

Retail Supply Offer – Jemena

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

Jemena – residential, standing offers		Charges (excl. GST)	Charges (incl. GST)
single-rate	daily supply charge	109.95 cents/day	120.95 cents/day
	all-day 1 usage rate - first 340 kWh per calendar month	23.54 cents/kWh	25.89 cents/kWh
	all-day 2 usage rate - balance kWh per calendar month	25.88 cents/kWh	28.47 cents/kWh
time-of-use*	daily supply charge	114.95 cents/day	126.45 cents/day
	peak 1 usage rate (7am-11pm weekdays) - first 340 kWh per calendar month	29.92 cents/kWh	32.91 cents/kWh
	peak 2 usage rate (7am-11pm weekdays) - balance kWh per calendar month	31.83 cents/kWh	35.01 cents/kWh
	off-peak usage rate (all other times)	14.98 cents/kWh	16.48 cents/kWh
time-of-use (flexi)	daily supply charge	109.95 cents/day	120.95 cents/day
	peak usage rate (3pm-9pm weekdays)	32.57 cents/kWh	35.83 cents/kWh
	shoulder usage rate (7am-3pm and 9pm-10pm weekdays, 7am-10pm weekends)	24.88 cents/kWh	27.37 cents/kWh
	off-peak usage rate (all other times)	14.98 cents/kWh	16.48 cents/kWh
controlled load	all usage rate	15.28 cents/kWh	16.81 cents/kWh

*Jemena have closed this rate type and it is only available if you are currently receiving it.

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

Please note: All times are AEST, unless you have an interval meter, in which case daylight savings time will apply if relevant.

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 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

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.
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.