



St Vincent de Paul Society
VICTORIA
good works

ADDITIONAL FEES & CHARGES BEFORE & AFTER JULY 2019

A REPORT PRODUCED BY **ALVISS CONSULTING**
FOR THE **ST VINCENT DE PAUL SOCIETY VICTORIA**

DECEMBER 2019



For further information regarding this report, contact:

Gavin Dufty
Manager, Social Policy Unit
St Vincent de Paul Society Victoria
Phone: 03 9895 5816 or 0439 357 129

This report has been produced by:

St Vincent de Paul Society
www.vinnies.org.au/energy



Alviss Consulting
www.alvissconsulting.com



© St Vincent de Paul Society and Alviss Consulting Pty Ltd

This work is copyright. Apart from any use permitted under the Copyright Act 1968 (Ctw), no parts may be adapted, reproduced, copied, stored, distributed, published or put to commercial use without prior written permission from the St Vincent de Paul Society.

1. About this project

This project has been undertaken to document and analyse the application of fees and charges to electricity retail contracts for residential consumers in NSW, Victoria, Queensland and South Australia before and after the introduction of the Victorian Default Offer (in Victoria) and the Default Market Offer (in other states) on 1 July 2019.

Additional fees and charges applied to energy contracts can cause consumer detriment for two reasons: Firstly, additional fees and charges increase product complexity and the chance of consumers making poor decisions. Energy contracts are already complex products as consumers must understand their usage and needs when comparing offers. Additional fees and charges add another layer of complexity to this process and as some fees are linked to consumer behaviour or future decisions (e.g. late payment fees and early termination fees) it can be almost impossible to determine what offers are most suitable in the long run. Secondly, significant additional fees and charges can make up a substantial proportion of many households' energy costs, particularly for low consumption households. This is problematic in a reform environment based on demand side participation where consumers are expected to take greater responsibility to reduce their energy costs. Additional fees and charges represent the cost component consumers are unable to respond to (by reducing/shifting demand) and the more retailers apply this component the more difficult it is to avoid them.

The application and use of additional fees and charges varies significantly between retailers and jurisdictions. The aim of this project has thus been to ensure that the types, cost and transparency of additional energy fees and charges are documented.

2. Introduction

As outlined in our initial report released in 2014,¹ additional fees and charges applied to energy contracts can cause consumer detriment for four reasons:

1) Additional fees and charges can make up a substantial proportion of many households' energy costs, particularly for low consumption households. This is problematic in a reform environment based on demand side participation where consumers are expected to take greater responsibility to reduce their energy costs. Additional fees and charges are a cost component that consumers are unable to respond to (by reducing/shifting demand) and the more retailers impose such charges the more difficult it will be to avoid them.

2) Additional fees and charges increase product complexity and the chance of consumers making poor decisions. Energy contracts are already complex products as consumers need to understand their usage and needs when comparing offers. Additional fees and charges add another layer of complexity to this process and as some fees are linked to consumer behaviour or future decisions (e.g. late payment fees) it can be almost impossible to determine what offers are most suitable in the long run.

¹ St Vincent de Paul Society, Energy Retail Market: Additional Fees and Charges a report produced by Alvis Consulting, May 2014

3) Linked to the above, lack of market transparency and comparability impact on consumer confidence and market participation. This can cause consumer detriment in the longer term if it lessens competition.

4) Retailers may seek to charge excessive and/or unfair fees to the cost of consumers and it is difficult, as well as costly, to adequately monitor and enforce disclosure regulation. Households are therefore likely to end up paying in one way or another.

2.1 Scope and methodology

The analysis and discussion presented in this report focuses on additional retail fees and charges, as well as network charges, associated with electricity contracts in NSW, Victoria, South East Queensland and South Australia. By additional we mean fees and charges that are not collected through the daily supply charge or the consumption charge (e.g. cents per kWh). By retail we mean fees and charges that are retail revenue and we therefore exclude network costs (such as connection/disconnection charges, meter reads etc.) and government charges (e.g. GST). That said, it is not always easy to determine whether there is a retail revenue component attached to a charge or how large the proportion is. In terms of network charges the retailers may include a service/administration fee for market offer contracts without stipulating the exact amount. In relation to payment processing fees and dishonoured payment fees the retailer may incur a merchant fee or a penalty fee from the relevant financial institution, and either pass these costs through to its customers or add a surcharge to the cost it incurs.

To collect information about retailers' additional fees and charges we have assessed publicly available information only. Such information sources include Energy Price Fact Sheets (or Basic Plan Information Documents), Customer Charters, Contract Terms and Conditions as well as online information about fees and charges. The intention has thus been to assess and compare information available to consumers attempting to compare various market offers rather than assessing the information provided (and the level of regulatory compliance) in a final contract between a retailer and its customer. This is an important distinction to note as some of the regulatory provisions stipulate that the retailer must disclose fees and charges in the contract only.

3. Changes to retail charges

There are no changes in retailer charges before and after the introduction of Victorian Default Offer (VDO) and the Default Market Offer (DMO) on 1 July 2019. The only identifiable changes have been in network charges and pass-throughs.

4. Networks charges and pass-through

Network charges such as connection, disconnection and reconnection fees, changed on 1 July 2019 in NSW, QLD and SA. In Victoria, however, networks charges changed on 1 January 2019.

When comparing network charges before and after the introduction of the VDO/DMO, changes have not occurred across all distribution networks. After July 2019, fees increased in

the Ausgrid, Endeavour, Energex and South Australian Power Networks (SAPN) networks, while they decreased in Essential.

In the offers analysed² for Ausgrid, Endeavour, Energex, Essential and SAPN, there are some clear differences between the fees listed by the distributors and the ones that appear on the Energy Made Easy fact sheets.

4.1 Ausgrid

In Ausgrid, most retailers list the ‘special meter reading’ fee as the connection fee (see in Tables 1 and 2 below). The majority of retailers charge the pass-through fee of \$12.24. Powershop, however, also state that they charge an after-hours connection fee of \$120.69, which corresponds to Ausgrid’s “reconnection/disconnection outside of business hours” fee. It does not appear to be listed by Ausgrid as a connection fee per se.

In terms of disconnection fees, AGL charges a \$175.26 fee for non-payment, which is higher than the fees listed by Ausgrid. As Ausgrid lists different types of disconnection fees, it is hard to decipher which fee corresponds to the particular situation that a consumer might be in, especially as there is no clear distinction made in the statements from the Energy Made Easy website.

For some retailers, like 1st Energy, Amber Electric and Red Energy, the disconnection fee is simply a special meter reading fee, of \$12.24. Others, like Amaysim and CovaU list a disconnection fee of \$171.89, which corresponds to Ausgrid’s “vacant property disconnection” fee, whereas Powershop lists a fee of \$166.56, which corresponds to Ausgrid’s “disconnection visit” fee. All in all, the differences in the disconnection fees listed make it seem as though certain retailers charge more than others, when in fact it refers to different circumstances under which the disconnections are conducted (after-hours, manually, etc.).

In AGL’s case, it appears that the retailer is charging an administrative fee on top of the disconnection fee for non-payment. AGL is also the only retailer in Ausgrid that lists a remote fee for disconnections (and for reconnections as well).

For reconnection fees, CovaU lists a reconnection fee of \$120.69, whereas the remainder of the retailers state that a reconnection fee is of \$12.24.

Table 1 - Fees for 2019/20 in Ausgrid network, GST inclusive³

Name	Amount
Special meter reading	\$12.24
Disconnection visit	\$166.56
Disconnection completed	\$166.56
Disconnection visit (disconnection completed - technical/advanced)	\$166.56
Reconnection/disconnection outside business hours	\$120.69
Vacant property disconnection	\$171.89

² See Appendix

³ See Ausgrid, *Alternative control services fee schedule (for the financial year ending June 2020)*, June 2019.

Table 2 – Fees listed on retailers’ offers in Ausgrid network, GST inclusive

Retailer	Connection fee	Disconnection fee	Reconnection fee
1 st Energy	\$12.24	\$12.24	\$12.24
AGL	\$12.24	Non-payment: \$175.26 Moving out fee: \$12.24 Remote fee: \$10.98	\$12.24 Remote reconnection: \$10.98
Amaysim	\$12.24	\$171.89	\$12.24
Amber Electric	\$12.24	\$12.24	Not listed
CovaU	\$12.24	\$171.89	\$120.69
Diamond Energy	Not listed	Not listed	Not listed
Energy Locals	\$12.24	\$12.24 Non-payment: \$175.27	Not listed
Origin Energy	Not listed	\$12.24	\$12.24
Powershop	\$12.24 (after hours: \$120.69)	Manual (remove fuse): \$166.56 Manual (meter read): \$12.24	Not listed
ReAmped Energy	\$12.24	\$12.24	\$12.24
Red Energy	\$12.24	\$12.24	Not listed
Sumo	Not listed	Not listed	Not listed

4.2 Endeavour

In Endeavour, there are a few notable differences between the fees set by the distributor and the ones on the retailers’ statements, as illustrated in Tables 3 and 4 below.

For connection fees, AGL and Powerdirect list a fee of \$41.58, which corresponds to Endeavour’s fee for meter reads when moving in/moving out. Dodo Power & Gas and Commander Energy, however, list a connection fee of \$66.00 during business hours and \$121.00 outside business hours. It is unclear to which fees these correspond to, since Endeavour’s meter read fee would be the only fee that corresponds to a connection fee (and there appears to not be an extra charge listed for an after-hour connection). DC Power Co lists three different connection fees, ranging from \$41.25 to \$76.56. Again, these fees do not directly match the fees set by Endeavour.

For disconnection fees, AGL, Alinta and Powerdirect appear to list the pass-through fees listed by Endeavour. Powerdirect just has an additional ‘remote fee’ listed, which does not appear in Endeavour’s charges. Simply lists a \$64.10 disconnection fee, which is much lower than the disconnection fees listed by Endeavour. DC Power Co also lists two manual disconnection fees, one of \$204.24 and one of \$67.87, which do not match the fees listed by Endeavour.

For reconnection, the same differences in fees appear for Powerdirect and Simply Energy. Commander, however, lists a reconnection fee of \$88.00.

Table 3 - Fees for 2019/20 in Endeavour network, GST inclusive⁴

Name	Amount
Disconnections (meter box) – includes reconnection	\$83.27
Disconnections (meter load trail) – includes reconnection	\$314.71
Reconnections (site visit)	\$70.51

⁴ See Endeavour, *Network price list: ancillary network services 2019-2020*, July 2019.

Disconnections (site visit)	\$70.51
Reconnections outside normal business hours	\$79.64
Disconnections (pole top/pillar box) – includes reconnection	\$520.19
Disconnection at pole top / pillar box – site visit	\$223.19
Reconnection of already connected site	\$142.12
Disconnections (meter load tail) – site visit ONLY	\$249.81
Special meter reads	\$41.58
Special meter reads – site visit	\$41.58
Moving in meter reads	\$41.58
Moving out meter reads	\$41.58

Table 4 - Fees listed on retailers' offers in Essential network, GST inclusive

Retailer	Connection fee	Disconnection fee	Reconnection fee
ActewAGL	Not listed	Not listed	Not listed
AGL	\$41.58	Moving out: \$41.58 Non-payment: \$70.51	\$70.51
Alinta Energy	Not listed	\$70.51	\$70.51
Commander Energy	\$66.00 during business hours, \$121.00 outside business hours	\$66.00 during business hours, \$121.00 outside business hours	\$88.00 during business hours, \$121.00 outside business hours
DC Power Co	Manual connection (insert fuse): \$67.87 Manual connection (meter read only): \$41.25 After hours manual connection (insert fuse): \$76.56	Manual disconnection (insert fuse): \$204.24 Manual disconnection (meter read only): \$67.87	Not listed
Dodo Power & Gas	\$66.00 during business hours, \$121.00 outside business hours	\$66.00 during business hours, \$121.00 outside business hours	\$88.00 during business hours, \$121.00 outside business hours
Powerdirect	\$41.58	Non-payment: \$70.51 Remote disconnection: \$10.98 Moving out: \$41.58	\$70.51 Remote: \$10.98
Simply Energy	Not listed	\$64.10	\$64.10

4.3 Energex

For connection fees in the Energex network, some retailers have the meter read fee of \$11.58 listed, like 1st Energy and AGL, whereas others, have Energex's re-energisation fee of \$53.03 listed. Dodo Power & Gas charges \$19.00, which leads to believe that they must charge an additional administrative fee. Powershop lists an after-hours manual connection fee of \$127.90, which is far above the fees set by Energex.

Energex states that 'de-energisation' (that is, disconnection) of a customer's premise does not incur any charges. 1st Energy, AGL, Dodo Power & Gas, Energy Locals, Origin Energy and ReAmped Energy, however, all list a disconnection fee.

For reconnection fees, Dodo Power & Gas list a \$50.15, which does not correspond directly to any fees set by Energex. Simply Energy charges \$10.53, which again does not correspond directly, and is much lower than the fees put forward by Energex to perform a re-energisation.

Table 5 - Fees for 2019/20 in Energex network, GST inclusive⁵

Name	Amount
Retailer requested de-energisation of the customer's premises where the de-energisation can be performed at the premise, i.e. by a method other than main switch seal (<i>e.g. pole, pillar or meter isolation</i>)	\$0.00
Retailer requested de-energisation (MSS)	\$0.00
Retailer requests a re-energisation of the customer's premises where the customer has not paid their electricity account. No visual required.	During business hours: \$53.05 After hours: \$80.44 Anytime: \$80.44
Retailer requests a re-energisation for the customer's premises following a main switch seal (no visual required)	Business hours: \$0.00 After hours: \$91.53 Anytime: \$82.93 Business hours (for non-payment): \$53.05 After hours (for non-payment): \$91.53 Anytime (for non-payment): \$82.93
Reading provided for an active site	\$11.58

Table 6 - Fees listed on retailers' offers in Energex network, GST inclusive

Retailer	Connection fee	Disconnection fee	Reconnection fee
1 st Energy	\$11.58	\$11.58	Not listed
AGL	\$11.58	\$11.58	\$53.05
Alinta	Not listed	Not listed	\$53.05
Dodo Power & Gas	\$19.00	\$19.00	\$50.15
Energy Locals	\$53.05	\$11.58	Not listed
EnergyAustralia	\$11.58	Not listed	\$11.58
Origin Energy	\$53.05	\$11.58	Not listed
Powershop	After hours manual connection (visual inspection): \$127.90 After-hours manual connection (main switch seal removal): \$91.53	Not listed	Reconnection after disconnection for non-payment (business hours): \$53.05 Reconnection after disconnection non-payment (after-hours): \$127.90
Q Energy	Not listed	Not listed	Not listed
ReAmped	\$11.58	\$11.58	Not listed
Red Energy	\$11.58	Not listed	Not listed
Simply Energy	Not listed	Not listed	\$10.53

4.4 Essential

In Essential, the fees listed by the providers all match the rates put forward by the distributor. Click Energy lists a fee \$19.09, which could be a typo from \$19.29 on the Energy Made Easy factsheet. Retailers, however, do list different prices, which may not help with the ease of understanding for consumers, especially as there only one type of disconnection fee listed per retailer. For instance, Click Energy lists a disconnection fee of \$60.08, whereas EnergyAustralia lists a fee \$19.29. Therefore, while consumers might think that retailers have different disconnections fee, it is simply a matter of different fees being listed on the Energy Made Easy

⁵ See Energex, SCS and ACS prices 1 July 2019 to 30 June 2020.

website under the same 'header'. The \$19.29 fee corresponds to a meter read fee, whereas the \$60.06 fee correspond to a completed disconnection fee.

Table 7 - Fees for 2019/20 in Essential network, GST inclusive⁶

Name	Amount
Disconnect – vacant premise	\$44.07
Reconnect – vacant premise	\$53.25
Disconnect/reconnect – site visit only	\$41.11
Disconnect – pole top/pillar	\$291.48
Reconnect – pole top/pillar	\$291.48
Disconnection – complete	\$60.08
Reconnection – complete	\$53.25
Disconnection – technical disconnection	\$60.08
Reconnect – technical disconnection	\$53.25
Reconnect – outside of normal business hours	\$149.90
Move in/moving out read	\$19.29 per job

Table 8 - Fees listed on retailers' offers in Essential network, GST inclusive

Retailer	Connection fee	Disconnection fee	Reconnection fee
AGL	Not listed	Non-payment: \$60.08 Moving out: \$19.29	After moving out or changing retailer: \$19.29 After non-payment: \$41.11
Click Energy	\$19.09	\$60.08	\$19.29
Diamond Energy	Not listed	Not listed	Not listed
EnergyAustralia	\$19.29	\$19.29	\$19.29
Enova Energy	Not listed	\$41.11	\$41.11
Momentum	Not listed	\$53.25	\$41.11
Powershop	Manual connection (insert fuse): \$41.11 Manual connection (meter read only): \$19.29 After-hours manual connection (insert fuse): \$149.90	Manual disconnection (remove fuse): \$41.11	Not listed

4.5 SAPN

In SAPN, only Commander and Dodo Power & Gas have connection, reconnection and disconnection fees listed that are higher than the ones set by the distributor. The only other difference is Simply Energy, where the disconnection and reconnection fees are lower than SAPN's fees.

Table 9 - Fees for 2019/20 in SAPN network, GST inclusive⁷

Name	Amount
Disconnection at meter	\$50.05
Reconnection at meter	\$50.05
Reconnection at meter after hours	\$105.38

Table 10 - Fees listed on retailers' offers in SAPN network, GST inclusive

Retailer	Connection fee	Disconnection fee	Reconnection fee
AGL	\$50.05	\$50.05	\$50.05

⁶ See Essential, *Price schedule for ancillary networks services*, July 2019. Essential lists their fees as exclusive of GST, they have been converted to be inclusive of GST.

⁷ See SA Power Networks, *Network negotiated services & public lighting 2019/20*, August 2019.

Alinta	Not listed	\$50.05	\$50.05
Amaysim	\$50.05	\$50.05	\$50.05
Click Energy	\$50.05	\$50.05	\$50.05
Commander	\$54.00	\$54.00	\$54.00
Diamond Energy	Not listed	Not listed	Not listed
Dodo Power & Gas	\$54.00	\$54.00	\$54.00
EnergyAustralia	\$50.05	\$50.05	\$50.05
Lumo Energy	\$50.05	\$50.05	\$50.05
Momentum	\$50.05	\$50.05	\$50.05
Origin Energy	\$50.05	\$50.05	\$50.05
Powershop	\$50.05, \$105.38 after hours	\$50.05	Not listed
Red Energy	\$50.05	\$50.05	Not listed
Simply Energy	Not listed	\$45.50	\$45.50

5. Discrepancies between Energy Made Easy/Victorian Energy Compare and retailers' websites

In the Powercor network, Amaysim, CovaU and Origin Energy are the only retailers who have different connection, disconnection and reconnection fees before and after 1 July 2019. Prior to July 2019, CovaU states that in Powercor, reconnection fees were \$60.09 and disconnection fees were \$63.87. On the Victorian Energy Compare statement for the Smart Saver offer after July 2019, however, it states that the disconnection fee is \$63.87 and the reconnection fee is \$60.08. The additional fees listed on the CovaU website are the same before and after July 2019. Similarly with Origin Energy, the Victorian Energy Compare statement for the Bill Saver offer stated that moving out fees were \$63.87 and that the reconnection fee was \$60.08. Post July 2019, however, these have changed \$63.73 and \$41.30, respectively. On Origin's website, these fees have remained unchanged.

These discrepancies have also appeared for:

- Powershop (Ausgrid), where the disconnection fee listed on the EME website states \$11.96 versus \$12.24 on the retailer's website (*the latter which correlates to the fees set by the distributor*)
- ReAmped Energy (Ausgrid), where the connection fee is listed at \$11.96 versus \$12.24 on the retailer's website (*the latter which correlates to the fees set by the distributor*)
- Origin energy (Ausnet), where the disconnection fee is listed as \$10.16 on the Victorian Energy Compare site, versus \$21.48 on the retailer's website (*the latter which correlates to the fees set by the distributor*)
- Momentum (Essential), where the disconnection fee is of \$44.07 on the Energy Made Easy website, versus \$41.11 on Momentum's website (*the latter which correlates to the fees set by the distributor*)
- Powershop (SAPN), where the disconnection fee listed on the Energy Made Easy website is \$42.13, whereas it's \$50.05 on the retailer's website (*the latter which correlates to the fees set by the distributor*).

6. Final observations

As some distributors have different types of connection, disconnection and reconnection fees listed, it would be beneficial to not have them grouped into single categories, i.e. not have just a single disconnection fee line on the factsheets available online.

Furthermore, to avoid any discrepancies between the fees listed by the provider, the potential additional fees charged by the retailers and the fees listed on the Energy Made Energy or Victorian Energy Compare fact sheets, it would most likely be beneficial to have the fees obtained by the distributors listed by default instead of obtaining the fees from each retailer. The retailers would then be able to state if they charge any additional fees in addition to the ones set by the distributors.

Lastly, as evidenced in the Appendix below, some offers did not have connection, disconnection and/or reconnection fees listed. As such, there is sometimes an inconsistent availability of information on price fact sheets, which leads to wonder if it is due to an absence of fees or a lack of information provided by the retailer. By establishing a more systematic approach in how the fees and charges section of the fact sheet are completed would enable consumers to gain a better understanding of what they may be required to pay further down the line. Perhaps it would be beneficial for the fact sheets to state that the information is missing or to contact the retailer to find out more. If all fact sheet in each distribution network had a fees and charges that contained the same information, this would be helpful in reducing some of the confusion surrounding these numbers.

Table of Contents

Ausgrid	14
1 st Energy	14
AGL.....	14
Amaysim.....	14
Amber Electric	15
CovaU	15
Diamond Energy	15
Energy Locals	15
Origin.....	16
Powershop	16
ReAmped Energy	16
Red Energy.....	17
Sumo Power	18
Ausnet Services	19
AGL.....	19
Diamond Energy	19
Lumo Energy	19
Origin Energy	19
Powershop	20
Citipower	21
1st Energy	21
AGL.....	21
Alinta Energy	21
DC Power Co	22
Momentum Energy	22
Red Energy.....	23
Endeavour	24
ActewAGL	24
AGL.....	24
Alinta Energy	25
Commander	25
DC Power Co	25
Dodo Power & Gas.....	26
Powerdirect	26

Simply Energy	26
Energex	28
1 st Energy	28
AGL.....	28
Alinta Energy	28
Dodo Power & Gas.....	28
Energy Locals	29
EnergyAustralia	29
Origin Energy	29
Powershop	30
Q Energy	30
ReAmped Energy	31
Red Energy.....	31
Simply Energy	31
Essential	32
AGL.....	32
Click Energy	32
Diamond Energy	32
EnergyAustralia	33
Enova Energy	33
Momentum Energy	33
Powershop	33
Jemena	35
Commander.....	35
Dodo Power & Gas.....	35
EnergyAustralia	35
Powercor	37
AGL.....	37
Amaysim.....	37
CovaU	37
GloBird	37
Origin Energy	38
Sumo Power	38
Tango Energy	38
SAPN	40

AGL.....	40
Alinta.....	40
Amaysim.....	40
Amber Electric	41
Click Energy	41
Commander.....	41
Diamond Energy	41
Dodo Power & Gas.....	42
Energy Australia.....	42
Lumo Energy.....	42
Momemtum Energy	43
Origin Energy	43
Powershop	43
Red Energy.....	44
Simply Energy	44
<i>United Energy.....</i>	45
AGL.....	45
Click Energy	45
Powerdirect	45
Red Energy.....	45
Simply Energy	46

Ausgrid

1st Energy

	Prior to July 2019	After July 2019
Offer name	Easy Saver	First Saver
Connection fee	\$11.96 (incl. GST)	\$12.24 (incl. GST)
Disconnection fee	\$11.96 (incl. GST)	\$12.24 (incl. GST)
Reconnection fee	\$11.96 (incl. GST)	\$12.24 (incl. GST)
Cheque dishonour payment fee	\$15.00 (incl. GST)	\$15.00 (incl. GST)
Direct debit dishonour fee	\$7.50 (incl. GST)	\$7.50 (incl. GST)
Billing period	Monthly	Monthly
Paper bill	X	X
Direct debit	X	X
Credit card	X	X
BPay	X	X

AGL

	Prior to July 2019	After July 2019
Offer name	Essentials	Essentials Plus
Connection fee	\$11.96 (incl GST)	\$12.24 (incl GST)
Disconnection fee	For non-payment: \$167.90 (incl GST) For moving out disconnection fee: \$11.96 (incl GST)	For non-payment: \$175.26 (incl GST) For moving out of premises: \$12.24 (incl GST) Remote disconnection: \$10.98 (incl GST)
Reconnection fee	\$11.96 (incl GST)	\$12.24 (incl GST) Remote reconnection: \$10.98 (incl GST)
Late payment fee	\$12.73	\$12.73
Billing period	Flexible (monthly available)	Flexible (monthly available)
Paper bill	X	X
Direct debit	X	X
Credit card	X	X
Credit card fee	0.45%	0.45%
BPay	X	X
Cheque dishonour fee	\$6.50	\$6.50
Direct debit dishonour fee	\$2.30	\$2.30
Payments made at a Post Office	1 year	

Amaysim

	Prior to July 2019	After July 2019
Offer name	Electricity as you go	Electricity as you go
Connection fee	\$11.61 (incl GST)	\$12.24 (incl GST)
Disconnection fee	Moving out fee: \$166.02 (incl GST)	Moving out fee: \$171.89 (incl. GST)
Reconnection fee	\$11.61 (incl GST)	\$12.24 (incl GST)
Late payment fee	\$12.00	\$12.00
Billing period	Monthly	Monthly
Direct debit		X
Credit card	X	X
Credit card fee	0.6%	0.6%
BPay		X

Amber Electric

	Prior to July 2019	After July 2019
Offer name	Market offer	Market offer
Connection fee		\$12.24 (incl GST)
Disconnection fee		\$12.24 (incl GST)
Reconnection fee	\$11.61	
Late payment fee	\$13.00	\$16.00
Special meter read	\$11.61	
Billing period	Monthly	Monthly
Direct debit	X	X
Credit card fee		1%
Special meter read		\$12.24 (incl GST)

CovaU

	Prior to July 2019	After July 2019
Offer name	Freedom	Freedom
Connection fee	\$11.96 (incl GST)	\$12.24 (incl GST)
Disconnection fee	\$167.90 (incl GST)	\$171.89 (incl GST)
Reconnection fee	\$117.89 (incl GST) for reconnections outside business hours	\$120.69 (incl GST)
Late payment fee	\$15.00	\$15.00
Special meter read		\$12.24 (incl GST)
Billing period	Flexible (monthly available)	Flexible (monthly available)
Paper bill	X	X
Direct debit	X	X
Credit card	X	X
Credit card fee	0.82%	0.82%
BPay	X	X
Cheque dishonour fee	\$9.50	\$9.50
Direct debit dishonour fee	\$9.50	\$9.50
Payments made at a Post Office	0.80%	0.80%

Diamond Energy

	Prior to July 2019	After July 2019
Offer name	Pay on time	Market offer
Late payment fee	\$15.00 (incl GST)	\$15.00 (incl GST)
Billing period	Three months	Three months
Paper bill	X	
Direct debit	X	X
Credit card	X	X
Credit card fee	0.60% (incl GST)	0.60% (incl GST)
BPay	X	X
Cheque dishonour fee	\$20.00 (incl GST)	\$20.00 (incl GST)
Direct debit dishonour fee	\$10.00 (incl GST)	\$10.00 (incl GST)
Payments made at a Post Office		
Account Establishment fee	\$22.00 (incl GST)	\$22.00 (incl GST)

Energy Locals

	Prior to July 2019	After July 2019
Offer name	Member Promise	Local Saver
Annual fee	234.00 (incl GST)	\$191.88 (incl GST)
Connection fee	\$11.96 (incl GST)	\$12.24 (incl GST)

Disconnection fee		For moving out of the premises: \$12.24 (incl GST) For non-payment: \$175.27 (incl GST)
Late payment fee	\$16.00 (incl GST)	\$16.00 (incl GST)
Cheque/Direct debit dishonour fee	\$11.00 (incl GST)	\$11.00 (incl GST)
Billing period	Flexible (monthly available)	Flexible (monthly available)
Paper bill	X	X
Paper bill fee		\$2.00 (incl GST) per bill
Direct debit	X	X
Credit card	X	X
Credit card fee		1%
BPay	X	X

Origin

	Prior to July 2019	After July 2019
Offer name	Maximiser	Max Saver
Disconnection fee	\$11.96 (incl GST)	\$12.24 (incl GST)
Reconnection fee	\$11.96 (incl GST)	\$12.24 (incl GST)
Late payment fee	\$12.00	\$12.00
Billing period	Flexible (monthly available)	Flexible (monthly available)
Paper bill		X
Direct debit	X	X
Credit card		X
Credit card fee	For VISA debit: 0.26%, For VISA credit: 0.6%, for Mastercard debit: 0.32%, for Mastercard debit: 0.72%	For VISA debit: 0.26%, For VISA credit: 0.6%, for Mastercard debit: 0.32%, for Mastercard debit: 0.72%
BPay		X
Benefit period		1 year
Other		Meter works administration fee: \$49.50 (incl GST)

Powershop

	Prior to July 2019	After July 2019
Offer name	Market offer	
Connection fee	Manual connection (insert fuse): \$11.96 (incl GST) Manual connection (Meter read only): \$11.96 (incl GST) After-hours manual connection (insert fuse): \$117.89	Manual connection (insert fuse): \$12.24 (incl GST) Manual connection (Meter read only): \$12.24 (incl GST) After-hours manual connection (insert fuse): \$120.69
Disconnection fee	Manual disconnection (remove fuse): \$166.02 (incl GST) Manual disconnection (meter read only): \$11.96	\$11.96 (incl GST) on EME site Manual disconnection (remove fuse): \$166.56 Manual disconnection (meter read only): \$12.24
Billing period	Monthly	Monthly
Direct debit		X
Credit card		X
BPay		X
Special meter read	\$11.96	\$12.24
Meter test	\$676.64	\$166.56 (per hour)
Off peak tariff conversion	\$244.82	\$166.56
NMI allocation		\$66.20

ReAmped Energy

	Prior to July 2019	After July 2019
--	--------------------	-----------------

Offer name	Market offer	Market offer
Connection fee	\$11.96 (incl GST)	\$12.24 (incl GST) from website, EME website states \$11.96 (incl GST)
Disconnection fee	\$11.96 (incl GST) For non-payment: \$166.02	\$12.24 (incl GST)
Reconnection fee		\$12.24 (incl GST) from website
Late payment fee	\$12.00	\$12.00
Direct debit dishonour fee	\$11.00 (incl GST)	\$11.00 (incl GST)
Billing period	Monthly	Monthly
Direct debit		X
Credit card		X
Credit card fee	1%	1%
BPay		X
Other	Special meter read fee: \$11.96 (incl GST) Paper bill fee: \$5	

Red Energy

	Prior to July 2019	After July 2019
Offer name	Qantas Red Plus	Qantas Red Saver
Connection fee	\$11.96 (incl GST)	\$12.24 (incl GST)
Disconnection fee	\$11.96 (incl GST)	\$12.24 (incl GST)
Cheque dishonour payment fee	\$10.45	\$10.45
Direct debit dishonour fee	\$2.75	\$2.75
Billing period	Flexible (monthly available)	Flexible (monthly available)
Paper bill	X	X
Direct debit	X	X
Credit card	X	X
BPay	X	X
Metering charges		<u>Disable Meter communications</u> Metro: \$211.75 Inner regional: \$302.50 Outer regional: \$490.47 Remote regions: \$647.77 <u>Manual Meter read</u> Metro: \$146.41 Inner regional: \$266.20 Outer regional: \$433.54 Remote regions: \$590.84
Other		Connection application fee: NSW distributors pass on a Connection Offer Fee when any application is lodged for a new meter, alteration to supply or solar upgrade. Ausgrid: \$19.58 Red Energy Process and Handling Charges (based on the total charge from the distributor): A process and handling charge will be levied based on the total service charge levied. \$5-\$99: \$5 charge (incl GST) \$100-\$499: \$25 charge (incl GST) \$500-\$999: \$50 charge (incl GST) More than \$1,000: \$150 charge (incl GST)

Sumo Power

	Prior to July 2019	After July 2019
Offer name	Pay on time	Lite
Cheque dishonour payment fee	\$2.75	\$2.75
Direct debit dishonour fee	\$2.75	\$2.75
Billing period	Three months	Monthly
Paper bill fee	\$3.10 (incl GST)	\$3.10 (incl GST)
Direct debit	X	X
Credit card	X	X
Credit card payment fee	0.7%	0.7%
BPay	X	X
Additional fees	An additional \$5.50 (incl GST) administration fee may also apply.	We will pass through any fees imposed by your distributor. An additional \$5.50 (incl GST) administration fee may also apply.
Benefit period		1 year

Ausnet Services

AGL

	Prior to July 2019	After July 2019
Offer name	Essentials	Essentials
Connection fee	\$21.48	
Disconnection fee	Moving out disconnection fee: \$21.48	\$21.48
Reconnection fee	\$21.48	\$21.48
Cheque dishonour payment fee	\$6.50	\$6.50
Direct debit dishonour fee	\$2.30	\$2.30
Billing period	Monthly	Monthly
Paper bill fee	\$2.30	\$1.75
Direct debit payment fee	0.45%	0.45%
Credit card payment fee	0.45%	0.45%
Post office bill fee	\$2.00	\$2.00
Special meter read fee	\$21.48	

Diamond Energy

	Prior to July 2019	After July 2019
Offer name	Pay on time discount	Everyday Renewable Saver
Account establishment fee	\$22.00 (incl GST)	\$22.00 (incl GST)
Disconnection fee		\$21.48 (incl GST) A \$7.35 (incl GST) fee may apply when your property is reconnected remotely (including when you move)
Reconnection fee		\$21.48 (incl GST)
Cheque dishonour payment fee	\$20.00	\$20.00
Direct debit dishonour fee	\$10.00	\$10.00
Billing period	Three months	Three months
Credit card payment fee	0.60%	0.60%
Late payment fee	\$15.00	

Lumo Energy

	Prior to July 2019	After July 2019
Offer name	Basic	Basic
Disconnection fee	\$21.48 (incl GST)	\$21.48 (incl GST)
Reconnection fee	\$21.48 (incl GST)	\$21.48 (incl GST)
Billing period	Monthly	Monthly
Special meter read fee	\$21.48 (incl GST)	\$21.48 (incl GST)

Origin Energy

	Prior to July 2019	After July 2019
Offer name	Saver	Max Saver
Connection fee	\$21.48	
Reconnection fee	\$21.48	\$21.48 (incl GST)
Disconnection fee		\$10.16 (incl GST) on Victorian Energy Compare statement, \$21.48 (incl GST)
Billing period		Two months
Credit payment fee	For VISA debit: 0.26%, For VISA credit: 0.6%, for Mastercard debit: 0.32%, for Mastercard debit: 0.72%	For VISA debit: 0.26%, For VISA credit: 0.6%, for Mastercard debit: 0.32%, for Mastercard debit: 0.72%
Paper bill fee	\$1.75 (incl GST)	\$1.75 (incl GST)
Direct debit		X

Payments in person or made at post office	\$2.00 or 0.49% (incl GST)	\$2.00 or 0.49% (incl GST)
Benefit period	1 year	
Meter administration fee		\$49.50 (incl GST)

Powershop

	Prior to July 2019	After July 2019
Offer name	AutoPay with Mega Pack	Shopper
Connection fee	Manual connection (insert fuse): \$21.48 After-hours manual connection (insert fuse): \$386.19 Remote connection: \$7.35	Manual connection (insert fuse): \$21.48 (incl GST) After-hours manual connection: \$386.19 (incl GST) Remote connection: \$7.35
Disconnection fee	Manual disconnection (remove fuse): \$21.48 Remote disconnection: \$7.35	Manual disconnection (remove fuse): \$21.48 Remote disconnection: \$7.35
Billing period		Monthly
Direct debit		X
Special meter read	\$21.48	\$21.48
Remote meter reconfiguration	\$32.76	\$32.76
Truck visit	\$390.43	\$390.43
Wasted truck visit	\$22.17	\$22.17
Single phase meter test	First meter: \$183.84 Each additional meter: \$68.49	First meter: \$183.84 Each additional meter: \$68.49
Multi phase meter test	First meter: \$218.12 Each additional meter: \$102.73	First meter: \$218.12 Each additional meter: \$102.73

Citipower

1st Energy

	Prior to July 2019	After July 2019
Offer name	Market offer	1 st Saver
Disconnection fee	Disconnection (business hours): \$37.57 (excl GST) Remote disconnection (business hours): \$10.67 (excl GST)	Disconnection (business hours): \$37.57 (excl GST) Remote disconnection (business hours): \$10.67 (excl GST)
Reconnection fee	Reconnection (business hours): \$37.02 (excl GST) Remote disconnection (business hours): \$10.67 (excl GST)	Reconnection (business hours): \$37.02 (excl GST) Remote disconnection (business hours): \$10.67 (excl GST)
Cheque dishonour payment fee	\$15.00 (incl GST)	\$15.00 (incl GST)
Direct Debit dishonour fee	\$7.50 (incl GST)	\$7.50 (incl GST)
Billing period		Monthly

AGL

	Prior to July 2019	After July 2019
Offer name	Everyday	Essentials Saver
Disconnection fee	Moving out disconnection fee: \$41.33 (incl GST)	Moving out disconnection fee: \$41.33 (incl GST) Remote disconnection: \$11.74 (incl GST)
Reconnection fee	\$40.72 (incl GST)	\$40.72 (incl GST) Remote reconnection: \$11.74 (incl GST)
Cheque dishonour payment fee	\$6.50	\$6.50
Direct Debit dishonour fee	\$2.30	\$2.30
Billing period	Three months	Monthly
Credit card payment fee	0.45%	0.45%
Paper bill	X	
Paper bill fee	\$1.75	\$1.75
Credit card	X	
Direct debit	X	
BPay	X	
Payments made in person or at Post office	\$2.00	\$2.00
Benefit period	1 year	
Special read		\$33.50 (incl GST) (Fee is charged when your distributor has to read your meter to enable you to change retailer)

Alinta Energy

	Prior to July 2019	After July 2019
Offer name	Fair Deal	Real Deal
Disconnection fee	Moving out disconnection fee: \$11.18 (incl GST)	\$41.33 (incl GST) Remote fee: \$11.74 (incl GST)
Reconnection fee	\$11.28 (incl GST)	\$40.42 (incl GST) Remote fee: \$11.74 (incl GST)
Billing period	Monthly (quarterly available)	Monthly
Paper bill	X	

Direct debit	X	
Credit card	X	
BPay	X	
Special read		\$33.50

DC Power Co

	Prior to July 2019	After July 2019
Offer name	Market offer	Market offer
Membership fee	\$11.00 (incl GST) per month	\$11.00 (incl GST) per month
Connection fee		Manual connection (insert fuse): \$39.51 (incl GST) After hours manual connection (insert fuse): \$184.24 (incl GST) Remote connection: \$11.39 (incl GST)
Disconnection fee		Manual disconnection (remote fuse): \$40.11 (incl GST) Remote disconnection: \$11.39 (incl GST) Disconnection for non-payment (remove fuse): \$40.11 (incl GST)
Reconnection fee		Re-connection after disconnection for non-payment (business hours): \$50.73 (incl GST) Re-connection after disconnection for non-payment (after-hours): \$184.24 (incl GST)
Billing period		Monthly
Paper bill		
Direct debit		X
Credit card		
BPay		
Special read		\$32.49 (incl GST)
Remote meter reconfiguration		\$60.39 (incl GST)
Truck visit		\$601.49 (incl GST)
Wasted truck visit		\$377.01 (incl GST)
Meter investigation		\$394.04 (incl GST)
Single phase meter test		First meter: \$439.80 (incl GST) Each additional meter: \$203.76 (incl GST)
Multi phase meter test		First meter: \$492.89 (incl GST) Each additional meter: \$378.32 (incl GST)

Momentum Energy

	Prior to July 2019	After July 2019
Offer name	Move Mate	Smile Power Flexi
Connection fee	\$33 admin fee for each new electricity connection we process (waived if contract has a benefit period of more than 12 months)	
Disconnection fee	Disconnection for non-payment: \$41.33 (incl GST)	Site visit: \$41.33 (incl GST) Remote fee: \$11.74 (incl GST)
Reconnection fee	\$40.77 (incl GST)	Site visit: \$40.72 (incl GST) Remote fee: \$11.74 \$11.74 (incl GST)
Cheque dishonour fee	\$9.50 (incl GST)	\$9.50 (incl GST)

Billing period		Monthly
----------------	--	---------

Red Energy

	Prior to July 2019	After July 2019
Offer name	Living Energy Saver	Living Energy Saver
Connection fee	\$40.72	\$40.72
Cheque dishonour payment fee	\$10.45	\$10.45
Direct Debit dishonour fee	\$2.75	\$2.75
Billing period	Monthly	Monthly
Other		<p>Red Energy Process and Handling Charges (based on the total charge from the distributor): A process and handling charge will be levied based on the total service charge levied.</p> <p>\$5-\$99: \$5 charge (incl GST) \$100-\$499: \$25 charge (incl GST) \$500-\$999: \$50 charge (incl GST) More than \$1,000: \$150 charge (incl GST)</p>

Endeavour

ActewAGL

	Prior to July 2019	After July 2019
Offer name	Standard	Market offer
Account establishment fee	\$31.17 (incl GST)	
Late payment fee	\$15.00 (incl GST)	\$15.00 (incl GST)
Cheque dishonour payment fee	\$15.00	
Direct debit dishonour fee	\$8.00 per reject	\$8.00 per reject
Special meter read	- Meter read when moving in and out of your supply address: \$41.25 (incl GST) - Smart Meter Manual Reading Service fee per read: \$110.00 (incl GST) per read	- Meter read when moving in and out of your supply address: \$41.58 (incl GST) - Manual Reading Service fee per read: \$111.96 (incl GST)
Billing period	Three months	Three months
Paper bill	X	
Direct debit	X	X
Credit card	X	
Credit card fee	0.45%	0.45%
BPay	X	
Benefit period	Ongoing	1 year
Other	- Attendance (debt collection) first visit in a 12-month period (in business hours): \$65.00 (incl GST) - Attendance (debt collection) within a year of a previous visit (in business hours): \$85.00 (incl GST) - Cheque refund administration charge (EFT attracts no charge): \$15.00 (incl GST) per refund	- Wasted site visit for smart meter installation: \$108.90 (incl GST) - Attendance (debt collection) first visit in a 12-month period (in business hours): \$65.00 (incl GST) - Attendance (debt collection) within a year of a previous visit (in business hours): \$85.00 (incl GST) - Cheque refund administration charge per refund (EFT attracts no charge): \$15.00 (incl GST) per refund

AGL

	Prior to July 2019	After July 2019
Offer name	Everyday	Essentials Plus
Connection fee	\$41.25 (incl GST)	\$41.58 (incl GST)
Disconnection fee	For moving out: \$41.25 (incl GST) For non-payment: \$67.87 (incl GST)	For moving out: \$41.58 (incl GST) For non-payment: \$70.51 (incl GST)
Reconnection fee	\$67.87 (incl GST)	\$70.51 (incl GST)
Late payment fee	\$12.73	\$12.73
Cheque dishonour payment fee	\$6.50	\$6.50
Direct debit dishonour fee	\$2.30	\$2.30
Billing period	Flexible (monthly available)	Flexible (monthly available)
Paper bill	X	X
Direct debit	X	X
Direct debit fee	0.45%	
Credit card	X	X
Credit card fee	0.45%	0.45%
BPay	X	X
Benefit period	1 year	2 years

Alinta Energy

	Prior to July 2019	After July 2019
Offer name	Fair Saver	No Fuss
Disconnection fee	Moving out disconnection fee: \$41.25 (incl. GST)	\$70.51 (incl. GST)
Reconnection fee	\$41.25	\$70.51 (incl. GST)
Special meter read		\$41.58 (incl. GST)
Billing period	Monthly	Monthly
Paper bill	X	X
Direct debit	X	X
Credit card	X	X
BPay	X	X

Commander

	Prior to July 2019	After July 2019
Offer name	Market offer	Market offer
Connection fee	\$66.00 (incl GST) during business hours, \$121.00 (incl GST) after hours	\$66.00 (incl GST) during business hours, \$121.00 (incl GST) after hours
Disconnection fee	\$66.00 (incl GST) during business hours, \$121.00 (incl GST) after hours	\$66.00 (incl GST) during business hours, \$121.00 (incl GST) after hours
Reconnection fee	\$88.00 (incl GST) during business hours, \$121.00 (incl GST) after hours	\$88.00 (incl GST) during business hours, \$121.00 (incl GST) after hours
Cheque dishonour payment fee	\$27.50 (incl GST)	\$27.50 (incl GST)
Direct debit dishonour fee	\$11.00 (incl GST)	\$11.00 (incl GST)
Billing period	Three months	Three months
Paper bill	X	X
Paper bill fee	\$2.95 (incl GST)	\$2.95 (incl GST)
Direct debit	X	X
Direct debit fee	\$3.95 (incl GST) per transaction	\$3.95 (incl GST) per transaction
Credit card	X	X
Credit card fee	2.89%	2.89%
BPay	X	X
BPay fee	\$3.95 (incl GST) per transaction	\$3.95 (incl GST) per transaction
Other	- Payments made by cheque: \$2.75 (incl GST) - Site visit fee: \$165.00 (incl GST)	- Payments made by cheque: \$2.75 (incl GST) - Site visit fee: \$165.00 (incl GST)

DC Power Co

	Prior to July 2019	After July 2019
Offer name	Market offer	Market offer
Annual fee	\$132.00 (incl GST)	\$132.00 (incl GST)
Connection fee		- Manual connection (insert fuse): \$67.87 (incl GST) - Manual connection (meter read only): \$41.25 (incl GST) - After hours manual connection (insert fuse): \$76.56 (incl GST)
Disconnection fee		- Manual disconnection (remove fuse): \$204.27 (incl GST) - Manual disconnection (meter read only): \$67.87 (incl GST)
Special meter read	\$96.06 (incl GST)	\$41.25 (incl GST)
Billing period	Monthly	Monthly

Direct debit		X
Credit card		X
BPay		X
Other		- Meter test: \$495.00 (incl GST) - Off peak tariff conversion: \$137.50 (incl GST)

Dodo Power & Gas

	Prior to July 2019	After July 2019
Offer name	Market offer	Market offer
Connection fee	\$66.00 (incl GST) during business hours, \$121.00 (incl GST) after hours	\$66.00 (incl GST) during business hours, \$121.00 (incl GST) after hours
Disconnection fee	\$66.00 (incl GST) during business hours, \$121.00 (incl GST) after hours	\$66.00 (incl GST) during business hours, \$121.00 (incl GST) after hours
Reconnection fee	\$88.00 (incl GST) during business hours, \$121.00 (incl GST) after hours	\$88.00 (incl GST) during business hours, \$121.00 (incl GST) after hours
Billing period	Every three months	Every three months
Direct debit dishonour fee	\$9.50 (incl GST)	\$9.50 (incl GST)
Paper bill	X	X
Direct debit	X	X
Direct debit fee	\$1.90 (incl GST)	
Credit card	X	X
Credit card fee	2.89%	2.89%
BPay	X	X
BPay fee	\$2.50 (incl GST)	\$2.50 (incl GST)
Other		- Field visit fee: \$66.00 (incl GST) during business hours, \$121.00 (incl GST) after hours - Site visit fee: \$110 (incl GST) during business hours, \$165.00 (incl GST) after hours

Powerdirect

	Prior to July 2019	After July 2019
Offer name	Market offer	Market offer
Connection fee	\$41.25 (incl GST)	\$41.58 (incl GST)
Disconnection fee	For non-payment: \$67.87 (incl GST) For moving out of premises: \$41.25 (incl GST)	For non-payment: \$70.51 (incl GST) (if 'remote', extra \$10.98 fee from Powerdirect) For moving out of premises: \$41.58 (incl GST)
Reconnection fee	\$67.87 (incl GST)	\$70.51 (incl GST) (if 'remote', extra \$10.98 fee from Powerdirect)
Billing period	Flexible (monthly available)	Flexible (monthly available)
Cheque payment dishonour fee	\$6.50	\$6.50
Direct debit dishonour fee	\$2.30	\$2.30
Late payment fee	\$12.73	\$12.73
Paper bill	X	X
Direct debit	X	X
Credit card	X	X
Credit card fee	0.45%	0.45%
BPay	X	X

Simply Energy

	Prior to July 2019	After July 2019
Offer name	Plus	Low Rates
Disconnection fee	Moving out disconnection fee: \$86.70 (incl GST) <i>(includes a Simply Energy administration fee)</i>	Disconnection visit: \$64.10 (incl GST)
Reconnection fee	\$86.70 (incl GST)	\$64.10 (incl GST)
Billing period	Flexible (monthly available)	Flexible (monthly available)
Paper bill	X	X
Direct debit	X	X
Credit card	X	X
Credit card payment fee	0.60%	0.60%
BPay	X	X

Energex

1st Energy

	Prior to July 2019	After July 2019
Offer name	Market offer	1 st Saver
Connection fee	\$11.28	\$11.58 (incl GST)
Disconnection fee	\$11.28	\$11.58 (incl GST)
Cheque payment dishonour fee	\$15.00	\$15.00
Direct debit dishonour fee	\$7.50	\$7.50
Billing period	Monthly	Monthly
Paper bill	X	X
Direct debit	X	X
Credit card	X	X
BPay	X	X

AGL

	Prior to July 2019	After July 2019
Offer name	Essentials Plus	Essentials Plus
Connection fee	\$11.28 (incl GST)	\$11.58 (incl GST)
Disconnection fee	\$11.28 (incl GST)	Moving out fee: \$11.58 (incl GST)
Reconnection fee	\$51.90 (incl GST) (\$11.28 is pass through fees)	\$53.05
Cheque payment dishonour fee	\$6.50	\$6.50
Direct debit dishonour fee	\$2.30	\$2.30
Late payment fee	\$12.73	\$12.73
Special meter read fee	\$8.99	
Billing period	Flexible (monthly available)	Flexible (monthly available)
Paper bill	X	X
Paper bill fee	\$1.75	\$1.75
Direct debit	X	X
Credit card	X	X
Credit card fee	0.45%	0.45%
BPay	X	X
In person fee	\$2.00	\$2.00
Benefit period	2 years	2 years

Alinta Energy

	Prior to July 2019	After July 2019
Offer name	Fair Saver	No Fuss
Disconnection fee	\$11.28 (incl GST)	\$0.00
Reconnection fee	\$11.28 (incl GST)	\$53.05 (incl GST)
Billing period	Monthly	Three months
Paper bill	X	X
Direct debit	X	X
Credit card	X	X
BPay	X	X

Dodo Power & Gas

	Prior to July 2019	After July 2019
Offer name	Market offer	Market offer

Connection fee	\$19.00 (incl. GST)	\$19.00 (incl. GST)
Disconnection fee	\$19.00	\$19.00 (incl. GST)
Reconnection fee	\$50.15	\$50.15 (incl. GST)
Direct debit dishonour fee	\$9.50	\$9.50 (incl. GST)
Billing period	Three months	Three months
Paper bill	X	X
Paper bill fee	\$2.20	\$2.20 (incl. GST)
Direct debit	X	X
Direct debit fee	\$1.90	
Credit card	X	X
Credit card fee	2.89%	2.89%
BPay	X	X
BPay fee	\$2.50	\$2.50 (incl. GST)
Payments made in person or at post office	\$2.50	\$2.20

Energy Locals

	Prior to July 2019	After July 2019
Offer name	Simple Saver	Online Saver
Connection fee	\$8.99 (incl GST)	\$53.05 (incl GST) (standard moving in fee)
Disconnection fee		Standard disconnection fee: \$11.58 (incl GST) Standard disconnection fee for non-payment fee: \$11.58 (incl GST)
Direct debit dishonour fee	\$11.00	\$11.00
Billing period	Flexible (monthly available)	Flexible (monthly available)
Paper bill fee		\$2.00 (incl GST) per bill
Direct debit	X	X
Credit card	X	X
Credit card fee		1%
BPay		X
Late payment fee	\$16.00 (incl GST)	16.00 (incl GST)
Special read		\$9.23 (incl GST)

EnergyAustralia

	Prior to July 2019	After July 2019
Offer name	Simple Saver	Total Plan
Connection fee	\$8.99 (incl GST)	\$11.58 (incl GST)
Reconnection fee		\$11.58 (incl GST)
Direct debit dishonour fee	\$11.00 (incl GST)	
Billing period	Flexible (monthly available)	Three months
Direct debit	X	
Credit card	X	
Credit card fee		0.36% for all payment with VISA or Mastercard 1.5% for all payments with Mastercard
Late payment fee	\$16.00 (incl GST)	\$12.00 (incl GST)
Special read		\$9.83 (incl GST)

Origin Energy

	Prior to July 2019	After July 2019
--	--------------------	-----------------

Offer name	Simple Saver	Online Max Saver
Connection fee	\$8.99 (incl GST)	\$53.05 (incl GST) (standard moving in fee)
Disconnection fee		Standard disconnection fee: \$11.58 (incl GST) Standard disconnection fee for non-payment fee: \$11.58 (incl GST)
Direct debit dishonour fee	\$11.00	\$11.00
Billing period	Flexible (monthly available)	Flexible (monthly available)
Paper bill fee		\$2.00 (incl GST) per bill
Direct debit	X	X
Credit card	X	X
Credit card fee		1%
BPay		X
Late payment fee	\$16.00 (incl GST)	16.00 (incl GST)
Special read		\$9.23 (incl GST)

Powershop

	Prior to July 2019	After July 2019
Offer name	Market offer	Lite
Connection fee		Manual connection (visual inspection): Free After-hours manual connection (visual inspection): \$127.90 (incl GST) Manual connection (main switch seal removal): Free After-hours manual connection (main switch seal removal): \$91.53 (incl GST)
Disconnection fee	Disconnection for non-payment: \$50.15 (incl GST) \$86.78 (incl GST) outside of business hours	
Reconnection fee		Re-connection after disconnection for non-payment (business hours): \$53.05 (incl GST) Re-connection after disconnection for non-payment (after-hours): \$127.90 (incl GST)
Billing period	Monthly	Monthly
Direct debit		X
Credit card		X
Special read	\$11.28 (incl GST)	\$11.58 (incl GST)
Meter test		\$21.10 (incl GST)
Meter inspection		\$108.53 (incl GST)
Meter investigation		\$108.53 (incl GST)

Q Energy

	Prior to July 2019	After July 2019
Offer name	Home Saver	Home Saver
Disconnection fee	QEnergy will absorb this fee to reduce the costs to our customers, with the exception of disconnection due to non payment of an account & the exception of any after hours costs.	QEnergy will absorb this fee to reduce the costs to our customers, with the exception of disconnection due to non payment of an account & the exception of any after hours costs.
Cheque dishonour fee	\$14.85 (incl GST)	14.85 (incl GST)
Billing period	Monthly	

Paper bill fee		\$2.75 (incl GST)
Paper bill	X	
Direct debit	X	
Credit card	X	
BPay	X	
Benefit period		24 months

ReAmped Energy

	Prior to July 2019	After July 2019
Offer name	Market offer	Market offer
Connection fee	\$11.28 (incl GST)	\$11.58 (incl GST)
Disconnection fee	Moving out disconnection fee: \$11.28 (incl GST) Disconnection fee for non-payment: \$50.15 (incl GST)	\$11.58 (incl GST)
Direct debit dishonour fee	\$11.00	\$11.00
Billing period	Monthly	Monthly
Paper bill fee	\$5.00	
Paper bill	X	
Direct debit	X	X
Credit card	X	X
Credit card fee	1%	1%
BPay	X	
Benefit period		
Late payment fee	\$12.00	\$12.00
Special meter read fee	\$11.28	\$9.23 (incl GST)

Red Energy

	Prior to July 2019	After July 2019
Offer name	Easy Saver	Red Saver
Connection fee	\$11.28	\$11.58 (incl GST)
Cheque dishonour payment fee	\$10.45	\$10.45
Direct debit dishonour fee	\$2.75	\$2.75
Billing period	Flexible (monthly available)	
Paper bill	X	X
Direct debit	X	X
Credit card	X	X
Credit card fee	X	X
BPay	X	X

Simply Energy

	Prior to July 2019	After July 2019
Offer name	Extra	Plus
Reconnection fee	\$8.17	\$10.53 (incl GST)
Billing period	Flexible (monthly available)	Flexible (monthly available)
Paper bill	X	X
Paper bill fee	\$1.65	\$1.65
Direct debit	X	X
Credit card	X	X
Credit card fee	0.60%	0.60%
BPay	X	X

Essential

AGL

	Prior to July 2019	After July 2019
Offer name	Essentials	Essentials Saver
Connection fee	\$96.06 (incl GST)	
Disconnection fee	Moving out disconnection fee: \$96.06 (incl GST) Disconnection fee for non-payment: \$145.55 (incl GST)	Disconnection fee for non-payment: \$60.08 (incl GST) Disconnection fee for moving out of premises: \$19.29 (incl GST)
Reconnection fee	\$109.04 (pass through fee: \$96.06)	Reconnection of reading a meter when you move into a property or change retailer: \$19.29 (incl GST) Reconnection fee charged when reconnecting in other circumstances, such as after disconnection for non-payment: \$41.11 (incl GST)
Site establishment fee	\$82.42 (incl GST)	
Late payment fee	\$12.73	\$12.73
Cheque dishonour payment fee	\$6.50	\$6.50
Direct debit dishonour fee	\$2.30	Flexible (monthly available)
Billing period	v	X
Paper bill	X	X
Direct debit	X	0.45%
Direct debit fee	0.45%	X
Credit card	X	0.45%
Credit card fee	0.45%	X
BPay	X	Flexible (monthly available)
Benefit period	1 year	X
Special meter read fee	\$96.06	

Click Energy

	Prior to July 2019	After July 2019
Offer name	Garnet	Banksia Plus
Connection fee	\$93.19	\$19.09 (incl GST)
Disconnection fee	\$141.22	\$60.08 (incl GST)
Reconnection fee	\$93.19	\$19.29 (incl GST)
Late payment fee	\$12.00	\$12.00
Billing period	Monthly	Monthly
Direct debit	X	X
Credit card	X	
Credit card fee	0.60%	0.60%

Diamond Energy

	Prior to July 2019	After July 2019
Offer name	Direct debit	Market offer
Account establishment fee	\$22.00	\$22.00
Late payment fee	\$15.00	\$15.00
Cheque dishonour payment fee	\$20.00	\$20.00
Direct debit dishonour fee	\$10.00	
Billing period		Three months
Direct debit		X

Credit card		X
Credit card fee	0.60%	0.60%
BPay		X

EnergyAustralia

	Prior to July 2019	After July 2019
Offer name	No frills	No frills
Connection fee	\$96.06	\$19.29
Disconnection fee	\$96.06	\$19.29
Reconnection fee	\$96.06	\$19.29
Late payment fee	\$10.90	\$12.00
Billing period	Three months	Three months
Direct debit	X	X
Credit card fee	0.36% for VISA and Mastercard, 1.5% for AMEX	0.36% for VISA and Mastercard, 1.5% for AMEX
Special meter read fee	\$96.06	\$19.29

Enova Energy

	Prior to July 2019	After July 2019
Offer name	Community Plus	Community Plus
Disconnection fee	\$93.19	\$41.11
Reconnection fee	\$93.19	\$41.11
Cheque dishonour fee	\$15.00	\$15.00
Billing period	Flexible (monthly available)	Flexible (monthly available)
Paper bill	X	X
Direct debit	X	X
Credit card	X	X
BPay	X	X
Westpac payments	\$2.00	\$2.00

Momentum Energy

	Prior to July 2019	After July 2019
Offer name	SmilePower	SmilePower Flexi
Account establishment fee	\$33.00	
Connection fee	\$96.06	\$53.25
Disconnection fee	\$145.55	\$44.07 on EME site, \$41.11 on Momentum website
Reconnection fee	\$96.06	\$53.25
Cheque dishonour fee	\$9.50	
Billing period	Flexible (monthly available)	Flexible (monthly available)
Paper bill	X	X
Direct debit	X	X
Credit card	X	X
BPay	X	X
Special read fee		\$19.30

Powershop

	Prior to July 2019	After July 2019
Offer name	AutoPay with Power Saver	Shopper
Connection fee	Manual connection (insert fuse): \$109.04	Manual connection (insert fuse): \$41.11

	Manual connection (meter read only): \$96.06	Manual connection (meter read only): \$19.29 After-hours manual connection (insert fuse): \$149.90
Disconnection fee	\$109.04	Manual disconnection (remove fuse) \$41.11
Reconnection fee		
Cheque dishonour fee		
Billing period	Monthly	Monthly
Paper bill		
Direct debit		X
Credit card		X
BPay		X
Special read fee	\$96.06	\$19.29
Meter test		First meter: \$664.20 Each additional meter: \$429.78
Off peak tariff conversion		\$103.27
NMI allocation		\$86.41

Jemena

Commander

	Prior to July 2019	After July 2019
Offer name	Market offer	Market offer
Connection fee	\$49.00	\$49.00 during business hours, \$77.00 after hours Remote connection fee: \$10.00
Disconnection fee		\$49.00 during business hours, \$77.00 after hours Remote disconnection fee: \$10.00
Reconnection fee		\$49.00 during business hours, \$77.00 after hours
Cheque dishonour fee	\$25.00	\$27.50
Direct debit dishonour fee	\$10.00	\$11.00
Billing period		Three months
Paper bill fee	\$2.95	\$2.95
Direct debit fee		\$3.95
Credit card fee	\$2.89%	2.89%
BPay fee		\$3.95
Cheque fee	\$2.75	\$2.75
Field visit fee		\$29.00

Dodo Power & Gas

	Prior to July 2019	After July 2019
Offer name	Market offer	Market offer
Connection fee	\$49.00	\$49.00 (during business hours), \$77.00 (after hours) Remote fee: \$10.00
Disconnection fee	\$49.00	\$49.00 (during business hours), \$77.00 (after hours) Remote fee: \$10.00
Reconnection fee		\$49.00 (during business hours), \$77.00 (after hours)
Direct debit dishonour fee	\$9.50	\$9.50
Billing period		Three months
Direct debit fee	\$1.90	
Credit card fee	2.89% for American Express and Diners Club	2.89% for American Express and Diners Club
Payments made in person or at a Post Office	\$2.20	\$2.20

EnergyAustralia

	Prior to July 2019	After July 2019
Offer name	Anytime Saver	Total Plan
Connection fee		
Disconnection fee	During business hours: \$11.17 Outside business hours: \$63.73	Disconnection (business hours): \$63.73 Remote disconnection (business hours): \$11.17
Reconnection fee	During business hours: \$11.17 Outside business hours: \$41.31	Reconnection (business hours): \$41.31

		Remote reconnection (business hours): \$11.17
Billing period		Three months
Direct debit fee		
Credit card fee	0.36% for VISA or Mastercard, 1.50% for AMEX	0.36% for VISA or Mastercard, 1.50% for AMEX
Special meter read fee	\$36.89	\$36.89
Solar meter installation	\$58.40	\$58.40

Powercor

AGL

	Prior to July 2019	After July 2019
Offer name	Savers	Essentials Savers
Disconnection fee	\$63.87 (incl GST)	\$63.87 (incl GST)
Reconnection fee	\$60.08 (incl GST)	\$60.08 (incl GST)
Credit card fee	0.45%	0.45%
Cheque dishonour fee	\$6.50	\$6.50
Direct debit dishonour fee	\$2.30	\$2.30
Payment processing fee	0.45%	0.45%
Billing period	Flexible (monthly available)	Monthly
Paper bill fee	\$1.75	\$1.75
Paper bill	X	
Payments made in person at a Post office	\$2.00	\$2.00
Direct debit	X	
Credit card	X	
BPay	X	
Benefit period	1 year	

Amaysim

	Prior to July 2019	After July 2019
Offer name	Electricity as you go	Electricity as you go
Connection fee	\$53.89	\$60.08
Disconnection fee	\$57.29	\$63.87
Reconnection fee	\$53.89	\$60.08
Credit card fee	0.60%	0.60%

CovaU

	Prior to July 2019	After July 2019
Offer name	Smart Saver	Smart Saver
Disconnection fee	Moving out disconnection fee: \$41.33 (incl. GST)	\$63.87 (incl. GST)
Reconnection fee	\$40.72 (incl. GST)	\$60.08 (incl. GST)
Late payment fee	\$15.00	
Cheque dishonour payment fee	\$9.50	\$9.50
Direct debit dishonour fee	\$9.50	\$9.50
Special meter read fee		\$52.76 (incl. GST)
Billing period	Monthly	Monthly
Paper bill fee	\$1.75	\$1.75
Credit card fee		0.82% of bill (incl. GST)
Payments made in person or at post office	0.80%	0.80% off bill (incl. GST) for credit card payments via Australia Post.

GloBird

	Prior to July 2019	After July 2019
Offer name	ComboElec	ComboElec
Disconnection fee	\$66.00 \$22 for smart meters \$88 if same day (business hours)	\$22.00 (smart meter disconnection fee) De-energising (basic meter): \$66.00

	\$385 if after hours \$88.00 for non-payment	Disconnection for non-payment: \$88.00
Reconnection fee	\$66.00 \$22.00 for smart meters	\$22.00 re-connection fee (smart meter) Re-energising standard (basic): \$66.00 Re-energising same day after hours: \$385.00 Reconnection of electricity for non-payment: \$88.00
Late payment fee		
Cheque dishonour payment fee	\$27.50	\$27.50
Direct debit dishonour fee		\$27.50
Special meter read fee		
Billing period		Monthly
Paper bill fee	\$2.50	\$2.50
Credit card fee		
Payments made in person or at post office	\$1.00	
Special meter read fee	\$55.00	\$55.00
Meter reconfiguration		\$55.00
Meter exit or supply abolishment		\$660.00
Solar tariff set-up		\$176.00
Change account ownership		Smart meter: \$22.00 Basic meter: \$55.00

Origin Energy

	Prior to July 2019	After July 2019
Offer name	Bill Saver	Max Saver
Disconnection fee	Moving out disconnection fee: \$63.87	\$63.73
Reconnection fee	\$60.08	\$41.30
Billing period		Three months
Paper bill fee	\$1.75	\$1.75
Credit card fee	0.26% for VISA debit card 0.6% for VISA credit card 0.32% for Mastercard debit card 0.72% for Mastercard credit card	0.26% for VISA debit card 0.6% for VISA credit card 0.32% for Mastercard debit card 0.72% for Mastercard credit card
Payments processing fee	\$2.00 or 0.49%	\$2.00 or 0.49%
Direct debit		X
Meter works administration fee		\$49.50 (incl GST)

Sumo Power

	Prior to July 2019	After July 2019
Offer name	Pay on time	Select
Cheque dishonour payment fee	\$2.75 (incl GST)	\$2.75 (incl GST)
Direct debit dishonour fee	\$2.75 (incl GST)	\$2.75 (incl GST)
Billing period	Monthly or quarterly	Monthly
Paper bill fee	\$3.10 (incl GST) per bill	\$3.10 (incl GST) per bill
Credit card fee	0.70%	0.70%
Payment made in person at a Post office	\$2.00	\$2.00
Administration fee	\$5.50 (incl GST)	\$5.50 (incl GST)

Tango Energy

	Prior to July 2019	After July 2019
--	--------------------	-----------------

Offer name	Home Select	Home Select
Disconnection fee	Moving out disconnection fee: \$63.87 (incl GST)	\$63.87 (incl GST)
Reconnection fee	\$60.08 (incl GST)	\$60.08 (incl GST)
Cheque dishonour payment fee	\$7.50	\$7.50
Direct debit dishonour fee	\$7.50	\$7.50
Billing period	Monthly or quarterly	Monthly
Paper bill fee	\$2.00	\$2.00
Paper bill	X	
Direct debit	X	
Credit card	X	
Credit card fee	0.85% for VISA and Mastercard credit card payments	0.85% for VISA and Mastercard credit card payments
Debit card fee	0.35% for VISA and Mastercard debit card payments	0.35% for VISA and Mastercard debit card payments

SAPN

AGL

	Prior to July 2019	After July 2019
Offer name	Everyday	Essentials Saver Online
Connection fee	\$42.13 (incl. GST)	\$50.05 (incl. GST)
Disconnection fee	Moving out disconnection fee: \$42.13 (incl. GST) Disconnection fee for non-payment: \$42.13 (incl. GST)	Moving out disconnection fee: \$50.05 (incl. GST) <i>pass-through</i> Disconnection fee for non-payment: \$50.05 (incl. GST)
Reconnection fee	\$42.13 (incl. GST)	\$50.05 (incl. GST) <i>pass-through</i>
Late payment fee	\$12.73	\$12.73
Cheque dishonour payment fee	\$6.50	\$6.50
Direct debit dishonour fee	\$2.30	\$2.30
Special meter read fee	\$15.62 (incl. GST)	\$16.50 <i>pass-through</i>
Billing period	Flexible (monthly available)	Flexible (monthly available)
Paper bill	X	X
Paper bill fee	\$1.75	\$1.75
Payment processing fee	0.45% (incl. GST)	0.45% (incl. GST)
Direct debit	X	X
Credit card	X	X
Credit card fee	0.45%	0.45%
BPay	X	X
Payments made in person or at post office	\$2.00	\$2.00

Alinta

	Prior to July 2019	After July 2019
Offer name	Fair Deal	No Fuss
Connection fee	\$42.13	
Disconnection fee	\$42.13 (Distributor fee is \$40.48 GST incl)	\$50.05 (incl GST)
Reconnection fee		\$50.05 (incl GST)
Billing period	Quarterly	Monthly
Paper bill	X	X
Direct debit	X	X
Credit card	X	
BPay	X	X

Amaysim

	Prior to July 2019	After July 2019
Offer name	Electricity as you go	Electricity as you go
Connection fee	\$40.48	\$50.05
Disconnection fee	Moving out disconnection fee: \$40.48	\$50.05
Reconnection fee	\$40.48	\$50.05
Billing period	Monthly	Monthly
Direct debit		X
Credit card	X	X
Credit payment fee	0.60%	0.60%
BPay		X
Late payment fee	\$12.00	\$12.00

Amber Electric

	Prior to July 2019	After July 2019
Offer name	Market offer	Market offer
Connection fee		\$50.05
Disconnection fee		\$50.05
Billing period	Monthly	Monthly
Direct debit	X	X
Credit payment fee		1%
Late payment fee	\$13.00	\$16.00
Cheque dishonour fee	\$11.00	
Direct debit dishonour fee	\$11.00	\$11.00
Special meter read		\$16.50

Click Energy

	Prior to July 2019	After July 2019
Offer name	Garnet	Banksia
Connection fee	\$40.48	\$50.05
Disconnection fee	\$40.48	\$50.05
Reconnection fee	\$40.48	\$50.05
Billing period	Monthly	Monthly
Direct debit	X	X
Credit card	X	X
Credit payment fee	0.60%	0.60%
Late payment fee	\$12.00	\$12.00

Commander

	Prior to July 2019	After July 2019
Offer name	Market offer	Market offer
Connection fee	\$54.00 (incl GST)	\$54.00 (incl GST)
Disconnection fee	\$54.00 (incl GST)	\$54.00 (incl GST)
Reconnection fee	\$54.00 (incl GST)	\$54.00 (incl GST)
Billing period	Three months	Three months
Credit card	X	X
Credit payment fee	2.89% for AMEX or Diners Club	2.89% for AMEX or Diners Club
Late payment fee		
Cheque dishonour fee	\$27.50 (incl GST)	\$27.50 (incl GST)
Direct debit dishonour fee	\$11.00 (incl GST)	\$11.00 (incl GST)
Paper bill	X	X
Paper bill fee	\$2.95 (incl GST)	\$2.95 (incl GST)
Direct debit	X	X
Direct debit fee	\$3.95 (incl GST)	\$3.95 (incl GST)
BPay	X	X
BPay fee	\$3.95 (incl GST)	\$3.95 (incl GST)
Cheque fee	\$2.75 (incl GST)	\$2.75 (incl GST)
Australia post		\$2.75 (incl GST)

Diamond Energy

	Prior to July 2019	After July 2019
Offer name	Pay on time discount	Pay on time discount
Account establishment fee	\$22.00	\$22.00
Billing period		Quarterly
Credit card		X
Credit payment fee	0.60%	0.60%

Late payment fee	\$15.00	\$15.00
Cheque dishonour fee	\$20.00	\$20.00
Direct debit dishonour fee	\$10.00	\$10.00
Direct debit		X
BPay		X

Dodo Power & Gas

	Prior to July 2019	After July 2019
Offer name	Market offer	Market offer
Connection fee	\$54.00 (incl GST)	\$54.00 (incl GST)
Disconnection fee	\$54.00 (incl GST)	\$54.00 (incl GST)
Reconnection fee	\$54.00 (incl GST)	\$54.00 (incl GST)
Billing period	Three months	Three months
Credit card	X	X
Credit payment fee	2.89% for AMEX and Diners Club	2.89% for AMEX and Diners Club
Direct debit dishonour fee	\$9.50 (incl GST)	\$9.50 (incl GST)
Paper bill	X	X
Paper bill fee		\$2.20 (incl GST)
Direct debit	X	X
Direct debit fee	\$1.90	
BPay	X	X
BPay fee	\$2.50 (incl GST)	\$2.50 (incl GST)
Australia post	\$2.20 (incl GST)	\$2.20 (incl GST)

Energy Australia

	Prior to July 2019	After July 2019
Offer name	Basic	Basic
Connection fee	\$42.13 (incl GST)	\$50.05 (incl GST)
Disconnection fee	\$42.13 (incl GST)	\$50.05 (incl GST)
Reconnection fee	\$42.13 (incl GST)	\$50.05 (incl GST)
Billing period	Three months	Three months
Credit card	X	X
Credit payment fee	0.36% for Visa or Mastercard, 1.5% for AMEX	0.36% for Visa or Mastercard, 1.5% for AMEX
Paper bill	X	X
Direct debit	X	X
BPay	X	X
Late payment fee	\$10.90	\$10.90
Special meter read fee	\$15.62	\$16.50 (incl GST)

Lumo Energy

	Prior to July 2019	After July 2019
Offer name	Flix	Basic
Connection fee	\$42.13 (incl GST)	\$50.05 (incl GST)
Disconnection fee	\$42.13 (incl GST)	\$50.05 (incl GST)
Reconnection fee		
Billing period	Flexible (monthly available)	Flexible (monthly available)
Credit card	X	X
Credit payment fee		
Paper bill	X	X
Direct debit	X	X
BPay	X	X
Meter inspection fee		\$40.70 (incl GST)

Meter inspection fee (requested by the retailer)		\$203.50 (incl GST)
Meter test fee		\$361.90 (incl GST)
Meter reconfiguration		\$104.50 (incl GST)
Meter removal (controlled load)		\$104.50 (incl GST)
PV meter test fee		\$152.90 (incl GST)
PV meter test fee multiphase		\$152.90 (incl GST)
Reconnection fee		\$50.05 (incl GST)
Reconnection fee after hours		\$105.38 (incl GST)
Special reader visit fee		\$16.50 (incl GST)
Subsequent attempt to meter read		\$16.50 (incl GST)

Momentum Energy

	Prior to July 2019	After July 2019
Offer name	SmilePower	SmilePower Flexi
Administration fee	\$33.00	
Connection fee	\$42.13 (incl GST)	\$50.05 (incl GST)
Disconnection fee	\$42.13 (incl GST)	\$50.05 (incl GST)
Reconnection fee	\$42.13 (incl GST)	\$50.05 (incl GST)
Billing period	Flexible (monthly available)	Flexible (monthly available)
Credit card	X	X
Credit payment fee		
Paper bill	X	X
Direct debit	X	X
BPay	X	X
Cheque dishonour fee	\$9.50 (incl GST)	
Special meter read fee		\$16.50 (incl GST)

Origin Energy

	Prior to July 2019	After July 2019
Offer name	Saver	Max Saver
Connection fee	\$42.13 (incl GST)	\$50.05 (incl GST)
Disconnection fee	\$42.13 (incl GST)	\$50.05 (incl GST)
Reconnection fee	\$42.13 (incl GST)	\$50.05 (incl GST)
Billing period		Flexible (monthly available)
Credit payment fee	0.26% for VISA debit card 0.6% for VISA credit card 0.32% for Mastercard debit card 0.72% for Mastercard credit card	0.26% for VISA debit card 0.6% for VISA credit card 0.32% for Mastercard debit card 0.72% for Mastercard credit card
Paper bill fee		\$1.75 (incl GST)
Direct debit		X
Late payment fee	\$12.00	\$12.00
Payment processing fee		\$2.00 (incl GST)

Powershop

	Prior to July 2019	After July 2019
Offer name	Market offer	Shopper
Connection fee	\$42.13 (incl GST)	Manual connection (insert fuse): \$50.05 (incl GST) After-hours manual connection (insert fuse): \$105.38 (incl GST)
Disconnection fee	\$42.13 (incl GST)	42.13 (incl GST) on EME site Manual disconnection (Powershop website): \$50.05
Reconnection fee		

Billing period	Monthly	Monthly
Direct debit		X
Credit card		X
BPay		X
Late payment fee		
Payment processing fee		
Special meter read fee	\$15.62	\$16.50
Meter inspection		Single phase first meter: \$152.90 Multi-phase first meter: \$152.90
On-site reconfiguration		\$104.50
Supply abolishment		\$385.00

Red Energy

	Prior to July 2019	After July 2019
Offer name	Qantas Red Saver	Qantas Red Saver
Connection fee	\$42.13 (incl GST)	\$50.05 (incl GST)
Disconnection fee	\$42.13 (incl GST)	\$50.05 (incl GST)
Reconnection fee		
Billing period	Flexible (monthly available)	Flexible (monthly available)
Paper bill	X	X
Direct debit	X	X
Credit card	X	X
BPay	X	X
Cheque dishonour fee	\$10.45	\$10.45
Direct debit dishonour fee	\$2.75	
Disable meter communications		Metro: \$211.75 Inner Regional: \$302.50 Outer Regional: \$490.47 Remote regions: \$647.77
Manual meter read		Metro: \$146.41 Inner Regional: \$266.20 Outer Regional: \$433.54 Remote regions: \$590.84
Final account administration charge	\$5 per billing period	\$5 per billing period
Refund cheque cancellation	\$15.00	\$15.00
Dishonoured payments made at Australia Post	\$25.00	\$25.00

Simply Energy

	Prior to July 2019	After July 2019
Offer name	Save	Simply Plus Low Rates
Disconnection fee	Moving out disconnection fee: \$63.30 (incl GST) (includes a Simply Energy administration fee)	\$45.50 (incl GST)
Reconnection fee	\$63.30 (incl GST)	\$45.50 (incl GST)
Billing period	Flexible (monthly available)	Flexible (monthly available)
Paper bill	X	X
Paper bill fee	\$1.65	\$1.65
Direct debit	X	X
Credit card	X	X
Credit card fee	0.60%	0.60%
BPay	X	X

United Energy

AGL

	Prior to July 2019	After July 2019
Offer name	Savers	Essential Saver
Disconnection fee	\$53.12 (incl. GST)	\$53.12 (incl. GST)
Reconnection fee	\$53.12 (incl. GST)	\$53.12 (incl. GST)
Cheque dishonour payment fee	\$6.50	\$6.50
Direct debit dishonour fee	\$2.30	\$2.30
Billing period	Flexible (monthly available)	Monthly
Paper bill	X	
Paper bill fee	\$1.75	\$1.75
Payment processing fee	0.45%	0.45%
Direct debit	X	
Credit card	X	
Credit card fee	0.45%	
BPay	X	
Payments made in person or at post office	\$2.00	\$2.00

Click Energy

	Prior to July 2019	After July 2019
Offer name	Click Garnet	Click Banksia
Connection fee	\$53.12 (incl. GST)	\$53.12 (incl. GST)
Disconnection fee	\$53.12 (incl. GST)	\$53.12 (incl. GST) <i>pass-through</i>
Reconnection fee	\$53.12 (incl. GST)	\$53.12 (incl. GST) <i>pass-through</i>
Billing period	Monthly	Monthly
Direct debit	X	
Credit card	X	
Credit card fee	0.60%	
BPay	X	

Powerdirect

	Prior to July 2019	After July 2019
Offer name	Market offer	Market offer
Disconnection fee	\$53.12 (incl. GST)	\$53.12 (incl. GST)
Reconnection fee	\$53.12 (incl. GST)	\$53.12 (incl. GST)
Cheque dishonour payment fee	\$6.50	\$6.50
Direct debit dishonour fee	\$2.30	\$2.30
Billing period	Three months	Three months
Paper bill fee	\$2.00	\$1.75
Payment processing fee	0.45%	0.45%

Red Energy

	Prior to July 2019	After July 2019
Offer name	Qantas Red Saver	Qantas Red Saver
Disconnection fee	\$42.13	\$50.05 (incl GST)
Reconnection fee	\$42.13	\$50.05 (incl GST)
Cheque dishonour payment fee	\$10.45	\$10.45
Direct debit dishonour fee	\$2.75	\$2.75
Billing period	Flexible (monthly billing available)	
Paper bill	X	X

Direct debit	X	X
Credit card	X	X
BPay	X	X
Metering charges		<u>Disable Meter communications</u> Metro: \$211.75 Inner regional: \$302.50 Outer regional: \$490.47 Remote regions: \$647.77 <u>Manual Meter read</u> Metro: \$146.41 Inner regional: \$266.20 Outer regional: \$433.54 Remote regions: \$590.84
Other		Red Energy Process and Handling Charges (based on the total charge from the distributor): A process and handling charge will be levied based on the total service charge levied. \$5-\$99: \$5 charge (incl GST) \$100-\$499: \$25 charge (incl GST) \$500-\$999: \$50 charge (incl GST) More than \$1,000: \$150 charge (incl GST)

Simply Energy

	Prior to July 2019	After July 2019
Offer name	Plus	Plus
Disconnection fee	Moving out disconnection fee: \$80.62 (incl GST) <i>"includes a Simply administration fee"</i>	
Reconnection fee	\$80.62 (incl GST)	
Billing period	Monthly or every three months	Three months
Paper bill fee	\$1.65	\$1.65
Credit card	0.60%	0.60%