

Standing Offer

Residential CitiPower

VIC

Offer valid until 31-Dec-2018

| Customer Type | Fuel type(s) | Distributor | Offer type | Release date |
|---------------|--------------|-------------|----------------|----------------|
| Residential | Electricity | CitiPower | Standing offer | 1 January 2018 |

Electricity tariff rates

| 1 January 2018 to 31 December 2018 | Price (Excl. GST) | Price (Incl. GST) |
|--------------------------------------|--|--------------------------|
| Single | | |
| Daily Supply Charge | 110.00 cents per day | 121.00 cents per day |
| Anytime Usage | 26.00 cents per kWh | 28.60 cents per kWh |
| Single with Controlled Load | | |
| Daily Supply Charge | 110.00 cents per day | 121.00 cents per day |
| Anytime Usage | 26.00 cents per kWh | 28.60 cents per kWh |
| Controlled Load Usage | 20.25 cents per kWh | 22.28 cents per kWh |
| 5-Day Time of Use | | |
| Daily Supply Charge | 120.00 cents per day | 132.00 cents per day |
| Peak Usage | 33.20 cents per kWh | 36.52 cents per kWh |
| Off Peak Usage | 20.80 cents per kWh | 22.88 cents per kWh |
| Time of Use | | |
| Daily Supply Charge | 120.00 cents per day | 132.00 cents per day |
| Peak Usage | 35.00 cents per kWh | 38.50 cents per kWh |
| Shoulder Usage | 29.00 cents per kWh | 31.90 cents per kWh |
| Off Peak Usage | 22.00 cents per kWh | 24.20 cents per kWh |
| Demand Tariff | | |
| Daily Supply Charge | 110.00 cents per day | 121.00 cents per day |
| Peak Usage | 22.00 cents per kWh | 24.20cents per kWh |
| Summer Demand (December - March) | 8.57 \$ per kW per month | 9.43 \$ per kW per month |
| Non Summer Demand (April - November) | 2.93 \$ per kW per month | 3.22 \$ per kW per month |
| Key Terminology | | |
| Daily Supply Charge | A charge that applies for supplying electricity to your property for each day of the billing period, regardless of how much electricity you use. | |
| kWh | 'kWh' stands for kilowatt hour and is the unit of measurement for your electricity usage. | |

Electricity Offer Details

| Contract Information | |
|------------------------------------|---|
| Term of contract | No contract term. |
| Contract expiry | This agreement continues until you or we end it. |
| Cooling-off period | 10 business days |
| Eligibility | This offer is available to residential customers in the CitiPower network zone who are not being sold energy for their premises under a Retail Market Contract. |
| Price changes | Our Standard Offer prices may vary but will not vary more often than once every 6 months. |
| Terms and conditions | See our full terms and conditions to www.covau.com.au for details. |
| Fees | |
| Credit Card Payment Processing Fee | Percentage of bill - 0.82%. The amount is GST inclusive and applies to payments made by debit and credit cards. |
| Credit Card Payment Processing Fee | Percentage of bill - 0.803%. The amount is GST inclusive and applies to credit card payments via Australia Post. |
| Late Payment Fee | Flat rate - \$15 Exempt. GST |
| Dishonoured Payment Fee | Flat rate - \$9.50 Incl. GST Cheque/Direct Debit dishonoured payment fee |

| | |
|--------------------------------|---|
| Australia Post Dishonoured Fee | Flat rate - \$25 Incl. GST Cheque and DD/CC Dishonoured Fee |
| Distributor Charges | You must pay us any charges that your distributor imposes on us in relation to the services performed by our distributor (or any other persons) at your supply address. |
| Other Fees and Charges | Reconnection, Disconnection and Special Read fees are charged by your distributor and passed through to you by CovaU. |
| Additional Information | For information on additional fees, please visit our website : www.covau.com.au |
| Other Details | |
| Promotional Offer | Any promotional offers (including one-off payment and/or products) do not change the rates, fees or charges to this offer. |
| Concessions or Rebates | VIC Government rebates are available for those who are eligible. |
| Further Information | For further details on the information presented in this Energy Price Fact Sheet, please visit www.covau.com.au or call us on 1300 689 866. |
| About This Document | This Product Information Statement is presented in accordance with the 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 yourchoice.vic.gov.au . To compare electricity and gas retailer offers available to you, go to compare.switchon.vic.gov.au . |

Contact details for offer enquiries

| Retailer | Address | Phone number | Retailer's website |
|----------|--|--------------|---|
| CovaU | PO Box R241 Royal Exchange NSW 1225 | 1300 689 866 | http://www.covau.com.au |