

Retail Supply Offer – Essential

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.

Essential – residential, standing offers		Charges (excl. GST)	Charges (incl. GST)
single-rate offer	daily supply charge	149.50 cents/day	164.45 cents/day
	all-day 1 usage rate (first 100 kWh per calendar month)	25.97 cents/kWh	28.57 cents/kWh
	all-day 2 usage rate (next 240 kWh per calendar month)	27.96 cents/kWh	30.76 cents/kWh
	all-day 3 usage rate (balance kWh per calendar month)	30.89 cents/kWh	33.98 cents/kWh
time-of-use	daily supply charge	149.90 cents/day	164.89 cents/day
	peak 1 usage rate - first 340 kWh/month (7am-9am and 5pm-8pm weekdays)	32.24 cents/kWh	35.46 cents/kWh
	peak 2 usage rate - balance kWh/month (7am-9am and 5pm-8pm weekdays)	34.95 cents/kWh	38.45 cents/kWh
	shoulder usage rate (9am-5pm and 8pm-10pm weekdays)	31.72 cents/kWh	34.89 cents/kWh
	off-peak usage rate (all other times)	19.39 cents/kWh	21.33 cents/kWh
controlled load 1	daily supply charge	14.90 cents/day	16.39 cents/day
	all usage rate	15.60 cents/kWh	17.16 cents/kWh
controlled load 2	daily supply charge	14.90 cents/day	16.39 cents/day
	all usage rate	18.30 cents/kWh	20.13 cents/kWh

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

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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

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.