



EnergyAustralia

**EnergyAustralia Pty Ltd**

1 Year  
Time of use

Call 1800 104 928  
[www.energyaustralia.com.au](http://www.energyaustralia.com.au)

**Estimated electricity cost**

1 person 7.2 kWh/day	<b>LOW</b> <b>\$970/year</b> <b>\$1,000</b> if you do not meet your discount conditions
2 to 3 people 11.8 kWh/day	<b>MED</b> <b>\$1,340/year</b> <b>\$1,360</b> if you do not meet your discount conditions
4+ people 15.5 kWh/day	<b>HIGH</b> <b>\$1,640/year</b> <b>\$1,660</b> if you do not meet your discount conditions

**Features**

- No direct debit payment required
- No pay on time discount
- Green power
- No fixed price contract
- Paper bills available

Estimated costs are inclusive of GST and are based on typical usage in your postcode, with regular usage on weekday afternoons and evenings. Your household's usage may vary. Costs exclude controlled load charges, solar payments, concessions and bonuses.

A more personalised estimate can be found on the Victorian Energy Compare website at <https://compare.energy.vic.gov.au>.

Retailers must provide clear advice to help customers find the offer that best suits their circumstances.

Contact the retailer by calling **1800 104 928** and quote this Offer ID **TRU409765MR**.

**Offer details**

<b>Distributor</b>	Citipower
<b>Offer type</b>	Market offer
<b>Fuel type</b>	Electricity
<b>Customer type</b>	Residential
<b>Release date</b>	01-08-2022
<b>Expiry date</b>	Contact the retailer

**Offer eligibility**

The details in this fact sheet are for residential customers located in the distribution area outlined with the meter configuration described. Unless specified 'Peak Only' is the default meter type.

**Discounts and incentives**
**Conditional discounts**

(incl. GST)

**Online Sign Up Credit** **Fixed amount: \$25.00**

Offer available to eligible residential customers who sign up to an electricity or gas offer via [energyaustralia.com.au](http://energyaustralia.com.au). Limit of one \$25 credit per new energy account, per customer address. We may change or end this offer at any time. Credit will be applied to your first bill and is not transferable or redeemable for cash.

**Incentives**
**PowerResponse program rebate**

You may be eligible for our PowerResponse program, and by participating in events, you may be eligible for rebates which may change over time. See website [energyaustralia.com.au/power-response](http://energyaustralia.com.au/power-response) for details on eligibility criteria, T&C's and rebates.

**Solar feed-in-tariff**

Solar Max is for electricity only and is available to eligible residential solar customers not receiving any Government feed-in-tariff.

**Solar feed-in-tariff**

If your average solar export for your billing period is more than 15kWh per day, you may become ineligible for the Solar Max plan. If this happens, we'll let you know your options.

**Solar feed-in-tariff**

## Contract details

<b>Contract term</b>	1 Year
<b>Cooling off period</b>	10 business days
<b>Eligibility criteria</b>	The details in this fact sheet are for residential customers located in the distribution area outlined with the meter configuration described. Unless specified 'Peak Only' is the default meter type.
<b>Prices are not fixed</b>	Prices may be varied in line with your terms and conditions. We will give you notice before any new prices take effect.
<b>Contract expiry details</b>	The Benefit Period for this plan is for 1 year. We will provide you with notice of your options prior to the end of the Benefit Period. Your contract will continue until it is ended by either party.
<b>Full terms and conditions</b>	Please refer to our website <a href="http://www.energyaustralia.com.au">www.energyaustralia.com.au</a> for solar feed-in eligibility and full terms and conditions.
<b>ESC licence information</b>	Electricity and gas retail licence under EnergyAustralia Pty Ltd

## Fees

	(incl. GST)
<b>Disconnection fee</b>	<b>Flat rate: \$41.95</b>
Disconnecting electricity to your property or reading your meter where applicable - Business hours	
<b>Reconnection fee</b>	<b>Flat rate: \$41.34</b>
Reconnection fee - Business hours	
<b>Disconnection fee</b>	<b>Flat rate: \$0.00</b>
Remote Disconnection fee - Business hours	
<b>Reconnection fee</b>	<b>Flat rate: \$0.00</b>
Remote Reconnection fee - Business hours	
<b>Other fee</b>	<b>Flat rate: \$63.17</b>
Solar meter installation fee	
<b>Other fee</b>	<b>Flat rate: \$33.99</b>
Special Meter Read fee	
<b>Credit card payment processing fee</b>	<b>Percentage of bill: 0.36%</b>
Credit card merchant service fee of 0.36% for all payments with Visa or Mastercard.	
<b>Credit card payment processing fee</b>	<b>Percentage of bill: 1.50%</b>
Credit card merchant service fee of 1.5% for all payments with American Express.	
<b>Other fee</b>	<b>Flat rate: \$1.69</b>
Paper bill fee incl. GST per bill effective from 6 April 2020. Refer to <a href="http://www.energyaustralia.com.au/home/help-and-support/faqs/paper-bill-fee">www.energyaustralia.com.au/home/help-and-support/faqs/paper-bill-fee</a> for details.	
<b>Additional information</b>	
Additional fees may apply. For more information, please visit the retailers website at <a href="http://www.energyaustralia.com.au">www.energyaustralia.com.au</a> .	

## Billing details

<b>Bill frequency</b>	3 months
<b>Payment options</b>	Please contact the retailer to discuss payment options

## Offer rate and details

Local time

**Electricity charges (All year)**

**Tariff (incl. GST)**

<b>Daily supply charge</b>	116.23 c/day
<b>Peak consumption</b> – Every day, 3pm - 9pm All consumption usage per day	30.21c/kWh
<b>Off-peak consumption</b> – Every day, 12am - 3pm; Every day, 9pm - 12am All consumption usage per day	17.35c/kWh

**Daily supply charge:** a charge that applies for supplying electricity to your premises for each day of the billing period, regardless of how much electricity is used.

**kWh:** a 'kWh' stands for kilowatt hour and is the unit of measurement for your electricity bill.

## Solar feed-in tariff options

	<b>Tariff</b>
<b>Current retailer feed-in tariff</b>	10.00 c/kWh

## GreenPower options

When you choose to buy a GreenPower product from an energy retailer, the retailer then invests the additional charge in the renewable energy industry. These purchases are audited by a group of government agencies.

<b>Option</b>	<b>Description</b>	<b>Price (incl. GST)</b>
<b>10% GreenPower</b>	PureEnergy 10% = \$0.0495 x (10% x total usage)	4.95 cents per kWh
<b>20% GreenPower</b>	PureEnergy 20% = \$0.0495 x (20% x total usage)	4.95 cents per kWh
<b>100% GreenPower</b>	PureEnergy 100% = \$0.0495 per kWh	4.95 cents per kWh

*Climate zone 6: Mild temperate*