

# Smart Saver 17 Residential Multinet VIC



Offer valid until 31-Dec-2017

Customer Type	Fuel type(s)	Distributor	Offer type	Release date
Residential	Gas	Multinet	Market offer	1 February 2017

## Gas tariff rates

1 February 2017 to 31 December 2017	Price (Excl. GST)	Price (Incl. GST)
<b>Distributor Zone: Multinet Metropolitan</b>		
Daily Supply Charge	70.00 cents per day	77.00 cents per day
Peak Charge of first 50 MJ per day	3.36 cents per MJ	3.70 cents per MJ
Peak Charge for the next 50 MJ per day	2.92 cents per MJ	3.21 cents per MJ
Peak Charge for the next 50 MJ per day	2.20 cents per MJ	2.42 cents per MJ
Peak Charge for the next 100 MJ per day	2.09 cents per MJ	2.30 cents per MJ
Peak Charge for additional gas delivered MJ per day	1.88 cents per MJ	2.07 cents per MJ
Off Peak Charge of first 50 MJ per day	2.69 cents per MJ	2.96 cents per MJ
Off Peak Charge for the next 50 MJ per day	2.30 cents per MJ	2.53 cents per MJ
Off Peak Charge for the next 50 MJ per day	1.95 cents per MJ	2.15 cents per MJ
Off Peak Charge for the next 100 MJ per day	1.64 cents per MJ	1.80 cents per MJ
Off Peak Charge for additional gas delivered MJ per day	1.61 cents per MJ	1.77 cents per MJ
<b>Distributor Zone: Yarra Valley</b>		
Daily Supply Charge	70.00 cents per day	77.00 cents per day
Peak Charge of first 50 MJ per day	3.49 cents per MJ	3.84 cents per MJ
Peak Charge for the next 50 MJ per day	3.08 cents per MJ	3.39 cents per MJ
Peak Charge for the next 50 MJ per day	2.87 cents per MJ	3.16 cents per MJ
Peak Charge for the next 100 MJ per day	2.64 cents per MJ	2.90 cents per MJ
Peak Charge for additional gas delivered MJ per day	2.59 cents per MJ	2.85 cents per MJ
Off Peak Charge of first 50 MJ per day	3.08 cents per MJ	3.39 cents per MJ
Off Peak Charge for the next 50 MJ per day	2.84 cents per MJ	3.12 cents per MJ
Off Peak Charge for the next 50 MJ per day	2.45 cents per MJ	2.70 cents per MJ
Off Peak Charge for the next 100 MJ per day	2.15 cents per MJ	2.37 cents per MJ
Off Peak Charge for additional gas delivered MJ per day	2.18 cents per MJ	2.40 cents per MJ
Peak Gas Charge is from 1 May to 31 October. Off Peak Gas Charge is from 1 November to 30 April.		
<b>Key Terminology</b>		
Daily Supply Charge	A charge that applies for supplying gas to your property for each day of the billing period, regardless of how much electricity you use.	
MJ	'MJ' stands for megajoule and is the unit of measurement for your gas usage.	

## Electricity Offer Details

<b>Contract Information</b>	
Term of contract	12 months
Contract expiry details	This agreement continues until you or we end it. The benefit period is for 12 months. At the end of your 12 month benefit period if we have not received instructions from you, you will be placed on a new energy plan. We will notify you if there are any differences between the benefits of these plans.
Discount	16% pay on time discount available on usage charges + extra 4% direct debit discount if you pay by automatic payment.
Cooling-off period	10 business days
Eligibility	This offer is relevant to residential customers within the Multinet distribution zone.
Price changes	We may vary the charges (including the amount, structure or nature of any of the charges) by notice to you at any time. The notice could take the form of a message on your bill and will specify the effective date of the variations.
Terms and conditions	See our full terms and conditions to <a href="http://www.covau.com.au">www.covau.com.au</a> for details.
<b>Fees</b>	

Credit Card Payment Processing Fee	Percentage of bill – 0.82%. The amount is GST inclusive and applies to payments made by debit and credit cards.
Credit Card Payment Processing Fee	Percentage of bill – 0.803%. The amount is GST inclusive and applies to credit card payments via Australia Post.
Late Payment Fee	Flat rate - \$15 Exempt. GST
Dishonoured Payment Fee	Flat rate - \$9.50 Incl. GST Cheque/Direct Debit dishonoured payment fee
Australia Post Processing Fee	Flat rate - \$3 Incl. GST Over the counter payment fee – may apply for over the counter payments made at an Australia Post outlet.
Australia Post Dishonoured Fee	Flat rate - \$25 Incl. GST Cheque and DD/CC Dishonoured Fee – In Person dishonor, per reversal or charge back
Distributor Charges	You must pay us any charges that your distributor imposes on us in relation to the services performed by our distributor (or any other persons) at your supply address.
Disconnection Fee	Business Hours Rates – A Disconnection fee of \$55.07 Incl. GST may apply when your property is disconnected (including when you move). This fee is passed through from your distributor and may vary. Please visit your distributor's website to find the current fee.
Reconnection Fee	Business Hours Rates – A Reconnection fee of \$46.43 Incl. GST may apply when your property is reconnected (including when you move into a new property). This fee is passed through from your distributor and may vary. Please visit your distributor's website to find the current fee.
Printed Bill	Online bill delivery to email is available. Otherwise, bill can be posted for \$1.75 Incl. GST per bill.
Additional Information	For information on additional fees, please visit our website : <a href="http://www.covau.com.au">www.covau.com.au</a>
<b>Other Details</b>	
Promotional Offer	Any promotional offers (including one-off payment and/or products) do not change the rates, fees or charges to this offer.
Concessions or Rebates	VIC Government rebates are available for those who are eligible.
Further Information	For further details on the information presented in this Energy Price Fact Sheet, please visit <a href="http://www.covau.com.au">www.covau.com.au</a> or call us on 1300 689 866.
About This Document	This Product Information Statement is presented in accordance with the requirements of the Essential Services Commission (ESC) - the independent regulator of the retail energy industry in Victoria. For information about choosing an energy retailer, visit <a href="http://yourchoice.vic.gov.au">yourchoice.vic.gov.au</a> . To compare electricity and gas retailer offers available to you, go to <a href="http://compare.switchon.vic.gov.au">compare.switchon.vic.gov.au</a> .

### Contact details for offer enquiries

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