

## Retail Supply Offer – Essential

The Charges provided in this **Market 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. This offer is also available for customers who have installed an eligible solar-PV system.

Essential – residential, market 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	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 and Feed-in Rates 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 Rate / Tariff

DE Standard Rate	Customers with eligible Solar-PV systems will receive 12 cents/kWh for all export electricity (net metered only), subject to change as per the relevant Terms & Conditions. The DE Standard Rate applies to solar-PV systems up to 10kW capacity or as otherwise approved.
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### 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.
Exit 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.
	Discount Offers Terms and Conditions apply - visit our website or contact us.

### 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 or contact us.
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