

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.

OFFER **SHOPPER**DISTRIBUTOR **ENERGEX**

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

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



Shopper Market Offer

- No contract term
- Single rate tariff

Call **1800 462 668**

www.powershop.com.au

Estimated price

1 person	LOW 8.8 kWh/day	\$1,020 with discounts \$1,080 per year
2 to 3 people	MEDIUM 12.9 kWh/day	\$1,300 with discounts \$1,390 per year
4 to 5+ people	HIGH 17.1 kWh/day	\$1,610 with discounts \$1,710 per year

Estimated prices are based on typical usage in your postcode. Prices are not personal estimates and your household's usage may vary. Prices exclude solar payments, concessions and bonuses.

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	\$43.77
Disconnection fee	\$10.00
Other fee	\$0.00

Discounts

Mega Pack **6%**

This offer gives you access to discounted Powerpacks when you pre-purchase your energy (including up to 6% off our usage and supply charges with the Mega Pack when you buy an estimated 3 months' worth)-. See powershop.com.au/help for more info.

Pricing

All rates are GST inclusive

General charges	Daily supply charge	112.06 cents/day
	General usage rates	20.83 cents/kWh
Solar feed-in	6 cents/kWh exported	
GreenPower	100% option available	

Contract details

Effective from	1 Jul 2020
Cooling off period	10 business days
Contract expiry	This Powershop offer is an ongoing contract (until you or we end it) with no exit fees.
Distributor	Energex

Fees and charges

Disconnection fee	\$43.77
A manual disconnection fee	
Disconnection fee	\$10.00
A remote disconnection fee	
Other fee	\$0.00
Information is set out on our fees page: powershop.com.au/fees .	

Billing and price details

Billing period	Every month
Payment options	Direct debit, Credit card, BPay
Prices are not fixed	We may vary your prices at any time. If we vary your prices we'll give you advance notice, usually by email.

General usage charges

Usage rates (at all times)
<input checked="" type="radio"/> Usage at all times
20.83 cents/kWh

Solar feed-in

Voluntary FIT	6 cents/kWh exported
Government feed-in tariffs available for eligible customers. Contact retailer for details	

GreenPower

Usage	Charge
100%	\$0.0374 per unit of usage
100% GreenPower for 3.74c/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/terms-and-conditions

Additional fee information

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Contact details

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Shopper Market Offer

- No contract term
- Single rate with controlled load tariff

Call **1800 462 668**

www.powershop.com.au

Estimated price

1 person	LOW 8.8 kWh/day	\$1,000 with discounts \$1,060 per year
2 to 3 people	MEDIUM 12.9 kWh/day	\$1,270 with discounts \$1,350 per year
4 to 5+ people	HIGH 17.1 kWh/day	\$1,560 with discounts \$1,660 per year

Estimated prices are based on typical usage in your postcode. Prices are not personal estimates and your household's usage may vary. Prices exclude solar payments, concessions and bonuses.

Plan features

- ✓ Monthly billing option
- ✓ 10 day cooling off period
- ✓ No credit card fees
- ✓ No exit fees
- ✓ No fees for paper bills
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- ! Plan prices are not fixed

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Pricing

All rates are GST inclusive

General charges	Daily supply charge	112.06 cents/day
	General usage rates	20.83 cents/kWh
Controlled load	Daily supply charge	4.25 cents/day
	Controlled load usage	15.54 cents/kWh
Solar feed-in	6 cents/kWh exported	
GreenPower	100% option available	

Contract details

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Billing period	Every month
Payment options	Direct debit, Credit card, BPay
Prices are not fixed	We may vary your prices at any time. If we vary your prices we'll give you advance notice, usually by email.

General usage charges

Usage rates (at all times)
● Usage at all times
20.83 cents/kWh

Controlled load charges

	Controlled load usage	Daily supply charge	
Controlled Load One	● All usage 15.54 cents/kWh	4.25 cents/day	Rate

Solar feed-in

Voluntary FIT	6 cents/kWh exported
Government feed-in tariffs available for eligible customers. Contact retailer for details	

GreenPower

Usage	Charge	
100%	\$0.0374 per unit of usage	100% GreenPower for 3.74c/kWh inc. GST (no discounts apply to GreenPower charges). You can purchase as much, or as little, 100% GreenPower as you like.

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Shopper Market Offer

- No contract term
- Single rate with controlled load tariff

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Estimated price

1 person	LOW 8.8 kWh/day	\$1,000 with discounts \$1,070 per year
2 to 3 people	MEDIUM 12.9 kWh/day	\$1,280 with discounts \$1,360 per year
4 to 5+ people	HIGH 17.1 kWh/day	\$1,570 with discounts \$1,670 per year

Estimated prices are based on typical usage in your postcode. Prices are not personal estimates and your household's usage may vary. Prices exclude solar payments, concessions and bonuses.

Plan features

- ✓ Monthly billing option
- ✓ 10 day cooling off period
- ✓ No credit card fees
- ✓ No exit fees
- ✓ No fees for paper bills
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- ! Plan prices are not fixed

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Discounts

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Pricing

All rates are GST inclusive

General charges	Daily supply charge	112.06 cents/day
	General usage rates	20.83 cents/kWh
Controlled load	Daily supply charge	4.25 cents/day
	Controlled load usage	16.52 cents/kWh
Solar feed-in	6 cents/kWh exported	
GreenPower	100% option available	

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Billing and price details

Billing period	Every month
Payment options	Direct debit, Credit card, BPay
Prices are not fixed	We may vary your prices at any time. If we vary your prices we'll give you advance notice, usually by email.

General usage charges

Usage rates (at all times)
● Usage at all times
20.83 cents/kWh

Controlled load charges

	Controlled load usage	Daily supply charge	
Controlled Load Two	● All usage 16.52 cents/kWh	4.25 cents/day	Rate

Solar feed-in

Voluntary FIT	6 cents/kWh exported
Government feed-in tariffs available for eligible customers. Contact retailer for details	

GreenPower

Usage	Charge	
100%	\$0.0374 per unit of usage	100% GreenPower for 3.74c/kWh inc. GST (no discounts apply to GreenPower charges). You can purchase as much, or as little, 100% GreenPower as you like.

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Shopper Market Offer

- No contract term
- Time of use tariff

Call **1800 462 668**

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Estimated price

1 person	LOW 8.8 kWh/day	\$990 with discounts \$1,050 per year
2 to 3 people	MEDIUM 12.9 kWh/day	\$1,260 with discounts \$1,340 per year
4 to 5+ people	HIGH 17.1 kWh/day	\$1,550 with discounts \$1,650 per year

Estimated prices are based on typical usage in your postcode, with regular usage on weekday afternoons and evenings. Prices are not personal estimates and your household's usage may vary. Prices exclude solar payments, concessions and bonuses.

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
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Fees and charges

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Pricing

All rates are GST inclusive

General charges	Daily supply charge	112.06 cents/day
	Time of use usage rates	15.36 to 30.14 cents/kWh
Solar feed-in	6 cents/kWh exported	
GreenPower	100% option available	

Contract details

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Billing and price details

Billing period	Every month
Payment options	Direct debit, Credit card, BPay
Prices are not fixed	We may vary your prices at any time. If we vary your prices we'll give you advance notice, usually by email.

Time of use charges

General Usage | 01 Jul - 30 Jun | Mon-Fri

- **Peak 1600 to 1959**
30.14 cents/kWh
- **Shoulder 0700 to 1559**
18.37 cents/kWh
- **Shoulder 2000 to 2159**
18.37 cents/kWh
- **Off-Peak 2200 to 0659**
15.36 cents/kWh

General Usage | 01 Jul - 30 Jun | Weekends

- **Shoulder 0700 to 2159**
18.37 cents/kWh
- **Off-Peak 2200 to 0659**
15.36 cents/kWh

Solar feed-in

Voluntary FIT

6 cents/kWh exported

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

GreenPower

Usage	Charge
100%	\$0.0374 per unit of usage
100% GreenPower for 3.74c/kWh inc. GST (no discounts apply to GreenPower charges). You can purchase as much, or as little, 100% GreenPower as you like.	

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Shopper Market Offer

- No contract term
- Time of use with controlled load tariff

Call **1800 462 668**

www.powershop.com.au

Estimated price

1 person	LOW 8.8 kWh/day	\$970 with discounts \$1,040 per year
2 to 3 people	MEDIUM 12.9 kWh/day	\$1,240 with discounts \$1,320 per year
4 to 5+ people	HIGH 17.1 kWh/day	\$1,510 with discounts \$1,610 per year

Estimated prices are based on typical usage in your postcode, with regular usage on weekday afternoons and evenings. Prices are not personal estimates and your household's usage may vary. Prices exclude solar payments, concessions and bonuses.

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	\$43.77
Disconnection fee	\$10.00
Other fee	\$0.00

Discounts

Mega Pack **6%**

This offer gives you access to discounted Powerpacks when you pre-purchase your energy (including up to 6% off our usage and supply charges with the Mega Pack when you buy an estimated 3 months' worth)-. See powershop.com.au/help for more info.

Pricing

All rates are GST inclusive

General charges	Daily supply charge	112.06 cents/day
	Time of use usage rates	15.36 to 30.14 cents/kWh
Controlled load	Daily supply charge	4.25 cents/day
	Controlled load usage	15.54 cents/kWh
Solar feed-in	6 cents/kWh exported	
GreenPower	100% option available	

Contract details

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Billing and price details

Billing period	Every month
Payment options	Direct debit, Credit card, BPay
Prices are not fixed	We may vary your prices at any time. If we vary your prices we'll give you advance notice, usually by email.

Time of use charges

General Usage | 01 Jul - 30 Jun | Mon-Fri

- **Peak 1600 to 1959**
30.14 cents/kWh
- **Shoulder 0700 to 1559**
18.37 cents/kWh
- **Shoulder 2000 to 2159**
18.37 cents/kWh
- **Off-Peak 2200 to 0659**
15.36 cents/kWh

General Usage | 01 Jul - 30 Jun | Weekends

- **Shoulder 0700 to 2159**
18.37 cents/kWh
- **Off-Peak 2200 to 0659**
15.36 cents/kWh

Controlled load charges

	Controlled load usage	Daily supply charge	
Controlled Load One	● All usage 15.54 cents/kWh	4.25 cents/day	Rate

Solar feed-in

Voluntary FIT	6 cents/kWh exported
Government feed-in tariffs available for eligible customers. Contact retailer for details	

GreenPower

Usage	Charge	
100%	\$0.0374 per unit of usage	100% GreenPower for 3.74c/kWh inc. GST (no discounts apply to GreenPower charges). You can purchase as much, or as little, 100% GreenPower as you like.

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Shopper Market Offer

- No contract term
- Time of use with controlled load tariff

Call **1800 462 668**

www.powershop.com.au

Estimated price

1 person	LOW 8.8 kWh/day	\$980 with discounts \$1,040 per year
2 to 3 people	MEDIUM 12.9 kWh/day	\$1,240 with discounts \$1,320 per year
4 to 5+ people	HIGH 17.1 kWh/day	\$1,520 with discounts \$1,620 per year

Estimated prices are based on typical usage in your postcode, with regular usage on weekday afternoons and evenings. Prices are not personal estimates and your household's usage may vary. Prices exclude solar payments, concessions and bonuses.

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
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Pricing

All rates are GST inclusive

General charges	Daily supply charge	112.06 cents/day
	Time of use usage rates	15.36 to 30.14 cents/kWh
Controlled load	Daily supply charge	4.25 cents/day
	Controlled load usage	16.52 cents/kWh
Solar feed-in	6 cents/kWh exported	
GreenPower	100% option available	

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Billing and price details

Billing period	Every month
Payment options	Direct debit, Credit card, BPay
Prices are not fixed	We may vary your prices at any time. If we vary your prices we'll give you advance notice, usually by email.

Time of use charges

General Usage | 01 Jul - 30 Jun | Mon-Fri

- **Peak 1600 to 1959**
30.14 cents/kWh
- **Shoulder 0700 to 1559**
18.37 cents/kWh
- **Shoulder 2000 to 2159**
18.37 cents/kWh
- **Off-Peak 2200 to 0659**
15.36 cents/kWh

General Usage | 01 Jul - 30 Jun | Weekends

- **Shoulder 0700 to 2159**
18.37 cents/kWh
- **Off-Peak 2200 to 0659**
15.36 cents/kWh

Controlled load charges

	Controlled load usage	Daily supply charge	
Controlled Load Two	● All usage 16.52 cents/kWh	4.25 cents/day	Rate

Solar feed-in

Voluntary FIT 6 cents/kWh exported

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

GreenPower

Usage	Charge	
100%	\$0.0374 per unit of usage	100% GreenPower for 3.74c/kWh inc. GST (no discounts apply to GreenPower charges). You can purchase as much, or as little, 100% GreenPower as you like.

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Estimated price

1 person	LOW 8.8 kWh/day	\$980 with discounts \$1,040 per year
2 to 3 people	MEDIUM 12.9 kWh/day	\$1,250 with discounts \$1,330 per year
4 to 5+ people	HIGH 17.1 kWh/day	\$1,530 with discounts \$1,630 per year

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Plan features

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Pricing

All rates are GST inclusive

General charges	Daily supply charge	112.06 cents/day
	Time of use usage rates	13.70 to 28.78 cents/kWh
Solar feed-in	6 cents/kWh exported	
GreenPower	100% option available	

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Billing and price details

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Payment options	Direct debit, Credit card, BPay
Prices are not fixed	We may vary your prices at any time. If we vary your prices we'll give you advance notice, usually by email.

Time of use charges

General Usage | 01 Jul - 30 Jun | All week

● Peak 1600 to 2059 28.78 cents/kWh	● Shoulder 2100 to 0859 16.26 cents/kWh	● Off-Peak 0900 to 1559 13.70 cents/kWh
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Solar feed-in

Voluntary FIT	6 cents/kWh exported
Government feed-in tariffs available for eligible customers. Contact retailer for details	

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Usage	Charge
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Shopper Market Offer

- No contract term
- Time of use with controlled load tariff

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Estimated price

1 person	LOW 8.8 kWh/day	\$960 with discounts \$1,020 per year
2 to 3 people	MEDIUM 12.9 kWh/day	\$1,220 with discounts \$1,300 per year
4 to 5+ people	HIGH 17.1 kWh/day	\$1,490 with discounts \$1,590 per year

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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
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Disconnection fee	\$43.77
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Pricing

All rates are GST inclusive

General charges	Daily supply charge	112.06 cents/day
	Time of use usage rates	13.70 to 28.78 cents/kWh
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Solar feed-in	6 cents/kWh exported	
GreenPower	100% option available	

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Time of use charges

General Usage | 01 Jul - 30 Jun | All week

● Peak 1600 to 2059 28.78 cents/kWh	● Shoulder 2100 to 0859 16.26 cents/kWh	● Off-Peak 0900 to 1559 13.70 cents/kWh
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Controlled load charges

	Controlled load usage	Daily supply charge	
Controlled Load One	● All usage 15.54 cents/kWh	4.25 cents/day	Rate

Solar feed-in

Voluntary FIT	6 cents/kWh exported
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Usage	Charge	
100%	\$0.0374 per unit of usage	100% GreenPower for 3.74c/kWh inc. GST (no discounts apply to GreenPower charges). You can purchase as much, or as little, 100% GreenPower as you like.

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Estimated price

1 person	LOW 8.8 kWh/day	\$970 with discounts \$1,030 per year
2 to 3 people	MEDIUM 12.9 kWh/day	\$1,230 with discounts \$1,310 per year
4 to 5+ people	HIGH 17.1 kWh/day	\$1,500 with discounts \$1,600 per year

Estimated prices are based on typical usage in your postcode, with regular usage on weekday afternoons and evenings. Prices are not personal estimates and your household's usage may vary. Prices exclude solar payments, concessions and bonuses.

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	\$43.77
Disconnection fee	\$10.00
Other fee	\$0.00

Discounts

Mega Pack **6%**

This offer gives you access to discounted Powerpacks when you pre-purchase your energy (including up to 6% off our usage and supply charges with the Mega Pack when you buy an estimated 3 months' worth)-. See powershop.com.au/help for more info.

Pricing

All rates are GST inclusive

General charges	Daily supply charge	112.06 cents/day
	Time of use usage rates	13.70 to 28.78 cents/kWh
Controlled load	Daily supply charge	4.25 cents/day
	Controlled load usage	16.52 cents/kWh
Solar feed-in	6 cents/kWh exported	
GreenPower	100% option available	

Contract details

Effective from	1 Jul 2020
Cooling off period	10 business days
Contract expiry	This Powershop offer is an ongoing contract (until you or we end it) with no exit fees.
Distributor	Energex

Fees and charges

Disconnection fee	\$43.77
A manual disconnection fee	
Disconnection fee	\$10.00
A remote disconnection fee	
Other fee	\$0.00
Information is set out on our fees page: powershop.com.au/fees .	

Billing and price details

Billing period	Every month
Payment options	Direct debit, Credit card, BPay
Prices are not fixed	We may vary your prices at any time. If we vary your prices we'll give you advance notice, usually by email.

Time of use charges

General Usage | 01 Jul - 30 Jun | All week

● Peak 1600 to 2059 28.78 cents/kWh	● Shoulder 2100 to 0859 16.26 cents/kWh	● Off-Peak 0900 to 1559 13.70 cents/kWh
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Controlled load charges

	Controlled load usage	Daily supply charge	
Controlled Load Two	● All usage 16.52 cents/kWh	4.25 cents/day	Rate

Solar feed-in

Voluntary FIT	6 cents/kWh exported
Government feed-in tariffs available for eligible customers. Contact retailer for details	

GreenPower

Usage	Charge	
100%	\$0.0374 per unit of usage	100% GreenPower for 3.74c/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/terms-and-conditions

Additional fee information

Information is set out on our fees page: powershop.com.au/fees.

Contact details

Powershop



 Call **1800 462 668**

 **www.powershop.com.au**

Energy Made Easy is an Australian Government website where you can compare energy plans. Visit energymadeeasy.gov.au

