



CovaU Pty Ltd

- No contract term
- Single rate

- Call 1300 689 866
- www.covau.com.au

Estimated electricity cost

1 person	LOW 7.2 kWh/day	\$1,120/year \$1,160 if you do not meet your discount conditions
2 to 3 people	MED 11.8 kWh/day	\$1,550/year \$1,610 if you do not meet your discount conditions
4+ people	HIGH 15.5 kWh/day	\$1,890/year \$1,980 if you do not meet your discount conditions

Features

- No direct debit payment required
- No pay on time discount
- No green power
- No fixed price contract
- Paper bills available

Estimated costs are inclusive of GST and are based on typical usage in your postcode, with regular usage on weekday afternoons and evenings. Your household's usage may vary. Costs exclude controlled load charges, solar payments, concessions and bonuses.

A more personalised estimate can be found on the Victorian Energy Compare website at <https://compare.energy.vic.gov.au>.

Retailers must provide clear advice to help customers find the offer that best suits their circumstances.

Contact the retailer by calling **1300 689 866** and quote this Offer ID **COV273298MR**.

Offer details

Distributor	Citipower
Offer type	Market offer
Fuel type	Electricity
Customer type	Residential
Release date	05-01-2021
Expiry date	Contact the retailer

Offer eligibility

Available to Residential customers in the Citipower network area with applicable metering system configuration. For more details about the eligibility criteria and solar feed-in eligibility, please contact CovaU on 1300 689 866.

Discounts and incentives

Conditional discounts

Direct Debit	(incl. GST)
Pay by automatic payment direct debit or credit card	Percentage of usage: 4.00%

Guaranteed discounts

Guaranteed discount	(incl. GST)
	Percentage of usage: 30.00%

Contract details

Contract term	No contract term
Cooling off period	10 business days

Eligibility criteria	Available to Residential customers in the Citipower network area with applicable metering system configuration. For more details about the eligibility criteria and solar feed-in eligibility, please contact CovaU on 1300 689 866.
Prices are not fixed	We may vary your rates in line with our Terms and Conditions at any time by written notice to you. Notice will be given at least 5 business days prior to the variation.
Contract expiry details	The agreement continues until terminated by you or us in accordance with our Market Retail Terms & Conditions
Full terms and conditions	See our full terms and conditions to www.covau.com.au for details.
ESC licence information	Electricity and gas retail licence under CovaU Pty Ltd

Fees

	(incl. GST)
Disconnection fee	Flat rate: \$42.32
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: \$53.54
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
Cheque dishonour payment fee	Flat rate: \$9.50
Other fee	Flat rate: \$25.00
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
Over the counter payment fee – may apply for over the counter payments made at an Australia Post outlet.	
Other fee	Flat rate: \$1.75
Paper Bill Fee.	
Connection fee	Flat rate: \$34.30
Business Hours Rates. This fee is passed through from your distributor and may vary. Please contact your distributor to find out the current fee.	
Additional information	
You must pay us any fees your distributor passes through to us in relation to services performed by your distributor (or anyone else) at your supply address. For details on additional fees that may apply, please visit www.covau.com.au/additionalfees	

Billing details

Bill frequency	1 month
Payment options	Please contact the retailer to discuss payment options

Offer rate and details

Local time

Electricity charges (All year)	Tariff (incl. GST)
Daily supply charge	126.50 c/day
Peak consumption	
All consumption	38.31c/kWh

Daily supply charge: a charge that applies for supplying electricity to your 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.

Climate zone 6: Mild temperate