

# The difference between a standard form and non-standard electricity contract

If you are a small use customer you are free to choose a standard form contract, or if eligible, a small use customer non-standard contract. A small use customer is someone consuming less than 160MWh per year. You can find the \$ per year equivalent of this at [synergy.net.au/difference](https://www.synergy.net.au/difference).

To help you make an informed decision based on your business requirements, we've outlined the difference between a standard form contract and a non-standard contract. You should make your own assessment of the detailed terms and, if necessary, obtain your own independent advice before making a decision in relation to this offer.

## Standard form contract

Our tariffs are available on our standard form contract (Standard Electricity Agreement). The terms of a standard form contract are governed by regulations and must be approved by the Economic Regulation Authority. A standard form contract outlines the terms and conditions for all customers who pay regulated prices for their electricity. To receive a copy of the standard form contract please visit our website or contact us on 13 13 54. To view the regulated price (tariff) that applies to your standard form contract visit [synergy.net.au/prices](https://www.synergy.net.au/prices).

## Non-standard contract

The Synergy Business Flexi is a non-standard contract. A non-standard contract is an agreement relating to products and offers with small use customers and does not require approval by the Economic Regulation Authority. These contracts contain different terms and conditions to a standard form contract, but still must comply with applicable regulatory requirements (including small use customer requirements). These terms and conditions can be negotiated, and may include details of applicable cooling off periods, variations in price, fees and charges, contract length, payment options, and early termination or exit fees. Once executed by the parties and if your contract is not an unsolicited consumer agreement, you are entitled to request and receive a written copy of the final contract.

