

Retail Supply Offer – Citipower Distribution Zone

Residential - Energy Price Fact Sheet – Vic

Market Offer



Key terms

Offer availability	Offer also available to customers with eligible solar-PV systems.
Agreement term	Ongoing agreement with ongoing benefits.
Contract expiry details	This is an ongoing agreement which continues until you or we end it.

Citipower - residential		Unit	Excl. GST	Incl. GST
single-rate	daily supply charge	cents/day	116.95	128.65
	all-day 1 usage rate - first 340 kWh per calendar month	cents/kWh	22.89	25.18
	all-day 2 usage rate - balance kWh per calendar month	cents/kWh	25.77	28.35
time-of-use*	daily supply charge	cents/day	116.95	128.65
	peak 1 usage rate (7am-11pm weekdays) - first 340 kWh per calendar month	cents/kWh	29.98	32.98
	peak 2 usage rate (7am-11pm weekdays) - balance kWh per calendar month	cents/kWh	34.35	37.79
	off-peak usage rate (all other times)	cents/kWh	17.22	18.94
time-of-use (flexi)	daily supply charge	cents/day	116.95	128.65
	peak usage rate (3pm-9pm weekdays)	cents/kWh	33.99	37.39
	shoulder usage rate (7am-3pm and 9pm-10pm weekdays, 7am-10pm weekends)	cents/kWh	27.90	30.69
	off-peak usage rate (all other times)	cents/kWh	16.88	18.57
single-rate (demand)	daily supply charge	cents/day	116.95	128.65
	all-day 1 usage rate - first 340 kWh per calendar month	cents/kWh	18.38	20.22
	all-day 2 usage rate - balance kWh per calendar month	cents/kWh	20.67	22.74
	summer demand (3pm-9pm, Dec-Mar)	\$/kW/day	8.57	9.43
	winter demand (3pm-9pm, Apr-Nov)	\$/kW/day	2.93	3.22
controlled load	all usage rate	cents/kWh	16.46	18.11

*Citipower have closed this rate type and it is only available if you are currently receiving it.

Eligibility and hours of operation of controlled load are as set by your Distributor.

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: a 'kWh' stands for kilowatt hour and is the unit of measurement for your electricity usage.

Conditional discounts

Terms and Conditions apply - visit our website or contact us.

Discount – Direct debit	3% discount on daily supply charge and usage rates where full payment is made by automated direct debit.
Discount - Pay on time	7% discount on daily supply charge and usage rates where you agree to receive invoices by email and full payment is received by an approved payment method by the due date.
Refer a friend	For each friend you refer during your agreement with us, you receive \$35 (including GST) referral credit and your friend also receives \$35 (including GST) sign up credit. There is no limit to the number of friends you can refer and therefore credits you can receive.

Fees

Credit card payment processing fee	0.60% (including GST), may be applicable if you choose to pay by Mastercard or Visa credit cards.
Dishonoured payment fee (cheque)	\$20 (including GST), may be applicable if payment is not honoured by your bank.
Dishonoured payment fee (direct debit)	\$10 (including GST), may be applicable if payment is not honoured by your bank.
Late payment fee	\$15 (including GST), may be applicable if payment is not received before the due date.
Establishment fee	\$22 (including GST), payable upon transfer to us from another retailer.
Additional fees	Other fees may apply including such items as meter special reads, meter installation, meter reconfiguration, energisation and de-energisation - visit our website or contact us.

Solar Feed in Rate / Tariff

Feed-in Tariff: Distributor Funded	PFIT Scheme is closed to new solar-PV installations. Existing Solar-PV installations receiving PFIT will continue to do so as per scheme rules and where they maintain eligibility. DE Standard Rate will also apply to increase feed in rate to 72 cents/kWh for eligible PFIT participants.
DE Standard Rate	Customers with eligible Solar-PV systems will receive 12 cents/kWh for all export electricity (net metered only) subject to change as per the relevant Terms & Conditions. DE Standard Rate applies to solar-PV systems up to 10kW or as otherwise agreed in writing by us.

Additional terms

Cooling Off Period	You may cancel this agreement at any time during the 10 business day cooling off period.
Terms and Conditions	Eligibility and availability criteria apply, including that this offer is only for residential customers who are located within the relevant distribution area with the appropriate network tariff(s) and metering installation and configuration. For full terms & conditions - visit our website or contact us.
Charges and Discounts May Vary	We may vary the Charges (including the amount and structure of any Charge), discounts and Feed-in Rates and terms and conditions from time to time consistent with the applicable Terms and Conditions.
Method of Payment	You can choose to pay invoices by any of our payment options.

GreenPower options

Diamond Pure Plus	You can choose to purchase 100%, 50% or 20% of your metered electricity consumption as Diamond Pure Plus - GreenPower accredited renewable energy - visit our website or contact us.
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This Energy Price Fact Sheet is presented in accordance with the requirements of the Essential Services Commission (ESC) – the independent regulator of the retail energy industry in Victoria. To compare electricity offers available to you, go to www.victorianenergysaver.vic.gov.au.