



# Supplementary Terms and Conditions

Version 1.0 | October 2024

RAA Energy is a trading name of the licensed energy retailer Energy Locals Pty Ltd, ACN 606 408 879.

These terms & conditions form part of the [Market Retail Contract](#) provided by Energy Locals Pty Ltd (ABN 23 606 408 879) trading as RAA Energy (**RAA Energy**) and apply to all customers of RAA Energy who accept a Product Offering, referred to in these terms and conditions as “customers” or “you.”

## **1. Monthly Billing**

- 1.1. A monthly billing cycle is only available to customers with a Smart Meter installed at the Supply Address.
- 1.2. If a Smart Meter is not installed at the Supply Address, you agree that you will receive a bill quarterly.

## **2. Personalised Energy Insights**

- 2.1. Personalised Energy Insights provide data, analysis and tips on a customer’s energy consumption and generation via a monthly email to help customers better understand their energy costs.
- 2.2. To be eligible for the Personalised Energy Insights you must be a current RAA Energy customer with a Compatible Smart Meter at the Supply Address.
- 2.3. Personalised Energy Insights will only be provided monthly, with the first Personalised Energy Insights provided in the next monthly cycle after a full calendar month of data has been collected from the Supply Address.
- 2.4. The data and information provided by the Personalised Energy Insights does not alter or replace your bill. In the event of any discrepancy between the Personalised Energy Insights and your bill, the information and data contained in your bill will prevail.

## **3. Solar Assessment**

- 3.1. A Solar Assessment is an analysis on a customer’s potential suitability for a solar system at their Supply Address based on 90 days of energy consumption data provided to customers via email.
- 3.2. To be eligible for a Solar Assessment, customers must:
  - 3.2.1. own the Supply Address; and
  - 3.2.2. have been an RAA Energy customer for at least 90 days.
- 3.3. The Solar Assessment is not available to customers who:
  - 3.3.1. are tenants residing at the Supply Address; or
  - 3.3.2. already have an existing solar system installed at the Supply Address.
- 3.4. There is a limit of one (1) Solar Assessment per customer.
- 3.5. The Solar Assessment will only be provided after 90 days of billing data has been collected from the Supply Address.
- 3.6. The Solar Assessment will be provided to the customer by email only.
- 3.7. By accepting these terms and conditions, you agree to be contacted by RAA and RAA Solar in relation to your Solar Assessment.

## **4. Solar Health Check**

- 4.1. A Solar Health Check is an analysis on a customer’s existing solar system based on 90 days of energy consumption data (or any other data sources RAA Energy deems appropriate) provided to customers via email.

- 4.2. The Solar Health Check is only available to current customers who own the Supply Address, have been a RAA Energy customer for at least 90 days and who already have an existing solar system installed on the Supply Address.
- 4.3. There is a limit of one (1) Solar Health Check per customer.
- 4.4. The Solar Health Check will only be provided after 90 days of billing data has been collected from the Supply Address.
- 4.5. The Solar Health Check will be provided to the customer by email only.
- 4.6. Eligibility for an on-site solar health check will be determined by RAA Energy based on the results of the Solar Health Check analysing 90 days of consumption data (or any other data sources RAA Energy deems appropriate) and will be provided at the sole discretion of RAA Energy.
- 4.7. Any offers provided alongside the Solar Health Check, are only valid for 90 days from the date it is sent to the customer.
- 4.8. By accepting these terms and conditions, you agree to be contacted by RAA and RAA Solar in relation to your Solar Health Check.

## **5. No Reliance**

- 5.1. The analysis provided within the Product Offerings is general in nature and does not consider all of your personal circumstances. Accordingly, it must not be treated by you as personalised advice.
- 5.2. RAA Energy provides the Product Offerings on an “as is” basis. To the extent permitted by law, RAA Energy excludes any and all warranties in relation to the Product Offerings.
- 5.3. Without limiting the foregoing, RAA Energy does not warrant:
  - 5.3.1. the continued availability of the Product Offerings or that access to the Product Offerings will be uninterrupted;
  - 5.3.2. that the Product Offering will be completely accurate; or
  - 5.3.3. that any product or services featured or referred to in the Product Offering will be available for purchase or use by you.

## **6. Limitation of Liability**

- 6.1. RAA Energy’s liability for breach of a condition or warranty that cannot be excluded by law is limited (at RAA Energy’s election) to the re-supply of Product Offering or the cost of the re-supply of the Product Offering.
- 6.2. To the extent permitted by law, RAA Energy excludes any and all liability for any loss or damage, including indirect or consequential loss or damage, arising from the use or reliance on the Product Offerings or the data contained within.

## **7. General**

- 7.1. RAA Energy reserves the right to change these terms & conditions at any time.
- 7.2. Any changes to the terms and conditions will be published through the RAA Energy website and/or notified to you. You must comply at all times with the current terms & conditions as published on the RAA Energy website and/or notified to you.
- 7.3. To the extent of any inconsistency of these terms with the Market Retail Contract, the terms and conditions within the Market Retail Contract will prevail.
- 7.4. These terms & conditions shall be governed by and construed in accordance with the laws of South Australia. Disputes arising shall, unless expressly agreed in writing

by RAA Energy, be subject to the non-exclusive jurisdiction of the Courts of South Australia.

- 7.5. If any part of these terms & conditions is void or unenforceable, that part is taken to be removed from these terms & conditions and the remaining terms & conditions continue to have full effect.

## Definitions

**Compatible Smart Meter** means the IH E355 smart meter with Intelli-ConX or later model.

**Intellihub** means Intellihub Australia Pty Ltd (ACN 626 079 614).

**Personalised Energy Insights** means data, analysis and tips on a customer's energy consumption and generation provided via a monthly email to help customers better understand their energy costs.

**Product Offering** means the Personalised Energy Insights, Solar Assessment and/ or Solar Health Check as applicable for the customer and as the context requires.

**RAA** means Royal Automobile Association of South Australia Incorporated (ABN 90 020 001 807).

**RAA Energy** means Energy Locals Pty Ltd (ABN 23 606 408 879) trading as RAA Energy.

**RAA Solar** means RAA Innovation Pty Ltd trading as RAA Solar and Battery Storage (ABN 13 655 258 272).

**Smart Meter** means a Type 4 meter which is capable of recording customer usage in real time and can be remotely read in 30-minute intervals. It may also be referred to as an advanced or digital meter.

**Solar Assessment** means an analysis on a customer's potential suitability for a solar system based on 90 days of energy consumption data provided to customers via email.

**Solar Health Check** means an analysis on a customer's solar system based on 90 days of energy consumption data (or any other data sources RAA Energy deems appropriate) provided to customers via email.

**Supply Address** means the customer's address for the supply of electricity from RAA Energy.