Pricing for Large Business customers – Default Rates (Electricity)

The following Default Rates are valid from **1 Nov 2026** until further notice:

	Peak (cents/kWh)	**Off-peak (cents/kWh)**
Australian Capital Territory	36.4 cents (excluding GST)	24.1 cents (excluding GST)
New South Wales	38.1 cents (excluding GST)	25.2 cents (excluding GST)
Queensland	26.0 cents (excluding GST)	17.8 cents (excluding GST)
South Australia	19.6 cents (excluding GST)	11.0 cents (excluding GST)
Victoria	19.5 cents (excluding GST)	10.9 cents (excluding GST)

Australian Capital Territory and New South Wales
Peak: 7.00am to 9.00am and 5.00pm to 8.00pm, EST. Business Days.
Shoulder: (charged at Peak rate): 9.00am to 5.00pm and 8.00pm to 10.00pm, EST. Business Days.
Off Peak: All other times

South Australia
Peak: 7.00am to 9.00pm, CST. Business Days.
Off-Peak: All other times

Queensland
Peak: 7.00am to 11.00pm, EST. Business Days.
Off-peak: All other times

Victoria
Peak: 7.00am to 11.00pm, EST. Monday to Friday.
Off-peak: All other times

What are Default Rates?

Default Rates are a charge (per kWh of electricity delivered) that EnergyAustralia reasonably determines is necessary to recover its costs of acquiring electricity, plus a reasonable margin. Default Rates are set by EnergyAustralia and may be amended by EnergyAustralia at any time.

Which customers may be affected by Default Rates?

The Default Rates above only apply to electricity customers in the relevant jurisdictions who meet the definition of "large customer" under Australian electricity laws.

When do Default Rates apply?

The Default Rates will apply if:

a) you previously entered into an agreement with EnergyAustralia for the purchase of electricity for your premises, which has now expired or terminated and you have not entered into a new agreement for supply to that premises with EnergyAustralia or another electricity retailer; or
b) you have not yet entered into any agreement with an electricity retailer for the purchase of electricity for your premises, and EnergyAustralia is financially responsible for electricity supplied to that premises.

The Default Rates will not apply if:

a) you enter into a new agreement with EnergyAustralia with an agreed energy charge; or
b) you enter into an agreement with another energy retailer and notify us that another energy retailer is financially responsible to supply electricity for your premises; or
c) you no longer meet the definition of a "large customer" under Australian electricity laws; or
d) your premises are disconnected.

For customers with an estimated load of greater than 10 GWh per annum, EnergyAustralia reserves the right to alternatively charge a default rate equal to the pool price plus a margin of 15%.

What other charges apply?

If Default Rates apply to you, then the following other charges will also apply: market charges, service charges, energy loss charges, distribution charges, network charges, regulatory and other charges. More information on these charges can be found in your retail electricity contract, on your EnergyAustralia bill or contact our customer care team.

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EnergyAustralia
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