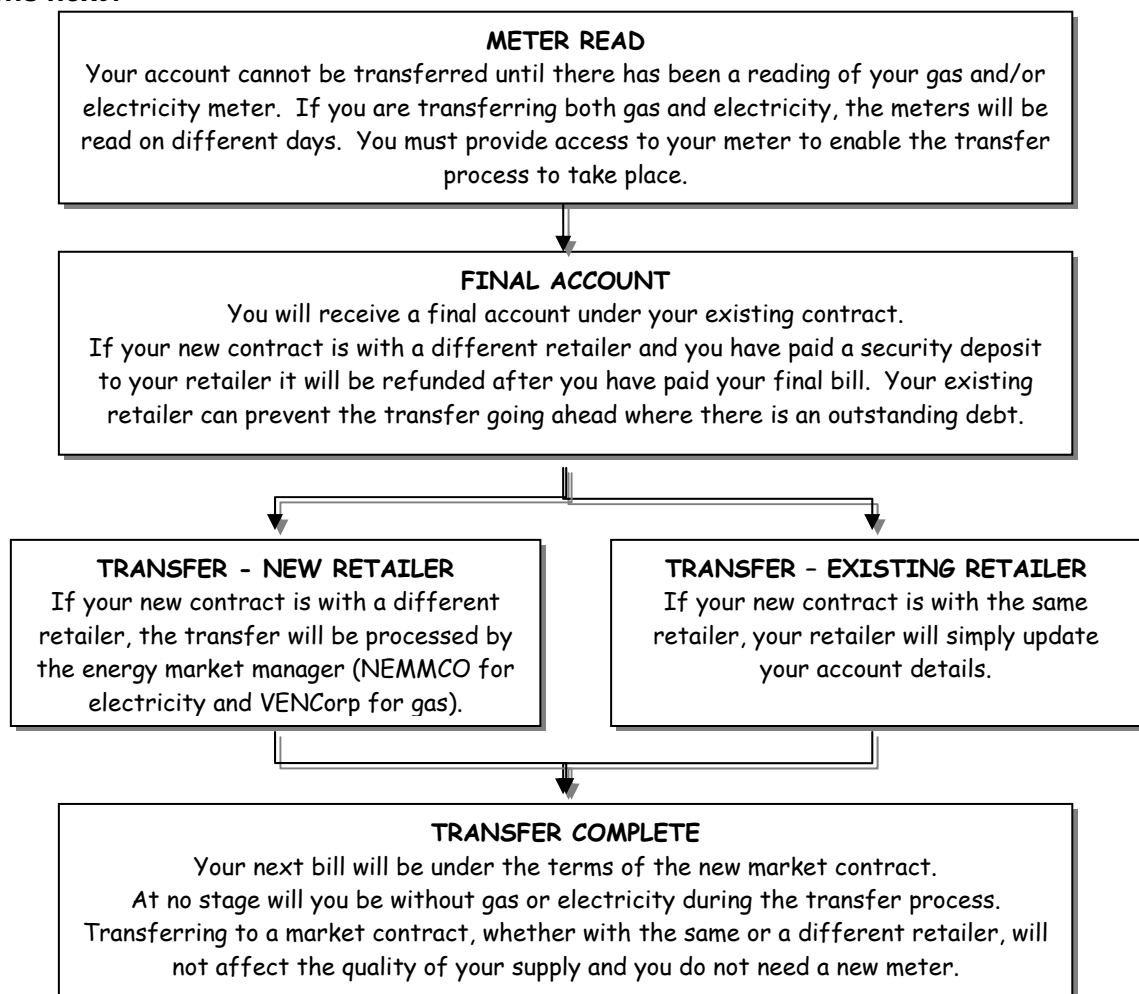


ENERGY FACTS: MOVING TO A MARKET CONTRACT

Victorian households and businesses are able to choose their electricity and gas retailer. If you choose to change retailer or accept a new offer from your existing retailer you are entering into a 'market contract'. This brochure helps you understand what happens after you decide to enter into a market contract.

To enter into a market contract you should have compared offers, provided explicit informed consent, been provided with the full terms and conditions and costs of the market contract and the cooling off period has expired. If you want further information about these steps visit www.esc.vic.gov.au/yourchoice or call 1300 134 575.

What happens next?



How long will it take?

- The transfer onto your new contract terms will generally occur on your next scheduled meter reading. Although, if you are moving to a market contract with the same retailer, it may happen before your meter is next read.
- Generally, meter readings occur every 2 months for gas and every 3 months for electricity.
- You can request a 'special read' (at an extra cost) to enable you to transfer sooner.
- If you are moving to a market contract for both fuels, they may be transferred at different dates.
- Overall, the transfer process may take up to 14 weeks.

About this Document

This Document has been prepared by the Essential Services Commission - the independent regulator of the energy and water industries in Victoria. For further information, visit www.esc.vic.gov.au/yourchoice or call 1300 134 575.