



EnergyAustralia

EnergyAustralia Pty Ltd

- No contract term
- Time-varying rates

Call 1800 104 928
www.energyaustralia.com.au

Estimated electricity cost

1 person	LOW 7.2 kWh/day	\$1,120/year No discount conditions apply to this offer
2 to 3 people	MED 11.8 kWh/day	\$1,550/year No discount conditions apply to this offer
4+ people	HIGH 15.5 kWh/day	\$1,900/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 TRU785618SR.

Offer details

Distributor	Citipower
Offer type	Standing offer
Fuel type	Electricity
Customer type	Residential
Release date	01-09-2026
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.

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 for details on eligibility criteria, T&C's and rebates.

Contract details

Contract term	No contract term
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.
Prices are not fixed	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.
Contract expiry details	This contract continues for as long as you remain on the plan.
Full terms and conditions	Please refer to our website www.energyaustralia.com.au for solar feed-in eligibility and full terms and conditions.

Fees

	(incl. GST)
Disconnection fee	Flat rate: \$51.95
Disconnecting electricity to your property or reading your meter where applicable - Business hours	
Reconnection fee	Flat rate: \$51.19
Reconnection fee - Business hours	
Disconnection fee	Flat rate: \$0.00
Remote Disconnection fee - Business hours	
Reconnection fee	Flat rate: \$0.00
Remote Reconnection fee - Business hours	
Other fee	Flat rate: \$78.23
Solar meter installation fee	
Other fee	Flat rate: \$42.09
Special Meter Read fee	
Credit card payment processing fee	Percentage of bill: 0.36%
Credit card merchant service fee of 0.36% for all payments with Visa or Mastercard.	
Credit card payment processing fee	Percentage of bill: 1.50%
Credit card merchant service fee of 1.5% for all payments with American Express.	
Other fee	Flat rate: \$1.69
Paper bill fee incl. GST per bill. Refer to www.energyaustralia.com.au/home/help-and-support/faqs/paper-bill-fee for details.	
Additional information	
Additional fees may apply. For more information, please visit the retailers website at www.energyaustralia.com.au .	

Billing details

Bill frequency	3 months
Payment options	Please contact the retailer to discuss payment options

Offer rate and details

Local time

Electricity charges	Tariff (incl. GST)
Daily supply charge	121.14 c/day
Usage charge	
4pm - 9pm	38.31c/kWh
9pm - 11am	21.17c/kWh
11am - 4pm	16.59c/kWh
Controlled load charges	Tariff (incl. GST)
Controlled load consumption	16.59 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

Retailer feed-in tariff

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)
30% GreenPower	GreenPower 30% = \$0.0495 x (30% x total usage)	4.95 cents per kWh
100% GreenPower	GreenPower 100% = \$0.0495 per kWh	4.95 cents per kWh

Climate zone 6: Mild temperate