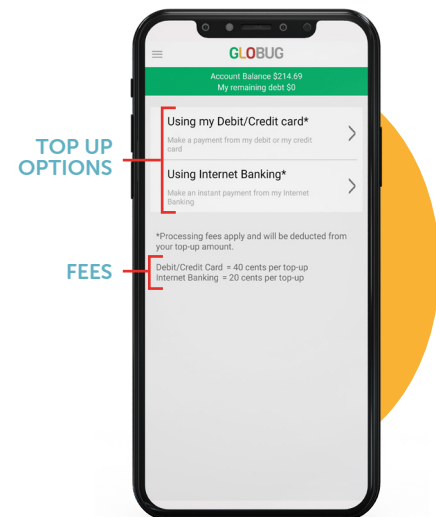


Balance and Usage

Our GLOBUG App allows you to view your account balance, connection status and the cost of your power usage. You can scroll between daily, weekly or monthly usage to help make budgeting easier.

If you have topped up after being disconnected, you will be able to press the "reconnect now" button to restore your power. Your power should be restored within 30 minutes.

Keep in mind that GLOBUG is only able to charge you for power between 24-48 hours after you have used it, so it's not unusual to see a larger charge for power at 7am - this is the power that you've used yesterday or the day prior.



Topping up your account

You have the option of topping up using a credit/debit card or Internet banking. Internet banking is the most cost effective top up method, with a top up fee of 20 cents.

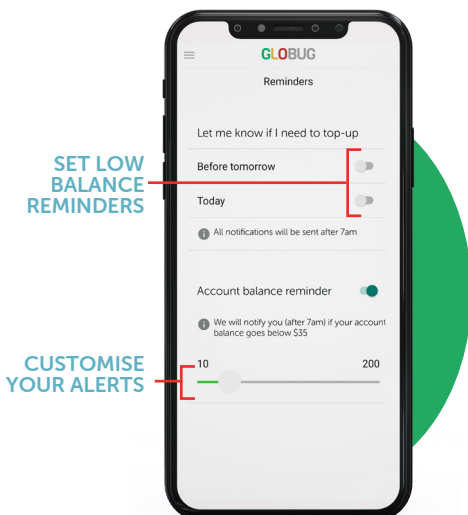
This isn't required, but it's an easy way to keep track of your payments.

To make a top up, simply click on the "top up now" option and choose your payment method. You will then be asked to put in your top up amount, the minimum is \$10.

If you have a debt balance with GLOBUG, a percentage of your top up will be used to reduce the debt balance. From 1 October to 31 May this is 25% of each top up.

If you choose to make a card payment, there is an extra option to send a receipt to your email address.

During winter months from 1 June to 30 September this is reduced to 10%. Keep this in mind when topping up your GLOBUG account to ensure you stay above \$10 credit.



Reminders

Low balance reminders are the easiest way to keep track of when your account balance is low.

You can customise your own credit notifications to receive alerts when your balance drops below your chosen amount.

If your account balance is under \$10, you will receive an alert around 7am letting you know you need to top up your account before 11:30am the following day.

To receive these alerts, you will need to enable 'push notifications' on your device and leave it connected to Wi-Fi or mobile data.

You'll receive a second alert the following day if your account balance is still under \$10, this lets you know that your power is at risk of being disconnected at midday.

