

### Retail Supply Offer – SA Power Networks

The Charges provided in this **Standing Contract** are our single-rate and two-rate (with controlled load) offers for residential electricity customers in the relevant distribution area, on the applicable network tariff and metering configuration.

| SA Power Networks – residential, standing offers |  | Charges (excl. GST) | Charges (incl. GST) |
|--|--|---------------------|---------------------|
| single-rate offer                                | daily supply charge                                  | 78.45 cents/day     | 86.30 cents/day     |
|  | peak 1 usage rate (first 100 kWh per calendar month) | 29.81 cents/kWh     | 32.79 cents/kWh     |
|  | peak 2 usage rate (next 233 kWh per calendar month)  | 31.98 cents/kWh     | 35.18 cents/kWh     |
|  | peak 3 usage rate (next 500 kWh per calendar month)  | 34.98 cents/kWh     | 38.48 cents/kWh     |
|  | peak 4 usage rate (balance kWh per calendar month)   | 36.98 cents/kWh     | 40.68 cents/kWh     |
| controlled load                                  | all usage rate                                       | 15.99 cents/kWh     | 17.59 cents/kWh     |

An additional daily fee of 13.21 cents/day (excl. GST) applies for customers who have requested monthly meter reading.

Controlled Load eligibility and hours of operation are as set by your Distributor.

**Daily supply charge:** a charge that applies for supplying electricity to your property for each day of the billing period, regardless of how much electricity you use.

**kWh:** a 'kWh' stands for kilowatt hour and is the unit of measurement for your electricity usage.

### Important Information

#### Key Terms

|                                |   |
|--------------------------------|---|
| Cooling Off Period             | Not applicable.   |
| Terms and Conditions           | Eligibility and availability criteria apply, including that this offer is only for residential customers who are located within the relevant distribution area with the appropriate network tariff(s) and metering installation and configuration. For full terms & conditions - visit our website or contact us. |
| Agreement Term                 | No fixed term. This agreement continues on a rolling monthly or quarterly basis as per the bill frequency.  |
| Charges and Discounts May Vary | Variations to our Charges will be published on our website 10 business days before commencement with details in your next bill if the variation affects you. Standing offer prices will not be varied more than once every 6 months.  |

#### Fees

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| Credit card payment processing fee     | 0.60% (including GST), may be applicable if you choose to pay by Mastercard or Visa credit cards.  |
| Dishonoured payment fee (cheque)       | \$20 (including GST), may be applicable if payment is not honoured by your bank.   |
| Dishonoured payment fee (direct debit) | \$10 (including GST), may be applicable if payment is not honoured by your bank.   |
| Late payment fee                       | \$15 (including GST), may be applicable if payment is not received before the due date.  |
| Establishment fee                      | \$22 (including GST), payable upon transfer to us from another retailer.   |
| Additional fees                        | Other fees may apply including such items as meter special reads, meter installation, meter reconfiguration, energisation and de-energisation - visit our website or contact us. |