

Additional Charges

Residential Customers

From time to time, you might be charged additional fees. These will vary on your contract and the state that you live in.

PAYMENT CHARGES (ALL STATES)

CHARGE	RATE	UNIT	DESCRIPTION
Credit Card or Debit Card Processing Fee: Visa + Mastercard (Domestic)	1.50%	Per Transaction	A processing fee of 1.5% for domestic debit card and credit card charges using Visa and MasterCard
Credit Card or Debit Card Processing Fee: Visa + Mastercard (International)	2.80%	Per Transaction	A processing fee of 2.8% for international debit card and credit card charges using Visa and MasterCard
Credit Card Card Processing Fee: AMEX (Domestic)	1.75%	Per Transaction	A processing fee of 1.75% for domestic debit card and credit card charges using AMEX
Credit Card Card Processing Fee: AMEX (International)	2.80%	Per Transaction	A processing fee of 2.8% for international debit card and credit card charges using AMEX
Direct Debit Dishonoured Fee	\$35	Per Transaction	This charge may apply after three direct debit attempts that are dishonoured by your financial institution. Your payment method may be changed to manual payment after three failed direct debit attempts.
Credit/Debit card, Bank chargeback fee and dispute processing (unauthorised payment)	\$35	Per Attempt	All card chargebacks, disputes and claims will attract a fee. This fee is charged at the end of the month and a break down of all instances will be included.

All fees are ex GST

OTHER FEES AND CHARGES NSW (AUSGRID)

CHARGE	RATE	UNIT	DESCRIPTION
Connection fee – Business hours	\$113.67	per attempt	If your home needs to be reconnected and a site visit is required, a fee may apply. These fees are charged by the distributor and/or meter provider and can change from time to time Fees will vary if the request is outside of business hours.
Disconnection fee – Business hours	\$113.67	per attempt	If your home is disconnected and a site visit is required (e.g. when you move out of your property), a disconnection fee may apply. These fees are charged by the distributor and/or meter provider and can change from time to time. Fees will vary if the request is outside of business hours.
Special Meter Read – Business Hours	\$113.67	per attempt	Charge is applicable when you request a Special Meter Read service for a basic meter. You are responsible to ensure the meter company have access to the meter box on the day. The charge still applies if the read attempt fails due to accessibility issues.
Remote Connection	\$40	per attempt	If your home needs to be reconnected and you have an eligible smart meter where this can be done remote a fee may apply. These fees are charged by the distributor and/or meter provider and can change from time to time Fees will vary if the request is outside of business hours
Remote Connection	\$40	per attempt	If your home is disconnected and you have an eligible smart meter where this can be done remote a fee may apply. These fees are charged by the distributor and/or meter provider and can change from time to time Fees will vary if the request is outside of business hours

Other Charges - If a government, regulator, network distributor or metering service provider charges us a fee, we may pass through on all or part of this fee to you.

All fees are ex GST

OTHER FEES AND CHARGES NSW (ENDEAVOUR ENERGY)

CHARGE	RATE	UNIT	DESCRIPTION
Connection fee – Business hours	\$121.48	per attempt	If your home needs to be reconnected and a site visit is required, a fee may apply. These fees are charged by the distributor and/or meter provider and can change from time to time Fees will vary if the request is outside of business hours.
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OTHER FEES AND CHARGES QLD (ENERGEX)

CHARGE	RATE	UNIT	DESCRIPTION
Connection fee – Business hours	\$58.20	per attempt	If your home needs to be reconnected and a site visit is required, a fee may apply. These fees are charged by the distributor and/or meter provider and can change from time to time Fees will vary if the request is outside of business hours.
Disconnection fee – Business hours	\$58.20	per attempt	If your home is disconnected and a site visit is required (e.g. when you move out of your property), a disconnection fee may apply. These fees are charged by the distributor and/or meter provider and can change from time to time. Fees will vary if the request is outside of business hours.
Special Meter Read – Business Hours	\$58.20	per attempt	Charge is applicable when you request a Special Meter Read service for a basic meter. You are responsible to ensure the meter company have access to the meter box on the day. The charge still applies if the read attempt fails due to accessibility issues.
Remote Connection	\$40	per attempt	If your home needs to be reconnected and you have an eligible smart meter where this can be done remote a fee may apply. These fees are charged by the distributor and/or meter provider and can change from time to time Fees will vary if the request is outside of business hours
Remote Connection	\$40	per attempt	If your home is disconnected and you have an eligible smart meter where this can be done remote a fee may apply. These fees are charged by the distributor and/or meter provider and can change from time to time Fees will vary if the request is outside of business hours

Other Charges - If a government, regulator, network distributor or metering service provider charges us a fee, we may pass through on all or part of this fee to you.

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