



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

Product Summary – Market Offer

- Fantastic low rates
- 30% discount if you pay your bill on time
- Monthly email billing – let’s save on paper
- No early cancellation fees

Product name: Contract Saver

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For Domestic Customers in Citipower distribution area or NMLs starting with 610				
Tariff	Rate Type	GST Exclusive	GST Inclusive	Units
Peak Only (GD/GR)	All Usage	22.86	25.15	c/kWh
	Fixed Daily Charge	108	118.8	c/day
Peak/Off Peak (GH/GL)	Peak Usage (7am to 11pm Mon-Fri)	33.58	36.94	c/kWh
	Off-peak Usage (all other times)	16.18	17.80	c/kWh
	Fixed Daily Charge	123	135.3	c/day
Flexible Pricing	Peak Usage (3pm – 9pm Mon-Fri)	29.00	31.90	c/kWh
	Off-peak Usage (10pm – 7am all days)	14.50	15.95	c/kWh
	Shoulder Usage (all other times)	22.00	24.20	c/kWh
	Fixed Daily Charge	126	138.6	c/day
Additional Dedicated Off- peak loads	All Usage	14.13	15.54	c/kWh



Product Details	
Discount	You will receive a 30% discount on the usage charges if you pay your entire bill on or before the due date.
Contract length	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.
Cooling off period	You may cancel your contract with us at any time during the first 10 days of your contract with us.
Early cancellation fees	None
Payment processing fees	None
Late payment fees	None
Account establishment fees	None
Disconnection fees	\$35
Reconnection fees	\$35
Dishonoured payment fees	\$15

Other Important Information
Definitions
<p>“Controlled Load” 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>“Daily Supply Charge” is a charge that applies for supplying electricity to your premises for each day of the billing period, regardless of your consumption.</p>
<p>“kWh” stands for kilowatt hour and is the unit of measurement for your electricity bill.</p>
Eligibility
<p>The above standard offer is available to all Victorian residential customers within the United distribution area who have a GD/GR or GH/GL meter (excluding Solar PV customers). The details presented in this Price and Product Information Statement is for a residential customer located in the Citipower’s distribution area.</p>
Variations
<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>
Contact us
<p>For further information about our terms and conditions please visit www.onlinepowerandgas.com.au or should you have any other queries please contact us on (03) 8354 6800 during the hours of 9am–5pm.</p>
Complaints
<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 http://www.ewov.com.au/.</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 www.yourchoice.vic.gov.au. To compare electricity retailer offers available to you, go to www.mpp.switchon.vic.gov.au.</p>