

Standing Offer

Residential Jemena

VIC

Offer valid until 31-Dec-2018

Customer Type	Fuel type(s)	Distributor	Offer type	Release date
Residential	Electricity	Jemena	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	115.00 cents per day	126.50 cents per day
Anytime Usage	28.25 cents per kWh	31.08 cents per kWh
Single with Controlled Load		
Daily Supply Charge	115.00 cents per day	126.50 cents per day
Anytime Usage	28.25 cents per kWh	31.08 cents per kWh
Controlled Load Usage	21.00 cents per kWh	23.10 cents per kWh
5-Day Time of Use		
Daily Supply Charge	130.00 cents per day	143.00 cents per day
Peak Usage	31.50 cents per kWh	34.65 cents per kWh
Off Peak Usage	21.00 cents per kWh	23.10 cents per kWh
Time of Use		
Daily Supply Charge	130.00 cents per day	143.00 cents per day
Peak Usage	35.00 cents per kWh	38.50 cents per kWh
Shoulder Usage	28.30 cents per kWh	31.13 cents per kWh
Off Peak Usage	22.50 cents per kWh	24.75 cents per kWh
Demand Tariff		
Daily Supply Charge	115.00 cents per day	126.50 cents per day
Anytime Usage	22.50 cents per kWh	24.75 cents per kWh
Demand	59.09 \$ per kW pa	65.00 \$ per kW per pa
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 Jemena 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