



## Paperless Billing Terms and Conditions

Once you register for Paperless Billing, Source Energy Co. will send you emails with a pdf copy of your Bills, Payment reminders and Disconnection Notices. From time to time marketing publications may also be sent by email.

### YOU AUTHORISE:

By signing up to Paperless Billing and electing to receive your statement online, you are consenting to:

- Receive from us by electronic means only, your statement for your account you have specified; and
- stop receiving paper statements for your account.

### YOU WILL RECEIVE YOUR STATEMENTS VIA EMAIL

#### UNLESS:

- You withdraw your consent;
- your account is cancelled;
- in the event of a technological outage; or
- due to unforeseen circumstances
- Your registered email address is disabled and or you do not inform us that your email address has changed.

In the event of any of the circumstances above your statement will be mailed to your postal address.

### PAPERLESS BILLING FEATURES:

- You can print or save a copy of any statements shown online.
- An email will be sent to your registered email address as notification that your statement is available to view online.
- To access and retain your electronic statements, you will need a web browser that meets the security requirements of our site.
- Please note your online statement may include important updates to the terms and conditions of your Source Energy Co. account. Please check this carefully. In this



instance your electronic statement will notify you that the changes are within PDF online statement.

## **YOUR RESPONSIBILITIES:**

- Please ensure that your email address remains current and that Source Energy Co. emails are not blocked as "spam" (junk email) by your ISP.
- Notify us immediately if your nominated email address or mobile number changes.
- Regularly check your inbox for emails from Source Energy Co. and contact us immediately if you do not receive your statement or bill from us.
- Keep your account secure.
- To ensure you receive important account information and special offers from Source Energy Co., add us to your address book.

## **RETURNING TO PAPER STATEMENTS:**

You can withdraw your consent to receiving online-only statements (Paperless Billing) by contacting Source Energy Co. If you select paper statements you are consenting to:

- Receive your statement for the account you have specified on paper, delivered by post to your billing address.
- Stop receiving email notification that your statement is ready to view online.