



Welcome

If you are moving into 289 King Street, Mascot, you will soon be part of an exciting new approach to Energy Management that provides energy at competitive rates.

At Enwave Mascot we've been working to provide commercial tenants with a seamless, local energy supply for heating, cooling, domestic hot water and electricity.

How it works

At Enwave Mascot, we produce Thermal Energy from our Trigeneration Plant for heating, space cooling and for Hot Water, then transport it via a pipeline to your building.

For electricity you have the option to purchase from us thanks to an embedded energy network that provides competitively priced electricity. We buy the electricity for the entire network so we can pass on the savings to you.

The electricity you receive at Enwave Mascot is no different to anywhere else. Electricity is generated by power stations connected to the grid and then distributed to 289 King Street as it would be anywhere else.

Unlike a standard electricity connection, Enwave Mascot has one large electricity meter connected to the distribution network called a "gate meter". We receive electricity at the gate meter and pay Ausgrid (via our electricity retailer) the cost of receiving electricity through the Ausgrid distribution network. We then on-sell throughout the building to customers who have chosen to buy electricity from us.

Energy FAQ

What is a private embedded network?

An Embedded Electrical Network (EEN) is the infrastructure that allows electricity to be purchased in bulk and on-sold to improve efficiencies and therefore lower costs.

More about Enwave

The operator of the embedded energy network is Enwave Mascot Ltd, ABN 22 100 209 354, a wholly owned subsidiary of Enwave Energy Pty Ltd owner of the infrastructure. Enwave Energy is owned by Brookfield TGN Holdings, located at Level 22, 135 King Street, Sydney, NSW, 2000, Australia. Refer to www.brookfield.com.

Enwave Mascot also owns the Trigeneration plant that services the bulk of Qantas buildings within the Mascot precinct, supplying them thermal and electrical energy. This Trigeneration plant is also used for the supply of thermal energy for 289 King street and at a later stage may be used for the provision of electrical energy from a different source, from currently used.

The trigeneration plant uses natural gas to drive reciprocating engines coupled to generators to produce electricity. The waste heat is used to generate hot water and chilled water that's reticulated through pipes to various buildings including 289 King St. This process reduces Carbon Emissions (ie. Green House Gases), produced by Coal Burning Power Stations and forms part of the Federal Government's Renewable Energy Target (RET) regulated by the Australian Renewable Energy Regulator.

How is my daily energy use calculated?

We look at how much energy you have used between meter reads (typically monthly) and divide the amount by the number of days between reads, like this:

Total Energy / Total Days = Average Daily Use

Do I have to use Enwave Mascot as my energy provider?

It's not compulsory for you to purchase your electricity from Enwave Mascot. The Australian Energy Regulator requires that tenants within an embedded network are entitled to source their electricity from a retailer of their choice. As such, you are entitled to seek quotations for the supply of electricity direct from any retailer. If you are able to secure a rate that you believe is better than the rates you are receiving as part of the embedded network, you can enter into a contract for supply with that retailer.

Customer Service FAQ

Get Connected what do I need to do?

If you are moving into the building, you will need to open an account with us as soon as possible, or you can speak to a retailer of your choice about opening an account.

You can contact us on **1300 053 212**

How do I open an account?

A Customer Connection Enquiry Form is available on our website at www.enwavemascot.com.au or you may contact us on **1300 053 212**

We will take care of all your connection issues.

Large Customer Contract

A Large Customer contract applies for customers that consume greater than 100MWh per year. This contract is available upon request.

Small Customer Contract

A Small Customer contract applies for customers that consume less than 100MWh per year. This contract is available upon request.

How long before I have Electricity after my contract is signed?

Typically, a week's notice is required after the contract is signed.

Moving out, what do I need to do?

If you are moving out of the building, you will need to let us know at least five days before you leave the property so that we can take a final meter read and close your account. You may receive a final bill for energy used up until you leave the property.

You can contact us on **1300 053 212**

How much do I need to pay to become a customer of Enwave Mascot?

We don't charge any joining fees, although you may be charged a fee if we need to change your meter or disconnect/reconnect your power. Don't worry; we will always tell you about this if a fee needs to be paid before you commit.

What's estimated energy use?

If we are unable to read your meter, we may estimate your meter reading by looking at how you have used your electricity over the last 12 months. If we do not have any history for your meter, we will talk to you about how you use your electricity so that we can estimate your usage. If we do estimate your bill, we will always try to check the estimate with an actual reading within 90 days.

How to pay my account

You can pay your account in many ways:

- ✓ **Credit Card – By phone**
- ✓ **(EFT) – Electronic Funds Transfer via Internet Banking**
- ✓ **Mail – Send a cheque**

Loss of Supply or Faults

If you have loss of supply or a fault, please contact us on

(02) 9667 1327 (24hr Emergency Fault Line)

For life threatening emergencies call 000

Complaints

Making a complaint

You may call us on 1300 053 212 to notify us of any complaint in relation to our marketing or supply of energy to your supply address. We will endeavour to resolve your complaint as quickly as possible in accordance with our Dispute Resolution Policy.

After attempting to resolve your complaint, if you are not satisfied with the outcome, you may contact the Energy and Water Ombudsman NSW on 1800 246 545.

Retailer Of Choice

Here at Enwave Mascot we are committed to providing you with the best available rates. You also have the right to be supplied by a retailer of your choosing.

For further information to help you compare our retail offer to those available to you, please visit

www.energymadeeasy.gov.au

Enwave Credit Information Policy

Your credit information is being collected by Enwave Mascot Pty Ltd (ABN 22 100 209 354).

If you have a query about the information we collect or how we manage that information you can contact our Privacy Officer as follows:

- ✓ **Mail: GPO Box 172, Sydney NSW 2000**
- ✓ **Email: privacy.officer@au.brookfield.com**
- ✓ **Telephone: 02 9322 2000 Fax: 02 9322 2001**

We have a credit reporting policy, which forms part of our general Privacy Policy.

We may collect, use, hold and disclose certain credit-related information about you for the purpose of providing you with energy and related products and services and to process your payments for these products and services. Credit-related information includes your name and contact details, your credit history (including any repayments or late repayments you have made), details of any credit you have sought or obtained from other credit providers, any credit rating or credit assessment score that we calculate or that a credit reporting body might provide to us and details of any credit-related court proceedings or insolvency applications that relate to you.

We may collect credit-related information about you from credit reporting bodies and other credit providers who have provided credit to you. We may use and hold this credit-related information in order to conduct a credit

assessment on you, to evaluate your credit-worthiness and to decide whether to provide you with energy and related products and services on credit. We may disclose your credit-related information and your personal information to third parties, including debt collectors, credit management agencies, other credit providers, credit reporting bodies, government bodies and regulatory authorities (where required or authorised by law).

Credit reporting bodies collect a range of credit-related information about individuals and use that information to provide a credit-related service to their customers (which include us). Credit reporting bodies may include your information in reports provided to other credit providers to assist them to assess your credit-worthiness.

For the purposes of the Privacy Act, each credit reporting body is required to have a policy which explains how they manage your credit-related information.

We may disclose credit-related information to third parties that provide services to us or that provide services to you on our behalf. We may also disclose credit-related information about you to third parties to whom we have assigned your debt.

You have a right to access the credit-related information that we hold about you, to correct that credit-related information and to make a complaint about our handling of your credit-related information. More information about how to access and correct the credit-related information that we hold about you and how to lodge a complaint relating to our treatment of your credit-related information (and how we will deal with it) can be found in our Privacy Policy. To obtain a copy of the Privacy Policy you should contact our Privacy Officer.

You also have the right to request that credit reporting bodies do not use any credit-related information held by them for the purposes of pre-screening any direct marketing by credit providers.

If you would like to make such a request, please contact our Privacy Officer using the contact details set out above. If you believe that you have been a victim of fraud or identity theft you have the right to contact the credit reporting bodies and ask them not to disclose your credit-related information. If you would like to make such a request please contact our Privacy Officer using the contact details set out above.

Enwave Privacy Policy

Privacy Policy

Enwave understands and appreciates that your privacy is very important to you and that you have a right to control your personal information. We know that providing personal information is an act of trust and we take that seriously. This Policy explains how we will deal with your personal information as you interact with us.

Collecting personal information

Personal information is any information that can be used to personally identify you. We will collect personal information from you so we can provide you with products and services that you have requested or which you have enquired about, and any additional information necessary to deliver those products and services. We may also collect your personal information to respond to your enquiries, and so we can let you know about other products, services, or opportunities you might be interested in.

What personal information do we collect and hold?

We may collect the following types of personal information:

- ✓ ***Company name;***
- ✓ ***mailing or street address;***
- ✓ ***email address;***
- ✓ ***telephone number;***
- ✓ ***company profile;***
- ✓ ***any other information we consider necessary to your situation.***

If you have invested in a managed investment scheme, we are required to collect additional personal and sensitive information under the Income Tax Assessment Act and Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF) Act.

How do we collect your personal information?

We collect your personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may collect in ways including:

- *through your access and use of our websites;*
- *during conversations between you and our representatives;*
- *when you become a tenant or owner of one of our properties; or*
- *when you complete an application.*

In some situations, we may collect information about you from third parties such as your legal or personal representative, your financial adviser, or publicly available sources of information. We will only collect your information from third parties when we reasonably believe that you have consented to these sources collecting and disclosing the information.

What happens if we can't collect your personal information?

If you do not provide us with the personal information described above, some or all of the following may happen:

- *we may not be able to provide the requested products or services to you; or*
- *we may not be able to provide you with information about products and services that you may want;*

For investment clients, failure to provide a tax file number may result in a higher rate of tax being applied and failure to provide information under the AML/CTF Act may result in us not being able to process your request.

Using and disclosing your personal information

In line with modern business practices and to assist you with your requirements we may disclose your personal information to the organisations/persons described below.

- Our employees, related bodies corporate, including those located in the USA and Canada, contractors or service providers for the purposes of operation of our business, fulfilling requests by you, and to otherwise provide products and services to you including, without limitation: companies involved in maintaining, reviewing and developing our business systems, and infrastructure; Organisations involved in providing, managing or administering your product or service such as third party suppliers; and contractors employed to provide building maintenance services;

- Your financial adviser.

- Those people who are your authorised legal or personal representatives.

- Government or regulatory bodies as required or authorised by law,

- Any other company or person with your express consent.

Your personal information will not be shared, sold, or disclosed other than as described in this Policy.

Direct marketing materials

We may send you direct marketing, communications and information about our products and services that we consider may be of interest to you. These communications may be sent in various forms, including mail, SMS and email, in accordance with applicable marketing laws, such as the Spam Act 2003 (Cth). If you indicate a preference for a method of communication, we will endeavour to use that method whenever practical to do so. You may opt-out of receiving marketing communications from us by contacting us (see the details below), and we will then ensure that your name is removed from our mailing list.

Protecting your personal information and keeping it accurate and up-to-date

We store information in different ways, including in paper and electronic form. The security of your personal information is important to us, and we take reasonable steps to protect it from misuse and loss and unauthorised access, modification or disclosure.

We will also take reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up-to-date. If you believe your personal information is not accurate, complete, or up to date, please contact us.

If you believe that your personal information is incorrect or out of date you can request to have this amended. To request access to your personal information, you can contact us using the information in the “Contacting Us” section below.

Please be aware that some information cannot be amended or deleted due to legal reasons. If we deny your request, we will inform you of the reasons for this decision.

Our Websites

Our websites have electronic security systems in place, including firewalls. Depending on the Group organisation with which you deal, other security measures may also be in place to control access to your personal information.

Links to Other Sites

You may be able to access external websites by clicking on links we have provided. Those other websites are not subject to our privacy standards, policies and procedures. You will need to contact or review those websites directly to determine what security measures they have in place.

When we have personal information about you, we will make every reasonable effort to make sure that the information is secure and is used or disclosed consistently with the Privacy Principles.

Using Government Identifiers

We will not use or disclose a government identifier (such as a tax file number) other than when required or authorised by law.

Your sensitive information

We will not collect sensitive information about you unless we are required to do so by law; the information is required for an insurance claim; or the information is necessary for the establishment, exercise or defence of a legal claim.

Contacting us

If you have any questions about privacy, you can call our offices. Our staff will do their best to resolve your issue. If an investigation is required, the Privacy Officer will become involved in the process. We will keep you advised of the progress of the investigation.

To request access to personal information held about you in Enwave’s records, to make a privacy related complaint, to obtain more information about this Privacy Policy or to enquire about privacy matters generally, please contact the Brookfield Privacy Officer as follows:

- Mail: GPO Box 172 SYDNEY NSW 2000

- Email: privacy.officer@au.brookfield.com

- Telephone: 02 9322 2000 Fax: 02 9322 2001

If you feel that we have not adequately dealt with any privacy complaint you have made, you may contact the Office of the Privacy Commissioner (Australia).

More Information

For more information about privacy legislation, you can visit the website of the Australian Information Commissioner at www.privacy.gov.au