



Additional fees and charges

Prices are current at 01/01/2021.

Fee Type

Early termination of contract

If you have entered into a market contract with us and cancel your contract before the expiry date, an early termination fee may apply. Please refer to the terms and conditions of your market contract for more information.

Cheque/Direct debit Dishonour fee

If a direct debit or cheque withdrawal is not allowed because there are not enough funds available in your account, a Dishonour Fee (\$15 for cheque, \$7.50 for Direct Debit) will be charged.

Reconnection Fee

Moving into your property and connecting electricity to your property (or reading your meter where applicable). These fees are set by your distributor and do change from time to time.

Disconnection Fee

Vacating your property and disconnecting electricity to your property (or reading your meter where applicable). These fees are set by your distributor and do change from time to time.



Victoria Electricity

<i>Jemena</i>	Disconnection – Business hours	\$65.25 ¹
	Remote Disconnection – Business hours	\$11.44 ¹
	Reconnection – Business hours	\$42.30 ¹
	Remote Reconnection – Business hours	\$11.44 ¹
<i>Citipower</i>	Disconnection – Business hours	\$42.32 ¹
	Remote Disconnection – Business hours	\$12.01 ¹
	Reconnection – Business hours	\$41.69 ¹
	Remote Reconnection – Business hours	\$12.01 ¹
<i>Powercor</i>	Disconnection – Business hours	\$65.40 ¹
	Remote Disconnection – Business hours	\$12.08 ¹
	Reconnection – Business hours	\$61.52 ¹
	Remote Reconnection – Business hours	\$12.08 ¹
<i>AusNet</i>	Disconnection – Business hours	\$21.99 ¹
	Remote Disconnection – Business hours	\$7.51 ¹
	Reconnection – Business hours	\$21.99 ¹
	Remote Reconnection – Business hours	\$7.51 ¹
<i>United Energy</i>	Disconnection – Business hours	\$54.40 ¹
	Remote Disconnection – Business hours	\$12.24 ¹
	Reconnection – Business hours	\$54.40 ¹
	Remote Reconnection – Business hours	\$12.24 ¹



Victoria Gas

<i>Australian Gas Networks</i>	Special meter read, metro	\$10.23 ¹
	Special meter read, non-metro	\$14.08 ¹
<i>Multinet</i>	Special meter read	\$7.44 ¹
<i>AusNet</i>	Special meter read	\$10.30 ¹

New South Wales Electricity

<i>Ausgrid</i>	Reconnection – Business hours	\$12.55 ¹
	Disconnection – Business hours	\$12.55 ¹
<i>Endeavour Energy</i>	Reconnection – Business hours	\$42.76 ¹
	Disconnection – Business hours	\$42.76 ¹
<i>Essential Energy</i>	Reconnection – Business hours	\$54.65 ¹
	Disconnection – Business hours	\$61.67 ¹

Queensland Electricity

<i>Energex</i>	Reconnection – Business hours	\$12.45 ¹
	Disconnection – Business hours	\$12.45 ¹

Tasmania Electricity

<i>TasNetworks</i>	Reconnection – Business hours	\$88.53 ¹
	Disconnection – Business hours	\$88.53 ¹



South Australia Electricity

<i>SA Power Networks</i>	Reconnection – Business hours	\$50.25 ¹
	Disconnection – Business hours	\$50.25 ¹

OTHER CHARGES

If a government, regulator or network distributor varies or introduces a fee, charge or tax, we may pass through all or part of this varied or new fee, charge or tax to you. The charges for network related services may include our reasonable costs for arranging such services.

If you have questions relating to your bill, simply complete our [enquiry form](#) or call us on 1300 426 594.

¹Prices printed are inclusive of GST.