



VIC Residential ENERGY PRICE FACT SHEET (Effective 1 January 2015)

Market Offer - Monthly Contract SMART SAVER RESIDENTIAL - JEMENA

The offer set out in this Electricity Price Fact Sheet is the key features and other fees that are applicable for customers 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 13000 COVAU - 1300 026 828

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

Jemena Energy Distribution Zone					
	Units	Standing Offer		Market Offer	
				Monthly Contract 19% Discount*	
		Ex GST	Inc GST	Ex GST	Inc GST
Single					
Daily Supply Charge	c/day	107.00	117.70	107.00	117.70
All Consumption kWh per quarter	c/kWh	25.39	27.93	20.57	22.62
Single & Controlled Load					
Daily Supply Charge	c/day	107.00	117.70	107.00	117.70
All Consumption kWh per quarter	c/kWh	25.39	27.93	20.57	22.62
Controlled Load Consumption	c/kWh	14.51	15.96	11.75	12.93
5-Day Time Of Use					
Daily Supply Charge	c/day	139.91	153.90	139.91	153.90
Peak Consumption (7am-11pm, Mon-Fri, AEST)	c/kWh	31.73	34.90	25.70	28.27
Off Peak Consumption (All other times)	c/kWh	16.13	17.74	13.07	14.37
Time Of Use					
Daily Supply Charge	c/day	126.09	138.70	126.09	138.70
Peak Consumption (3pm-9pm, Mon-Fri, AEST)	c/kWh	31.57	34.73	25.57	28.13
Shoulder Consumption (7am-3pm and 9pm-10pm, Mon-Fri and 7am-10pm weekends, AEST)	c/kWh	16.81	18.49	13.62	14.98
Off Peak Consumption (All other times)	c/kWh	21.68	19.03	17.56	19.32

***Rates are inclusive of discount**

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 of measurement for your electricity bill.

Key Features of This Offer

Contract Term

The contract term for this market offer is for customers who sign up for Monthly contract.

Market Offer

Market Offer - receive 19% discount off the electricity consumption. This offer is applicable if the bill is paid on time (by the date specified on the bill). Where the bill is not paid by the due date, the standard offer rate will be applied.

Direct Debit Discount/Automatic Payments

Direct Debit Discount is a percentage discount applicable to consumption charges only.

Earn an additional 6% discount off your consumption charges by setting up automatic payments from your nominated financial institution.

To be eligible for Direct Debit Discount you must be a Victorian Residential Customer and provide valid direct debit or credit card details to pay your invoice balances automatically on the invoice due date.

Note: We only accept VISA and Mastercard for credit card payments, credit card payments incur a 0.82% merchant surcharge.

Electronic billing

Online bill delivery to email is available. Otherwise, bills can be posted for \$1.00 (\$1.10 GST Inc) per bill.

Fees

Printed bill

Printed bill will incur a fee of a \$1.00 (\$1.10 GST Inc).

Dishonoured Payment

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

Disconnection Fee

Every attempt of disconnection (including when you move out) will incur a fee of \$26.28[^] (Ex GST).

[^]Amount is not subjected to GST.

Reconnection Fee

Every attempt of reconnection (including when you move in) will incur a fee of \$15.38[^] (Ex GST).

[^]Amount is not subjected to GST.

Additional Fees

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

Promotional Offer

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

Other Important Details

Cooling off Periods

A 10 Business days cooling off period applies.

Variation of Prices

The rates are valid from 1 January 2015 to 31 December 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

VIC Government rebates are available for those who are eligible.

Further Information

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

Eligibility

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

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 energy industry in Victoria. For information about choosing an energy retailer, visit **yourchoice.vic.gov.au**. To compare electricity retailer offers available to you, go to **mpp.switchon.vic.gov.au**; to compare gas retailer offers available to you, go to **yourchoice.vic.gov.au**.