



ADDITIONAL SERVICE CHARGES

Effective from 1 January 2010. All fees are GST inclusive.

Re-energisation Charges:

Distributor	Type	Fee
ELECTRICITY		
VICTORIA		
Alinta (United)	Business Hours	\$35.00
	Non-Business Hours	\$170.00
Alinta (AGL)	Business Hours	\$39.00
	Non-Business Hours	\$135.00
Citipower	Business Hours	\$35.00
	Non-Business Hours	\$215.00
Powercor	Business Hours	\$35.00
	Non-Business Hours	\$200.00
SPAusnet	Business Hours	\$35.00
	Non-Business Hours	\$155.00
SOUTH AUSTRALIA		
ETSA	Business Hours	\$40.00
	Non-Business Hours	\$99.00
NEW SOUTH WALES		
Country Energy	Business Hours	\$63.00
Integral	Non-Business Hours	\$126.00
Energy Australia		

Energisation requests received with 2 business days notice will incur a business hours fee.

Energisation requests received with less than 2 business days notice may incur a non-business hours fee.

Business hours re-energisation charges are waived for Victorian concession card holders.

Distributor	Type	Fee
GAS		
Envestra	Opening/Final Read	\$10.00
	Unplug	\$75.00
Multinet (Metro)	Opening/Final Read	\$10.00
	Unplug	\$115.00
	New Connection (admin fee)	\$75.00
Multinet (Sth Gippsland)	Opening/Final Read	\$15.00
Applies to Postcodes: 3950, 3953, 3984, 3996	Unplug	\$155.00
	New Connection (admin fee)	\$75.00
SP Ausnet	Opening/Final Read	\$10.00
	Unplug	\$80.00

Other distributor charges available on request.



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Solar Meter Change Fees (Currently only available in Victoria)

Distributor:	Property Type	Charge Description:	Cost:
CitiPower	Existing	Truck Fee (per 30 mins)	\$226.00
	New	Single Phase Multi Phase	\$260.00 \$530.00
United Energy	Existing	Truck Fee (per 30 mins)	\$140.00
	New	Single Phase Multi Phase	\$310.00 \$395.00
SP Ausnet	Existing	Single Phase Multi Phase	\$165.00 \$220.00
	New	Single Phase Multi Phase	\$225.00 \$395.00
Powercor	Existing	Truck fee (per 60 mins)	\$187.00
	New	Single Phase Multi Phase	\$330.00 \$375.00
Jemena	Existing	Truck fee	\$250.00
	New	Single Phase Multi Phase	\$260.00 \$385.00

Service Charges:

Charge	Amount	Conditions
Finalled Account administration charge	\$5 per billing period	To be applied to accounts where credit balance remains after account is finalled for more than 1 month.
Multiple Refund Fee	\$10 per refund	Customers are entitled to 1 refund per year free of charge. For additional refunds, if the amount of the refund requested is less than \$10.00 no refund will be provided.
Refund cheque cancellation fee	\$15	
Special Read Fee	SA customers: \$10.00 VIC & NSW: Same as re-en fees (above)	
Meter Inspection Fees	Same as re-energisation fees (see above)	This fee will NOT be charged if the meter is found to be faulty.
Meter Test Fees	\$180 (upwards depending on requirements)	
Dishonours	\$5 \$20	Direct debit or credit card dishonours Cheque dishonours
Bill Re-print	\$6.00	Applies to printed/mailed copies only. Email copies will be provided at no cost.



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Service Charges >160MWh customers:

Charge	Amount	Conditions
Bill Re-print	\$11.00 per bill	
Provision of Interval Meter Date	\$55 per year per meter	
Change of MP or MDA during contract term	\$110 per meter	Includes meter abolishment