



Microgrid Power Direct Frequently Asked Questions - v1

What is the Embedded Microgrid Network?

The Microgrid Power Direct Embedded Microgrid Network is a private electricity network that is connected to the external electricity 'grid' and is also fed from the Solar Panels which are to be installed on the roof the shopping centre.

Top-up electricity is purchased from the grid is purchased at wholesale rates from an energy retailer. Every tenant's premises will be connected on the Embedded Microgrid Network, and a 'smart meter' will be installed for each tenancy which digitally records data about the combined Grid and Wholesale energy consumption.

How can you prove you are cheaper?

By combining the Solar and Grid generated electricity, the Solar electricity subsidises the Grid energy which enables Microgrid Power Direct to provide discounts to tenants that are otherwise not possible.

You are invited to check the other retailers electricity prices in your area by going to the Energy Made Easy website at www.energymadeeasy.gov.au

Electricity price for tenants is guaranteed to be below current retailer and below the best prices offered by all retailers in the distribution zone.

Once the Embedded Network has been approved, Microgrid Power Direct will review your current retailers' prices and will offer you prices that are guaranteed to be cheaper.

Once you become a customer of Microgrid Power Direct and at your request, Microgrid Power Direct will review your rates and guarantee to offer rates that will always be cheaper.

Do I have to use Microgrid Power Direct as my retailer after the network conversion?

If you feel that the prices offered by Microgrid Power Direct are not acceptable, or you do not wish to use Microgrid Power Direct for any other reason, you may use your retailer of choice.

You will enter into an 'Energy Only' contract with your chosen retailer who will bill you for the electricity you use.

As your landlord owns the distribution network within the shopping centre, you will receive a second bill from Microgrid Power Direct on behalf of your landlord for the Network Use of System (NUOS) costs.

What are 'Network Use Of System (NUOS) charges'?

Network use of system charges are the fixed and variable charges for supplying electricity to your business. Network charges are separate to amounts charged for your consumption of electricity (that is, your 'energy only' costs). Your electricity retailer currently collects these network charges from you under your existing electricity arrangements.

What is an 'energy only' contract?

Normally, your electricity retailer will charge you for both the cost of selling you electricity and for network charges. An 'energy only' contract is an electricity contract which only charges you for the cost of selling you electricity. These kinds of contracts are usually offered at the discretion of the electricity retailer, so may be difficult to obtain.

Does Microgrid Power Direct provide the same Consumer Protections as other retailers?

Microgrid Power Direct customers within the Embedded Network are covered by regulated customer protections although some of these protections may not be the same as the protections you would have buying electricity directly from an authorised retailer.

These protections include;

- billing/payment procedure
- fair disconnection procedures
- Complaints and Hardship procedures

If you are a 'small customer' under the energy laws and you are not happy with how Microgrid Power Direct treats you as a customer, Microgrid Power Direct has a robust internal dispute resolution process to respond to any complaints you may have.

Will there be any cost to tenants to convert the shopping centre to an Embedded Microgrid Network?

There is no direct cost to tenants at all

Who is Microgrid Power?

Microgrid Power Direct is part of The Green Guys Group (TGGG), one of Australia's largest providers of Solar generation and energy efficient lighting to the business Community

www.greenguys.com.au

What can I do if I have concerns or queries about Embedded Microgrid Network arrangements, or am unsure what this Embedded Network retrofit will mean for my business?

Speak to a Microgrid Power Direct representative on 1300 647 888 or emailing us on

support@microgridpower.com.au

to find out more about:

- the Embedded Network conversion process and what you need to do,
- how Microgrid Power Direct may be able to address your concerns regarding the Embedded Network conversion process.



How do I become a customer of Microgrid Power?

Once tenants agree to the conversion of the shopping centre and the conversion is registered with the Australian Energy regulator, You can sign up on line at www.microgridpower.com.au and follow the Customer Sign Up link.

Or you can call our customer service team on 1300 647 888

How often will I be receiving a Microgrid Power Direct bill?

Microgrid Power Direct will bill you each month for your electricity usage including NUOS.

If you have chosen to use your preferred retailer, your retailer will bill you according to their terms and conditions and their agreement with you.

Microgrid Power Direct will continue to bill you for NUOS.

What is the best way to pay my Microgrid Power Direct electricity account?

Your Microgrid Power Direct electricity account will list a number of payment methods including;

- direct debit,
- online through the Microgrid Power Direct website www.microgridpower.com.au
- EFT
- Credit Card by phone 1300 347 888
- BPAY.

How do I Opt-Out from receiving marketing calls or emails?

When signing up with Microgrid Power, you will have the opportunity to opt out of receiving emails offering News, Offers and Products from us.

If you did not Opt-Out when signing up with us, you can Opt-Out at any time by either;

- Calling us on [1300 647 888](tel:1300647888)
- Or advising us in writing to:
The Energy Compliance Officer
Microgrid Power
Unit 2, 176 Euston Road
Alexandria NSW 2015

Please ensure you provide us with

1. Your full name and billing address
2. Your Microgrid Power Direct account number
3. Your mobile telephone number
4. The email address you provided to us when you became a customer

How long before my Opt-Out takes effect?

If you Opt-Out of receiving marketing material from us, we'll action it as soon as possible and it may take up to five business days to become effective.

In some cases, it may take longer to update in our systems, so feel free to contact us on [1300 647 888](tel:1300647888) if you would like one of our consultants to follow up on your request.