



arcenergy
GROUP

NSW Energy Price Fact Sheet

Ausgrid Distribution Zone

☎ 1300 025 965 ✉ info@arcenergygroup.com.au

www.arcenergygroup.com.au

Fees	Details (all amounts shown inclusive of GST where applicable)
Exit fee	Not applicable
Standard Move Out Disconnection fee	\$11.62 A fee may apply for disconnecting your property on move out. This fee can vary for work done outside of normal business hours.
Standard Move In Connection fee	\$11.62 A fee may apply for connecting your property on moving in. Standard Move In aims for connection within two business days. This fee can vary for work done outside of normal business hours
Express Connection	\$55.50 Fee may apply for requests for connection within the Next business day for requests received by 12noon
Reconnection	\$60.50 Fee may apply for reconnection of electricity supply after disconnection for credit reasons
Credit Card Payment Charge	A surcharge of 1.5% may apply to all payments made by a Credit Card including Direct Debit.
Paper Bill charge	Not Applicable
Australia Post Payment Processing Fee	\$2.00 fee may apply for over the counter payments made at Australia Post
Account Establishment charge	Not Applicable
Cheque dishonour fee	Passed through at cost
Direct Debit dishonour fee	\$2.70 fee may apply to your next bill
Special Meter Read Fee	\$39.00 may apply for a request to manually read a meter or \$0 for remotely read meter
Service Technician Fee	\$182.50 fee may apply where a technician attends the premises but the fault is found to be within the customers control, for example if the main switch is off or customer switch board circuit breaker trips
Metering Investigation	\$149.50 may apply where a meter test is carried out on a customer request and no fault is found with the meter

Contact details for enquiries

For further details on the information presented in this Energy Price Fact Sheet or for further information, please visit arcenergygroup.com.au or call us on **1300 025 965**

As a customer within an embedded network you have the option of seeking alternate retail energy pricing offers from retailers.

Retailer	Address	Phone number	Retailer's website	Full terms and conditions
Arc Energy Corporation Pty. Ltd. ABN 33 614 276 827	PO Box 133 Abbotsford VIC 3067	1300 025 965	www.arcenergygroup.com.au	Full terms and conditions can be found at: https://www.arcenergygroup.com.au/terms-and-conditions/

If you decide to receive electricity from another provider, you will receive an energy only bill from your retailer of choice and a second distribution network charges bill from Arc Energy.

Energy made easy

Energy Made Easy is an Australian Government website where you may be able to compare energy offers. Visit Energy Made Easy at www.energymadeeasy.gov.au.



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Sydney: Suite 703, 11-15 Deane St, Burwood NSW 2134 | Melbourne: Level 17, 727 Collins St, Docklands VIC 3008

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