



Grouped Invoicing

Terms and conditions

Grouped Invoicing

Grouped Invoicing is a service offered free of charge by Synergy (ABN 58 673 830 106) which consolidates multiple accounts for a customer into one account or **"Grouped Invoice"** for billing purposes.

Terms and conditions


- Any current Synergy business customer with more than one Synergy account may apply for Grouped Invoicing.
 - By applying for Grouped Invoicing, you the customer unconditionally accept and agree to be bound by these terms and conditions.
 - These terms and conditions for Grouped Invoicing must be read in conjunction with the terms and conditions of the contract for supply of electricity or gas from Synergy for each Member Account.
 - You can nominate which accounts are to be included in the Grouped Invoice (subject to Synergy reviewing your nominated accounts, limits may apply).
 - Synergy will issue one monthly Grouped Invoice to the address or email that you designate. This account will list all the nominated accounts forming part of the Grouped Invoice, known as Member Accounts.
 - Member Accounts will continue to receive all correspondence and notifications from Synergy at a premises level via the nominated method for the Member Account, other than bills which will form part of the Grouped Invoice.
 - Any Member Accounts to be included on the Grouped Invoice must be at a nil balance at the time they are nominated.
 - Once the Grouped Invoice account has been established we will advise you in writing of the Grouped Invoice account number and the monthly billing date. Payment in respect of the Member Accounts must be made pursuant to the Grouped Invoice account. Payments of Member Accounts individually may result in Synergy terminating your access to Group Invoicing.
 - The Grouped Invoice account is billed on a specific day each month as advised by Synergy. If there are no Member Accounts to be billed then no Grouped Invoice will be issued for the month.
 - The total amount payable on the bill for the Grouped Invoice account must be paid by the due date specified on that bill. The due date will be at least 12 business days from the date of the bill unless you and Synergy agree otherwise. Late payments will be subject to Synergy's standard late payment charges.
 - You may not add a Member Account to a Grouped Invoice if the payment terms for that account differ from the standard 12 business days payment terms.
 - Payments to the Grouped Invoice account are automatically allocated to the oldest debt on the Member Accounts first.
 - Any fees or charges payable in respect of Member Accounts are not billed until the Grouped Invoice is issued.
 - Any adjustments to Member Accounts will be seen on the following month's Grouped Invoice account.
 - The average daily consumption, consumption chart and average daily cost for each Member Account will not be displayed on your Grouped Invoice account.
 - You will not receive individual bills for Member Accounts that are part of a Grouped Invoice account.
 - If due to the meter reading scheduled a Member Account is not read in time to meet the set billing date for the month, the Member Account will be billed as part of the Grouped Invoice account the following month.
 - You can request to remove a Member Account or revert back to a standard billing arrangement at any time. To do this, you will first need to pay all amounts payable under each of the Member Accounts included on the Grouped Invoice. These amounts will need to be paid within 28 business days.
 - Synergy may at any time in its sole discretion:
 - change these terms and conditions; or
 - cancel, change or withdraw Grouped Invoicing as a service.
- Notice of any changes to the terms and conditions or the service will be provided to customers with their next Grouped Invoice and will include details of any amounts payable under each of the Member Accounts. These amounts will need to be paid within 28 business days.
- Grouped Invoicing is not guaranteed and may only be available for a limited time at the sole discretion of Synergy and Synergy may refuse to provide Grouped Invoicing to any person.

Our commitment to serve you well

We may supply your energy but what we're really here for is to help you get the most out of it. That means giving you the best possible service. If you have any feedback or ways we can help you better, we'd love to hear them.

Visit us online at synergy.net.au/contact

Give us a call:

- **13 13 53** for residential customers.
Monday to Friday between 7am and 7pm AWST, excluding public holidays.
- **13 13 54** for business customers.
Monday to Friday between 8am and 5pm AWST, excluding public holidays.
- **+61 8 6212 2222** for calls outside Western Australia.
Monday to Friday between 7am and 7pm AWST, excluding public holidays.
-  **TTY 13 36 77**
if you have hearing or speech difficulties.
-  **TIS 13 14 50**
for telephone interpretation services.

Or you can write to us:

- **Customer Services**
Synergy
GPO Box K851
Perth WA 6842

Acknowledgement of Country

Synergy acknowledges the Traditional Owners of the Land on which we operate and their continuing connection to the land, water and community. We pay our respects to all Aboriginal and Torres Strait Islander communities, their cultures and to Elders past, present and emerging.