

Terms and Conditions for the Happiness Guarantee campaign.

\$50 of free power and expert assistance with helping you return to your previous provider apply to customers who meet these simple criteria:

- you signed up with Energy Locals after 2 April 2019 and prior to any potential end date of this offer
- you successfully completed your transfer to Energy Locals
- within two weeks of receiving your first bill from us, you called us on 1300 693 637 and told us you're not happy
- you gave us a chance to fix whatever you feel we could have done better — and the cause of your unhappiness was within our control and related to the services we provide
- you and anyone else in your home (or any employee of the business if you're claiming on behalf of a business) had not made a claim under this promotion in the past

The \$50 of free power will be added to your bill. If you continue your transfer back to your previous retailer and your final bill from us is for less than \$50, upon request we'll transfer the remaining credit to your nominated bank account. The maximum refundable amount per customer is \$50.

Should Energy Locals discontinue this promotion, customers who signed up during the promotional period will not be affected.