

Important changes to our Standard Retail Contract

What's happening?

Our Standard Retail Contract terms and conditions change from 1 July 2026.

These terms are set by the energy regulator and outline your rights and obligations, as well as what to expect from us.

Summary of changes

Key changes made to reflect new regulatory requirements and other changes, applicable to New South Wales, Australian Capital Territory, South Australia and Queensland customers.

Change summary	Change details
<ul style="list-style-type: none">• Ways to pay• Restrictions on fees• Solar Feed-in Tariff terms and conditions	<p>One free and easy way to pay</p> <p>We will always offer at least one commonly used payment method that is free and accessible. This means you won't be charged extra just to pay your bill. We offer BPAY as a fee-free payment option.</p> <hr/> <p>Fewer fees and extra protection for vulnerable customers</p> <p>We won't charge fees (other than network charges) to customers on our EnergyAssist Program, to residential customers experiencing payment difficulties, or customers affected by family violence.</p> <p>For other customers, we will only charge exit, disconnection, reconnection, or other fees if the energy laws allow it.</p> <hr/> <p>Other important updates</p> <p>We are also making minor updates to our Feed-In Tariff Terms & Conditions for customers in New South Wales, Australian Capital Territory, South Australia and Queensland. View a copy at the link below.</p>

 [View a copy](#)

The updated **Standard Retail Contract** is available at energyaustralia.com.au/terms along with the current version.

If you're on a Standard Retail Contract before 1 July 2026, those terms and conditions will be replaced by the updated Standard Retail Contract terms and conditions.