



## Electricity & Hot Water Supply Hello St. James Apartments!

The electricity to St. James Apartments, 1A Yarra Street, Hawthorn East VIC 3122, is supplied via a private embedded electricity network; WINconnect through our electricity product **WINenergy** has been engaged to manage this embedded network.

Hot water delivered to your apartment is by means of a Centralised Hot Water Plant. Hot water services delivered by WINconnect include metering, billing and customer service.

You can create an electricity and hot water account for your apartment by completing the 'Get Connected' form at

**[www.WINconnect.com.au](http://www.WINconnect.com.au)**

or by speaking to our friendly customer service team on:

**1300 791 970**

Monday – Friday, 8.00am to 5.00pm

Should you need further assistance you can also email us at  
**[enquiries@WINconnect.com.au](mailto:enquiries@WINconnect.com.au)**

Interpreter services: 13 14 50

# Electricity

WINconnect fulfills the role of Embedded Network Service Provider for embedded networks and over the past 14 years have been operating similar sites throughout Australia. The embedded network results in a number of benefits;

- **Our special offer**

No confusing conditional discounts, one unique rate. WINconnect follow stringent rules relating to pricing, and our pricing is below that of the default retailers' standing offer. Contact our Customer Service Team on 1300 791 970 for a copy of your electricity rates.

- **No lock in contracts**

There are no fixed term contracts; this allows flexibility to suit your ever changing lifestyles.

- **Local Customer Service Team**

Our friendly customer service team is based in Australia and is on hand to assist you. We also have interpreter services available by calling 13 14 50.

- **Quick connection**

We offer same day or next day energisation of your apartment. Because your meter is already an embedded network meter, there is no lengthy installation process to delay your connection.

- **Freedom of choice**

You can elect to purchase electricity from a market retailer at anytime. Please contact us to discuss how. No fees for the decommissioning of the embedded network meter will be charged to you by us.

- **Standard Energisation Fee**

This fee is applied for standard energisation of your electricity supply. A standard energisation occurs when the completed 'Get Connected' form is received by 2pm on a business day for energisation on the following business day, or a subsequent nominated date.

The standard Energisation Fee of \$35 excl GST\* will appear on your first bill.

- **Priority Energisation Fee**

A priority energisation occurs when the 'Get Connected' form is received before 2pm on a business day for energisation to be completed that same day; or if received after 2pm, for energisation to be made on the following business day.

The Priority Energisation Fee of \$80 excl GST\* will appear on your first bill.

- **New Connection Fee to the Private Embedded Network**

This fee may be charged for a first-time connection to the private embedded network. If applicable, it will be charged to the first occupant or owner of a new premise on their first bill. For more information see: Residential Tenancies Act 1997 (Vic) s 53 (1)(a).

## Hot Water

Hot Water is supplied via a centralised hot water plant and our metering technology records the volume of hot water used by each apartment. Centralised hot water plants are designed in modern apartment buildings for energy efficiency and space savings, avoiding the need for a large hot water plant inside your apartment.

WINconnect is the sole hot water service provider for all apartments. To receive continued hot water supply to your apartment, visit [www.WINconnect.com.au](http://www.WINconnect.com.au), or call **1300 791 970 to set up an account**.

Standard set up for hot water is **free!**

Yours Sincerely,

WINconnect Customer Service Team

*WINconnect, trading as WINenergy, act on behalf of the exempt on-seller of electricity at your supply address.*

\*These fees and discounts may be updated from time to time to reflect market changes and economic conditions, by notice to you.