



# Victoria Government Gazette

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## Electricity Industry Act 2000

### CLICK ENERGY

#### Standard Contract – Victoria

#### WHO DO THESE TERMS AND CONDITIONS APPLY TO?

These terms and conditions apply to the sale and supply of electricity to relevant customers who are deemed under section 39 of the **Electricity Industry Act 2000** to have a contract with *Click Energy* for the sale and supply of electricity to a *supply address*.

If a term or condition of this *Contract* is found to be inconsistent with the *Energy Retail Code*, the inconsistent term or condition of this *Contract* will be void and the relevant term or condition of the *Energy Retail Code* will form part of this *Contract* in its place.

#### The Cooling-off Period

*You* may have a right to cancel this *Contract* up to 10 *business days* after *you* enter into this *Contract*. *You* must provide *us* with written notice that *you* wish to exercise *your* rights.

#### Supply

If *you* want *us* to supply *you* with electricity *you* must make an application and provide *us* with *your* contact details, *supply address* and *acceptable identification*. *We* will contact *your distributor* no later than the next *business day* to request *your supply address* be connected to the distribution system. *We* may charge *you* a connection fee.

#### Termination by *you*

If *you* want to terminate this *Contract* *you* must notify *us* as soon as possible. *You* must pay *us* all outstanding amounts owing.

*You* must notify *us* at least 3 *business days* before *you* intend to vacate a *supply address* (and, if *you* are not remaining with *us*, provide *us* with a forwarding address for the final bill). If *you* do not do so, *you* will remain responsible for any electricity consumed at the *supply address* until 3 *business days* after *you* give *us* notice or another customer becomes responsible for the *supply address*. If *you* have been evicted or otherwise forced to vacate the *supply address* *you* will remain responsible for any electricity consumed at the *supply address* until *you* give *us* notice. If *you* transfer with *us* to a new *supply address* *you* will not be responsible for any electricity consumed at *your current supply address*. *We* may charge *you* a disconnection fee.

#### BILLS

##### Price of electricity

The *tariff* *you* pay for electricity is published on Click Energy's website and it may change from time to time, except that *we* must not vary tariffs that have been in effect for less than 6 months. If the *tariff* does change *you* will be notified on *your next bill*. If *you* transfer with *us* to a new *supply address* *your tariff* may change.

*Your tariff* may depend on whether *you* are a *residential customer* or a *small business customer* as defined by *your distributor* and *your network tariff* arrangements.

*You* must not choose a non-business product plan if *you* are a *business customer* or a non-residential product plan if *you* are a *residential customer*.

*You* agree that *you* are responsible for the consumption of electricity at *your supply address*, for all fees and charges that the *Energy Retail Code* allows *us* to charge *you* including any *additional retail charges* and for any other goods or services supplied to *you*.

**SPECIAL**

**Contents of *Your Bill***

*We* will issue *you* a bill which complies with the *Energy Retail Code* every three months.

Amongst other things, *your* bill will include the following information:

- *your* name and account number;
- *your supply address* and each relevant *NMI*;
- the period covered by the bill;
- the relevant *tariff* or *tariffs* applicable;
- the total amount of electricity consumed in the period;
- whether the bill is estimated or based on a meter reading;
- the amount payable; and
- the *due date*.

*We* may also include in *your* bill a graph showing *your* consumption of electricity and, to the extent that data is available, *your* consumption for each billing period over the past 12 months and a comparison of *your* consumption with the same period of the previous year.

**Payment**

*You* must pay the total amount owing, including *GST*, by the *due date* specified in the bill. The *due date* will be 12 *business days* from the date *we* issue the bill. *You* must also pay *us* for any *additional retail charge*, any charges applied by *your distributor* for supplying electricity to *you*, and any other goods or services supplied to *you*.

*You* may pay in advance. *We* do not pay interest on payments made in advance.

*You* can pay *our* bill:

- in person at a network of agencies or payment outlets;
- by mail;
- by direct debit arrangement (where *you* have first agreed with *us* in writing all details required under the *Energy Retail Code*).

If *you* make any payment which is dishonoured or reversed and *we* incur a fee as a result, *you* must reimburse *us* for the fee and any other costs which *we* incur.

*You* may also pay *your* bill using one of *our* approved payment methods. These approved payment methods are paying:

- via the *Click Energy* website;
- via BPAY®; and
- over the telephone.

Relevant information about *our* approved payment methods will be set out in *your* bill. *You* will not be charged any fees if *you* use one of these approved payment methods.

If *you* wish to use a direct debit arrangement, *you* must complete an approved direct debit request. *You* can download this form from *our* website.

**Meter Readings**

Unless *you* agree to an alternative arrangement, *we* will base *your* bill on a reading of *your* meter. In any event, *we* will use *our* best endeavours to read *your* meter at least once every 12 months.

*You* must allow *us* or *our* representative safe, convenient and unhindered access to *your supply address* for the purpose of reading *your* meter and for maintenance and inspection, connection, disconnection and reconnection. *We* or *our* representative will carry or wear official identification and show that identification to *you* on request.

*You* do not own *your* meter. *You* must keep *your* meter clear of hazards and interference. If an attempt to read *your* meter is unsuccessful due to an act or omission by *you* and *you* subsequently request an actual reading *we* may impose an *additional retail charge* for this reading.

If we are not able to reasonably or reliably base a bill on a reading of *your* meter we may provide *you* with an estimated bill. If we estimate *your* bill but subsequently obtain an actual meter reading, we will adjust *your* bill as required by the *Energy Retail Code*.

#### **Adjustment of a Bill**

We will review *your* bill at *your* request. *You* must though pay the lower of that portion of *your* bill that *you* agree is not in dispute or an amount equal to the average of *your* bills in the previous 12 months.

If the bill is correct *you* must pay any unpaid amount or, if *you* believe *your* meter is faulty, *you* may request a test. If *your* meter is found to comply with industry regulations *you* must pay any unpaid amount and the cost of the test. If *your* meter does not comply with industry regulations and *your* bill is incorrect we will adjust it.

If we have undercharged *you*, we may recover that amount so long as we comply with the *Energy Retail Code*. We will list the amount owing in a special bill or in *your* next bill with an explanation of the amount. We can not recover more than the amount undercharged in the 12 months prior to the date on which we notify *you* of the undercharging. Except when the undercharging results from a failure of *Click Energy's* billing systems, in which case, we may recover no more than the amount undercharged in the 9 months prior to the date on which we notify *you* that undercharging has occurred.

If we have overcharged *you* by an amount of \$50 or less, we will credit the amount to *your* next bill. If we have overcharged *you* by an amount exceeding \$50, we will notify *you* within 10 business days of us becoming aware of the error. We will repay the amount in accordance with *your* reasonable instructions or credit the amount on *your* next bill.

#### **Illegal Consumption**

*You* must not take electricity illegally or tamper with or bypass *your* meter or associated equipment. If *you* do so, we will estimate the consumption for which *you* have not paid and take debt recovery action for the entire unpaid amount. If *you* damage the meter or any other equipment *you* will be responsible for the repair or replacement costs.

### **CREDIT MANAGEMENT**

#### **General**

Our credit management and debt collection processes are in accordance with the applicable laws and codes. Subject to other terms of this *Contract*, we will not commence legal proceedings against *you* for the recovery of a debt:

- until we have assessed *your* capacity to pay, if *you* are a *residential customer*; and
- if applicable, *you* continue to make payments in accordance with an agreed payment arrangement.

We may seek to recover costs, including any fees, associated with a dishonoured payment.

#### **Refundable Advances**

If we require *you* to provide a refundable advance as set out in the *Energy Retail Code* we will do so according to the requirements of the *Energy Retail Code*.

#### **Shortened Collection Cycle**

We may place *you* on a shortened collection cycle if we have complied with the provisions of the *Energy Retail Code* which includes giving *you* a reminder notice for three consecutive bills or a disconnection warning for two consecutive bills. If we do so, we will give *you* notice within 10 business days of doing so.

If *you* are on a shortened collection cycle we will only send *you* a disconnection warning. *You* will not be entitled to receive a reminder notice until *you* have paid three consecutive bills by the due date.

**Payment Difficulties**

*You must contact us if you anticipate that you will be unable to pay the bill by the due date.*

*If you contact us, or we believe that you are experiencing repeated difficulties in paying your bills, we will:*

- *discuss with you alternative payment arrangements;*
- *assess your capacity to pay and make available to you information about our assessment;*
- *offer you an instalment plan, unless in the previous 12 months you have failed to comply with two previous instalment plans and you do not provide a reasonable assurance to us that you are willing to meet your payment obligations;*
- *provide you with details on concessions including the Utility Relief Grant Scheme;*
- *provide you with telephone information about energy efficiency, and advice on the availability of an independent financial counsellor; and*
- *if you wish, for an additional retail charge, conduct an energy efficiency audit for you.*

**Instalment Plans**

*If you are a residential customer we will offer you a choice of instalment plans which comply with the Energy Retail Code. Your instalment plan will allow you to either:*

- *make payments in advance towards your next bill; or*
- *payments in arrears and continue consumption.*

*If you are a business customer we may impose an additional retail charge.*

**DISCONNECTION****Grounds for Disconnection**

*You must contact us if you anticipate that you will be unable to pay the bill by the due date.*

*We will not disconnect you for not paying the bill by the due date unless we have complied with the Energy Retail Code. Amongst other things, the Energy Retail Code requires us to:*

- *offer you an instalment plan as required by the Energy Retail Code;*
- *give you all the prescribed reminder notices and a disconnection warning which states that we may disconnect you no sooner than 7 business days after receipt of the notice; and*
- *provide you with details on concessions including the Utility Relief Grant Scheme.*

*We or your distributor may disconnect you, or your supply may be interrupted, amongst other things:*

- *if you do not pay your bill by the due date and we have followed the procedures stipulated by the Energy Retail Code;*
- *if, due to your acts or omissions, we or your distributor have been unable to access your meter as stipulated by the Energy Retail Code;*
- *if you have tampered with the meter or you are otherwise using electricity in a manner that is not permitted by applicable laws and codes;*
- *if you refuse to provide acceptable identification when you are required to;*
- *in an emergency;*
- *for health and safety reasons;*
- *for maintenance;*
- *at the end of this Contract if the Energy Retail Code allows us to do so.*

*Subject to other terms of this Contract, you may request us to disconnect your supply address at any time.*

**No Disconnection**

We will not disconnect *you* for non-payment of a bill if:

- the amount payable is less than any amount approved by the *Commission*;
- *your* complaint to the *Ombudsman*, directly related to the non-payment of the bill, is unresolved;
- *you* have applied for a Utility Relief Grant and a decision has not been made;
- the only charge *you* have not paid is not for the supply or sale of electricity; or
- *your supply address* is registered by *us* or *your distributor* as a life support machine *supply address*.

We will not disconnect *you*, unless otherwise requested by *you*:

- after 2.00 p.m. on a weekday, if *you* are a *residential customer*;
- after 3.00 p.m. on a weekday, if *you* are a *business customer*;
- on a Friday;
- on a weekend;
- on a *public holiday* or on the day before a *public holiday*.

**Reconnection**

If we have disconnected *your* supply and *you* rectify the breach within 10 *business days* of the disconnection we will reconnect *you* on request. *You* must pay *us* a reconnection charge.

If *you* make a request for reconnection before 3.00 p.m. on a *business day*, we will reconnect *you* on the same day. If *your* request is after 3.00 p.m. but before 9.00 p.m. *you* can still be reconnected on the same day if *you* agree to pay the after hours connection charge.

**LIABILITY****Limitation of Liability**

*You* acknowledge that, because of the nature of electricity, we can not guarantee the quality, frequency and continuity of electricity to *your supply address*. If *you* are a *business customer* *you* must take reasonable precautions to minimise the risk of loss or damage to any equipment, property or *your* business which may result from poor quality or reliability of electricity supply.

*Our* liability to *you* for any breach of this *Contract* is limited to the maximum extent permitted by the **Trade Practices Act 1974** or any other law. If we breach this *Contract* we will, at *our* option, supply to *you* the equivalent electricity and/or services or pay the cost of having the equivalent electricity and/or services supplied again.

*You* must indemnify *us* for any breach by *you* of this *Contract* or *your* negligence to the maximum amount which we are entitled to be compensated under the common law (including in equity) or statute.

**Force Majeure**

A force majeure event is an event outside the reasonable control of *you* or *us* which would result in *you* or *us* being in breach of this *Contract*.

If a force majeure event occurs:

- the obligations of the affected party are suspended to the extent to which they are affected by the force majeure event as long as the force majeure continues; and
- the affected party must give the other party prompt notice of the force majeure event, an estimate of its likely duration, the obligations affected by it and the extent of its effect on those obligations and the steps taken to remove, overcome or minimise its effects.

The affected party must use its best endeavours to remove, overcome or minimise the effects of the force majeure event as quickly as possible (although neither *you* or *us* is required to settle any industrial dispute in any way that *you* or *we* do not want to).

## GENERAL

### Notices

*You* agree that, where permitted by the *Energy Retail Code*, *we* will send a notice, consent, document or other communication to *you* by e-mail.

In order to receive these notices *you* warrant that:

- *you* will ensure that *your* computer can receive *our* e-mails;
- *you* will ensure that *your* computer can receive PDF files;
- *you* understand that e-mail communications cannot be guaranteed to be timely, totally secure, error or virus-free and that *we* do not accept liability arising out of any e-mail communications;
- *you* will notify *us* as soon as *your* e-mail address changes;
- if *we* cannot deliver the bill to *your* e-mail address (for example, if *your* e-mail inbox is full or *your* e-mail address has changed), *we* may forward *your* bill by mail.

PDF files can be opened with Adobe® Reader®. *You* can download this for free from [www.adobe.com](http://www.adobe.com)

### Website

If *you* choose to pay *your* bill via the *Click Energy* website, [www.clickenergy.com.au](http://www.clickenergy.com.au), *you* accept the following conditions.

*We* make no representations or warranties that the website will not cause damage, or is free from any computer virus or any other defects or errors.

If *you* are dissatisfied with these conditions or any portion of the website *your* sole and exclusive remedy is to discontinue using the website. *We* reserve the right, in *our* sole discretion, to terminate *your* access to the website or any portion thereof at any time, without notice.

### Complaints

*We* value *our* customers and want to make sure that *we* provide *you* with the best possible service. If a problem should arise, please contact *us* immediately. *We* promise to do everything *we* can to make sure that it is resolved to *your* satisfaction.

Please note that if *we* are not able to resolve the matter immediately *we* will review the matter and contact *you* within 14 days. If *we* need to take further steps (e.g., where *we* have to refer the problem to a *distributor*), it may take longer to resolve the matter. If this is the case, *we* will contact *you* and explain what is happening.

If at the end of the process *you* are not satisfied with *our* response, please ask for *your* complaint to be raised to a senior person in *our* organisation. If *you* are still not satisfied with *our* response, *you* may refer the complaint to the *Ombudsman*.

### Privacy and Confidential Information

*We* take *your* privacy seriously. *We* are bound by the **Privacy Act 1988** and the National Privacy Principles which can be obtained through the website of the Federal Privacy Commissioner: [www.privacy.gov.au](http://www.privacy.gov.au)

In summary *our* Privacy Policy provides that *we* will collect, use and disclose personal information in accordance with the National Privacy Principles. If *you* want to see *our* Privacy Policy *you* can download it from *our* website.

*We* collect personal information about *you* to assist *us* in providing *you* electricity and other products and services. For example, *we* may keep a record of *your* visits to *our* website compliance purposes. If *you* do not provide this personal information *we* may not be able to fulfil *our* contractual obligations.

*We* will treat *your* personal information confidentially. *We* will use *your* personal information to service *you* to the best of *our* ability.

We will not disclose *your* personal information to any third parties except as permitted by the *Privacy Act 1988*, the National Privacy Principles or other law or regulation. We may give out information about *you* to *our* related companies or a third party contracted by *us* to provide a service or activity on *our* behalf. These third parties will have signed confidentiality agreements with *us*.

*You* can request access to any of the personal information *we* hold about *you*. If *you* are of the opinion that it is incorrect *you* may ask *us* to amend it.

### **Credit Information**

Exchange of Creditworthiness Information between Credit Providers (**Privacy Act 1988**). By entering into this *Contract*, *you* agree that *we* may exchange information about *you* with other credit providers under the **Privacy Act 1988** for the purpose of assessing an application by *you* for credit; notifying other credit providers of a default by *you*; exchanging information with other credit providers as to the status of this credit where *you* are in default with other credit providers; or to assess *your* creditworthiness. The information exchanged can include anything about *your* creditworthiness, credit standing, credit history or credit capacity that credit providers are allowed to exchange under the **Privacy Act 1988**.

Disclosure of Credit Information to a Credit Reporting Agency (**Privacy Act 1988**). This *Contract* constitutes a contract for consumer credit. We may give credit information to a credit reporting agency either for the purpose of obtaining a consumer credit report about *you* or allowing the credit reporting agency to create or maintain a credit information file containing information about *you*, or both. This information may be given before, during or after the provision of credit to *you*. This information is limited to: *your* name and address; the fact that *you* have applied for credit under this *Contract*; the fact that *we* provide credit to *you*; the existence of any loan repayments which are overdue by more than 60 days and for which debt collection action has started; advice that payments are no longer overdue; information that, in *our* opinion, *you* have committed a serious credit infringement; or information about cheques drawn by *you* for \$100 or more which have been dishonoured more than once.

### **Faults and Emergencies**

If *you* experience any type of power failure, *you* can call the faults and emergencies number on *your* bill.

### **Variation**

These terms and conditions may be changed from time to time after *we* have published them in the Government Gazette and complied with any other requirements in the *regulations*

The *tariff* *you* are charged is the *tariff* published on *Click Energy's* website and *we* can change the prices from time to time, in line with the *regulations*, in particular that *we* must not vary tariffs that have been in effect for less than 6 months.

If this *Contract* or the *Energy Retail Code* is amended, *we* will inform *you* of any amendment that materially affects *your* rights, entitlements and obligations as soon as reasonably practicable after the *Energy Retail Code* is amended. We will provide *you* with a copy of the *Energy Retail Code* (a large print copy is available) if *you* request it.

### **Inconsistency**

This *Contract* cannot be inconsistent with the *Energy Retail Code*. If a term or condition of this *Contract* is inconsistent with the *Energy Retail Code*, that part is to be read as deleted and the rest of the *Contract* is not affected.

### **Assignment**

We may only assign this *Contract* with *your* consent. We do not require *your* consent if *we* transfer all or substantially all of *our* retail sales business. *You* must obtain *our* consent if *you* want to assign this *Contract*.

### **Relevant Law**

The law applicable to this *Contract* is the law of the State of Victoria, Australia.

**Other Information**

Please contact *us* if *you* would like further information on, for example:

- *our tariffs*, products and services;
- *your* historical billing information (where *we* have the information);
- *concession* information; and
- energy efficiency.

**DEFINITIONS AND INTERPRETATION**

*acceptable identification* means, in relation to a *residential customer*, one or more of the following: a driver's licence, a current passport or other form of photographic identification, a Pensioner Concession Card or other current entitlement card issued by the Commonwealth or a birth certificate. If a *business customer* is a partnership each of the partners may need to be identified. If a *business customer* is a company *acceptable identification* includes the Australian Company Number or the Australian Business Number.

*additional retail charge* means a charge relating to the sale of energy by *us* to *you* other than a charge based on the applicable *tariff*. It does not include any charge relating to the supply, but not sale, of energy or any amount payable by *you* for a breach of *your Contract*.

*Additional Terms and Conditions*, which are an essential part of the *Contract*, include *Click Energy's Standard Product Information Statement*.

*business day* means a day other than a Saturday or Sunday or a *public holiday*.

*Charter* means this document that sets out *your* rights and responsibilities.

*Click Energy, us, our, ours* and *we* means Click Energy Pty. Ltd. (ACN 116 567 492).

*Commission* means the Essential Services Commission of Victoria.

*concession* means a concession, rebate or grant including, without limitation, Winter Energy Concession, Life Support Machines, Group Homes, Multiple Sclerosis or Associated Conditions, Service to Property Charge Supply Concession, Property Transfer Waiver Fee, and Utility Relief Grant Scheme.

*Contract* means this *Charter* and any *Additional Terms and Conditions* that form the agreement between *you* and *us*.

*distributor* means the company which owns and operates the network of poles and wires through which electricity is provided to *your supply address*.

*due date* means the date by which *you* must pay the amount owing.

*Energy Retail Code* means the Energy Retail Code issued by the *Commission*, as amended from time to time.

*GST* means the goods and services tax as provided for by the **A New Tax System (Goods and Services Tax) Act 1999** as amended or replaced from time to time.

*NMI* means the national meter identifier found on the meter at *your supply address*.

*Ombudsman* means the Energy and Water Ombudsman (Victoria) Limited.

*Product Information Statement* means the pricing schedule that sets out the *tariff* or *tariffs*, as amended from time to time, that applies to a *supply address*.

*public holiday* means a public holiday appointed under the **Public Holidays Act 1993**.

*residential customer* means a customer who purchases electricity principally for personal, household or domestic use at the relevant *supply address*.

*retailer* means a company licensed to sell electricity under the **Electricity Industry Act 2000**.

*small business customer* means a customer who is not a *residential customer*.

*supply address* means the address for which *you* have agreed to purchase electricity.

*tariff* means the relevant standing offer tariff published by *us* from time to time.



*You* and *your* means the person who has accepted (or has been deemed to have accepted) this *Contract*, as amended from time to time, provided that *you* are a customer who consumes less than 160 MWh per year.

In this *Contract*, unless the context requires otherwise:

- i. headings are for convenience only and do not affect the interpretation of this *Contract*;
- ii. any reference to the singular includes the plural and vice versa;
- iii. if the customer consists of more than one person, each person is jointly and severally bound;
- iv. a customer which is a trustee is bound both personally and in its capacity as a trustee;
- v. any reference to a customer includes the customer's executors, administrators, successors and permitted assigns;
- vi. if an act must be done on a specified day which is not a *business day*, it must be done instead on the next *business day*;
- vii. all calculations of dates and time periods under this *Contract* shall be by reference to the date and local time in the State of Victoria, Australia, and not, unless expressly provided for otherwise, the date and local time at the actual place in the world at which the relevant event in fact occurs;
- viii. any reference to a statute, regulation or provision of a statute or regulation (Statutory Provision) includes: that Statutory Provision as amended or re-enacted; a statute, regulation or provision enacted in replacement of that Statutory Provision; and another regulation or other statutory instrument made or issued under that Statutory Provision.

Click Energy Pty. Ltd.

ACN 116 567 492

[www.clickenergy.com.au](http://www.clickenergy.com.au)

E-mail: [sales@clickenergy.com.au](mailto:sales@clickenergy.com.au)

Phone: 1800 775 929

#### **Faults and Emergencies**

If *you* have a power failure *you* may call *your distributor's* 24 hour emergency number:

- Alinta AE (AGL/Agility): 131 626
  - CitiPower: 131 280
  - Powercor: 132 412
  - United Energy: 132 099
  - SP AusNet (TXU): 131 799
-

**Electricity Industry Act 2000****CLICK ENERGY****Standard Tariffs – Victoria**

These electricity tariffs, applicable from 4 January 2009, apply to the sale and supply of electricity to relevant customers who are deemed under section 39 of the **Electricity Industry Act 2000** to have a contract with *Click Energy* for the sale and supply of electricity to a *supply address*. Rates subject to confirmation of distribution zone and meter type at *your* supply address.

**for Domestic Customers in Jemena's distribution area or NMI's starting with 600**

		<b>GST – EXCL</b>	<b>GST – INCL</b>	<b>Units</b>
Peak Only (GD/GR)	All usage	16.98	18.68	c/kWh
	Fixed Daily Charge	43.52	47.87	c/day
Peak/Off peak (GH/GL)	Peak usage – 7 am to 11 pm Monday to Friday	23.39	25.73	c/kWh
	Off-Peak – All other times	8.76	9.63	c/kWh
	Fixed Daily Charge	43.52	47.87	c/day
Additional Dedicated Off peak loads	All usage	8.76	9.63	c/kWh

**for Domestic Customers in United's distribution area or NMI's starting with 640**

		<b>GST – EXCL</b>	<b>GST – INCL</b>	<b>Units</b>
Peak Only (GD/GR)	All usage	16.78	18.45	c/kWh
	Fixed Daily Charge	43.52	47.87	c/day
Peak/Off peak (GH/GL)	Peak usage – 7 am to 11 pm Monday to Friday	22.98	25.27	c/kWh
	Off-Peak – All other times	8.55	9.41	c/kWh
	Fixed Daily Charge	43.52	47.87	c/day
Additional Dedicated Off peak loads	All usage	9.04	9.94	c/kWh

**for Domestic Customers in SP Aus Net's distribution area or NMI's starting with 630**

		<b>GST – EXCL</b>	<b>GST – INCL</b>	<b>Units</b>
Peak Only (GD/GR)	All usage	15.73	17.30	c/kWh
	Fixed Daily Charge	48.88	53.77	c/day
Peak/Off peak (GH/GL)	Peak usage – 7 am to 11 pm Monday to Friday	18.45	20.30	c/kWh
	Off-Peak – All other times	11.55	12.71	c/kWh
	Fixed Daily Charge	58.42	64.26	c/day
Peak Only (GD/GR) with a dedicated off peak load	All usage	17.09	18.80	c/kWh
	All off peak consumption	9.68	10.65	c/kWh
	Fixed Daily Charge	54.84	60.33	c/day

<b>for Domestic Customers in Citipower's distribution area or NMI's starting with 610</b>
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		<b>GST – EXCL</b>	<b>GST – INCL</b>	<b>Units</b>
Peak Only (GD/GR)	All usage – First 1,020 kWh/quarter	15.42	16.96	c/kWh
	All usage – Balance per quarter	16.47	18.12	c/kWh
	Fixed Daily Charge	46.46	51.11	c/day
Peak/Off peak (GH/GL)	Peak usage – 7 am to 11 pm Monday to Friday	20.19	22.21	c/kWh
	Off-Peak – All other times	8.69	9.56	c/kWh
	Fixed Daily Charge	46.46	51.11	c/day
Peak Only (GD/GR) with a dedicated off peak load	All Peak usage – First 1,020 kWh/quarter	16.07	17.68	c/kWh
	All Peak usage – Balance per quarter	17.08	18.79	c/kWh
	All off peak consumption	7.91	8.70	c/kWh
	Fixed Daily Charge	46.46	51.11	c/day

<b>for Domestic Customers in Powercor's distribution area or NMI's starting with 620</b>
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		<b>GST – EXCL</b>	<b>GST – INCL</b>	<b>Units</b>
Peak Only (GD/GR)	All usage – First 1,000 kWh/quarter	17.16	18.87	c/kWh
	All usage – Balance per quarter	18.23	20.06	c/kWh
	Fixed Daily Charge	50.60	55.66	c/day
Peak/Off peak (GH/GL)	Peak usage – 7 am to 11 pm Monday to Friday			
	Peak usage – First 1,000 kWh/quarter	22.16	24.38	c/kWh
	Peak usage – Balance per quarter	22.82	25.11	c/kWh
	Off-Peak – All other times	8.70	9.57	c/kWh
	Fixed Daily Charge	50.60	55.66	c/day
Peak Only (GD/GR) with a dedicated off peak load	All Peak usage – First 1,000 kWh/quarter	18.04	19.84	c/kWh
	All Peak usage – Balance per quarter	19.21	21.13	c/kWh
	All off peak consumption	7.76	8.53	c/kWh
	Fixed Daily Charge	50.60	55.66	c/day

<b>for Small Business Customers in Jemena's distribution area or NMI's starting with 600</b>				
		<b>GST – EXCL</b>	<b>GST – INCL</b>	<b>Units</b>
Peak Only (E)	All usage – First 7,000 kWh/month	16.17	17.78	c/kWh
	All usage – Balance per month	14.56	16.02	c/kWh
	Fixed Daily Charge	48.39	53.23	c/day
7 Day Peak/Off peak (E1)	Peak usage – 7 am to 11 pm Monday to Sunday			
	Peak usage – First 5,500 kWh/month	18.54	20.40	c/kWh
	Peak usage – Balance per month	14.47	15.92	c/kWh
	Off-Peak – All other times	7.31	8.05	c/kWh
	Fixed Daily Charge	51.69	56.86	c/day
5 Day Peak/Off peak (DH/DL)	Peak usage – 7 am to 11 pm Monday to Friday	18.84	20.73	c/kWh
	Off-Peak – All other times	7.35	8.08	c/kWh
	Fixed Daily Charge	51.69	56.86	c/day
Additional Dedicated Off peak loads	All Usage	7.53	8.28	c/kWh
<b>for Small Business Customers in United's distribution area or NMI's starting with 640</b>				
		<b>GST – EXCL</b>	<b>GST – INCL</b>	<b>Units</b>
Peak Only (E)	All usage – First 7,000 kWh/month	18.74	20.62	c/kWh
	All usage – Balance per month	14.25	15.67	c/kWh
	Fixed Daily Charge	53.52	58.87	c/day
7 Day Peak/Off peak (E1)	Peak usage – 7am to 11pm Mon to Sun			
	Peak usage – First 5,500 kWh/month	22.14	24.36	c/kWh
	Peak usage – Balance per month	16.01	17.61	c/kWh
	Off-Peak – All other times	7.98	8.78	c/kWh
	Fixed Daily Charge	53.52	58.87	c/day
5 Day Peak/Off peak (DH/DL)	Peak usage – 7 am to 11 pm Monday to Friday	19.51	21.46	c/kWh
	Off-Peak – All other times	7.98	8.78	c/kWh
	Fixed Daily Charge	53.52	58.87	c/day
Additional Dedicated Off peak loads	All Usage	7.96	8.76	c/kWh
<b>for Small Business Customers in SP Aus Net's distribution area or NMI's starting with 630</b>				
		<b>GST – EXCL</b>	<b>GST – INCL</b>	<b>Units</b>
Peak Only (E)	All usage – First 7,000 kWh/month	16.52	18.17	c/kWh

	All usage – Balance per month	15.54	17.09	c/kWh
	Fixed Daily Charge	64.82	71.30	c/day
7 Day Peak/Off peak (E1)	Peak usage – 7 am to 11 pm Monday to Sunday			
	Peak usage – First 5,500 kWh/month	19.18	21.10	c/kWh
	Peak usage – Balance per month	19.15	21.06	c/kWh
	Off-Peak – All other times	8.81	9.69	c/kWh
	Fixed Daily Charge	113.47	124.82	c/day
5 Day Peak/Off peak (DH/DL)	Peak usage – 7 am to 11 pm Monday to Friday	18.60	20.46	c/kWh
	Off-Peak – All other times	8.81	9.69	c/kWh
	Fixed Daily Charge	68.48	75.33	c/day

**for Small Business Customers in Citipower's distribution area or NMI's starting with 610**

		<b>GST – EXCL</b>	<b>GST – INCL</b>	<b>Units</b>
Peak Only (E)	All usage – First 1,250 kWh/month	15.10	16.61	c/kWh
	All usage – Balance per month	14.82	16.30	c/kWh
	Fixed Daily Charge	65.65	72.22	c/day
7 Day Peak/Off peak (E1)	Peak usage – 7 am to 11 pm Monday to Sunday			
	Peak usage – First 1,250 kWh/month	15.69	17.26	c/kWh
	Peak usage – Balance per month	15.44	16.99	c/kWh
	Off-Peak – All other times	8.03	8.83	c/kWh
	Fixed Daily Charge	83.73	92.10	c/day
5 Day Peak/Off peak (DH/DL)	Peak usage – 7 am to 11 pm Monday to Friday	17.77	19.55	c/kWh
	Off-Peak – All other times	8.03	8.83	c/kWh
	Fixed Daily Charge	84.28	92.70	c/day

**for Small Business Customers in Powercor's distribution area or NMI's starting with 620**

		<b>GST – EXCL</b>	<b>GST – INCL</b>	<b>Units</b>
Peak Only (E)	All usage – First 333 kWh/month	16.81	18.50	c/kWh
	All usage – Balance per month	17.41	19.15	c/kWh
	Fixed Daily Charge	53.96	59.36	c/day
7 Day Peak/Off peak (E1)	Peak usage – 7 am to 11 pm Monday to Sunday			
	Peak usage – First 333 kWh/month	18.53	20.38	c/kWh
	Peak usage – Balance per month	19.61	21.57	c/kWh
	Off-Peak – All other times	7.04	7.74	c/kWh
	Fixed Daily Charge	56.49	62.14	c/day

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5 Day Peak/Off peak (DH/DL)	Peak usage – 7 am to 11 pm Monday to Friday			
	Peak usage – First 333 kWh/ month	19.53	21.49	c/kWh
	Peak usage – Balance per month	19.82	21.81	c/kWh
	Off-Peak – All other times	7.04	7.74	c/kWh
	Fixed Daily Charge	56.49	62.14	c/day

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