



CovaU Pty Ltd

- No contract term
- Two rate: single rate with controlled load

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

Estimated electricity cost

1 person	LOW 7.2 kWh/day	\$860/year No discount conditions apply to this offer
2 to 3 people	MED 11.8 kWh/day	\$1,200/year No discount conditions apply to this offer
4+ people	HIGH 15.5 kWh/day	\$1,480/year No discount conditions apply to this offer

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 **COV348327MR**.

Offer details

Distributor	Citipower
Offer type	Market offer
Fuel type	Electricity
Customer type	Residential
Release date	22-10-2021
Expiry date	Contact the retailer

Offer eligibility

This offer is available to residential customers who are located within the relevant distribution area with the appropriate network tariff(s) and metering installation and configuration. For more details about the... more details below

Discounts and incentives

Guaranteed discounts

Guaranteed discount	(incl. GST) Percentage of usage: 30.00%
Discounts applied to GST inclusive energy usage charges.	
Online Signup Bonus	Fixed amount: \$50.00
\$50 sign-up credits (including GST) will be applied on your first invoice after switching to CovaU. Offer is available to customers who sign up through CovaU's website only.	

Contract details

Contract term	No contract term
Cooling off period	10 business days
Eligibility criteria	This offer is available to residential customers who are located within the relevant distribution area with the appropriate network tariff(s) and metering installation and configuration. For more details about the eligibility criteria, 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)
Other fee	Flat rate: \$25.00
\$25.00 (inc. GST) Australia Post Dishonour Fee - Cheque dishonour and DD/CC Dishonour.	
Disconnection fee	Flat rate: \$46.55
\$46.55 (inc. GST) Business Hours Rates. Fee is passed through from your distributor and may vary.	
Reconnection fee	Flat rate: \$45.86
\$45.86 (inc. GST) Business Hours Rates. Fee is passed through from your distributor and may vary.	
Direct debit dishonour payment fee	Flat rate: \$9.50
\$9.50 (inc. GST) Direct debit dishonour payment fee	
Credit card payment processing fee	Percentage of bill: 0.82%
A 0.82% (inc. GST) fee may apply to payments made by debit and credit cards.	
Cheque dishonour payment fee	Flat rate: \$9.50
\$9.50 (inc. GST) Cheque dishonour payment fee	
Connection fee	Flat rate: \$37.73
\$37.73 (inc. GST) Business Hours Rates. Fee is passed through from your distributor and may vary.	
Other fee	Flat rate: \$3.00
\$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
\$1.75 (inc. GST) Paper Bill Fee.	
Other fee	Percentage of bill: 0.80%
A 0.803% (inc. GST) applies to credit card payments via Australia Post.	
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

	Tariff (incl. GST)
Electricity charges - Peak (All year)	
Daily supply charge	101.20 c/day
Peak consumption	
All consumption usage per day	29.25c/kWh
Controlled load charges	Tariff (incl. GST)
Controlled load consumption	21.45 c/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