



NSW RESIDENTIAL ENERGY PRICE FACT SHEET (Effective 1 July 2014), released 22 August 2014
General Offer - No Lock in Contract

The offer set out in this Electricity Price Fact Sheet is the key features and other fees that applicable for customer signing up to the offer from the above effective date.

For more information (including full Terms and Conditions) please go to www.covau.com.au;
or call us at 1300 026 828 - 13000 COVAU

This fact sheet is only applicable to Residential customers in the Essential Distribution Zone for the metering configurations provided.

Essential Distribution Zone					
	Units	Standing Offer		General Offer	
				Freedom Saver	
		Ex GST	Inc GST	Ex GST	Inc GST
Single Rate					
Service to Property Charges	c/Day	126.84	139.52	126.84	139.52
All Consumption	c/kWh	28.35	31.19	24.10	26.51
Single & Controlled Load Rate					
Service to Property Charges	c/Day	126.84	139.52	126.84	139.52
All Consumption	c/kWh	28.35	31.19	24.10	26.51
Service to Property Charges	c/Day	11.61	12.77	11.61	12.77
Controlled Load Consumption (1): consumption metered separately, hours of application are determined by your distributor	c/kWh	10.15	11.17	8.63	9.49
Service to Property Charges	c/Day	12.51	13.76	12.51	13.76
Controlled Load Consumption (2): consumption metered separately, hours of application are determined by your distributor	c/kWh	15.94	17.53	13.55	14.90
Time of Use Rate					
Service to Property Charges	c/Day	126.83	139.51	126.83	139.51
Peak Consumption (7am-9am and 5pm-8pm on weekdays)	c/kWh	31.86	35.05	27.08	29.79
Shoulder Consumption (9am-5pm and 8pm-10pm on weekdays)	c/kWh	31.86	35.05	27.08	29.79
Off Peak Consumption (All other times)	c/kWh	15.02	16.52	12.77	14.04
Other Fees and Rebates					
Termination Fee		N/A		N/A	
Sign on Credit Rebate		N/A		N/A	

Key Terminology

Daily Supply Charge

Daily Supply Charge is a charge that applies for supplying electricity to your premises for each day of the billing period, regardless of how much electricity you use.

kWh

A 'kWh' stands for kilowatt hour and is the unit measurement for your electricity bill.

Key Features of This Offer

Contract Term

The contract term for this offer is for customer who signs up for monthly contract.

General Offer

General offer - receive 15% discount off the electricity consumption. This offer is applicable if the Bill is paid on time (by the date specified on the Bill). On another occasion that the Bill is not paid by the due date, the standard offer rate will be applied. The General Offer is calculated by taking into account the deduction from any applicable government concession or rebate.

Automatic Payment Plan

An option of automatic payment is available and established based on the consumption and automatically deducted on the date you set. Available only from Credit Card or Direct Debit and only available for VISA and Mastercard. Credit Card and Direct Debit payments do not incur any fees.

Online Account Management

Convenient access to the comprehensive information regarding Billing information.

Electronic Billing

Convenient access to Bill through Online Account Management. Online Bill delivery to email is also available. Otherwise, Bill can be posted for \$1.00 (\$1.10 GST inc) per Bill.

Fees

Early Termination or Exit

Termination or Exit fee is not applicable to General Offer. However, 72 hours of advance notice is required of you wish to cancel your contract.

Printed Bill

Printed Bill will incur a fee of a \$1.00 (\$1.10 GST inc).

Connection and Disconnection

Every attempt of connection and disconnection will incur a fee of \$50 (\$55 GST inc.)

Dishonoured Payment

Every declined payment will incur a dishonoured payment fee of \$8.64 (\$9.50 GST inc).

Additional Fees

Other charges that may applicable are specified in the Additional Retail Charge schedule which can be viewed on our website at www.covau.com.au or contact us on 1300 026 828 - 13000 COVAU.

Promotional Offer

Any promotional offers (including one-off payment and/or products) do not change the rates, fees or charges to this offer.

Solar feed-in Tariffs

COVAU offers 60 cents per kWh exported or 20 cents per kWh exported, each subject to eligibility. The scheme will operate till 31 December 2016 and it is eligible for customers who have participated the Solar Bonus Scheme by 30 June 2012. Please call 1300 026 828 for more information, including eligibility.

Other Important Details

Cooling off Periods

A 10 business day cooling off period applies.

Variation of Prices

The rates are valid from 1 July 2014 to 30 June 2015. The rates may be changed as set out in our Terms and Conditions. If the rates are changed, COVAU will send an advance notice which will include a future date the change will be effective.

Concessions or Rebates

NSW Government rebates are available for those who are eligible.

Further Information

Please visit www.covau.com.au or call us on 1300 026 828 - 13000 COVAU for further information presented in this fact sheet.

Eligibility

The details presented in this Price Fact Sheet are for Residential Customer located in the Essential distribution zone and verification of your meter configuration. Offers vary based on distribution zone, and may not be available in all areas in New South Wales. Further eligibility criteria may apply. See our full terms and conditions to www.covau.com.au for details.