



EnergyAustralia

## EnergyAustralia Pty Ltd

No contract term  
 Time of use

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

## Estimated electricity cost

|               |                             |                                                                   |
|---------------|-----------------------------|-------------------------------------------------------------------|
| 1 person      | <b>LOW</b><br>7.2 kWh/day   | <b>\$1,160/year</b><br>No discount conditions apply to this offer |
| 2 to 3 people | <b>MED</b><br>11.8 kWh/day  | <b>\$1,620/year</b><br>No discount conditions apply to this offer |
| 4+ people     | <b>HIGH</b><br>15.5 kWh/day | <b>\$1,990/year</b><br>No discount conditions apply to this offer |

## 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 **TRU702600SR**.

## Offer details

|                      |                      |
|----------------------|----------------------|
| <b>Distributor</b>   | Citipower            |
| <b>Offer type</b>    | Standing offer       |
| <b>Fuel type</b>     | Electricity          |
| <b>Customer type</b> | Residential          |
| <b>Release date</b>  | 01-09-2025           |
| <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.

## Discounts and incentives

## 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.

## Contract details

|                                  |                                                                                                                                                                                             |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Contract term</b>             | No contract term                                                                                                                                                                            |
| <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.                                              |
| <b>Prices are not fixed</b>      | The rates for the Victorian Default Offer are regulated by the Essential Services Commission (ESC). The ESC will review these rates annually. We'll notify you before a rate change occurs. |
| <b>Contract expiry details</b>   | This contract continues for as long as you remain on the plan.                                                                                                                              |
| <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.                         |

## Fees

|                                                                                                                                                                                                                                                     | (incl. GST)                      |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|
| <b>Disconnection fee</b>                                                                                                                                                                                                                            | <b>Flat rate: \$49.32</b>        |
| Disconnecting electricity to your property or reading your meter where applicable - Business hours                                                                                                                                                  |                                  |
| <b>Reconnection fee</b>                                                                                                                                                                                                                             | <b>Flat rate: \$48.60</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: \$74.28</b>        |
| Solar meter installation fee                                                                                                                                                                                                                        |                                  |
| <b>Other fee</b>                                                                                                                                                                                                                                    | <b>Flat rate: \$39.95</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>                                                                                  | 124.07 c/day       |
| <b>Peak consumption</b> - Every day, 3pm - 9pm<br>All consumption usage per day                             | 36.33c/kWh         |
| <b>Off-peak consumption</b> - Every day, 12am - 3pm; Every day, 9pm - 12am<br>All consumption usage per day | 22.06c/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

|                                        | Tariff     |
|----------------------------------------|------------|
| <b>Current retailer feed-in tariff</b> | 1.50 c/kWh |

**Variable FiT - Option 2****Tariff****Shoulder** - Every day, 9pm - 12am, 12am - 10am, 2pm - 4pm;

All export

1.00 c/kWh

**Off-Peak** - Every day, 10am - 2pm;

All export

0.00 c/kWh

**Peak** - Every day, 4pm - 9pm;

All export

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.

| Option                 | Description                                     | Price (incl. GST)  |
|------------------------|-------------------------------------------------|--------------------|
| <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*