



EnergyAustralia

## EnergyAustralia Pty Ltd

1 year contract  
Single rate

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

## Estimated electricity cost



1 person

LOW

7.2 kWh/day

\$910/year

No discount conditions apply to this offer



2 to 3 people

MED

11.8 kWh/day

\$1,260/year

No discount conditions apply to this offer



4+ people

HIGH

15.5 kWh/day

\$1,550/year

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 TRU764943MR.

## Offer details

|               |                      |
|---------------|----------------------|
| Distributor   | Citipower            |
| Offer type    | Market offer         |
| Fuel type     | Electricity          |
| Customer type | Residential          |
| Release date  | 01-07-2026           |
| Expiry date   | 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. Must be a VIC Seniors cardholder.

## Discounts and incentives

## Guaranteed discounts

(incl. GST)

## Guaranteed Discount

Percentage of bill amount: 19.00%

Discount applies to market energy charges, and not to fees and other charges such as late payment fees or GreenPower.

## 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

|                      |                                                                                                                                                                                  |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Contract term        | 1 year                                                                                                                                                                           |
| Cooling off period   | 10 business days                                                                                                                                                                 |
| Eligibility criteria | The details in this fact sheet are for residential customers located in the distribution area outlined with the meter configuration described. Must be a VIC Seniors cardholder. |

|                                  |                                                                                                                                                                     |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <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>   | Your market contract is for 12 months. We will provide you with notice of your options prior to the end of the contract term.                                       |
| <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: \$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

| <a href="#">Electricity charges</a> | Tariff (incl. GST) |
|-------------------------------------|--------------------|
| <b>Daily supply charge</b>          | 121.14 c/day       |
| <b>Usage charge</b>                 | 25.96c/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> | 1.50 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>30% GreenPower</b>  | GreenPower 10% = \$0.0495 x (10% x total usage) | 4.95 cents per kWh |
| <b>100% GreenPower</b> | GreenPower 100% = \$0.0495 per kWh              | 4.95 cents per kWh |

*Climate zone 6: Mild temperate*