



Electricity & Hot Water Supply Hello The Lanes Residences!

The electricity and hot water to The Lanes Residences – East Village, 2 The Lanes Boulevard, Mermaid Waters, is supplied via a private embedded network; WINconnect has been engaged to manage this embedded network.

You can create an electricity and hot water account for your apartment by completing our 'Get Connected' form at

www.WINconnect.com.au

or by speaking to our friendly customer service team on

1300 791 970

Monday – Friday, 8.00am to 5.00pm

Should you need further assistance you can also email us at

enquiries@WINconnect.com.au

Interpreter services: 13 14 50

Electricity

WINconnect have been operating similar sites throughout Australia over the past 16 years. The embedded network results in a number of benefits:

- **Our special offer**

No confusing conditional discounts, one unique rate. WINconnect follow stringent rules relating to pricing, and our pricing is inline with the default retailers' standing offer. Contact our Customer Service Team on 1300 791 970 for a copy of your electricity rates.

- **No lock in contracts**

We do not charge any termination fees and your contract is ongoing with us allowing flexibility to suit your ever changing lifestyles. You can close your account by notice to us at any time.

- **Local Customer Service Team**

Our friendly customer service team is based in Australia and is on hand to assist you. We also have interpreter services available by calling 13 14 50.

- **Quick connection**

We offer same day or next day energisation of your apartment. Because your meter is already an embedded network meter, there is no lengthy installation process to delay your connection.

- **No Standard Energisation Fee**

A standard energisation occurs when the completed WINconnect 'Get Connected' online form is received before 2pm on a business day for energisation on the following business day, or a subsequent nominated date.

- **Priority Energisation Fee**

A priority energisation occurs when the 'Get Connected' form is received before 2pm on a business day for energisation to be completed that same day; or if received after 2pm, for energisation to be made on the following business day.

The Priority Energisation Fee of \$106.70 inc GST will appear on your first bill.

- **Concession Information**

If you have a valid concession card you may be eligible for a government concession. For further information, speak with our customer service team on 1300 791 970.

Hot Water

Hot Water is supplied via a centralised hot water plant and our metering technology records the volume of hot water used by each apartment. Centralised hot water plants are designed in modern apartment buildings for energy efficiency and space savings, avoiding the need for a large hot water plant inside your apartment. WINconnect is the sole hot water service provider for 155 apartments. To receive continued hot water supply to your apartment, visit www.WINconnect.com.au, or call **1300 791 970 to set up an account**. Standard set up for hot water is **free!**

Yours Sincerely,

WINconnect Customer Service Team

*These fees and discounts may be updated from time to time to reflect market changes and economic conditions, by notice to you.

**For information regarding any additional fees and charges, please contact our customer service team on 1300 791 970 or email enquiries@WINconnect.com.au.