

# 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 **SA POWER NETWORKS**

## 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 8.3 kWh/day	<b>\$ 1,340</b> with discounts \$1,570 per year
2 to 3 people	MEDIUM 13 kWh/day	<b>\$ 1,890</b> with discounts \$2,220 per year
4 to 5+ people	HIGH 16.9 kWh/day	<b>\$ 2,340</b> with discounts \$2,750 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 **\$42.13**

### 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	119.12 cents/day
	General usage rates	37.60 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 lock in contracts or exit fees.
Distributor	SA Power Networks

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

\$42.13

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  
37.60 cents/kWh

## Solar feed-in

Voluntary FIT 10.2 cents/kWh exported

Government feed-in tariffs available for eligible customers. Contact retailer for details

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





## 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 8.3 kWh/day	<b>\$ 1,220</b> with discounts \$1,440 per year
2 to 3 people	MEDIUM 13 kWh/day	<b>\$ 1,710</b> with discounts \$2,010 per year
4 to 5+ people	HIGH 16.9 kWh/day	<b>\$ 2,100</b> with discounts \$2,470 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 **\$42.13**

### 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	119.12 cents/day
	General usage rates	37.60 cents/kWh
Controlled load	Controlled load usage	22.50 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 lock in contracts or exit fees.
Distributor	SA Power Networks

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

\$42.13

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  
37.60 cents/kWh

## Controlled load charges

	Controlled load usage	
Controlled Load	● All usage 22.5 cents/kWh	Rate

## Solar feed-in

Voluntary FIT 10.2 cents/kWh exported

Government feed-in tariffs available for eligible customers. Contact retailer for details

## 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

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