

# NSW Energy Price Fact Sheet

## Ausgrid Distribution Zone

### Business Time of Use (TOU) (Market offer)

Customer type	Distributor	Tariff type	Offer type	Release date	Tarrif name
Embedded Network	Arc Energy Embedded/ Ausgrid Network	Time Of Use	Market Offer	1 Jul 21	Business TOU

### Electricity tariff rates

Pricing Details	Price (inc. GST)
Peak	38.34 cents per kWh
Shoulder	22.74 cents per day
Off peak	14.59 cents per kWh
Daily Supply Charge	181 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Contract Expiry	Continues in market until withdrawn by us upon notice to you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
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 Ausgrid distribution network.
Billing Cycle	Monthly

Fees	Details (all amounts shown inclusive of GST where applicable)
Late payment fee	A fee of \$11.00 may apply if your bill is not paid by the due date (GST does not currently apply to late payment fees).
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](http://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	<a href="http://www.arcenergygroup.com.au">www.arcenergygroup.com.au</a>	Full terms and conditions can be found at: <a href="https://www.arcenergygroup.com.au/terms-and-conditions/">https://www.arcenergygroup.com.au/terms-and-conditions/</a>

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](http://www.energymadeeasy.gov.au).

This information is a guide only and does not recommend a particular offer. You should make your own enquiries with retailers on any offers that interest you



**arcenergy**  
GROUP

 1300 025 965  [info@arcenergygroup.com.au](mailto:info@arcenergygroup.com.au)

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

ABN: 33 614 276 827

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

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