

# CENTRAL VICTORIA SOLAR CITY – CANCELLATION POLICY



Local energy solutions.

1. Defined terms within this Cancellation Policy are outlined in the Central Victoria Solar City Terms & Conditions and Engagement Contract for participation in the Central Victoria Solar City Project (**Project**), which can be accessed at [www.centralvictoriasolarcity.com.au](http://www.centralvictoriasolarcity.com.au)
2. Please note that if you have not yet returned completed “Engagement Pack” documents to ZCO2e, such as a signed Engagement Contract for a particular Central Victoria Solar City Package and the initial University of Ballarat survey, as well as completing the relevant third party supplier agreement, you have not yet entered into a contract with ZCO2e for a Central Victoria Solar City Package, and as such there is no agreement to cancel.
3. If you have:
  - a. completed and returned an Engagement Contract and the initial (2 part) University of Ballarat survey to ZCO2e ;
  - b. the pre-conditions in that Engagement Contract have been satisfied; and where relevant for the particular Central Victoria Solar City Package,
  - c. entered into a further agreement with a third party supplier where applicable relating to the provision of the goods and/or services relating to the Central Victoria Solar City Package; and
  - d. any cooling off period relevant for that agreement has expired,then you have entered into an agreement with ZCO2e for the relevant Central Victoria Solar City Package.
4. If you have entered into an agreement with ZCO2e in accordance with item 2) above and you are considering cancelling before the end of the Term due to dissatisfaction with the product or service, we suggest that you first contact the ZCO2e consumer complaints handling office on 03 5479 1900 to see whether our staff are able to resolve any issues you may have been having with the goods or services.
5. All cancellations must be notified in writing to ZCO2e at PO Box 557, Castlemaine, Victoria 3450
6. Cancellation shall take effect upon receipt by ZCO2e of your written notice requesting as such.
7. No administration fee will be charged to process a cancellation, and you are **not** required to repay any Sign-On Bonus or Performance Bonus payments you may have received at that time in accordance with the relevant Engagement Contract.
8. Once you have cancelled your agreement with ZCO2e, you will no longer be eligible to receive any of the Performance Bonus payments outlined in the relevant Engagement Contract.
9. ZCO2e will use reasonable endeavours to provide all of the Central Victoria Solar City Packages as provided in the Welcome Pack, but note that it reserves the right to cancel or postpone the introduction of a Central Victoria Solar City Package or components of a Central Victoria Solar City Package.
10. Please note that if your Central Victoria Solar City Package also involves the provision of goods or services from other Consortium members, for example the:
  - a. Solar Rates Package (via Origin)
  - b. Solar Hot Water Package (via Origin and/or Bendigo Bank)
  - c. Household Solar Electricity Package (via Origin and/or Bendigo Bank)
  - d. Solar Park Package (via Bendigo Solar Park or Ballarat Solar Park, subsidiaries of SRA, as well as Origin)
  - e. Full Suite Package (via Origin and/or Bendigo Bank)Your decision to cancel may also be subject to other conditions from that Consortium member, which may result in you incurring other costs, fees, and or charges from that Consortium member.

You also may not be able to cancel the good or service after you have purchased it. Please see the terms and conditions for that good or service or call the relevant Consortium Member for more details. ZCO2e is not liable for any further costs you may incur from those third parties as a result of your decision to cancel.

**For further information about the collection and handling of your personal information, please refer to ZCO2e Privacy Policy at [www.centralvictoriasolarcity.com.au](http://www.centralvictoriasolarcity.com.au)**

- 11.** In the event you choose to cancel, ZCO2e's Privacy Policy provides that for the remainder of the Term of the Project, you continue to allow your household's energy usage data recorded by the Meter to be collected by the University of Ballarat or other authorised agents of ZCO2e, on behalf of ZCO2e, unless in the process of cancellation you elect in writing to 'opt-out' of providing such data.
- 12.** Where ZCO2e continues to collect such data after cancellation:
  - a. ZCO2e will continue to comply with the Privacy Act and with the ZCO2e Privacy Policy;
  - b. any such data collected after cancellation may only be used by any of the authorised parties under the ZCO2e Privacy Policy, and only for the purposes of research tasks to evaluate the impact of the Project and to assist in the development of Australia's future energy and energy efficiency policies; and
  - c. if you wish to access or correct the personal information held by ZCO2e, you may contact ZCO2e on 03 5479 1900 or contact us via email at [info@centralvictoriasolarcity.com.au](mailto:info@centralvictoriasolarcity.com.au)

