



residential customer application form

utility services

This application form is for the supply of electricity network services, the sale of electricity, cooker gas services and hot water services to the supply address specified on this form.

Attached to this application form are the Terms and Conditions that apply to these utility services and the Energy Price Fact Sheets setting out the applicable pricing and fees for these utility services. Together with this application form, these documents form the agreement between you, Real Utilities Pty Limited and Real Utilities Discovery Point Pty Limited.

At Icon, the Owners Corporation and Real Utilities Discovery Point Pty Limited are the joint exempt embedded network service providers under an exemption provided for in the AER Electricity Network Service Provider - Registration Exemption Guideline.

1 Account holder details

First name Last name
Named entity is financially responsible party for the account.

Date of birth / /
DD/MM/YYYY

Contact number Mobile number

Account holder form of identification

Option 1. Drivers licence

Account holder drivers licence number State of issue

OR

Option 2. Passport

Account holder passport number

Country of issue Date of expiry / /
DD/MM/YYYY

OR

Option 3. Other

Type of identification Issued by

Reference number

2 Additional authorised contact details

Additional authorised contact Yes No

First name

Last name

Date of birth

,,

DD/MM/YYYY

3 Supply address details

Apartment number

Street number

Street name

Suburb

Postcode

State

Move in date

,,

DD/MM/YYYY

4 Details of utility services

If you have any questions about what utilities are provided to your supply address, please contact us on 1300 16 16 68.

You will be provided with electricity network services and hot water services at the supply address.

Please tick the relevant box(es) below if you wish to opt out of receiving that utility service at the supply address.

electricity sales - please provide details about your alternative electricity retailer

alternative retailer name

cooker gas - tick this box if you do not have cooktop facilities installed at the supply address (for example, if you are a body corporate)

5 Notices and billing

Electronic notices & bills

 Yes No

If yes, please enter email address.

Email address

Paper notices & bills

 Yes No

If yes, please enter postal address below.

Marketing notices

 Yes

If you wish to opt out, please tick this box.

Postal address details

Same as supply address

 Yes

Apartment number

Street number

Street name

Suburb

Postcode

State

6 Life support equipment/Concession Card details

Does any resident at the supply address require life support equipment?

 Yes No

Does the account holder or another permanent occupant at the supply address hold a Concession Card that entitles the holder to energy concessions?

 Yes No

If yes, please enter details below.

Concession Card issued by

Card number

First name on card

Last name on card

7 Payment method

Please select your preferred payment method

Direct debit Yes If yes, please select only one of the payment methods set out below No If you do not wish to set up direct debit arrangements, you can pay your bill in other ways. We will set out those other payment methods in the bills that we send to you.

Pay by CREDIT CARD

Credit card issued by Visa MasterCard

Name on card

Credit card number

Card expiry

 /
MM / YY

We don't currently apply any surcharge to credit card transactions. We may decide to apply such surcharges in the future but we will let you know ahead of time if we plan to do that. Details of credit card surcharges are set out in the Terms and Conditions and the Energy Price Fact Sheets, as amended from time to time in accordance with the Terms and Conditions.

OR

Pay by BANK ACCOUNT

Bank name

Account holder first name

Account holder last name

Bank BSB

Bank account number

8 Acknowledgement

If you agree with the statements below, please tick the appropriate boxes and sign and date this form.

Accepted

I have read and accept the Terms and Conditions for the utility services nominated on this form to the supply address identified on this form, as well as the accompanying Energy Price Fact Sheets described for the provision of such utility services.

Accepted

I have obtained, understood and agree with the handling of my personal information as described in the Real Utilities Privacy Policy (available at www.realutilities.com.au/privacy or on request). The Privacy Policy contains details about how Real Utilities handles personal information, including credit reporting information, and matters such as website privacy, credit reporting bodies used and my access, correction and complaint rights in relation to Real Utilities and those credit reporting bodies.

Accepted

I understand and consent to Real Utilities exchanging my personal information, to the extent permitted by law, with other credit providers for (i) assessing my application(s) for credit, (ii) notifying other credit providers of defaults, (iii) exchanging information about my credit status where I am in default with Real Utilities or another credit provider, (iv) assessing my credit worthiness at anytime during or after the life of my credit arrangement, (v) resolving disputes and errors, and (vi) any other purpose authorised by law.

Account holder name

Date

 / /

DD / MM / YYYY

Signature

Your application will now be processed and Real Utilities will confirm once we have satisfied the requirements of our sign up process. This notification will be sent by email if you have selected the electronic notices option, or by post if you have selected the paper notices option.