

**Arcline by RACV**

- No contract term
- Time-varying rates

- Call **1300 884 849**
- [energy.arcline.com.au](https://energy.arcline.com.au)

**Estimated electricity cost**

1 person

**LOW**

7.2 kWh/day

**\$1,040/year**

No discount conditions apply to this offer



2 to 3 people

**MED**

11.8 kWh/day

**\$1,440/year**

No discount conditions apply to this offer



4+ people

**HIGH**

15.5 kWh/day

**\$1,770/year**

No discount conditions apply to this offer

**Features****No direct debit payment required****No pay on time discount****No 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 **1300 884 849** and quote this Offer ID **ARC771118MR**.

**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>  | 01-08-2026           |
| <b>Expiry date</b>   | Contact the retailer |

**Offer eligibility**

Available to Victorian residential customers only.

**Discounts and incentives****Incentives****Refer a Friend Credit**

Receive a \$50 account credit if you mention an existing Arcline by RACV customer when you join. The friend also gets \$50 credit. T&Cs apply - Visit Arcline by RACV Terms and Conditions page for more information: <https://energy.arcline.com.au/terms/>

**Contract details**

|                                  |                                                                                                                                                                                                                                                           |
|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Contract term</b>             | No contract term                                                                                                                                                                                                                                          |
| <b>Cooling off period</b>        | 10 business days                                                                                                                                                                                                                                          |
| <b>Eligibility criteria</b>      | Available to Victorian residential customers only.                                                                                                                                                                                                        |
| <b>Prices are not fixed</b>      | Due to changes in the market and economic conditions, we may update your tariff and/or fees. We will provide at least 5 business days' notice before the change takes place.                                                                              |
| <b>Contract expiry details</b>   | Open contract with no exit fees.                                                                                                                                                                                                                          |
| <b>Full terms and conditions</b> | Arcline by RACV is provided by EL Retail Energy Pty Ltd. For more information in relation to Arcline by RACV and this offer, see our full terms and conditions at <a href="https://energy.arcline.com.au/terms/">https://energy.arcline.com.au/terms/</a> |
| <b>ESC licence information</b>   | Electricity and gas retail licence under EL Retail Energy Pty Ltd                                                                                                                                                                                         |

## Fees

|                                                                                                                                                                                                                                                                                           | (incl. GST)                      |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|
| <b>Direct debit dishonour payment fee</b>                                                                                                                                                                                                                                                 | <b>Flat rate: \$7.50</b>         |
| Charged when a direct debit payment has dishonoured or reversed. This charge is not subject to GST.                                                                                                                                                                                       |                                  |
| <b>Other fee</b>                                                                                                                                                                                                                                                                          | <b>Flat rate: \$2.15</b>         |
| Charged per paper bill                                                                                                                                                                                                                                                                    |                                  |
| <b>Connection fee</b>                                                                                                                                                                                                                                                                     | <b>Flat rate: \$51.19</b>        |
| May be charged when you move into a property or change retailer. Actual fee may vary.                                                                                                                                                                                                     |                                  |
| <b>Disconnection fee</b>                                                                                                                                                                                                                                                                  | <b>Flat rate: \$51.95</b>        |
| May be charged when you move out and require a final meter read. Actual fee may vary.                                                                                                                                                                                                     |                                  |
| <b>Credit card payment processing fee</b>                                                                                                                                                                                                                                                 | <b>Percentage of bill: 0.81%</b> |
| We accept Visa and Mastercard payments via <a href="https://energy.arcline.com.au/payment">energy.arcline.com.au/payment</a> . Debit card transactions are subject to a 0.46% fee, and credit card payments incur a 0.81% fee. Card processing fees are waived for Direct Debit payments. |                                  |
| <b>Payment processing fee</b>                                                                                                                                                                                                                                                             | <b>Flat rate: \$2.70</b>         |
| May apply for over the counter payments made at an Australia Post outlet.                                                                                                                                                                                                                 |                                  |
| <b>Cheque dishonour payment fee</b>                                                                                                                                                                                                                                                       | <b>Flat rate: \$15.00</b>        |
| Cheque Dishonour fee                                                                                                                                                                                                                                                                      |                                  |
| <b>Other fee</b>                                                                                                                                                                                                                                                                          | <b>Flat rate: \$25.00</b>        |
| May be charged where you request a change, removal or installation of an electricity meter. It is to arrange metering-related goods or services for you with a meter provider or distributor.                                                                                             |                                  |
| <b>Additional information</b>                                                                                                                                                                                                                                                             |                                  |
| Additional fees may apply. For more information, please visit the retailers website at <a href="https://energy.arcline.com.au/fees">energy.arcline.com.au/fees</a>                                                                                                                        |                                  |

## Billing details

|                        |                                                        |
|------------------------|--------------------------------------------------------|
| <b>Bill frequency</b>  | 1 month                                                |
| <b>Payment options</b> | Please contact the retailer to discuss payment options |

## Offer rate and details

### Local time

| <b>Electricity charges</b>         | <b>Tariff (incl. GST)</b> |
|------------------------------------|---------------------------|
| <b>Daily supply charge</b>         | 112.66 c/day              |
| <b>Usage charge</b>                |                           |
| 4pm - 9pm                          | 35.63c/kWh                |
| 9pm - 11am                         | 19.69c/kWh                |
| 11am - 4pm                         | 15.43c/kWh                |
| <b>Controlled load charges</b>     | <b>Tariff (incl. GST)</b> |
| <b>Controlled load consumption</b> | 15.43 c/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.

## Feed-in tariff options

|                                | <b>Tariff</b> |
|--------------------------------|---------------|
| <b>Retailer feed-in tariff</b> | 0.50 c/kWh    |

