

Energy Price Fact Sheet

Company: **CovaU Pty Ltd**
Offer name: **Smart Saver Residential Citipower Single + Controlled Load**
Offer ID: **COV77160MR**

Customer type	Fuel type(s)	Distributor	Offer type	Release date
Residential	Electricity	Citipower	Market offer	01-Jan-2019

Electricity tariff rates

Type: Two rate: single rate with controlled load	Price (exc. GST)	Price (inc. GST)
Electricity charges – All year		
Daily supply charge	115.000000 cents per day	126.500000 cents per day
All consumption	32.550000 cents per kWh	35.805000 cents per kWh
Controlled load charges		
Controlled Load consumption – Controlled Load	25.000000 cents per kWh	27.500000 cents per kWh

Daily supply charge: a charge that applies for supplying electricity to a premises for each day of the billing period, regardless of how much electricity is used.

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

Electricity offer details

Single contract option: None contract term	
Cooling-off period	10 days
Bill frequency	1 month
Eligibility	This Offer is available for Residential Customers within the CitiPower Network.
Prices are fixed	No. We may vary the charges (including the amount, structure or nature of any of the charges) by notice to you at any time. The notice could take the form of a message on your bill and will specify the effective date of the variations.
Contract expiry details	This contract continues until you/we end it. At the end of contract/benefit period if we have not received instructions from you, you will be placed on a new energy plan. You will be notified if there are any differences between the benefits of the plans.
Terms and conditions	https://www.covau.com.au/Portals/29/pdf/Market_Retail_Booklet_20171130.pdf

Fees	
Disconnection fee	Flat rate - \$41.33 inc. GST Business Hours Rates. This fee is passed through from your distributor and may vary. Please contact your distributor to find out the current fee.
Reconnection fee	Flat rate - \$40.72 inc. GST Business Hours Rates. This fee is passed through from your distributor and may vary. Please contact your distributor to find out the current fee.
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.
Direct debit dishonour payment fee	Flat rate - \$9.50 inc. GST
Cheque dishonour payment fee	Flat rate - \$9.50 inc. GST
Late payment fee	Flat rate - \$15.00 inc. GST GST Exempt
Other fee	Flat rate - \$25.00 inc. GST Australia Post Dishonour Fee - Cheque dishonour and DD/CC Dishonour.
Credit card payment processing fee	Percentage of bill - 0.80 % The amount is GST inclusive and applies to credit card payments via Australia Post.
Other fee	Flat rate - \$3.00 inc. GST Over the counter payment fee – may apply for over the counter payments made at an Australia Post outlet.
Other fee	Flat rate - \$1.75 inc. GST Paper Bill Fee.
Additional information: For information on additional fees, please visit our website : www.covau.com.au	

Conditional discounts	
Pay on Time	Percentage of usage - 30.00 % Pay by due date
Direct Debit	Percentage of usage - 4.00 % Pay by automatic payment direct debit or credit card

Contact details for offer enquiries

Retailer	Address	Phone number	Retailer's website
CovaU Pty Ltd	PO Box R241 Royal Exchange NSW 1225 Sydney 2000 NSW	1300 689 866	www.covau.com.au

Information

For information to help you compare the retail offers available to you, please visit **Victorian Energy Compare** compare.energy.vic.gov.au