

**Online Power and Gas – Energy Price Fact Sheet (Electricity)**

**Product Summary – Market Offer**

- Fantastic low rates
- 32% discount if you pay your bill on time
- Monthly email billing – let’s save on paper
- No Early cancellation fees

**Product name: Fixed Saver**

**Date of Publication: 01/01/2017**

| For Domestic Customers in Citipower distribution area or NMI's starting with 610 |  |            |            |       |
|--|--|------------|------------|-------|
| Tariff   | Rate Type  | GST (Excl) | GST (Incl) | Units |
| Residential Single Rate (GD)   | First 100 Kwh per quarter                                  | 25.61      | 28.17      | c/kWh |
|  | Peak Remaining   | 28.45      | 31.30      | c/kWh |
|  | Basic Meter Charge   | 134.40     | 147.84     | c/day |
| Residential Two Rate (GD+CL)   | First 100 Kwh per quarter                                  | 25.61      | 28.17      | c/kWh |
|  | Peak Remaining   | 28.45      | 31.30      | c/kWh |
|  | Controlled Load  | 16.91      | 18.60      | c/kWh |
|  | Basic Meter Charge   | 134.40     | 147.84     | c/day |
| Residential 5-day Time of Use (GH/GL)  | First 100 Kwh per quarter<br>(7am to 11pm AEST Mon to Fri) | 36.39      | 40.03      | c/kWh |
|  | Peak Remaining<br>(7am to 11pm AEST Mon to Fri)            | 40.43      | 44.47      | c/kWh |
|  | Off Peak<br>(All other times)                              | 19.22      | 21.14      | c/kWh |
|  | Basic Meter Charge   | 134.40     | 147.84     | c/day |

|                      |  |        |        |       |
|----------------------|--|--------|--------|-------|
| Time of Use Interval | Peak Usage<br>(3pm to 9pm AEST Mon to Fri) | 35.07  | 38.58  | c/kWh |
|                      | Off Peak Usage<br>(10pm to 7am all days)   | 17.64  | 19.40  | c/kWh |
|                      | Shoulder<br>(All other times)              | 26.46  | 29.11  | c/kWh |
|                      | Basic Meter Charge                         | 134.40 | 147.84 | c/day |

| Product Details                   |  |
|-----------------------------------|--|
| <b>Discount</b>                   | You will receive a 32% discount on the usage charges if you pay your entire bill on or before the due date.  |
| <b>Disclaimer</b>                 | The pay on time discount will not be applied on your final bill.   |
| <b>Contract length</b>            | The minimum term is 24 months. After this your contract with us continues on an ongoing basis until you choose to terminate it with us or otherwise switch energy providers. |
| <b>Cooling off period</b>         | You may cancel your contract with us at any time during the first 10 days of your contract with us.  |
| <b>Early cancellation fees</b>    | \$22   |
| <b>Payment processing fees</b>    | None   |
| <b>Late payment fees</b>          | None   |
| <b>Account establishment fees</b> | None   |
| <b>Disconnection fees</b>         | \$35   |
| <b>Reconnection fees</b>          | \$35   |
| <b>Dishonored payment fees</b>    | \$15   |

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| <b>Other Important Information</b>  |
| <b>Definitions</b>  |
| <p><b>“Controlled Load”</b> These tariffs are generally only available where the hot water system or other appliance is separately metered and can be time-controlled to operate at low-demand times. Off- peak tariffs are sometimes called ‘controlled load’, and will always operate with some other tariff type in place for the other times of the day (for example single rate tariffs or time of use tariffs)</p> <p><b>“Basic Meter Charge”</b> is a charge that applies for supplying electricity to your premises for each day of the billing period, regardless of your consumption.</p> |
| <p><b>“kWh”</b> stands for kilowatt hour and is the unit of measurement for your electricity bill.</p>  |
| <b>Eligibility</b>  |
| <p>The above standard offer is available to all Victorian residential customers within the Citipower distribution area who have a GD/GR or GH/GL meter (excluding Solar PV customers).<br/>The details presented in this Price and Product Information Statement is for a residential customer located in the Citipower distribution area.</p>  |
| <b>Variations</b>   |
| <p>Online Power and Gas may vary your usage rates and supply charge, under your contract by providing 30 days’ notice. We will also include details with your next bill if the variation affects you. You will be able to terminate our agreement without penalty within that month.</p>  |
| <p>Please note that 30 days advance notice is not required when rates are varied to recover increases in network, environmental, market, metering, regulatory and pass through costs.</p>   |
| <b>Contact us</b>   |
| <p>For further information about our terms and conditions please visit <a href="http://www.onlinepowerandgas.com.au">www.onlinepowerandgas.com.au</a> or should you have any other queries please contact us on (03) 8354 6800 during the hours of 9am – 5pm.</p>   |
| <b>Complaints</b>   |
| <p>Customers who have any complaints with our service may contact the Victorian Energy and Water Ombudsman, an independent and free service, on 1800 500 509 or <a href="http://www.ewov.com.au/">http://www.ewov.com.au/</a>.</p>  |
| <p>This Energy Price Fact Sheet is presented in accordance with 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://www.yourchoice.vic.gov.au">www.yourchoice.vic.gov.au</a>. To compare electricity retailer offers available to you, go to <a href="http://www.mpp.switchon.vic.gov.au">www.mpp.switchon.vic.gov.au</a>.</p>  |