

Fee Schedule

Fees	Details (all amounts shown inclusive of GST where applicable)
Late payment fee	A fee of \$13.00 may apply if your bill is not paid by the due date (GST does not currently apply to late payment fees).
Exit fee	No exit fee
Standard Move Out Disconnection fee	\$50.00 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	\$50.00 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
Same Day Connection	\$80.00 Fee will apply for requests for same day connection received before 2:00 pm
After Hours Connection	\$160.00 Fee will apply for requests for same day connection received after 2:00 pm and before 5:30pm
Emergency Connection Same Day	\$250.00 Fee will apply for requests received after 5:30 pm and before 9pm, Monday to Thursday. \$400.00 Fee will apply for requests received after 5:30pm Friday (including the day before a public holiday) and up to 9:00pm Saturday, Sunday and public holidays.
Reconnection for non payment	\$185.00 Fee will apply for reconnection 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.
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
Ezidebit Direct Debit Dishonour Fee	Passthrough, this fee is charged by your financial institution. Ensure sufficient funds to cover your direct debit to avoid the dishonour fee.
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](https://www.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	Phone number	Retailer's website	Full terms and conditions
Arc Energy Corporation Pty. Ltd. ABN 33 614 276 827	1300 025 965	www.arcenergygroup.com.au	Full terms and conditions can be found at: https://www.arcenergygroup.com.au/terms-and-conditions/



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 1300 025 965  info@arcenergygroup.com.au

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