

Additional fees and charges



Prices are current at 01/01/2023.

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.

Re-energisation/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.

De-energisation/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

Jemena

Re-energisation - Remote	\$0.00
Re-energisation - Next Business Day	\$56.73
Re-energisation - Same Day	\$99.02
De-energisation	\$81.35
Remote Disconnection	\$0.00
Meter Reconfiguration - Remote	\$57.20

Citipower

Re-energisation - Remote	\$0.00
Re-energisation - Next Business Day	\$41.34
Re-energisation - Same Day	\$53.09
De-energisation	\$41.95
Remote Disconnection	\$0.00
Meter Reconfiguration - Remote	\$63.17

Powercor

Re-energisation - Remote	\$0.00
Re-energisation - Next Business Day	\$61.24
Re-energisation - Same Day	\$99.77
De-energisation	\$65.09
Remote Disconnection	\$0.00
Meter Reconfiguration - Remote	\$63.72

Ausnet

Re-energisation - Remote	\$0.00
Re-energisation - Next Business Day	\$39.89
Re-energisation - Same Day	\$39.89
Re-energisation - After Hours	\$69.81
De-energisation	\$39.89
Remote Disconnection	\$0.00
Meter Reconfiguration - Remote	\$17.31

United Energy

Re-energisation - Remote	\$0.00
Re-energisation - Next Business Day	\$57.37
Re-energisation - Same Day	\$86.47
Re-energisation - After Hours	\$100.40
De-energisation	\$57.37
Remote Disconnection	\$0.00
Meter Reconfiguration - Remote	\$76.48

Victoria Gas

Australian Gas Networks

Special Meter Read - Metro	\$11.00
Special Meter Read - Non-Metro	\$15.07

Multinet

Special Meter Read	\$7.95
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Ausnet

Special Meter Read	\$11.01
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New South Wales Electricity

Ausgrid

Re-energisation - Remote	\$12.09
Special Read Fee	\$13.40
Next Business Day	\$57.96
Same Day	\$132.13
After Hours	\$132.13
De-energisation	\$57.96-\$191.90
Remote Disconnection	\$12.09

Endeavour Energy

Re-energisation - Remote	\$12.09
Special Read Fee	\$45.65
Re-energisation - Next Business Day	\$45.65
Re-energisation - Same Day	\$87.45
Re-energisation - After Hours	\$87.45
De-energisation	\$45.65-\$77.44
Remote Disconnection	\$12.09

Essential Energy

Re-energisation - Remote	\$12.09
Special Read Fee	\$21.15
Re-energisation - Next Business Day	\$58.40
Re-energisation - Same Day	\$58.40
Re-energisation - After Hours	\$164.41
De-energisation	\$65.90
Remote Disconnection	\$12.09

Queensland Electricity

Energex

	With Power	No Power
Special Read Fee	\$13.27	
Re-energisation - Next Business Day	\$56.25	\$135.70
Re-energisation - Same Day	\$96.86	\$135.70
Re-energisation - After Hours	\$96.86	\$135.70
De-energisation	\$13.27	\$56.25

Tasmania Electricity

TasNetworks

Special Read Fee	\$59.15
Re-energisation - Next Business Day	\$93.19
Re-energisation - Same Day	\$235.31
Re-energisation - After Hours	\$373.85
De-energisation	\$93.19
Meter Reconfiguration - Remote	\$56.55
Out of Service Fee (Non-Scheduled Visit)	\$155.93

South Australia Electricity

SA Power Networks

Special Read Fee	\$17.79
Re-energisation - Next Business Day	\$53.37
Re-energisation - Same Day	\$119.47
Re-energisation - After Hours	\$119.47
De-energisation	\$53.37-\$119.47