



## New Owners' Guide



### Welcome to The Lanes!

**Congratulations on the purchase of your new property, and we hope you enjoy being part of your new community as much as we do!**

Your property is part of a **WINconnect** Community Energy Network, meaning you and your building's community can access more benefits from your energy – such as accessing renewable energy solutions that deliver sustainable energy back to your building, and choosing to make a difference with your energy through our GreenPower accreditation.

To set up an account for your **electricity and hot water** flip to the back page for more information on how to get connected.

### So, who is WINconnect?

WINconnect is the leading provider of Community Energy Networks in the country, with over 15 years of experience and more than 1,000 sites under our management.

We specialise in providing energy services to medium and high-rise developments and draw on renewable energy technologies to future-proof and provide the benefits back to the communities we service.

To find out more about Community Energy Networks and WINconnect, watch our [video here](#).



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## What do we do?

Our industry can be confusing, so we work to make our services and your experience as straightforward as possible.

We do this by providing the energy services in your building on behalf of the Owners Corporation, providing exceptional service for residents, implementing renewable energy solutions where we can, and providing benefits from the community energy network back to the community.



## So, what are the perks?

- We design our Community Energy Network services to lower Owners Corporations' ongoing energy and maintenance costs, which means lower fees for owners.
- We harness the energy buying power of your building and use this to access the wholesale energy market to buy energy at wholesale rates. The benefits of buying wholesale are further provided to the community.
- We provide a dedicated account manager for your building's Owners Corporation, so if any issues arise our team can handle these quickly and provide 24/7 technical support. All at no additional cost.
- Access to an Australian based call centre with a team that are specialists in everything community energy.
- If your building has taken up the opportunity from WINconnect to add renewable energy solutions such as a Solar PV System, Electric Vehicle Charging Stations or Battery Storage, this will have been done at little to no upfront cost, with the benefits going back to the building community.
- If your building hasn't taken this up, don't worry. The network infrastructure in your building allows WINconnect to provide these solutions later.



## Electricity Services

### For Apartment Owners

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The electricity to your property is provided by the electrical embedded network in your building. This network is built to benefit your community by harnessing your building's buying power to access wholesale rates from the wholesale energy market.

It also makes your electricity service easy and convenient to manage, from connecting your service to monthly billing. Our Australian based customer experience team is always available to help and can be contacted by phone, email, online chat or SMS chat.

The electrical embedded network also enables renewable energy technologies to be added over time. Such as installing a Solar PV System, Electric Vehicle Charging Stations or Battery Storage, all of which have the benefits going back to the building and community.

## Important information about your electricity service

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### Pricing

In Queensland, electricity pricing is set and regulated by the Australian Energy Regulator (AER) and is known as the Default Market Offer (DMO). WINconnect sets our electricity pricing in reference to the DMO, giving you peace of mind that the pricing you're paying is fair and transparent.

For a copy of your electricity prices, please contact our customer experience team for more information.

### Power of Choice

We fully support 'Power of Choice' for your electricity; at any point during your electricity service, you can elect to change to an electricity market retailer of your choice without any charges applied from WINconnect.

Please contact our customer experience team for more information.

### Getting Connected

To get your electricity and any other services connected is as simple as jumping on our website and filling out our online 'Get Connected' form. As part of the set up you'll need to select the date for your connection and to start your account. For standard connections, please make sure to give us at least two business days' notice of your connection so your services can be on before you move in. Priority connection services are also available upon request.

Need help submitting our form? Our customer experience team is here to help, contact them by either phone, email, webchat or our interpreter service (13 14 50) if English isn't your first language.

### Concessions

If you have a valid concession card you may be eligible for a government concession. For further information, speak with our customer experience team.

### Help and Support

WINconnect is always there when it comes to helping and supporting our customers in times of need. We understand that some customers may find themselves experiencing payment difficulties and may need assistance to help pay their bills; our WINassist program is designed to assist our customers.

For our customers wanting to access an external and independent authority for advice, WINconnect is a member of the Energy and Water Ombudsman scheme in each state to ensure our customers have access to external and independent advice. We also provide customers with 24/7 technical support for any service faults that may occur.



## Serviced Hot Water

### For Apartment Owners

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The biggest plus for the hot water system in your building is that it services the whole community's hot water needs. This means that each apartment doesn't need its own bulky water heater, has its own meters that measure their hot water usage and is based on a user-pays model. So, you only pay for what you use.

The hot water system is also a big help to the Owners Corporation. When it comes to ongoing maintenance, faults, or upgrades, this falls under the centralised hot water system provider. Meaning the Owners Corporation doesn't wear the financial burden of the associated cost of the system's upkeep; this in turn potentially lowers the ongoing costs owners pay towards their owner's corporation fees.

## Important information about your hot water service

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### Pricing

Pricing for your hot water service is based on a user-pays system meaning that you only pay for what you use.

Cold Water Recovery - On page two of your bill you might see a charge for Cold Water Recovery if this is applicable to your building. Cold Water Recovery is the cost of the cold water used in the production of your apartment's hot water and is based on your hot water consumption. This means that you won't pay for this water use via your strata fees.

For more information on your rates from this service, please contact our customer experience team for a copy of your rates.

### Getting Connected

To get your hot water and any other services connected, this is as simple as jumping on our website and filling out our online 'Get Connected' form. As part of the set up you'll need to select the date for your connection and to start your account, for this we offer standard or same day connections. Make sure to give us at least two business days' notice of your connection so your services can be on before you move in.

Need help submitting our form? Our customer experience team is here to help, contact them by either phone, email, webchat or our interpreter service (13 14 50) if English isn't your first language.

### 24/7 Technical Support

As WINconnect is the hot water service provider at your building, we are responsible for the ongoing maintenance and upkeep of the centralised hot water system. In the event of an outage or fault, we provide 24/7 technical support.

In the event of a fault or an outage with your hot water service, please contact our customer service team during business hours or our after-hours faults line on 1300 448 862.

## What's next?

Set-up your WINconnect accounts online, or by speaking with our friendly Customer Experience Team.

**[www.WINconnect.com.au](http://www.WINconnect.com.au)**

**1300 791 970**

Should you need further assistance you can also email us at

**[enquiries@WINconnect.com.au](mailto:enquiries@WINconnect.com.au)**

Interpreter services: 13 14 50

## The benefits of being a WINconnect Customer:

### **Rates:**

For a copy of your rates, please contact our Customer Experience Team on 1300 791 970.

### **Easy opening and closing of accounts:**

To open or close all your utility accounts, simply contact our Customer Experience Team by phone on 1300 791 970 or head to our website [www.WINconnect.com.au](http://www.WINconnect.com.au) and fill out our online form.

### **Local Customer Experience Team:**

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

### **Connections:**

As all your utility accounts can be set up in the same phone call to our Customer Experience Team or online, this makes connecting your utility services easy.

### **Concession Information:**

You may be eligible for a government concession. For further information, speak with our Customer Experience Team by calling 1300 791 970.

### **Easy bill payment options:**

Payment of bills can be completed by Direct Debit, Bpay, Auspost Bill Pay, payment over the phone or at an Australia Post branch.