

Memo**To:** Sunshine Plaza Tenants**From:** Centre Management**Date:** Friday 7 August 2026**Subject:** Change of Electricity Billing Agent**IMPORTANT NOTICE: CHANGE OF ELECTRICITY BILLING**

Dear Retailer,

As part of our Shopping Centre's transition to new management under GPT, we've recently reviewed how our embedded network is managed. As a result, we are transitioning to an embedded network service provider to help improve site operations. Your bills for electricity consumed within your tenancy will be issued by Energy Intelligence instead of Centre Management. There is no change to the embedded network or metering, and you will still be receiving energy from the centres embedded network.

This change will deliver a better service experience to you - our customer. Key features include more efficient billing agency, a customer portal and more payment options. Please note - this change does not apply for common area recovery or other outgoings and is specific to utilities within your tenancy.

From **September 2026**, **Energy Intelligence** will be GPT's Embedded Network Service Provider.

PLEASE NOTE THAT YOU WILL STILL BE REQUIRED TO PAY ANY OUTSTANDING AMOUNTS
PREVIOUSLY INVOICED WITH YOUR RENT.

Energy Intelligence is experienced in managing embedded networks and will provide you with straightforward billing and friendly customer support.

Here's what you need to know:

- You'll now receive your bills directly from **Energy Intelligence**.
- Payment options include direct debit, BPAY, online, or over the phone.
If you've saved your old billing details with your bank, please remember to update them to avoid any payment issues.
- Bills will continue to arrive monthly by email.
- Your electricity rates are not changing.
- Energy Intelligence will look after all questions about the embedded network.

- Outstanding bills can continue to be paid to GPT as issued
- Energy intelligence may request for a remittance to be provided as evidence of payment for outstanding amounts.

Need help? If you have any questions, you can contact the Energy Intelligence customer service team:

- Phone: 1300 277 233, Monday – Friday, 9 am to 5 pm (AEST)
- Email: support@energyintel.com.au

You're also welcome to contact Centre Management if you'd prefer to speak with us directly.

PLEASE PROVIDE YOUR BILLING DETAILS IN THE TABLE BELOW TO ENSURE YOUR ACCOUNT IS ACCURATELY SET UP AND VERIFIED.

Thank you for your understanding and support as we make this change.

Next step: confirm or update your details.

Your September bill will be sent in October by **Energy Intelligence** to the email address previously provided for electricity billing.

If you'd like them sent somewhere else, please update your details below and email them to projects@energyintel.com.au.

Sunshine Plaza	
Shop/Tenancy#:	
Account Name	
Entity	
ABN	
Account/Billing Contact Name	
Phone	
Mobile	
Email for Bills	
Email for Notices <i>if different to the above</i>	
Postal Address for Notices	

Yours sincerely,

Centre Management