

Important changes to our Market Retail Contract

What's happening?

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

These terms form part of your energy plan 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 |
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| <ul style="list-style-type: none">• Ways to pay• Energy plan• Discounts• Plan benefits• Price changes• Restrictions on fees | <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 do this today, BPAY is a fee-free payment option.</p> <hr/> <p>How your plan works – clause 1.2, 4.2 and 5.2</p> <ul style="list-style-type: none">• If you're no longer eligible for your plan, we may choose to keep you on the plan, end your contract and transfer you to our standing offer, or offer you a new plan.• If you move house or are new to EnergyAustralia, your benefit period starts when we become responsible for supplying energy at your address. <hr/> <p>Fairer discounts – clause 6.1</p> <p>If a discount has conditions that don't reflect our reasonable costs, we will still apply the discount even if you don't meet the conditions. We may also choose to waive conditions associated with your benefit.</p> <hr/> <p>Important information for customers on conditional discounts</p> <p>From 1 July, we will stop offering discounts that require actions like paying on time.</p> <p>If your energy plan currently contains a pay on time discount, from 1 July your discount will be changed to a guaranteed discount – this means your discount will be applied regardless of whether you pay on time and this will be shown on your bill.</p> <hr/> <p>Changes to your benefits or discounts – clause 6.2</p> <p>When your Benefit Period ends, your benefits will continue unless we notify you that your benefits will change or end. Our notice may include an offer of new Benefits, or it may ask you to contact us to agree to a new plan. If we make an offer and you don't reject it within the notice period, the new Benefits will apply. If you reject our offer but don't ask us to end your contract, we may end your contract and move you to our standing offer (if allowed by energy laws).</p> <p>If your plan benefits change – such as a discount ending or changing – we will make</p> |

sure you are not charged more than our standing offer prices and tell you in advance what your new prices will be, so there are no surprises.

We'll provide more certainty about price changes

If we increase prices or reduce an energy payment (like a feed in tariff or demand payment), we'll give you advance notice.

Variable rate plans: at least 5 business days' notice (clause 10.2) and prices will generally only change once a year, in July. This is a change from previous years when your prices could increase and energy payments could decrease at other times.

Fixed price plans: at least 20 business days' notice (clause 10.2) and prices won't change more than once every 12 months from the start of your fixed period.

If prices go down or energy payments increase, we may not give advance notice, but we'll let you know as soon as possible, and no later than your next bill.

Exceptions on timing may apply if your distributor changes your tariff, or if your prices move automatically with the spot price of energy.

Fewer fees and extra protection for vulnerable customers (clauses 4.8, 4.9, 4.10 and 10.1)

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.

We also won't charge any residential or small business customers fees (except to pass through a fee from your distributor) for meter reads when starting or ending a contract, disconnection or reconnection, or setting up a new account. We'll only charge exit, or other fees (such as late payment, paper bill or metering fees) where energy laws allow.

Other important updates

- Fraudulent activity
- Privacy Act Notice
- Updates for clarity and consistency
- GreenPower
- Solar Feed-in Tariff terms and conditions

Other important updates

- **Clause 12.5:** If we suspect an account has been set up through fraud or illegal activity, we may end the contract or disconnect supply where allowed by law. We'd ask you to verify your account before this happens.
- **Privacy Act Notice:** Explains that we may contact you about other products, unless you've opted out of marketing communications.
- We've made minor grammatical and administrative corrections to improve clarity and consistency between our processes and contract terms.
- GreenPower terms have been removed from the Market Retail Contract booklet and are listed on our website.
- 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.

 [View a copy](#)

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

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