

1 TOGETHER ENERGY DEMAND RESPONSE TRIAL – SUMMARY TERMS

These Summary Terms explain how the Together Energy Demand Response Trial works and what participation involves.

Please read them carefully before agreeing to participate.

1.1 What is demand response

Demand response is a way for households to temporarily reduce or shift electricity use during short periods of high demand on the local electricity network, such as very hot days when many homes and businesses are using energy at the same time.

Instead of building additional network infrastructure that is only used a few days each year, electricity networks increasingly use demand response to help manage peak demand. This supports grid reliability and helps reduce long-term system costs.

1.2 About the trial

This is a limited demand response trial supported by the local electricity network. Together Energy is providing a subsidised TED to participating households to test how coordinated pool pumps can support the electricity system.

1.3 Trial duration

The trial is expected to run for approximately 12 months from May 2026 to April 2027. The timing and duration of the trial may vary depending on network and operational requirements.

1.4 Demand response events

During the trial period, Together Energy may remotely adjust when your pool pump operates during a small number of demand response events.

There will be no more than nine (9) demand response events during the trial period. Events are expected to be infrequent and will last no more than two hours.

This may involve temporarily shifting your pump's schedule, which can include switching the pump off for part of an event if it is scheduled to be running at that time, and switching it on at other times to ensure the required total daily run time is delivered.

Importantly, your **total daily pool pump run time is always maintained**. Demand response events change *when* the pool pump runs, not *how long* it runs daily.

Together Energy will notify you in advance via the app of the expected timing and duration of a demand response event.

1.5 Device operation and control

Outside of demand response events, TED operates normally according to the schedule you have set.

You retain visibility and control of your device at all times through the app and if required, you may manually override an event by turning your pool pump on or off via the app manually.

1.6 Voluntary participation

Participation in individual trial events is voluntary and events can be overridden. However, eligibility for the trial-related rebate requires that your device remains installed, connected, and enrolled in the trial at the relevant assessment date, as explained at the time of purchase.

1.7 No impact on electricity supply or billing

Participation in the trial does not affect your electricity supply, retailer choice, electricity pricing, or billing arrangements.

1.8 Data and liability

Together Energy will measure device operation and energy usage using data provided by your TED. This data will be de-identified and shared with the local electricity network solely for the purposes of operating and evaluating the trial.

You are responsible for deciding whether participation is appropriate for your circumstances and equipment. To the extent permitted by law, Together Energy is not liable for any loss or damage arising from participation in the trial, except where caused by our negligence or breach of these terms.

1.9 Trial changes

Together Energy may adjust, pause, or end the trial at any time, including changing the number or timing of demand response events, based on network or operational requirements.

1.10 Agreement to participate

By selecting "I agree", you confirm that you have read and understood these Summary Terms and agree to participate in the Together Energy Demand Response Trial. You acknowledge that participation may involve temporary changes to when your pool pump operates during demand response events, as described above.