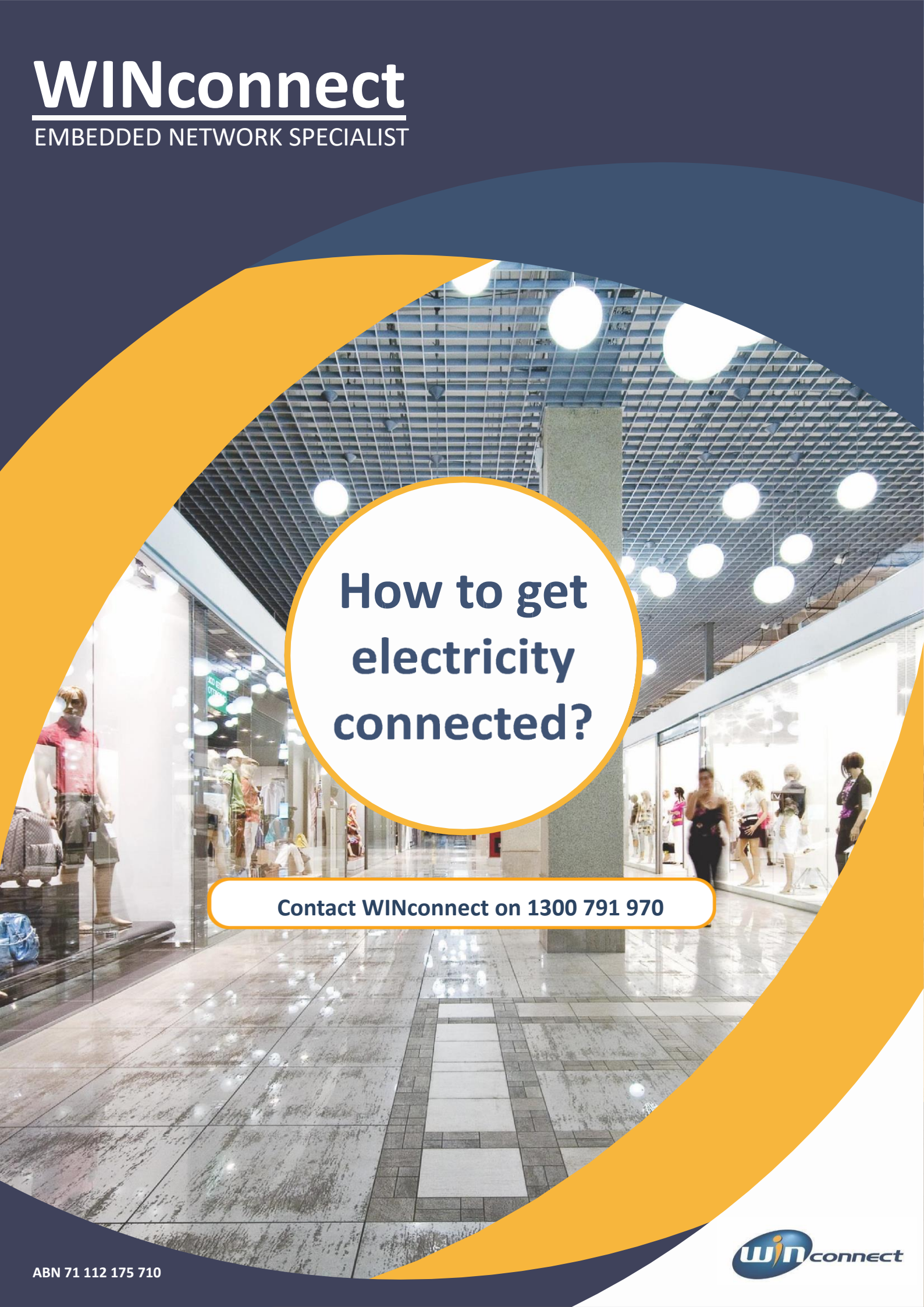




How to get electricity connected?

Contact WINconnect on 1300 791 970

Welcome

Congratulations on the lease of your new tenancy!

Your new business tenancy is part of an Electrical Embedded Network managed by **WINconnect**. This system allows for greater transparency in utilities management, accuracy, and consistency through monthly meter reading with local expertise in billing, customer service and engineers to support your energy needs.

Embedded networks act as community energy networks, allowing those within the development to pool together their aggregated energy usage to purchase energy through the gate meter from the wholesale market at wholesale prices.

Being part of the Embedded Network gives you access to competitive electricity pricing alongside monthly billing, no lock in contracts, payment and hardship assistance and excellent customer service.

It is important to note, whether you decide to purchase electricity from the embedded network, powered by WINconnect or through a licensed electricity retailer of your choice, you are still connected to the embedded network's infrastructure and WINconnect will manage the electricity connection, billing, and network management in relation to this infrastructure.

Please contact us if you wish to look into your electricity options further and we can assist you with any information, from meter details to pricing.

For prompt connection prior to your move in date, please complete our 'Get Connected' form either online at www.WINconnect.com.au/get-connected or by calling 1300 791 970 and we will take care of the rest.

We look forward to hearing from you.

Kind regards, WINconnect Customer Service Team

So, who is WINconnect?

With the advantage of being owned and operated by Origin Energy, WINconnect has over 18 years of experience and more than 1,000 sites under our management.

We specialise in providing energy services to medium and high-rise developments and shopping centres to draw on renewable energy technologies to future-proof and provide the benefits back to the communities we service.

To find out more about Community Energy Networks and WINconnect, watch our [video here](#).



Important Information

Moving and Connections

Opening an account:

Signup can be completed either through our website at www.winconnect.com.au/getconnected or by calling our customer service team on 1300 791 970. Completion of the form should take no longer than 5 minutes.

Closing an account:

To close your account, ensure you do so at least two business days prior to your planned move out date so we can arrange for a final read for your selected date. Account closure is complete through our 'Moving Out' form www.winconnect.com.au/moving-out or by calling our customer service team on 1300 791 970.

Billing and Payments:

Payment options include:

Direct debit, BPAY, Pay online/Via phone/Via mail/In person. For further information, visit: www.winconnect.com.au/pay-a-bill

How often do I get billed?

Invoices are issued on monthly basis, either via email or post depending on your preference.

What rate am I on?

Your electricity rate will be provided upon signup and is located on the back of your bill. For a copy of your electricity rates email 'enquiries@winconnect.com.au' or call 1300 791 970.

General Information:

Choosing to move to a market retailer:

You can elect to purchase electricity from a market retailer at any time, please contact us to discuss how. We will not charge any fees for the decommissioning of the embedded network meter, and we will assist with any questions you may have if you decide to move to another provider.

Buying from the embedded network is easy and convenient.