

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

**Product Summary – Standing Offer**

**Product name: Standing Offer**

**Date of Publication: 01/02/2016**

| For Domestic Customers in Jemena distribution area or NMI's starting with 600 |   |               |               |       |
|---|---|---------------|---------------|-------|
| Tariff  | Rate Type                               | GST Exclusive | GST Inclusive | Units |
| Peak Only<br>(GD/GR)  | All Usage                               | 27.00         | 29.70         | c/kWh |
|   | Fixed Daily Charge                      | 141.7         | 155.9         | c/day |
| Peak/Off Peak<br>(GH/GL)  | Peak Usage<br>(7am to 11pm Mon-Fri)     | 37.07         | 40.78         | c/kWh |
|   | Off-peak Usage<br>(all other times)     | 16.00         | 17.60         | c/kWh |
|   | Fixed Daily Charge                      | 141.7         | 155.9         | c/day |
| Flexible Pricing  | Peak Usage<br>(3pm – 9pm Mon-Fri)       | 35.00         | 38.50         | c/kWh |
|   | Off-peak Usage<br>(10pm – 7am all days) | 17.50         | 19.25         | c/kWh |
|   | Shoulder Usage<br>(all other times)     | 27.00         | 29.70         | c/kWh |
|   | Fixed Daily Charge                      | 150           | 165           | c/day |
| Additional<br>Dedicated Off-<br>peak loads                                    | All Usage                               | 16.00         | 17.60         | c/kWh |



| <b>Product Details</b>            |  |
|-----------------------------------|--|
| <b>Contract length</b>            | No fixed term. The agreement continues until you or we end it. |
| <b>Cooling off period</b>         | 0 business days  |
| <b>Early cancellation fees</b>    | None   |
| <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>Dishonoured 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>“Daily Supply 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 Jemena distribution area who have a GD/GR or GH/GL meter (excluding Solar PV customers).</p> <p>The details presented in this Price and Product Information Statement is for a Domestic Customers in Jemena’s distribution area.</p>   |
| <b>Variations</b>   |
| <p>We may vary your rates under the market retail contract terms and conditions. If we do so we will advise you in writing or by email with 30 day’s advance notice. 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>  |