

Additional Service Charges

Queensland

Effective from 7 December 2016



Move In, Connection/Move Out, Final Read Charges

Electricity

Local Network Service provider (LNSP)	Connection/Final Read time	Charge incl. GST
Energex	Business Hours Connection	\$10.75
Energex	Business Hours Final Read	\$0.00

Note - To receive a business hours charge Red Energy generally requires notification before 12:30pm AEST on the business day prior to the request for re-energisation.

For connections outside of these times please contact Red Energy on 131 806. Additional fees and charges apply for a non-business hour connection.

Other Account Related Charges

Type	Charge incl. GST	Conditions
Final Account Administration Charge	\$5 per billing period	Applied to accounts where a credit balance remains after the account has been closed for more than one (1) month.
Refund cheque cancellation	\$15	Applied to accounts where the incorrect information (bank account details, address) has been provided to Red Energy and the cheque then needs to be cancelled.
Payment Dishonours	\$10.45	Dishonoured Cheque
	\$25	Dishonoured payments made at Australia Post Outlets
	\$2.75	Dishonoured direct debit payment from a bank account

Red Energy Process and Handling Charges

Process and Handling: (Based on the total charge from the distributor)	Charge incl. GST
\$0 - \$99	\$5
\$100 - \$499	\$25
\$500 - \$999	\$50
More than \$1000	\$150

A process and handling charge will be levied based on the total service charge levied.

Please note that this document is not an exhaustive list of the fees and charges that you may be required to pay. Red Energy may also pass through any additional charge levied by a third party that we pay on your behalf. The charges for distributor related services may include our process and handling charge for arranging such services. Please contact Red Energy on 131 806 to obtain pricing for any services not listed on this document.