



arcenergy
GROUP

NSW Energy Price Fact Sheet

Endeavour Energy Distribution Zone

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

www.arcenergygroup.com.au

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Business Time of Use (TOU) POT Saver (Market offer)

| Customer type | Distributor | Tariff type | Offer type | Release date | Tarrif name |
|------------------|---|-------------|--------------|--------------|------------------------|
| Embedded Network | Arc Energy Embedded/ Endeavour Energy Network | Time of Use | Market Offer | 1 Aug 20 | Business TOU POT saver |

Electricity tariff rates

| Pricing Details | Price (inc. GST) |
|---------------------|---------------------|
| Peak | 41.09 cents per kWh |
| Shoulder | 33.99 cents per day |
| Off Peak | 15.96 cents per kWh |
| Daily Supply Charge | 91.53 cents per day |

Daily Supply Charge: a charge that applies for supplying electricity to your property for each day of the billing period, regardless of how much electricity you use.

kWh: a 'kWh' stands for kilowatt hour and is the unit of measurement for your electricity usage.

Electricity offer details

| Offer details | |
|-----------------------|---|
| Contract Expiry | Continues in market until withdrawn by us upon notice to you |
| Contract Term | No contract term |
| Price Changes | Prices are not fixed and may be varied in line with our terms and conditions. We will provide you with notice of any price changes as soon as practicable, but no later than your next bill |
| Discounts | A 13% pay on time discount applies to usage charges only if the total bill amount is paid by the due date |
| Cooling-off period | 10-business days from the date of the contract |
| Solar feed-in tariffs | Not Applicable |
| Eligibility | Applicable to customers within an Arc Energy network building located in the Endeavour Energy distribution network. |
| Billing Cycle | Monthly |

| Fees | Details (all amounts shown inclusive of GST where applicable) |
|---------------------------------------|--|
| Exit fee | Not applicable |
| Standard Move Out Disconnection fee | \$39.60 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 | \$39.60 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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