



**ELECTRICITY**

OFFER **STODDARTPAY**

TYPE **RESIDENTIAL**

DISTRIBUTOR **AUSGRID**

OFFER	CHARGE	UNIT	INC. GST
Stoddartpay Offer	Usage Charge	c/kWh	<b>23.06</b>
	Solar Usage Charge	c/kWh	<b>18.37</b>
	Daily Supply Charge	c/day	<b>122.40</b>

## Fees

A disconnection fee may apply.

Manual disconnection fee	\$12.55
Remote disconnection fee	\$10.00

## Electricity Reference Price and Estimated Cost

This Powershop Stoddartpay offer is 11% below the reference price. The estimated annual spend on this offer will be \$1297. These estimates are based on an average residential customer who uses 3900kWh per year on a single rate tariff in the Ausgrid 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.

## Eligibility

If Stoddart Group have installed a Stoddartpay system on your property during construction of your new home and you're eligible for this offer.

## Offer Details

Stoddartpay allows you to access the solar power generated on your roof at a lower usage charge.

You will be charged the usage charge when you are consuming electricity from the grid and you'll be charge 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 anytime. If we vary your prices we'll give you advance notice, usually by email.

Other fees and charges (incl. Greenpower) may also vary at any time.

## 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 do this by either calling us or writing to us.

## 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 tariffs

Your tariffs and charges are set out above. Unless we say we won't change your tariffs and charges (e.g. we lock your rates in for a certain period of time), we may vary our tariffs and charges for the sale of energy to you under this Agreement from time to time. If we vary our tariffs and charges 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 tariffs and charges are increasing. Exceptions may apply in accordance with the regulatory requirements. We may change your tariffs or charges 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](https://powershop.com.au/fees). If no fee is set out for a particular service on our website, then even if our contract or applicable regulations says we may charge a fee for that service, you will not be charged a fee.

## Start date of your Agreement

Your Agreement starts on the date that your cooling off period ends and is ongoing, until you or we end it.

## 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 benefit 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 [powershop.com.au/concessions](https://powershop.com.au/concessions) or contact us by phone.

## Billing and payment

Your electricity bills will be issued monthly and your gas bills bi-monthly, and these will be sent to the email address your 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](https://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](http://www.ewoq.com.au)  
[complaints@ewoq.com.au](mailto:complaints@ewoq.com.au) or  
[info@ewoq.com.au](mailto:info@ewoq.com.au)  
Free Phone: 1800 662 837  
Fax: (07) 3087 9477  
Interpreter: 131 450

### New South Wales

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

### South Australia

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

### Victoria

Energy & Water Ombudsman of VIC  
Reply Paid 469, Melbourne VIC  
8060  
[www.ewov.com.au](http://www.ewov.com.au)  
[ewovinfo@ewov.com.au](mailto: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](https://compare.energy.vic.gov.au)



**ELECTRICITY**

OFFER **SUNYIELD**

TYPE **RESIDENTIAL**

DISTRIBUTOR **AUSGRID**

OFFER	CHARGE	UNIT	INC. GST
SunYield Offer	Usage Charge	c/kWh	<b>23.06</b>
	Solar Usage Charge	c/kWh	<b>18.37</b>
	Daily Supply Charge	c/day	<b>122.40</b>

## Fees

A disconnection fee may apply.

Manual disconnection fee	\$12.55
Remote disconnection fee	\$10.00

## Electricity Reference Price and Estimated Cost

This Powershop SunYield offer is 11% below the reference price. The estimated annual spend on this offer will be \$1297. These estimates are based on an average residential customer who uses 3900kWh per year on a single rate tariff in the Ausgrid 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.

## Eligibility

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

## 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.

## 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 do this by either calling us or writing to us.

## 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 tariffs

Your tariffs and charges are set out above. Unless we say we won't change your tariffs and charges (e.g. we lock your rates in for a certain period of time), we may vary our tariffs and charges for the sale of energy to you under this Agreement from time to time. If we vary our tariffs and charges 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 tariffs and charges are increasing. Exceptions may apply in accordance with the regulatory requirements. We may change your tariffs or charges 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](https://powershop.com.au/fees). If no fee is set out for a particular service on our website, then even if our contract or applicable regulations says we may charge a fee for that service, you will not be charged a fee.

## Start date of your Agreement

Your Agreement starts on the date that your cooling off period ends and is ongoing, until you or we end it.

## 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 benefit 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 [powershop.com.au/concessions](https://powershop.com.au/concessions) or contact us by phone.

## Billing and payment

Your electricity bills will be issued monthly and your gas bills bi-monthly, and these will be sent to the email address your 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](https://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

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PO Box 3640  
South Brisbane BC Qld 4101  
[www.ewoq.com.au](http://www.ewoq.com.au)  
[complaints@ewoq.com.au](mailto:complaints@ewoq.com.au) or  
[info@ewoq.com.au](mailto:info@ewoq.com.au)  
Free Phone: 1800 662 837  
Fax: (07) 3087 9477  
Interpreter: 131 450

### New South Wales

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

### South Australia

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

### Victoria

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

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