



BASELINE
— ENERGY —

 baselineenergy.com.au

 team@baselineenergy.com.au

ABN 11 697 207 300

Terms & Conditions

Baseline Energy Pty Ltd

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These Terms & Conditions govern the provision of advisory, brokerage, procurement and related services by Baseline Energy Pty Ltd (“Baseline Energy”, “we”, “our” or “us”) to the customer (“Customer”, “you” or “your”).

By engaging Baseline Energy, requesting pricing, signing a Letter of Authority, accepting a proposal or otherwise instructing us to act on your behalf, you agree to these Terms & Conditions.

1. Services

Baseline Energy provides energy advisory, brokerage and procurement services including:

obtaining and comparing energy pricing and offers;

facilitating negotiations with retailers and service providers;

assisting with electricity and metering procurement;

providing market insights and recommendations;

assisting with customer onboarding and contract administration; and

other related consulting or advisory services agreed between the parties.

Baseline Energy acts as an intermediary and advisor between Customers and third-party service providers.

2. No Retail Supply

Baseline Energy is not an electricity retailer, distributor, metering coordinator or financial services provider.

Any electricity supply, metering, environmental or related services are provided directly by third-party providers under separate agreements between the Customer and those providers.

Baseline Energy does not guarantee acceptance by any retailer or service provider.

3. Customer Authority

The Customer authorises Baseline Energy to:

obtain and review energy usage, billing and metering information;

communicate with retailers, metering providers, distributors and related parties;

request quotations, pricing and contract offers;

facilitate contract negotiations and onboarding processes; and

act as the Customer’s representative for procurement and advisory purposes.

The Customer warrants that all information provided to Baseline Energy is accurate and complete.



4. Pricing and Recommendations

Any pricing, savings estimates, comparisons or recommendations provided by Baseline Energy are based on information available at the time of assessment.

Actual pricing, charges and outcomes may vary due to:

changes in customer consumption;
network tariff changes;
market movements;
regulatory changes;
pass-through events;
metering variations; or
retailer-specific terms and conditions.

Baseline Energy does not guarantee specific savings, market outcomes or pricing acceptance.

5. Third-Party Agreements

Customers acknowledge that:

retailer and service provider contracts are separate agreements between the Customer and the relevant provider;

Customers are responsible for reviewing and accepting third-party contractual terms;

Baseline Energy is not responsible for the performance, pricing, billing, outages, market conduct or contractual obligations of third-party providers.

6. Fees and Commissions

Baseline Energy may receive commissions, service fees or other remuneration from retailers, metering providers or service providers in connection with customer agreements.

Unless otherwise agreed in writing:

commissions payable to Baseline Energy are incorporated within retailer or provider pricing;
no separate brokerage fee is payable by the Customer directly to Baseline Energy.

Where consulting or advisory fees are payable directly by the Customer, these will be agreed separately in writing.

7. Confidentiality

Both parties agree to keep confidential any commercially sensitive or confidential information disclosed in connection with the services provided by Baseline Energy.

Confidential information may only be disclosed:

where required to provide services;
where authorised by the Customer;
where required by law; or
to professional advisers subject to confidentiality obligations.



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8. Privacy

Baseline Energy handles personal and commercial information in accordance with its Privacy Policy. Customers consent to the collection, use and disclosure of information reasonably required for the provision of services.

9. Limitation of Liability

To the maximum extent permitted by law:

Baseline Energy excludes all liability for indirect, consequential or economic loss;

Baseline Energy is not liable for losses arising from third-party retailer or service provider actions, omissions or failures;

Baseline Energy is not liable for market price movements, wholesale energy costs, network tariff changes or regulatory changes.

Baseline Energy's total liability in connection with services provided is limited to the amount of fees paid directly by the Customer to Baseline Energy for those services.

10. Indemnity

The Customer indemnifies Baseline Energy against claims, losses, liabilities or expenses arising from: inaccurate or incomplete information provided by the Customer;

unauthorised instructions;

breach of third-party agreements by the Customer; or

misuse of information or services provided by Baseline Energy.

11. Intellectual Property

All intellectual property, templates, reports, methodologies, branding and materials developed or provided by Baseline Energy remain the property of Baseline Energy unless otherwise agreed in writing.

Customers may use materials provided solely for their internal business purposes.

12. Termination

Either party may terminate engagement with written notice.

Termination does not affect:

obligations accrued prior to termination;

confidentiality obligations;

any commissions or fees payable in connection with agreements entered into prior to termination.



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13. Compliance

Customers and Baseline Energy agree to comply with applicable laws relating to:

privacy;

anti-bribery and corruption;

anti-money laundering;

modern slavery;

consumer protection; and

energy market conduct.

14. General

These Terms & Conditions are governed by the laws of Queensland, Australia.

If any provision is found to be invalid or unenforceable, the remaining provisions continue in full force and effect.

These Terms & Conditions may be updated by Baseline Energy from time to time.

15. Contact Details

Baseline Energy Pty Ltd

ABN 11 697 207 300

Email: team@baselineenergy.com.au

Website: www.baselineenergy.com.au

