

## Retail Supply Offer – United Energy

The Charges provided in this **Market Contract** apply for residential electricity customers in the relevant distribution area, on the applicable network tariff and metering configuration. The Charges are exclusive of any applicable discounts and apply from the effective date below. Charges also available for customers who have installed an eligible solar-PV system.

United Energy – residential, market 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	21.49 cents/kWh	23.64 cents/kWh
	all-day 2 usage rate - balance kWh per calendar month	24.80 cents/kWh	27.28 cents/kWh
time-of-use	daily supply charge	109.95 cents/day	120.95 cents/day
	peak 1 usage rate (7am-11pm weekdays) - first 340 kWh per calendar month	29.15 cents/kWh	32.07 cents/kWh
	peak 2 usage rate (7am-11pm weekdays) - balance kWh per calendar month	32.45 cents/kWh	35.70 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)	30.95 cents/kWh	34.05 cents/kWh
	shoulder usage rate (7am-3pm and 9pm-10pm weekdays, 7am-10pm weekends)	21.96 cents/kWh	24.16 cents/kWh
	off-peak usage rate (all other times)	14.93 cents/kWh	16.42 cents/kWh
controlled load	all usage rate	14.16 cents/kWh	15.58 cents/kWh

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	You may cancel this agreement at any time during the 10 business day cooling off period.
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	Your Agreement Term is 2 years with a Minimum Supply Period of 12 months.
Contract Expiry details	If you have not entered into a new agreement with us, then we will continue to sell electricity to you under this agreement on the same Terms and Conditions at that time.
Charges and Discounts May Vary	We may vary the Charges (including the amount and structure of any Charge), discounts, Feed-in Tariff and Terms & Conditions from time to time consistent with the applicable Terms & Conditions.
Method of Payment	You can choose to pay invoices by any of our payment options.

### Solar Feed in Tariff / Rate

Feed-in Tariff: Distributor Funded	PFIT Scheme is closed to new solar-PV installations. Existing Solar-PV installations receiving PFIT will continue to do so as per scheme rules and where they maintain eligibility. DE Standard Rate will also apply to increase feed in rate to 72 cents/kWh for eligible PFIT participants.
DE Standard Rate	12 cents/kWh for all export electricity where net metered, subject to change as per the Feed-in Terms and Conditions. The DE Standard Rate applies to solar-PV systems up to 10 kW capacity or as otherwise approved.

### 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.
Termination fee	\$22 (including GST), applicable if the contract is terminated in the first 12 months.
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.

### Conditional discounts

Discount - Direct debit	3% discount on daily supply charge and usage rates where full payment is made by automated direct debit.
Discount - Pay on time	7% discount on daily supply charge and usage rates where you agree to receive invoices by email and full payment is received by an approved payment method by the due date. See our Discount Offers Terms and Conditions or contact us for further details.

### GreenPower options

Diamond Pure Plus - GreenPower	You can choose to purchase 100%, 50% or 20% of your metered electricity consumption as Diamond Pure Plus - GreenPower accredited renewable energy - visit our website for further details.
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This Energy Price Fact Sheet is presented in accordance with the requirements of the Essential Services Commission (ESC) – the independent regulator of the energy industry in Victoria. For information about choosing an energy retailer, visit: [www.yourchoice.vic.gov.au](http://www.yourchoice.vic.gov.au). To compare electricity offers available to you, go to [mpp.switchon.vic.gov.au](http://mpp.switchon.vic.gov.au).