

Pricing statement



ELECTRICITY

OFFER **SUNYIELD**

TYPE **RESIDENTIAL**

DISTRIBUTOR **ENDEAVOUR**

OFFER	CHARGE	UNIT	INC. GST
SunYield Offer	Usage Charge	c/kWh	22.56
	Solar Usage Charge	c/kWh	16.92
	Daily Supply Charge	c/day	113.54

Fees

A disconnection fee may apply.

Manual connection Fee	\$73.92
Manual disconnection Fee	\$10.00

Offer Details

SunYield® allows the landlord and the tenant to both benefit from solar systems on rental properties.

If your landlord has signed up to SunYield® you are eligible for Powershop's SunYield electricity offer and can access the solar power generated at a lower usage charge.

You will be charged the usage charge when you are consuming electricity from the grid and you'll be charged the solar usage charge when you consume electricity from the solar system.

This offer is an ongoing contract, until you or we end it. We may vary your prices at any time. If we vary your prices we'll give you advance notice, usually by email. Other fees and charges (incl. solar feed-in and GreenPower) may also vary at any time.

Eligibility

If your landlord has signed up to SunYield® you are eligible for Powershop's SunYield electricity offer.

Electricity Reference Price and Estimated Cost

This Powershop SunYield offer is 11.0% below the reference price. The estimated annual spend on this offer will be \$1431. These estimates are based on an average residential customer who uses 4900kWh per year on a single rate tariff in the Endeavour network.

Your actual bills will vary depending on your usage, rates, tariff and any price changes in the future.

This estimate doesn't include concessions or other rebates, distributor service order costs, fees or, for electricity, solar feed-in tariff or solar usage charge that may apply to you.

Capitalised terms in this Important Information section have the same meaning as defined terms in the Market Retail Contract.

Your right to withdraw from the Agreement

You have a 10 business day cooling off period during which you can cancel your sign up with Powershop. The cooling-off period starts the first business day after you receive your Welcome Pack. You can cancel by either calling us on 1800 462 668 or writing to us at info@powershop.com.au or Powershop, PO Box 1639, Melbourne, VIC 3001.

How will I receive my communications?

We'll send all communications (including your bills) to the email address you used to sign up. You'll be recognised as having received the information contained in the electronic communication.

Variation of Prices

Your Prices are set out above. Unless we say we won't change your Prices (e.g. we lock your rates in for a certain period of time), we may vary our Prices for the sale of energy to you under this Agreement from time to time. If we vary our Prices we'll give you advance notice, this will usually be by email. In NSW, SA and VIC, we'll give you at least 5 business days' notice. In QLD, we'll give you at least 10 business days' notice if your Prices are increasing. Exceptions may apply in accordance with the regulatory requirements. We may change your Prices if the information used to set them is incorrect (e.g. you get a new meter or the distributor changes your network tariff).

Other fees

In addition to the applicable tariff, you may incur other fees (additional retail charges). We only charge these fees where set out on our fees page powershop.com.au/fees.

Start date of your Agreement

Your Agreement starts on the date you accept our offer to sell Energy to you. This offer is ongoing, until you or we end it. You can accept our offer to sell you Energy online or over the telephone.

Benefits

Refer above to see what benefits apply to you. If your benefit is that your rates (daily usage and supply charges) are locked in, we'll let you know what your options are at the end of the fixed-price period in accordance with the regulatory requirements.

Termination of Agreement if customer moves out

If you're moving out of your property or premises, you must give us at least 3 business days' notice. Your Agreement will end when you move out.

Availability of extensions

Our contracts are ongoing, until you or we end it in accordance with the terms and conditions

Marketing fee

Powershop may have used a marketer in making this offer to you and we may pay the marketer a fee for you entering into this Agreement.

Service Levels

We'll comply with any service levels required under any applicable regulatory requirements from time to time.

Security deposits

Depending on your creditworthiness, we may ask you to pay a security deposit.

Customer consent audits

In Victoria, you may be contacted as part of an audit procedure to confirm your understanding of and consent to the Agreement.

Concessions

If you currently hold a Government concession card you may be eligible to receive a rebate on your energy bills. Please contact Powershop to advise us of, or update, your concession details. For further information about the concessions and rebates that may be available to you, please refer to our website powershop.com.au/concessions or contact us by phone.

Billing and payment

Your electricity bills will be issued monthly. Your gas bills will be issued quarterly, unless you're a Victorian customer, in which case your gas bills will be issued bi-monthly. Your bills will be sent to the email address you nominated when you signed up. Our payment methods and options include direct debit, credit card and BPAY. If you can't pay a bill or are experiencing financial hardship, let us know. We have a range of payment options that might help you. We may also be able to give you information about government support. For more information visit: powershop.com.au/payment-help

You have a right to complain

You can raise a dispute with us or complain about any energy marketing activity of the retailer marketer conducted on behalf of Powershop by calling us. If your complaint is not satisfactorily resolved by us, you have the right to complain to the energy ombudsman in your State.

Queensland

Energy & Water Ombudsman QLD
PO Box 3640 South Brisbane BC
QLD 4101
www.ewoq.com.au
complaints@ewoq.com.au or
info@ewoq.com.au
Free Phone: 1800 662 837
Fax: (07) 3087 9477
Interpreter: 131 450

South Australia

Energy & Water Ombudsman SA
GPO Box 2947, Adelaide SA 5001
www.ewosa.com.au
Free Phone: 1800 665 565
Fax: 1800 665 165
Interpreter: 131 450
NRS: 133 677

New South Wales

Energy & Water Ombudsman NSW
Reply Paid 86550 Sydney NSW 1234
www.ewon.com.au
complaints@ewon.com.au
Free Phone: 1800 246 545
Free Fax: 1800 812 291
Interpreter: 131 450
NRS: 133 677

Victoria

Energy & Water Ombudsman VIC
Reply Paid 469, Melbourne VIC 8060
www.ewov.com.au
ewovinfo@ewov.com.au
Free Phone: 1800 500 509
Free Fax: 1800 500 549
Interpreter: 131 450
NRS: 133 677

Varying your Agreement

We may vary your Agreement by notice to you as set out in the terms and conditions.

Your choice

For customers in Victoria, for information about choosing an energy retailer compare.energy.vic.gov.au