

# Energy at GemLife Pacific Paradise

## All you need to know before you arrive

### Welcome to GemLife Pacific Paradise

GemLife are proud to be providing a renewable source of energy at the Pacific Paradise resort. This kit will help you get started so you can maximise the benefits from the moment you move in.

GemLife recognises the importance of transitioning to a renewable energy future and to achieve this, we have invested in a significant energy infrastructure across all our resorts to do what we can to help lower energy costs for Home Owners and help create a sustainable future for our community.

### GemLife Solar System and 1380 kWh Community Battery

A solar system (3kW) is installed on the roof of your home, allowing you to benefit from the renewable infrastructure at GemLife Pacific Paradise

When the sun is shining, you can enjoy the full benefit of a solar-powered home supplying electricity to your home at no cost. During the night, the community battery supplies energy to your home at standard tariffs while also reducing overall energy costs by lowering demand charges.

GemLife covers all costs associated with management and maintenance of this renewable energy system and any offset to your electricity costs generated by this system is our gift to our Home Owners as a sign of our commitment to a more sustainable future.

### Community Battery Operation Schedule

Battery is currently undergoing testing and other final regulatory checks and audits. The current anticipated operational date is expected to be some time in Q3 2025.

### GemLife Embedded Network (EN)

Unlike traditional residential energy connections where every home has a direct connection to the electricity grid, GemLife operates an 'Embedded Network'. Rather than each home in the resort having a direct connection, an Embedded Network is where a single grid connection powers many homes that are equipped with smart meters to ensure each home is only billed for the energy they use.

By leveraging the group buying power of the entire resort, GemLife has been able to negotiate a commercial energy supply agreement with rates not typically given to the residential market.

Furthermore, and in adherence to the Manufactured Homes (Residential Parks) Act 2003, GemLife does not profit or otherwise mark up the cost of energy supply to your home, so you can rest assured that you're getting the best possible price for your energy consumption.

### Introducing Prospecta Utilities

Prospecta Utilities manages the Embedded Network at your resort and is responsible for issuing your bills, processing payments and general customer service for matters relating to your electricity utility account.

### We'll get you connected

Both GemLife and Prospecta Utilities will ensure your utilities are connected and ready when you move in. You do not need to arrange supply or utility connections ahead of time.

Prospecta Utilities will be informed of your settlement date by GemLife and send your account details along with your first invoice as it becomes available. You will also be sent instructions on how to access your utility account online allowing you to manage your payment details, view billing and transaction history, and monitor your usage.

#### Your Electricity Tariff Windows

The supplier of power to Pacific Paradise is Momentum Energy. To assist you in better managing your power consumption, Momentum Energy's tariff windows are detailed below:

**Peak Electricity Times:** 7am to 11pm weekdays.

**Off-Peak Electricity Times:** All other times, including all day weekends.

#### Life Support Equipment

If you or someone living with you will rely on life support equipment, please email [support@prospecta-utilities.net](mailto:support@prospecta-utilities.net) as soon as you have settled and moved-in so that Prospecta Utilities can register your equipment with Momentum Energy to ensure you receive advanced notifications of any planned outages and give you sufficient time to ensure your temporary power supply is charged and ready to use.

#### Concession Cards & Government Rebates

If you hold a valid concession card entitling you to a government rebate on your energy bill, you can submit the card details at the link below to have it applied to your account in time for your first invoice.

<https://gemlife.prospecta-utilities.net/rebate/PP>

If you receive an invoice without your concession applied, contact Prospecta Utilities using the details provided on the invoice to have the invoice re-issued with the concession applied.

#### Your Online Help Center

Your online Help Center provides further information and resources regarding energy and utilities at Pacific Paradise including Frequently Asked Questions (FAQ's) on Solar, Video How-To's, Online Forms and much more.

To access your online Help Center, visit:

<https://gemlife.prospecta-utilities.net/help-center/PP/>

## Useful Links

Below is a list of popular online resources, especially for new Home Owner's to GemLife.

You can setup Automatic Direct Debit at any time prior to moving in, even if you've not yet received your first bill. Click the link below to submit your Direct Debit Authority at any time:

<https://gemlife.prospecta-utilities.net/setup-dd/PP>

Payments by direct debit are taken automatically on the due date shown on the bill. Payments can also be made via BPAY or Credit Card - instructions for these payment methods will be included on your bill.

Frequently asked questions relating to the GemLife solar system and related equipment installed on your home:

<https://gemlife.prospecta-utilities.net/help-center/PP/energy-product-and-services/solar>

Frequently asked questions relating to the community battery located at Pacific Paradise:

<https://gemlife.prospecta-utilities.net/help-center/PP/energy-product-and-services/battery>

Tips and tricks on how to lower your energy consumption:

<https://gemlife.prospecta-utilities.net/help-center/PP/energy-product-and-services/tips-and-tricks>

Understand how energy bills are calculated inside an embedded network:

<https://gemlife.prospecta-utilities.net/help-center/PP/billing-and-payments/reading-your-energy-bill>

