

disclosure statement electricity



New South Wales - Flexi Saver - RESI

Flexi Saver (New South Wales) product is only available to residential customers. Eligibility criteria apply.

Benefits

Base usage discount

Specific discount off the usage component of our published Residential Standing Tariffs for the electricity you have used. This will apply for a period of 24 months from the commencement date. Discounts apply to the usage charges only and do not apply to other charges e.g supply charges. The rates are based on Ezi Power's Residential Standing Tariffs which are subject to change in accordance with applicable laws and may change during the 24 month benefit period.

Benefit period

Our benefit period applies for 24 months from the commencement date. At the end of this benefit period your benefits will end but the agreement will continue. We may offer you, in accordance with our market offer terms and conditions, new benefits for an additional benefit period. If we do not, you will be required to pay Ezi Power's then applicable published Residential Standing Tariffs with no pay on time discount.

Variations in tariffs

Our Residential Standing Tariffs are varied from time to time in accordance with applicable laws and are published on our website. Our Residential Standing Tariffs may change during the 24 month benefit period. If we change our Residential Standing Tariffs, we will give notice of any such change as soon as practicable and no later than your next bills or in accordance with applicable laws and codes.

Fees and charges

Ezi Power currently does not charge customers account establishment fees, or late payment fees. If the fees and charges we charge you change we will notify you.

We may impose an additional charge if there is, or we fairly and reasonably expect there will be, an increase in our environmental, market, metering, network and regulatory costs, if that cost increase is specifically or otherwise attributable to you or to the energy we sell you. The amount of the additional charge will be no more than what is required to recover such an increase in costs. There will be no additional charge to the extent that we recover a cost increase through variations in our tariffs.

Concessions and rebates

If you currently hold a Government concession card you may be eligible to receive a rebate on your electricity bills. Please contact us 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 www.resourcesandenergy.nsw.gov.au

Commencement

Your energy contract begins on the day that you accept our offer whether you do this by signing our offer form, verbally accepting an offer made over the telephone or otherwise, or by accepting online.

However, we will not start selling you energy unless and until:

- we are satisfied with your eligibility for our offer;
- we are satisfied with your creditworthiness;
- if we have required this, you have paid us a security deposit;
- the cooling off period has expired;
- your supply address has its own meter; and
- we have become financially responsible for your supply address.

Cooling off

Although your energy contract may have begun, we do not start selling you energy until the cooling off period has expired.

You have the right to cancel your energy contract during the cooling off period. The cooling off period is 10 business days from and including the day after you signed or received your energy contract together with this disclosure statement.

To cancel your energy contract, you need to provide notice to us before the cooling off period ends, clearly indicating your intentions. You can do this in writing or over the telephone. Our contact details are set out below. Your energy contract booklet includes a form of cancellation notice and, on request, we will provide you with another copy of that cancellation notice.

Postal address PO Box 4778,
Eight Mile Plains QLD 4113

Telephone 1300 888 394

Email customerservice@ezipower.com.au

Billing Frequency

You will receive energy bills at least every month. If you have provided an email address the accounts will be sent to that email address. If not they will be sent by post to the billing address provided in your offer.

Payment methods

You may pay your accounts:

- by MasterCard, VISA or American Express card, on the web at www.ezipower.com.au
- by direct debit from your cheque, savings or transaction account, or from your credit card;
- by BPAY;
- by Eftpos through your online banking

Electronic transactions

If you provide Ezi Power with your email address, you consent to receiving information relating to your contract with Ezi Power by email. Additionally you can elect to receive your energy bills by email by calling our customer service team.

If you have elected to pay your bills via direct debit from a nominated bank account or credit card, you consent to the amount notified to you via your bill being withdrawn from your bank account or charged to your credit card on the due date as stated in your bill.

Dispute resolution

We want to make sure you enjoy being a customer of Ezi Power and welcome feedback, positive or negative. So if you're not happy with the service you're receiving from us, please let our team know as soon as you can so we can start resolving it for you. You can do this in a number of ways:

- call the team on 1300 888 394
- post your comments to: Ezi Power—
PO Box 4778 Eight Mile
Plains QLD 4113

Your complaint will be dealt with in accordance with our complaints handling procedures which can be found at www.ezipower.com.au

If you are not satisfied with the response or outcome, or if the problem remains unresolved, you can contact the Energy and Water Ombudsman (NSW) on 1800 246 545 (free call) or at www.ewon.com.au

Termination

Our energy contract with you has no contract term. The agreement will continue until terminated by you or us.

If you are vacating your premises, you may cancel your contract by providing us 3 business days notice.

Service standards

Our service to you will meet all applicable laws and codes in your State.

Our commitment is to respond to all written enquiries within 5 business days.

Our aim is to resolve your query or complaint as soon as possible. If we need more time to find an answer, or to resolve your issue, we will keep you updated on our progress.

For information about choosing an energy retailer visit energymadeeasy.gov.au

Ausgrid Distribution Zone

Domestic Single Rate		Standing Tariffs		Flexi Saver (Including all discounts)	
Applicable Charges	Units	GST ex	GST inc	GST ex	GST inc
Peak Usage	cents per kWh	26.309	28.940	20.521	22.573
Daily Supply Charge	cents per day	84.20	92.62	84.20	92.62

Controlled Load 1		Standing Tariffs		Flexi Saver (Including all discounts)	
Applicable Charges	Units	GST ex	GST inc	GST ex	GST inc
Controlled Load 1	cents per kWh	14.30	15.73	11.154	12.269
Daily Supply Charge	cents per day	4.20	4.62	4.20	4.62

Controlled Load 2		Standing Tariffs		Flexi Saver (Including all discounts)	
Applicable Charges	Units	GST ex	GST inc	GST ex	GST inc
Controlled Load 2	cents per kWh	14.30	15.73	11.154	12.269
Daily Supply Charge	cents per day	4.20	4.62	4.20	4.62

Domestic Time of Use		Standing Tariffs		Flexi Saver (Including all discounts)	
Applicable Charges	Units	GST ex	GST inc	GST ex	GST inc
Peak-Usage -2pm-8pm (1 Nov to 31 Mar) & 5pm-9pm (1 Jun to 31 Aug) weekdays exc. Public holidays	cents per kWh	39.401	43.341	33.491	36.84
Off Peak Usage - All other	cents per kWh	12.321	13.553	10.473	11.520
Shoulder Usage - from 7am to 10pm every day, except where a peak period applies during that period	cents per kWh	19.551	21.506	16.618	18.280
Daily Supply Charge	cents per day	109.518	120.47	109.518	120.47

Please note: All times are AEST, unless you have an interval meter, in which case daylight savings time will apply if relevant.

Solar Payment & Feed-in Tariff		GST ex	GST ex
Feed-in Tariff (cents per kWh exported)	c/kWh	7.00	7.00

Important Information

For relevant terms and conditions relating to the Ezi Power payment you should refer to www.ezipower.com.au

Definitions

Daily supply charge: a charge that applies for supplying electricity to your premises for each day of the billing period, regardless of how much electricity you use.

kWh: 'kWh' stands for kilowatt hour and is the unit of measurement for your electricity account.

Endeavour Distribution Zone

Domestic Single Rate		Standing Tariffs		Flexi Saver (Including all discounts)	
Applicable Charges	Units	GST ex	GST inc	GST ex	GST inc
Peak Usage	cents per kWh	25.709	28.28	20.31	22.341
Daily Supply Charge	cents per day	83.20	91.52	83.20	91.52

Controlled Load 1		Standing Tariffs		Flexi Saver (Including all discounts)	
Applicable Charges	Units	GST ex	GST inc	GST ex	GST inc
Controlled Load 1	cents per kWh	13.87	15.257	10.957	12.053
Daily Supply Charge	cents per day	6.34	6.974	6.34	6.974

Controlled Load 2		Standing Tariffs		Flexi Saver (Including all discounts)	
Applicable Charges	Units	GST ex	GST inc	GST ex	GST inc
Controlled Load 2	cents per kWh	13.87	15.257	10.957	12.053
Daily Supply Charge	cents per day	6.34	6.974	6.34	6.974

Domestic Time of Use		Standing Tariffs		Flexi Saver (Including all discounts)	
Applicable Charges	Units	GST ex	GST inc	GST ex	GST inc
Peak Usage - Between 1pm & 8pm, weekdays exc. Public Holidays	cents per kWh	29.945	32.940	25.454	27.999
Off Peak Usage - All other times	cents per kWh	21.246	23.371	18.059	19.865
Shoulder Usage - Between 7am & 1pm and 8pm & 10pm weekdays exc. Public Holidays	cents per kWh	23.207	25.528	19.726	21.699
Daily Supply Charge	cents per day	93.736	103.11	93.736	103.11

Please note: All times are AEST, unless you have an interval meter, in which case daylight savings time will apply if relevant.

Solar Payment & Feed-in Tariff		GST ex	GST ex
Feed-in Tariff (cents per kW exported)	c/kWh	7.00	7.00

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Essential Distribution Zone

Domestic Single Rate		Standing Tariffs		Flexi Saver (Including all discounts)	
Applicable Charges	Units	GST ex	GST inc	GST ex	GST inc
Peak Usage	cents per kWh	27.428	30.170	21.394	23.533
Daily Supply Charge	cents per day	168.20	185.02	168.20	185.02

Controlled Load 1		Standing Tariffs		Flexi Saver (Including all discounts)	
Applicable Charges	Units	GST ex	GST inc	GST ex	GST inc
Controlled Load 1	cents per kWh	16.50	18.15	12.87	14.157
Daily Supply Charge	cents per day	13.70	15.07	13.70	15.07

Controlled Load 2		Standing Tariffs		Flexi Saver (Including all discounts)	
Applicable Charges	Units	GST ex	GST inc	GST ex	GST inc
Controlled Load 2	cents per kWh	16.50	18.15	12.87	14.157
Daily Supply Charge	cents per day	13.70	15.07	13.70	15.07

Domestic Time of Use		Standing Tariffs		Flexi Saver (Including all discounts)	
Applicable Charges	Units	GST ex	GST inc	GST ex	GST inc
Peak Usage - Between 7am-9am and 5pm- 8pm, Weekdays	cents per kWh	30.947	34.041	26.305	28.935
Off Peak Usage - All other times	cents per kWh	20.534	22.587	17.454	19.199
Shoulder Usage - Between 9am-5pm and 8pm-10pm, Weekdays	cents per kWh	25.630	28.193	21.785	23.964
Daily Supply Charge	cents per day	117.855	129.64	117.855	129.64

Please note: All times are AEST, unless you have an interval meter, in which case daylight savings time will apply if relevant.

Solar Payment & Feed-in Tariff		GST ex	GST ex
Feed-in Tariff (cents per kW exported)	c/kWh	7.00	7.00

Important Information

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