

# 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 **SHOPPER**DISTRIBUTOR **ENDEAVOUR ENERGY**

## 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 offer will give you exclusive access to the Shop, where you can buy Powerpacks to save more on your bills. You also get access to the Powershop app to manage your bills and energy usage.



## Need Help?

Visit our help centre:  
[powershop.com.au/help](https://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](https://powershop.com.au/basic-plan-information)



## Shopper Market Offer

- No contract term
- Single rate tariff

Call 1800 462 668

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

### Estimated price

1 person	LOW 9.3 kWh/day	<b>\$ 1,110</b> with discounts \$1,310 per year
2 to 3 people	MEDIUM 14.3 kWh/day	<b>\$ 1,540</b> with discounts \$1,810 per year
4 to 5+ people	HIGH 19.2 kWh/day	<b>\$ 1,950</b> with discounts \$2,290 per year

All prices listed are inclusive of GST except where indicated.

### Plan features

- Monthly billing option
- 10 day cooling off period
- 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 **\$67.87**

### Discounts

Mega Pack **15%**

Access up to a 15% discount if you buy specials (avg. of 15% off the reference rate) – see [powershop.com.au/help](http://powershop.com.au/help) for more info.

### Pricing

All rates are GST inclusive

General charges	Daily supply charge	105.26 cents/day
	General usage rates	27.26 cents/kWh
Solar feed-in	10.2 cents/kWh exported	
Green power	100% option available	

### Contract details

Effective from	1 Jul 2019
Cooling off period	10 business days
Contract expiry	This Powershop offer has no exit fees or lock-in contracts
Distributor	Endeavour

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

\$67.87

A disconnection fee may apply

## Billing and pricing details

Billing period	Every month
Payment options	Direct debit, Credit card, BPay
Prices are not fixed	If we vary our prices we'll always give notice as soon as reasonably practicable – usually by email and no later than 5 business days before the variation is to take place.

## General usage charges

Usage rates (at all times)

- Usage at all times  
27.26 cents/kWh

## Solar feed-in

Voluntary FIT 10.2 cents/kWh exported

## GreenPower

Usage Charge

100% \$0.06 per unit of usage 100% GreenPower for 5.5c/kWh inc. GST (no discounts apply to GreenPower charges). You can purchase as much, or as little, 100% GreenPower as you like.

## Terms and conditions

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

## Additional fee information

Information is set out on our fees page: [powershop.com.au/fees](http://powershop.com.au/fees).

## Contact details

### Powershop



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## Shopper Market Offer

- No contract term
- Single rate with controlled load tariff

Call 1800 462 668

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

### Estimated price

1 person	LOW 9.3 kWh/day	<b>\$ 1,060</b> with discounts \$1,250 per year
2 to 3 people	MEDIUM 14.3 kWh/day	<b>\$ 1,450</b> with discounts \$1,710 per year
4 to 5+ people	HIGH 19.2 kWh/day	<b>\$ 1,830</b> with discounts \$2,150 per year

All prices listed are inclusive of GST except where indicated.

### Plan features

- Monthly billing option
- 10 day cooling off period
- 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** **\$67.87**

### Discounts

**Mega Pack** **15%**

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### Pricing

All rates are GST inclusive

General charges	Daily supply charge	105.26 cents/day
	General usage rates	27.26 cents/kWh
Controlled load	Daily supply charge	6.39 cents/day
	Controlled load usage	15.35 cents/kWh
Solar feed-in	10.2 cents/kWh exported	
Green power	100% option available	

### Contract details

Effective from	1 Jul 2019
Cooling off period	10 business days
Contract expiry	This Powershop offer has no exit fees or lock-in contracts
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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

\$67.87

A disconnection fee may apply

## Billing and pricing details

Billing period	Every month
Payment options	Direct debit, Credit card, BPay
Prices are not fixed	If we vary our prices we'll always give notice as soon as reasonably practicable – usually by email and no later than 5 business days before the variation is to take place.

## General usage charges

Usage rates (at all times)

- Usage at all times  
27.26 cents/kWh

## Controlled load charges

	Controlled load usage	Daily supply charge	Rate
Controlled Load One	● All usage 15.35 cents/kWh	6.39 cents/day	

## Solar feed-in

Voluntary FIT 10.2 cents/kWh exported

## GreenPower

Usage Charge

100% \$0.06 per unit of usage 100% GreenPower for 5.5c/kWh inc. GST (no discounts apply to GreenPower charges). You can purchase as much, or as little, 100% GreenPower as you like.

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## Shopper Market Offer

- No contract term
- Single rate with controlled load tariff

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### Estimated price

1 person	LOW 9.3 kWh/day	<b>\$ 1,060</b> with discounts \$1,250 per year
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All prices listed are inclusive of GST except where indicated.

### Plan features

- ✓ Monthly billing option
- ✓ 10 day cooling off period
- ✓ 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 **\$67.87**

### Discounts

Mega Pack **15%**

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### Pricing

All rates are GST inclusive

General charges	Daily supply charge	105.26 cents/day
	General usage rates	27.26 cents/kWh
Controlled load	Daily supply charge	6.39 cents/day
	Controlled load usage	15.50 cents/kWh
Solar feed-in	10.2 cents/kWh exported	
Green power	100% option available	

### Contract details

Effective from	1 Jul 2019
Cooling off period	10 business days
Contract expiry	This Powershop offer has no exit fees or lock-in contracts
Distributor	Endeavour

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

\$67.87

A disconnection fee may apply

## Billing and pricing details

Billing period	Every month
Payment options	Direct debit, Credit card, BPay
Prices are not fixed	If we vary our prices we'll always give notice as soon as reasonably practicable – usually by email and no later than 5 business days before the variation is to take place.

## General usage charges

Usage rates (at all times)

- Usage at all times  
27.26 cents/kWh

## Controlled load charges

	Controlled load usage	Daily supply charge	Rate
Controlled Load Two	● All usage 15.5 cents/kWh	6.39 cents/day	

## Solar feed-in

Voluntary FIT 10.2 cents/kWh exported

## GreenPower

Usage Charge

100% \$0.06 per unit of usage 100% GreenPower for 5.5c/kWh inc. GST (no discounts apply to GreenPower charges). You can purchase as much, or as little, 100% GreenPower as you like.

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## Shopper Market Offer

- No contract term
- Time of use tariff

Call 1800 462 668

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

### Estimated price

1 person	LOW 9.3 kWh/day	<b>\$ 1,120</b> with discounts \$1,320 per year
2 to 3 people	MEDIUM 14.3 kWh/day	<b>\$ 1,520</b> with discounts \$1,790 per year
4 to 5+ people	HIGH 19.2 kWh/day	<b>\$ 1,920</b> with discounts \$2,260 per year

All prices listed are inclusive of GST except where indicated.

### Plan features

- Monthly billing option
- 10 day cooling off period
- 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 **\$67.87**

### Discounts

Mega Pack **15%**

Access up to a 15% discount if you buy specials (avg. of 15% off the reference rate) – see [powershop.com.au/help](http://powershop.com.au/help) for more info.

### Pricing

All rates are GST inclusive

General charges	Daily supply charge	120.08 cents/day
	Time of use usage rates	16.97 to 34.21 cents/kWh
Solar feed-in	10.2 cents/kWh exported	
Green power	100% option available	

### Contract details

Effective from	1 Jul 2019
Cooling off period	10 business days
Contract expiry	This Powershop offer has no exit fees or lock-in contracts
Distributor	Endeavour

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

\$67.87

A disconnection fee may apply

## Billing and pricing details

Billing period	Every month
Payment options	Direct debit, Credit card, BPay
Prices are not fixed	If we vary our prices we'll always give notice as soon as reasonably practicable – usually by email and no later than 5 business days before the variation is to take place.

## Time of use charges

General Usage | 1 Jul - 30 Jun | Mon-Fri

● Peak 1300 to 1959  
34.21 cents/kWh

● Shoulder 0700 to 1259  
25.65 cents/kWh

● Shoulder 2000 to 2159  
25.65 cents/kWh

● Off-Peak 2200 to 0659  
16.97 cents/kWh

General Usage | 1 Jul - 30 Jun | Weekends

● Shoulder 0700 to 2159  
25.65 cents/kWh

● Off-Peak 2200 to 0659  
16.97 cents/kWh

## Solar feed-in

Voluntary FIT

10.2 cents/kWh exported

## GreenPower

Usage Charge

100% \$0.06 per unit of usage 100% GreenPower for 5.5c/kWh inc. GST (no discounts apply to GreenPower charges). You can purchase as much, or as little, 100% GreenPower as you like.

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## Shopper Market Offer

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

Call 1800 462 668

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

### Estimated price

1 person	LOW 9.3 kWh/day	<b>\$ 1,070</b> with discounts \$1,260 per year
2 to 3 people	MEDIUM 14.3 kWh/day	<b>\$ 1,440</b> with discounts \$1,700 per year
4 to 5+ people	HIGH 19.2 kWh/day	<b>\$ 1,800</b> with discounts \$2,120 per year

All prices listed are inclusive of GST except where indicated.

### Plan features

- ✓ Monthly billing option
- ✓ 10 day cooling off period
- ✓ 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 **\$67.87**

### Discounts

Mega Pack **15%**

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### Pricing

All rates are GST inclusive

General charges	Daily supply charge	120.08 cents/day
	Time of use usage rates	16.97 to 34.21 cents/kWh
Controlled load	Daily supply charge	6.39 cents/day
	Controlled load usage	15.35 cents/kWh
Solar feed-in	10.2 cents/kWh exported	
Green power	100% option available	

### Contract details

Effective from	1 Jul 2019
Cooling off period	10 business days
Contract expiry	This Powershop offer has no exit fees or lock-in contracts
Distributor	Endeavour

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

\$67.87

A disconnection fee may apply

## Billing and pricing details

Billing period	Every month
Payment options	Direct debit, Credit card, BPay
Prices are not fixed	If we vary our prices we'll always give notice as soon as reasonably practicable – usually by email and no later than 5 business days before the variation is to take place.

## Time of use charges

General Usage | 1 Jul - 30 Jun | Mon-Fri

● Peak 1300 to 1959 34.21 cents/kWh	● Shoulder 0700 to 1259 25.65 cents/kWh	● Shoulder 2000 to 2159 25.65 cents/kWh	● Off-Peak 2200 to 0659 16.97 cents/kWh
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General Usage | 1 Jul - 30 Jun | Weekends

● Shoulder 0700 to 2159 25.65 cents/kWh	● Off-Peak 2200 to 0659 16.97 cents/kWh
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## Controlled load charges

	Controlled load usage	Daily supply charge	Rate
Controlled Load One	● All usage 15.35 cents/kWh	6.39 cents/day	

## Solar feed-in

Voluntary FIT	10.2 cents/kWh exported
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## GreenPower

Usage Charge

100%	\$0.06 per unit of usage	100% GreenPower for 5.5c/kWh inc. GST (no discounts apply to GreenPower charges). You can purchase as much, or as little, 100% GreenPower as you like.
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## Shopper Market Offer

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

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### Estimated price

1 person	LOW 9.3 kWh/day	<b>\$ 1,070</b> with discounts \$1,260 per year
2 to 3 people	MEDIUM 14.3 kWh/day	<b>\$ 1,440</b> with discounts \$1,700 per year
4 to 5+ people	HIGH 19.2 kWh/day	<b>\$ 1,800</b> with discounts \$2,120 per year

All prices listed are inclusive of GST except where indicated.

### Plan features

- Monthly billing option
- 10 day cooling off period
- 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 **\$67.87**

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General Usage | 1 Jul - 30 Jun | Weekends

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## Controlled load charges

	Controlled load usage	Daily supply charge	Rate
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Voluntary FIT	10.2 cents/kWh exported
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