

Smart Saver 17

Residential Jemena

VIC



Offer valid until 31-Dec-2017

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

Electricity tariff rates

1 February 2017 to 31 December 2017	Price (Excl. GST)	Price (Incl. GST)
Single		
Daily Supply Charge	86.00 cents per day	94.60 cents per day
Anytime Usage	31.35 cents per kWh	34.49 cents per kWh
Single with Controlled Load		
Daily Supply Charge	86.00 cents per day	94.60 cents per day
Anytime Usage	31.35 cents per kWh	34.49 cents per kWh
Controlled Load Usage	19.21 cents per kWh	21.13 cents per kWh
5-Day Time of Use		
Daily Supply Charge	86.00 cents per day	94.60 cents per day
Peak Usage	39.28 cents per kWh	43.21 cents per kWh
Off Peak Usage	20.11 cents per kWh	22.12 cents per kWh
Time of Use		
Daily Supply Charge	86.00 cents per day	94.60 cents per day
Peak Usage	46.72 cents per kWh	51.39 cents per kWh
Shoulder Usage	31.58 cents per kWh	34.74 cents per kWh
Off Peak Usage	22.87 cents per kWh	25.16 cents per kWh
Demand Tariff		
Daily Supply Charge	126.09 cents per day	138.70 cents per day
Peak Usage	23.49 cents per kWh	25.84 cents per kWh
Demand	16.19 cents per kW per day	17.81 cents per kW per day
Key Terminology		
Daily Supply Charge	A charge that applies for supplying electricity to your property for each day of the billing period, regardless of how much electricity you use.	
kWh	'kWh' stands for kilowatt hour and is the unit of measurement for your electricity usage.	

Electricity Offer Details

Contract Information	
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	30% 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 Jemena 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 www.covau.com.au for details.
Fees	
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 \$60.19 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 \$73.82 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 : www.covau.com.au
Other Details	
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 www.covau.com.au 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 yourchoice.vic.gov.au . To compare electricity and gas retailer offers available to you, go to compare.switchon.vic.gov.au .

Contact details for offer enquiries

Retailer	Address	Phone number	Retailer's website
CovaU	PO Box R241 Royal Exchange NSW 1225	1300 689 866	http://www.covau.com.au