

# Smart Saver 17

## Residential United Energy

### VIC



Offer valid until 31-Dec-2017

| Customer Type | Fuel type(s) | Distributor   | Offer type   | Release date    |
|---------------|--------------|---------------|--------------|-----------------|
| Residential   | Electricity  | United Energy | Market offer | 1 February 2017 |

### Electricity tariff rates

| 1 February 2017 to 31 December 2017 | Price (Excl. GST)  | Price (Incl. GST)          |
|-------------------------------------|--|----------------------------|
| <b>Single</b>                       |  |                            |
| Daily Supply Charge                 | 85.00 cents per day  | 93.50 cents per day        |
| Anytime Usage                       | 30.14 cents per kWh  | 33.15 cents per kWh        |
| <b>Single with Controlled Load</b>  |  |                            |
| Daily Supply Charge                 | 85.00 cents per day  | 93.50 cents per day        |
| Anytime Usage                       | 30.14 cents per kWh  | 33.15 cents per kWh        |
| Controlled Load Usage               | 18.34 cents per kWh  | 20.17 cents per kWh        |
| <b>5-Day Time of Use</b>            |  |                            |
| Daily Supply Charge                 | 92.00 cents per day  | 101.20 cents per day       |
| Peak Usage                          | 35.93 cents per kWh  | 39.52 cents per kWh        |
| Off Peak Usage                      | 17.93 cents per kWh  | 19.72 cents per kWh        |
| <b>Time of Use</b>                  |  |                            |
| Daily Supply Charge                 | 85.00 cents per day  | 93.50 cents per day        |
| Peak Usage                          | 46.06 cents per kWh  | 50.67 cents per kWh        |
| Shoulder Usage                      | 27.03 cents per kWh  | 29.73 cents per kWh        |
| Off Peak Usage                      | 22.67 cents per kWh  | 24.94 cents per kWh        |
| <b>Demand Tariff</b>                |  |                            |
| Daily Supply Charge                 | 109.05 cents per day   | 119.96 cents per day       |
| Peak Usage                          | 24.20 cents per kWh  | 26.62 cents per kWh        |
| Summer Demand (November - March)    | 30.56 cents per kW per day   | 33.62 cents per kW per day |
| Non Summer Demand (April - October) | 13.40 cents per kW per day   | 14.74 cents per kW per day |
| <b>Key Terminology</b>              |  |                            |
| 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

| <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                           | 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 United Energy 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%.<br>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%.<br>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<br>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<br>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 \$50.17 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 \$50.17 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

| Retailer | Address                                | Phone number | Retailer's website  |
|----------|--|--------------|---|
| CovaU    | PO Box R241<br>Royal Exchange NSW 1225 | 1300 689 866 | <a href="http://www.covau.com.au">http://www.covau.com.au</a> |