

Freestyle Plan Specific T&Cs

June 2020

These Freestyle Plan Specific T&Cs apply to you if you are on our Freestyle plan. These T&Cs apply in addition to our General T&Cs and any other Flick T&Cs that apply to you.

Your electricity price

Your Flick Freestyle bill is made up of kWh charges and daily charges. These charges include: Generation charge, Flick charge, Network charge, Metering charge and Government levies.

- Generation charge: on the freestyle plan your generation charges are the wholesale cost of electricity for each respective half hour time period (also known as the “spot price”).
- Flick charge: this is a retailing charge, we can change this charge on 30 days’ notice to you
- Network charges: these are based on the charges we pay your network company to get power delivered, if the charges we pay your network company change, we can change the price we charge you
- Metering charges: these are based on the charges we pay metering providers to measure the power delivered to our customers, if the charges we pay metering providers change, we can change the price we charge you
- Government levies: these are levies we collect and pay to the regulator, if these levies are changed by the regulator, we can change the levies we charge you

Specific things to note about wholesale pricing

- The wholesale cost of electricity can be volatile. It changes every half hour without advanced notice.
- In exceptional circumstances, the wholesale cost of electricity for a half-hour time period(s) may not be finalised before your invoice is due to be generated. In this instance, you will be charged what the wholesale market refers to as the “interim price” for electricity supplied to you during the respective half-hour time period(s). In almost all cases interim prices should be finalised prior to your following invoice. Once finalised, should the final price vary from the interim price, we will either credit or debit your account for any differences in calculated charges.
- In even more exceptional circumstances, the final wholesale cost of electricity for a half-hour time period(s) may later be reset by the regulator. In this instance, Flick can in its sole discretion choose to charge you the final price set by the market or the final price as reset by the regulator and debit or credit your account accordingly. Flick can if it chooses to do so, determine a reasonable method to allocate a share to you of the difference in the final price set by the market and the final price as reset by the regulator and debit or credit your account accordingly.

General things

- We’ll typically give you at least 30 days’ notice (by email or through our customer dashboard or app) before we make a change to your Freestyle plan

- If we give you notice that we plan to stop offering the Freestyle plan and we don't hear back from you within 30 days, we can move you to another plan
- There's no fixed term contract, you can switch away or change plans anytime (the notice periods in our General T&Cs apply)
- If you want to switch to another Flick plan, we will switch you at your next billing cycle provided we have enough notice. Note that the rates available to existing customers that switch plans may be different to the rates available to new customers joining Flick
- If these Freestyle Plan Specific T&Cs conflict with our General T&Cs, or any other Flick T&Cs that apply to you, these Freestyle Plan Specific T&Cs apply
- Stuff might break or not work perfectly (for example, something in the app might not function smoothly) and you agree to forgive us, in particular, you agree that our total liability to you for anything related to the Freestyle plan is limited to \$50 (except where we are liable to you under the Consumer Guarantees Act 1993 or the Fair Trading Act 1986)