

# Energy Price Fact Sheet

Company: **CovaU Pty Ltd**  
Offer name: **Standard Offer Residential Jemena Energy Single Rate + Controlled Load**  
Offer ID: **COV77119SR**

| Customer type | Fuel type(s) | Distributor | Offer type     | Release date |
|---------------|--------------|-------------|----------------|--------------|
| Residential   | Electricity  | Jemena      | Standing offer | 01-Jan-2019  |

## Electricity tariff rates

| Type: Two rate: single rate with controlled load     | Price (exc. GST)         | Price (inc. GST)         |
|--|--------------------------|--------------------------|
| <b>Electricity charges – All year</b>                |                          |                          |
| <b>Daily supply charge</b>                           | 120.000000 cents per day | 132.000000 cents per day |
| All consumption                                      | 34.200000 cents per kWh  | 37.620000 cents per kWh  |
| <b>Controlled load charges</b>                       |                          |                          |
| <b>Controlled Load consumption</b> – Controlled Load | 25.200000 cents per kWh  | 27.720000 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: No contract term |   |
|--|---|
| <b>Cooling-off period</b>                | Not applicable for standing offers  |
| <b>Bill frequency</b>                    | 1 month   |
| <b>Eligibility</b>                       | This offer is available to residential customers in the Jemena Energy network zone who are not being sold energy for their premises under a Retail Market Contract      |
| <b>Prices are fixed</b>                  | No. Our Standard Offer prices may vary but will not vary more often than once every 6 months.   |
| <b>Contract expiry details</b>           | No Fixed Term Contract  |
| <b>Terms and conditions</b>              | <a href="https://www.covau.com.au/Portals/29/pdf/Standard_Retail_Booklet_20171130.pdf">https://www.covau.com.au/Portals/29/pdf/Standard_Retail_Booklet_20171130.pdf</a> |

| Fees                                      |  |
|---|--|
| <b>Disconnection fee</b>                  | <b>Flat rate - \$63.73 inc. GST</b><br>Business Hours Rates. This fee is passed through from your distributor and may vary. Please contact your distributor to find out the current fee. |
| <b>Reconnection fee</b>                   | <b>Flat rate - \$78.17 inc. GST</b><br>Business Hours Rates. This fee is passed through from your distributor and may vary. Please contact your distributor to find out the current fee. |
| <b>Cheque dishonour payment fee</b>       | <b>Flat rate - \$9.50 inc. GST</b>   |
| <b>Direct debit dishonour payment fee</b> | <b>Flat rate - \$9.50 inc. GST</b>   |
| <b>Late payment fee</b>                   | <b>Flat rate - \$15.00 inc. GST</b><br>GST Exempt  |
| <b>Other fee</b>                          | <b>Flat rate - \$25.00 inc. GST</b><br>Australia Post Dishonour Fee - Cheque dishonour and DD/CC Dishonour.  |

## Contact details for offer enquiries

| Retailer      | Address  | Phone number | Retailer's website                                     |
|---------------|--|--------------|--|
| CovaU Pty Ltd | PO Box R241 Royal Exchange NSW<br>1225 Sydney 2000 NSW | 1300 689 866 | <a href="http://www.covau.com.au">www.covau.com.au</a> |

## Information

For information to help you compare the retail offers available to you, please visit **Victorian Energy Compare** [compare.energy.vic.gov.au](http://compare.energy.vic.gov.au)