

Basic Plan Information Document

When you're signing up to something new, it's important to know what's what. Here's some essential info about Powershop and this offer.

**ELECTRICITY**OFFER **STANDING**DISTRIBUTOR **AUSGRID**

About Powershop

We sell energy to homes and businesses in Victoria, NSW, South East QLD and South Australia. We work hard to provide better prices, a fairer deal for all our customers, and a better future for the planet.



Get energy insights and stay in control of your energy use

OVER 200,000
app downloads



Get the best service from our award winning Customer Team

93% average
customer
satisfaction rating



Get 100% carbon offset energy at no extra cost to you

OVER 1.8 Million
tonnes of carbon offset
thanks to Powershop customers

About this offer

This is a Standing Offer which we're required to have by the Australian Energy Regulator (AER).

We have other offers which are generally more competitively priced so you should consider signing up to one of them.

Give us a ring if you need some help.

Need Help?

Visit our help centre:

powershop.com.au/help

Call us on:

1800 462 668

The following pages have been created by the Energy Made Easy Government website.

Get in touch if you're not sure how to read the info on the following pages. We can help you understand which rates and tariff apply to you.

You can also visit

powershop.com.au/basic-plan-information



Standing Offer

- No contract term
- Single rate tariff

Call 1800 462 668

www.powershop.com.au

Estimated price

1 person	LOW 9.3 kWh/day	\$ 1,330 with discounts \$1,330 per year
2 to 3 people	MEDIUM 14.3 kWh/day	\$ 1,830 with discounts \$1,830 per year
4 to 5+ people	HIGH 19.2 kWh/day	\$ 2,320 with discounts \$2,320 per year

All prices listed are inclusive of GST except where indicated.

Plan features

- Monthly billing option
- No credit card fees
- No exit fees
- No fees for paper bills
- No move in fee
- Plan prices are not fixed

Fees and charges

Disconnection fee **\$11.96**

Pricing

All rates are GST inclusive

General charges	Daily supply charge	109.70 cents/day
	General usage rates	27.35 cents/kWh

Contract details

Effective from	1 Jul 2019
Contract expiry	This Powershop offer has no exit fees or lock-in contracts
Distributor	Ausgrid

Estimated prices are based on typical usage in your area. Prices are not personal estimates and your household's usage may vary. Prices exclude solar payments, concessions and bonuses.

Fees and charges

Disconnection fee

\$11.96

A disconnection fee may apply

Billing and pricing details

Billing period	Every month
Payment options	Direct debit, Credit card, BPay
Prices are not fixed	We may updated your tariff from time to time to reflect market changes and economic conditions, no more than once every six months. We will always notify you of any tariff change.

General usage charges

Usage rates (at all times)

- Usage at all times
27.35 cents/kWh

Terms and conditions

Further information in relation to this offer, see our terms and conditions at: powershop.com.au/prices

Additional fee information

Information is set out on our fees page: powershop.com.au/fees.

Contact details

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Standing Offer

- No contract term
- Single rate with controlled load tariff

Call 1800 462 668

www.powershop.com.au

Estimated price

1 person	LOW 9.3 kWh/day	\$ 1,270 with discounts \$1,270 per year
2 to 3 people	MEDIUM 14.3 kWh/day	\$ 1,720 with discounts \$1,720 per year
4 to 5+ people	HIGH 19.2 kWh/day	\$ 2,160 with discounts \$2,160 per year

All prices listed are inclusive of GST except where indicated.

Plan features

- Monthly billing option
- No credit card fees
- No exit fees
- No fees for paper bills
- No move in fee
- Plan prices are not fixed

Fees and charges

Disconnection fee **\$11.96**

Pricing

All rates are GST inclusive

General charges	Daily supply charge	109.70 cents/day
	General usage rates	27.35 cents/kWh
Controlled load	Daily supply charge	9.24 cents/day
	Controlled load usage	13.64 cents/kWh

Contract details

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General usage charges

Usage rates (at all times)

- Usage at all times
27.35 cents/kWh

Controlled load charges

	Controlled load usage	Daily supply charge	Rate
Controlled Load One	● All usage 13.64 cents/kWh	9.24 cents/day	

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Standing Offer

- No contract term
- Single rate with controlled load tariff

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Estimated price

1 person	LOW 9.3 kWh/day	\$ 1,300 with discounts \$1,300 per year
2 to 3 people	MEDIUM 14.3 kWh/day	\$ 1,750 with discounts \$1,750 per year
4 to 5+ people	HIGH 19.2 kWh/day	\$ 2,190 with discounts \$2,190 per year

All prices listed are inclusive of GST except where indicated.

Plan features

- Monthly billing option
- No credit card fees
- No exit fees
- No fees for paper bills
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Fees and charges

Disconnection fee **\$11.96**

Pricing

All rates are GST inclusive

General charges	Daily supply charge	109.70 cents/day
	General usage rates	27.35 cents/kWh
Controlled load	Daily supply charge	18.03 cents/day
	Controlled load usage	13.64 cents/kWh

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General usage charges

Usage rates (at all times)

- Usage at all times
27.35 cents/kWh

Controlled load charges

	Controlled load usage	Daily supply charge	Rate
Controlled Load Two	● All usage 13.64 cents/kWh	18.03 cents/day	

Terms and conditions

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Standing Offer

- No contract term
- Time of use tariff

Call 1800 462 668

www.powershop.com.au

Estimated price

1 person	LOW 9.3 kWh/day	\$ 1,270 with discounts \$1,270 per year
2 to 3 people	MEDIUM 14.3 kWh/day	\$ 1,730 with discounts \$1,730 per year
4 to 5+ people	HIGH 19.2 kWh/day	\$ 2,160 with discounts \$2,160 per year

All prices listed are inclusive of GST except where indicated.

Plan features

- Monthly billing option
- No credit card fees
- No exit fees
- No fees for paper bills
- No move in fee
- Plan prices are not fixed

Fees and charges

Disconnection fee **\$11.96**

Pricing

All rates are GST inclusive

General charges	Daily supply charge	120.47 cents/day
	Time of use usage rates	18.10 to 39.60 cents/kWh

Contract details

Effective from	1 Jul 2019
Contract expiry	This Powershop offer has no exit fees or lock-in contracts
Distributor	Ausgrid

Estimated prices are based on typical usage in your area, with regular usage on weekday afternoons and evenings. Prices are not personal estimates and your household's usage may vary. Prices exclude solar payments, concessions and bonuses.

Fees and charges

Disconnection fee

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Billing and pricing details

Billing period	Every month
Payment options	Direct debit, Credit card, BPay
Prices are not fixed	We may updated your tariff from time to time to reflect market changes and economic conditions, no more than once every six months. We will always notify you of any tariff change.

Time of use charges

Winter | 1 Jun - 31 Aug | Mon-Fri

- Peak 1700 to 2059
39.60 cents/kWh
- Shoulder 0700 to 1659
21.59 cents/kWh
- Shoulder 2100 to 2159
21.59 cents/kWh
- Off-Peak 2200 to 0659
18.10 cents/kWh

Winter | 1 Jun - 31 Aug | Weekends

- Shoulder 0700 to 2159
21.59 cents/kWh
- Off-Peak 2200 to 0659
18.10 cents/kWh

Other | 1 Sep - 31 Oct | Mon-Fri

- Peak 1400 to 1959
21.59 cents/kWh
- Shoulder 0700 to 1359
21.59 cents/kWh
- Shoulder 2000 to 2159
21.59 cents/kWh
- Off-Peak 2200 to 0659
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Other | 1 Sep - 31 Oct | Weekends

- Shoulder 0700 to 2159
21.59 cents/kWh
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Summer | 1 Nov - 31 Mar | Mon-Fri

- Peak 1400 to 1959
39.60 cents/kWh
- Shoulder 0700 to 1359
21.59 cents/kWh
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21.59 cents/kWh
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Summer | 1 Nov - 31 Mar | Weekends

- Shoulder 0700 to 2159
21.59 cents/kWh
- Off-Peak 2200 to 0659
18.10 cents/kWh

Other | 1 Apr - 31 May | Mon-Fri

- Peak 1400 to 1959
21.59 cents/kWh
- Shoulder 0700 to 1359
21.59 cents/kWh
- Shoulder 2000 to 2159
21.59 cents/kWh
- Off-Peak 2200 to 0659
18.10 cents/kWh

Other | 1 Apr - 31 May | Weekends

- Shoulder 0700 to 2159
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Standing Offer

-  No contract term
-  Time of use with controlled load tariff

 Call 1800 462 668







 www.powershop.com.au

Estimated price

 1 person	LOW 9.3 kWh/day	\$ 1,230 with discounts \$1,230 per year
 2 to 3 people	MEDIUM 14.3 kWh/day	\$ 1,640 with discounts \$1,640 per year
 4 to 5+ people	HIGH 19.2 kWh/day	\$ 2,030 with discounts \$2,030 per year

All prices listed are inclusive of GST except where indicated.

Plan features

-  Monthly billing option
-  No credit card fees
-  No exit fees
-  No fees for paper bills
-  No move in fee
-  Plan prices are not fixed

Fees and charges

Disconnection fee **\$11.96**

Pricing

All rates are GST inclusive

General charges	Daily supply charge	120.47 cents/day
	Time of use usage rates	18.10 to 39.60 cents/kWh
Controlled load	Daily supply charge	9.24 cents/day
	Controlled load usage	13.64 cents/kWh

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Fees and charges

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Time of use charges

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● Peak 1700 to 2059 39.60 cents/kWh	● Shoulder 0700 to 1659 21.59 cents/kWh	● Shoulder 2100 to 2159 21.59 cents/kWh	● Off-Peak 2200 to 0659 18.10 cents/kWh
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Winter | 1 Jun - 31 Aug | Weekends

● Shoulder 0700 to 2159 21.59 cents/kWh	● Off-Peak 2200 to 0659 18.10 cents/kWh
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Other | 1 Sep - 31 Oct | Mon-Fri

● Peak 1400 to 1959 21.59 cents/kWh	● Shoulder 0700 to 1359 21.59 cents/kWh	● Shoulder 2000 to 2159 21.59 cents/kWh	● Off-Peak 2200 to 0659 18.10 cents/kWh
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Other | 1 Sep - 31 Oct | Weekends

● Shoulder 0700 to 2159 21.59 cents/kWh	● Off-Peak 2200 to 0659 18.10 cents/kWh
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Other | 1 Apr - 31 May | Weekends

● Shoulder 0700 to 2159 21.59 cents/kWh	● Off-Peak 2200 to 0659 18.10 cents/kWh
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Controlled load charges

	Controlled load usage	Daily supply charge	Rate
Controlled Load One	● All usage 13.64 cents/kWh	9.24 cents/day	

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Standing Offer

- No contract term
- Time of use with controlled load tariff

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Estimated price

 1 person	LOW 9.3 kWh/day	\$ 1,260 with discounts \$1,260 per year
 2 to 3 people	MEDIUM 14.3 kWh/day	\$ 1,670 with discounts \$1,670 per year
 4 to 5+ people	HIGH 19.2 kWh/day	\$ 2,070 with discounts \$2,070 per year

All prices listed are inclusive of GST except where indicated.

Plan features

- ✓ Monthly billing option
- ✓ No credit card fees
- ✓ No exit fees
- ✓ No fees for paper bills
- ✓ No move in fee
- ! Plan prices are not fixed

Fees and charges

Disconnection fee **\$11.96**

Pricing

All rates are GST inclusive

General charges	Daily supply charge	120.47 cents/day
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Controlled load	Daily supply charge	18.03 cents/day
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Winter | 1 Jun - 31 Aug | Weekends

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Other | 1 Apr - 31 May | Weekends

● Shoulder 0700 to 2159 21.59 cents/kWh	● Off-Peak 2200 to 0659 18.10 cents/kWh
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Controlled load charges

	Controlled load usage	Daily supply charge	Rate
Controlled Load Two	● All usage 13.64 cents/kWh	18.03 cents/day	

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Standing Offer

- No contract term
- Time of use tariff

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Estimated price

1 person	LOW 9.3 kWh/day	\$ 1,330 with discounts \$1,330 per year
2 to 3 people	MEDIUM 14.3 kWh/day	\$ 1,830 with discounts \$1,830 per year
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Plan features

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Pricing

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Daily supply charge	109.70 cents/day
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Standing Offer

-  No contract term
-  Time of use with controlled load tariff

 Call 1800 462 668







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Estimated price

 1 person	LOW 9.3 kWh/day	\$ 1,270 with discounts \$1,270 per year
 2 to 3 people	MEDIUM 14.3 kWh/day	\$ 1,720 with discounts \$1,720 per year
 4 to 5+ people	HIGH 19.2 kWh/day	\$ 2,160 with discounts \$2,160 per year

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Plan features

-  Monthly billing option
-  No credit card fees
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-  No move in fee
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Fees and charges

Disconnection fee **\$11.96**

Pricing

All rates are GST inclusive

General charges	Daily supply charge	109.70 cents/day
	Time of use usage rates	27.35 cents/kWh
Controlled load	Daily supply charge	9.24 cents/day
	Controlled load usage	13.64 cents/kWh

Contract details

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● Off-Peak 2200 to 0659
27.35 cents/kWh

Controlled load charges

	Controlled load usage	Daily supply charge	Rate
Controlled Load One	● All usage 13.64 cents/kWh	9.24 cents/day	

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Estimated price

1 person	LOW 9.3 kWh/day	\$ 1,300 with discounts \$1,300 per year
2 to 3 people	MEDIUM 14.3 kWh/day	\$ 1,750 with discounts \$1,750 per year
4 to 5+ people	HIGH 19.2 kWh/day	\$ 2,190 with discounts \$2,190 per year

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Plan features

- Monthly billing option
- No credit card fees
- No exit fees
- No fees for paper bills
- No move in fee
- Plan prices are not fixed

Fees and charges

Disconnection fee **\$11.96**

Pricing

All rates are GST inclusive

General charges	Daily supply charge	109.70 cents/day
	Time of use usage rates	27.35 cents/kWh
Controlled load	Daily supply charge	18.03 cents/day
	Controlled load usage	13.64 cents/kWh

Contract details

Effective from	1 Jul 2019
Contract expiry	This Powershop offer has no exit fees or lock-in contracts
Distributor	Ausgrid

Estimated prices are based on typical usage in your area, with regular usage on weekday afternoons and evenings. Prices are not personal estimates and your household's usage may vary. Prices exclude solar payments, concessions and bonuses.

Fees and charges

Disconnection fee

\$11.96

A disconnection fee may apply

Billing and pricing details

Billing period	Every month
Payment options	Direct debit, Credit card, BPay
Prices are not fixed	We may updated your tariff from time to time to reflect market changes and economic conditions, no more than once every six months. We will always notify you of any tariff change.

Time of use charges

Winter | 1 Jun - 31 Aug | Mon-Fri

● Peak 1700 to 2059 27.35 cents/kWh	● Shoulder 0700 to 1659 27.35 cents/kWh	● Shoulder 2100 to 2159 27.35 cents/kWh	● Off-Peak 2200 to 0659 27.35 cents/kWh
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Winter | 1 Jun - 31 Aug | Weekends

● Shoulder 0700 to 2159 27.35 cents/kWh	● Off-Peak 2200 to 0659 27.35 cents/kWh
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Other | 1 Sep - 31 Oct | Mon-Fri

● Peak 1400 to 1959 27.35 cents/kWh	● Shoulder 0700 to 1359 27.35 cents/kWh	● Shoulder 2000 to 2159 27.35 cents/kWh	● Off-Peak 2200 to 0659 27.35 cents/kWh
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Other | 1 Sep - 31 Oct | Weekends

● Shoulder 0700 to 2159 27.35 cents/kWh	● Off-Peak 2200 to 0659 27.35 cents/kWh
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Summer | 1 Nov - 31 Mar | Mon-Fri

● Peak 1400 to 1959 27.35 cents/kWh	● Shoulder 0700 to 1359 27.35 cents/kWh	● Shoulder 2000 to 2159 27.35 cents/kWh	● Off-Peak 2200 to 0659 27.35 cents/kWh
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Summer | 1 Nov - 31 Mar | Weekends

● Shoulder 0700 to 2159 27.35 cents/kWh	● Off-Peak 2200 to 0659 27.35 cents/kWh
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Other | 1 Apr - 31 May | Mon-Fri

● Peak 1400 to 1959 27.35 cents/kWh	● Shoulder 0700 to 1359 27.35 cents/kWh	● Shoulder 2000 to 2159 27.35 cents/kWh	● Off-Peak 2200 to 0659 27.35 cents/kWh
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Other | 1 Apr - 31 May | Weekends

● Shoulder 0700 to 2159 27.35 cents/kWh	● Off-Peak 2200 to 0659 27.35 cents/kWh
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Controlled load charges

	Controlled load usage	Daily supply charge	Rate
Controlled Load Two	● All usage 13.64 cents/kWh	18.03 cents/day	

Terms and conditions

Further information in relation to this offer, see our terms and conditions at: powershop.com.au/prices

Additional fee information

Information is set out on our fees page: powershop.com.au/fees.

Contact details



Powershop

 Call **1800 462 668**

 www.powershop.com.au

Energy Made Easy is an Australian Government website where you can compare energy plans. Visit Energy Made Easy at energymadeeasy.gov.au

