



Transfer your energy

Get a fair energy deal

We're excited to announce that Energy Locals Urban is the new energy supplier for your building!

Below, you'll find simple instructions on how to complete the transfer smoothly

We can't wait to welcome you to the Energy Locals Urban community!

We're here to make your life more comfortable

That's why we provide monthly billing, helping you stay in control of your energy usage. Plus, we offer flexible payment options tailored to fit your lifestyle.

For more information, please visit:
energylocals.com.au/urban-help

What you can look forward to



Track your usage and spend

Take control of your energy and discover new ways to save with online MyAccount access.



Local customer service

If you ever need help you'll receive friendly service from our Aussie-based team.



Clean energy future

We're making local, renewable energy more accessible and affordable by installing clean energy solutions across our communities.

What you need to do

- Whether you rent or own the property, **please sign up now** to ensure no interruption to your service.
- **There's no additional fee for transferring**, and there won't be any impact to your supply.
- If you don't transfer, you may be required to take action to avoid possible supply disconnection.
- Your account **includes both electricity and hot water services**. Electricity billing will start on 4 Oct 2024, and hot water billing on 1 Nov 2024.

Scan below to start



energylocals.com.au/urban

hello@urban.energylocals.com.au

1300 001 255

THE MARK AND PROVENANCE

Changeover to Energy Locals Urban - Frequently Asked Questions

1. **Do we need to cancel from Origin (for both electricity and gas (for hot water))?** No, it happens automatically, you just need to sign-up to Energy Locals Urban (ELU), and for both gas and electricity.
2. **How do I sign-up to Energy Locals Urban and what if I have any queries?** Please sign-up using the QR code/Link or email/call ELU – see details in the ELU notice.
If you have any queries, please email hello@urban.energylocals.com.au or call 1300 001 255. **NOTE:** you cannot sign-up on the Energy Locals website (which is not for embedded network customers like yourselves).
3. **Can my tenant sign-up or does it have to be the owner of the apartment?** The tenant of your apartment can sign-up - whoever is financially responsible for payment of the account needs to sign-up. You can also choose to have a secondary contact if you want.
4. **Is there a sign-up fee?** There is no sign-up fee for the first 6 weeks as it has been waived. If you do see it online, please ignore it, it won't be charged to you.
5. **Is there a same day connection fee?** This is only applicable if your account has been disconnected, which usually happens if no-one has signed up for 6+ weeks.
6. **How can I pay my bills?** You can pay your bills via a range of options, including direct debit. **NOTE:** ELU offer a lower rate for energy usage if paid via direct debit.
7. **Are my bills monthly or quarterly?** Bills will be monthly for both services - electricity and hot water.
8. **Is there a financial hardship policy available?** Yes, you can view it here - <https://energylocals.com.au/urban-hardship/>
9. **Will I still get my rebates with Energy Locals?** Yes, if you are eligible for any rebates, you will get them with Energy Locals Urban as well. If you have any questions related to rebates, please contact 1300 001 255.
10. **What happens to my \$300 credit on electricity bills from the Federal Government?** The credit will have been given to Origin who should be adjusting your electricity bills accordingly. If you have any credit remaining when Origin stops being the provider, you should receive that back from Origin. Please contact Origin if you are unsure about how that will occur.