
Terms and Conditions of your Solar Sharer Offer Plan (NSW, QLD, SA)

1. Applicable Price Plan

This Price Plan is a non-fixed Term Price Plan. These Terms & Conditions apply to the Solar Sharer Offer (SSO) Price Plan, it applies to tariff combination with or without Controlled Load Tariff.

The SSO is a regulated standard electricity plan that many energy retailers are required to make available to residential customers with a smart meter in NSW, Queensland and South Australia from 1 July 2026. Its rates are capped by the Australian Energy Regulator and it's designed to give you 3 hours of free electricity usage every day during the free usage window up to a 24 kWh reasonable use cap.

1.1 Benefits

Under this Price Plan:

- i. Your free usage window depends on where your supply address is:
 - a. New South Wales (NSW): 11am – 2pm
 - b. Queensland (QLD): 11am – 2pm
 - c. South Australia (SA): 12pm – 3pm

The free usage window covers usage charges only. Other charges, such as daily supply and controlled load charges still apply during the free usage period.

- ii. The free usage window covers usage charges only, up to 24 kWh.

Under this SSO, if you use more than the reasonable use cap of 24 kWh of electricity during the 3-hour window, you'll be charged for that usage at the reasonable use rates.

1.2 Eligibility

To be eligible for this Plan:

- i. you must have a smart meter installed at your supply address;
- ii. you must be on a residential customer, and your supply address must be in New South Wales, Queensland and South Australia.

You must continue to meet these eligibility requirements while you are on this Plan.

2. Rates/Charges

Other applicable usage rates and charges may change in accordance with your Energy Retail Agreement and applicable Regulatory Requirements. We will notify you of any changes where required by applicable Regulatory Requirements.

Before signing, please review the charges and other information provided on the CovaU Quote Page and in the applicable Offer Summary / BPID / VEFS. If you have any questions or are unsure about any of the charges that may apply, please contact us and seek clarification before signing.

3. Important information for you

- All time periods are based on local time at the supply address unless otherwise stated.

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- Where applicable, feed-in tariff arrangements are subject to the terms of your Solar Contract.
 - The benefits under this Price Plan are subject to eligibility, meter data availability and applicable daily limits.
 - These Terms & Conditions must be read together with your CovaU Energy Retail Agreement and your Offer Summary, the Victorian Energy Fact Sheet/Basic Plan Information Document, welcome pack, and any other document expressly stated to form part of your agreement with CovaU.