

# Energy Price Fact Sheet

Company: **CovaU Pty Ltd**

Offer name: **Smart Saver Residential United Energy Single + Controlled Load**

Offer ID: **COV77213MR**

Customer type	Fuel type(s)	Distributor	Offer type	Release date
Residential	Electricity	United Energy	Market 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>	115.000000 cents per day	126.500000 cents per day
All consumption	35.000000 cents per kWh	38.500000 cents per kWh
<b>Controlled load charges</b>		
<b>Controlled Load consumption</b> – Controlled Load	24.000000 cents per kWh	26.400000 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	
<b>Cooling-off period</b>	10 days
<b>Bill frequency</b>	1 month
<b>Eligibility</b>	This Offer is available for Residential Customers within the United Energy Network.
<b>Prices are fixed</b>	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.
<b>Contract expiry details</b>	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.
<b>Terms and conditions</b>	<a href="https://www.covau.com.au/Portals/29/pdf/Market_Retail_Booklet_20171130.pdf">https://www.covau.com.au/Portals/29/pdf/Market_Retail_Booklet_20171130.pdf</a>

Fees	
<b>Disconnection fee</b>	<b>Flat rate - \$53.12 inc. GST</b> 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 - \$53.12 inc. GST</b> 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>Credit card payment processing fee</b>	<b>Percentage of bill - 0.82 %</b> The amount is GST inclusive and applies to payments made by debit and credit cards.
<b>Direct debit dishonour payment fee</b>	<b>Flat rate - \$9.50 inc. GST</b>
<b>Cheque 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> GST Exempt
<b>Other fee</b>	<b>Flat rate - \$25.00 inc. GST</b> Australia Post Dishonour Fee - Cheque dishonour and DD/CC Dishonour.
<b>Credit card payment processing fee</b>	<b>Percentage of bill - 0.80 %</b> The amount is GST inclusive and applies to credit card payments via Australia Post.
<b>Other fee</b>	<b>Flat rate - \$3.00 inc. GST</b> Over the counter payment fee – may apply for over the counter payments made at an Australia Post outlet.
<b>Other fee</b>	<b>Flat rate - \$1.75 inc. GST</b> Paper Bill Fee.
<b>Additional information:</b> For information on additional fees, please visit our website : <a href="http://www.covau.com.au">www.covau.com.au</a>	

Conditional discounts	
<b>Pay on Time</b>	<b>Percentage of usage - 30.00 %</b> Pay by due date
<b>Direct Debit</b>	<b>Percentage of usage - 4.00 %</b> 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	<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)