

**Retail Supply Offer – Ausgrid Distribution Zone**  
**Residential - Energy Price Fact Sheet – NSW**  
**Market Offer**



EnergyMadeEasy References: DIA448865MR; DIA448864MR; DIA448852MR; DIA448853MR; DIA448858MR; DIA448859MR; DIA448846MR; DIA448847MR

Offer also available for customers who have installed an eligible solar-PV system.

Ausgrid – residential		Charges (excl. GST)	Charges (incl. GST)
single-rate offer	daily supply charge	87.50 cents/day	96.25 cents/day
	all-day 1 usage rate (first 100 kWh per calendar month)	26.39 cents/kWh	29.03 cents/kWh
	all-day 2 usage rate (next 240 kWh per calendar month)	28.51 cents/kWh	31.36 cents/kWh
	all-day 3 usage rate (balance kWh per calendar month)	31.95 cents/kWh	35.15 cents/kWh
time-of-use	daily supply charge	99.50 cents/day	109.45 cents/day
	peak 1 usage rate - (first 340 kWh/month 2pm-8pm business days)	49.50 cents/kWh	54.45 cents/kWh
	peak 2 usage rate - (balance 2pm-8pm business days)	54.90 cents/kWh	60.39 cents/kWh
	shoulder usage rate (7am-2pm & 8pm-10pm business days, 7am-10pm weekends/public holidays)	23.48 cents/kWh	25.83 cents/kWh
	off-peak usage rate (all other times)	17.95 cents/kWh	19.75 cents/kWh
controlled load 1	daily supply charge	3.99 cents/day	4.39 cents/day
	all usage rate	13.95 cents/kWh	15.35 cents/kWh
controlled load 2	daily supply charge	14.99 cents/day	16.49 cents/day
	all usage rate	17.95 cents/kWh	19.75 cents/kWh

Eligibility and hours of operation of controlled load 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	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 in writing by us.
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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.
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.

**Additional 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.
Refer a friend	Receive \$35 (including GST) referral credit and your friend receives \$35 (including GST) sign up credit.

Energy Made Easy is an Australian Government website where you can compare energy offers - visit Energy Made Easy at [www.energymadeeasy.gov.au](http://www.energymadeeasy.gov.au).