

# 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.

**ELECTRICITY**OFFER **STANDING**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 is a Standing Offer which we're required to have by the Australian Energy Regulator (AER).

We have other offers which are generally more competitively priced so you should consider signing up to one of them.

Give us a ring if you need some help.

## Need Help?

Visit our help centre:  
[powershop.com.au/help](https://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](https://powershop.com.au/basic-plan-information)






## Standing Offer

-  No contract term
-  Single rate tariff

 Call **1800 462 668**







 [www.powershop.com.au](http://www.powershop.com.au)

### Estimated price

 1 person	<b>LOW</b> 8.8 kWh/day	<b>\$1,140</b> with discounts \$1,140 per year
 2 to 3 people	<b>MEDIUM</b> 12.9 kWh/day	<b>\$1,480</b> with discounts \$1,480 per year
 4 to 5+ people	<b>HIGH</b> 17.1 kWh/day	<b>\$1,830</b> with discounts \$1,830 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
-  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	<b>\$43.77</b>
Disconnection fee	<b>\$10.00</b>
Other fee	<b>\$0.00</b>

### Pricing

All rates are GST inclusive

<b>General charges</b>	Daily supply charge	112.06 cents/day
	General usage rates	22.78 cents/kWh

### Contract details

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

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## Fees and charges

<b>Disconnection fee</b>	<b>\$43.77</b>
A manual disconnection fee	
<b>Disconnection fee</b>	<b>\$10.00</b>
A remote disconnection fee	
<b>Other fee</b>	<b>\$0.00</b>
Information is set out on our fees page: <a href="https://powershop.com.au/fees">powershop.com.au/fees</a> .	

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## Billing and price details

<b>Billing period</b>	Every month
<b>Payment options</b>	Direct debit, Credit card, BPay
<b>Prices are not fixed</b>	We may update your prices from time to time to reflect market changes and economic conditions, no more than once every six months. We will always notify your of any price change.

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## General usage charges

### Usage rates (at all times)

- Usage at all times  
22.78 cents/kWh
- 

## Terms and conditions

Further information in relation to this offer, see our terms and conditions at: [powershop.com.au/terms-and-conditions](https://powershop.com.au/terms-and-conditions)

## Additional fee information

Information is set out on our fees page: [powershop.com.au/fees](https://powershop.com.au/fees).

## Contact details

## Powershop



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🌐 **www.powershop.com.au**

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## Standing Offer

- No contract term
- Single rate with controlled load tariff

Call **1800 462 668**

[www.powershop.com.au](http://www.powershop.com.au)

### Estimated price

1 person	<b>LOW</b> 8.8 kWh/day	<b>\$1,110</b> with discounts \$1,110 per year
2 to 3 people	<b>MEDIUM</b> 12.9 kWh/day	<b>\$1,430</b> with discounts \$1,430 per year
4 to 5+ people	<b>HIGH</b> 17.1 kWh/day	<b>\$1,760</b> with discounts \$1,760 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
- 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	<b>\$43.77</b>
Disconnection fee	<b>\$10.00</b>
Other fee	<b>\$0.00</b>

### Pricing

All rates are GST inclusive

<b>General charges</b>	Daily supply charge	112.06 cents/day
	General usage rates	22.78 cents/kWh
<b>Controlled load</b>	Daily supply charge	4.25 cents/day
	Controlled load usage	15.66 cents/kWh

### Contract details

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

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## Fees and charges

<b>Disconnection fee</b>	<b>\$43.77</b>
A manual disconnection fee	
<b>Disconnection fee</b>	<b>\$10.00</b>
A remote disconnection fee	
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## Billing and price details

<b>Billing period</b>	Every month
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<b>Prices are not fixed</b>	We may update your prices from time to time to reflect market changes and economic conditions, no more than once every six months. We will always notify your of any price change.

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## General usage charges

### Usage rates (at all times)

- Usage at all times  
22.78 cents/kWh
- 

## Controlled load charges

	Controlled load usage	Daily supply charge	
Controlled Load One	● All usage 15.66 cents/kWh	4.25 cents/day	Rate

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## Terms and conditions

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## Standing Offer

- No contract term
- Single rate with controlled load tariff

Call **1800 462 668**

[www.powershop.com.au](http://www.powershop.com.au)

### Estimated price

1 person	<b>LOW</b> 8.8 kWh/day	<b>\$1,120</b> with discounts \$1,120 per year
2 to 3 people	<b>MEDIUM</b> 12.9 kWh/day	<b>\$1,440</b> with discounts \$1,440 per year
4 to 5+ people	<b>HIGH</b> 17.1 kWh/day	<b>\$1,770</b> with discounts \$1,770 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
- 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	<b>\$43.77</b>
Disconnection fee	<b>\$10.00</b>
Other fee	<b>\$0.00</b>

### Pricing

All rates are GST inclusive

<b>General charges</b>	Daily supply charge	112.06 cents/day
	General usage rates	22.78 cents/kWh
<b>Controlled load</b>	Daily supply charge	4.25 cents/day
	Controlled load usage	16.62 cents/kWh

### Contract details

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



## Fees and charges

<b>Disconnection fee</b>	<b>\$43.77</b>
A manual disconnection fee	
<b>Disconnection fee</b>	<b>\$10.00</b>
A remote disconnection fee	
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## General usage charges

### Usage rates (at all times)

- Usage at all times  
22.78 cents/kWh

## Controlled load charges

	Controlled load usage	Daily supply charge	
Controlled Load Two	● All usage 16.62 cents/kWh	4.25 cents/day	Rate

## Terms and conditions

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## Standing Offer

- No contract term
- Time of use tariff

Call **1800 462 668**

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### Estimated price

1 person	<b>LOW</b> 8.8 kWh/day	<b>\$1,140</b> with discounts \$1,140 per year
2 to 3 people	<b>MEDIUM</b> 12.9 kWh/day	<b>\$1,480</b> with discounts \$1,480 per year
4 to 5+ people	<b>HIGH</b> 17.1 kWh/day	<b>\$1,830</b> with discounts \$1,830 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
- 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	<b>\$43.77</b>
Disconnection fee	<b>\$10.00</b>
Other fee	<b>\$0.00</b>

### Pricing

All rates are GST inclusive

<b>General charges</b>	Daily supply charge	112.06 cents/day
	Time of use usage rates	18.17 to 32.62 cents/kWh

### Contract details

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

## Fees and charges

<b>Disconnection fee</b>	<b>\$43.77</b>
A manual disconnection fee	
<b>Disconnection fee</b>	<b>\$10.00</b>
A remote disconnection fee	
<b>Other fee</b>	<b>\$0.00</b>
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## Billing and price details

<b>Billing period</b>	Every month
<b>Payment options</b>	Direct debit, Credit card, BPay
<b>Prices are not fixed</b>	We may update your prices from time to time to reflect market changes and economic conditions, no more than once every six months. We will always notify your of any price change.

## Time of use charges

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

- **Peak 1600 to 1959**  
32.62 cents/kWh
- **Shoulder 0700 to 1559**  
21.73 cents/kWh
- **Shoulder 2000 to 2159**  
21.73 cents/kWh
- **Off-Peak 2200 to 0659**  
18.17 cents/kWh

### General Usage | 01 Jul - 30 Jun | Weekends

- **Shoulder 0700 to 2159**  
21.73 cents/kWh
- **Off-Peak 2200 to 0659**  
18.17 cents/kWh

## Terms and conditions

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## Standing Offer

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

Call **1800 462 668**

[www.powershop.com.au](http://www.powershop.com.au)

### Estimated price

1 person	<b>LOW</b> 8.8 kWh/day	<b>\$1,110</b> with discounts \$1,110 per year
2 to 3 people	<b>MEDIUM</b> 12.9 kWh/day	<b>\$1,430</b> with discounts \$1,430 per year
4 to 5+ people	<b>HIGH</b> 17.1 kWh/day	<b>\$1,760</b> with discounts \$1,760 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
- 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	<b>\$43.77</b>
Disconnection fee	<b>\$10.00</b>
Other fee	<b>\$0.00</b>

### Pricing

All rates are GST inclusive

<b>General charges</b>	Daily supply charge	112.06 cents/day
	Time of use usage rates	18.17 to 32.62 cents/kWh
<b>Controlled load</b>	Daily supply charge	4.25 cents/day
	Controlled load usage	15.66 cents/kWh

### Contract details

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

## Fees and charges

<b>Disconnection fee</b>	<b>\$43.77</b>
A manual disconnection fee	
<b>Disconnection fee</b>	<b>\$10.00</b>
A remote disconnection fee	
<b>Other fee</b>	<b>\$0.00</b>
Information is set out on our fees page: <a href="https://powershop.com.au/fees">powershop.com.au/fees</a> .	

## Billing and price details

Billing period	Every month
Payment options	Direct debit, Credit card, BPay
Prices are not fixed	We may update your prices from time to time to reflect market changes and economic conditions, no more than once every six months. We will always notify your of any price change.

## Time of use charges

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

- **Peak 1600 to 1959**  
32.62 cents/kWh
- **Shoulder 0700 to 1559**  
21.73 cents/kWh
- **Shoulder 2000 to 2159**  
21.73 cents/kWh
- **Off-Peak 2200 to 0659**  
18.17 cents/kWh

### General Usage | 01 Jul - 30 Jun | Weekends

- **Shoulder 0700 to 2159**  
21.73 cents/kWh
- **Off-Peak 2200 to 0659**  
18.17 cents/kWh

## Controlled load charges

	Controlled load usage	Daily supply charge	
Controlled Load One	● All usage 15.66 cents/kWh	4.25 cents/day	Rate

## Terms and conditions

Further information in relation to this offer, see our terms and conditions at: [powershop.com.au/terms-and-conditions](https://powershop.com.au/terms-and-conditions)

## Additional fee information

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## Contact details

## Powershop



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## Standing Offer

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

Call **1800 462 668**

[www.powershop.com.au](http://www.powershop.com.au)

### Estimated price

1 person	<b>LOW</b> 8.8 kWh/day	<b>\$1,120</b> with discounts \$1,120 per year
2 to 3 people	<b>MEDIUM</b> 12.9 kWh/day	<b>\$1,440</b> with discounts \$1,440 per year
4 to 5+ people	<b>HIGH</b> 17.1 kWh/day	<b>\$1,770</b> with discounts \$1,770 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
- ✓ 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

### Pricing

All rates are GST inclusive

<b>General charges</b>	Daily supply charge	112.06 cents/day
	Time of use usage rates	18.17 to 32.62 cents/kWh
<b>Controlled load</b>	Daily supply charge	4.25 cents/day
	Controlled load usage	16.62 cents/kWh

### Contract details

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

## Fees and charges

<b>Disconnection fee</b>	<b>\$43.77</b>
A manual disconnection fee	
<b>Disconnection fee</b>	<b>\$10.00</b>
A remote disconnection fee	
<b>Other fee</b>	<b>\$0.00</b>
Information is set out on our fees page: <a href="https://powershop.com.au/fees">powershop.com.au/fees</a> .	

## Billing and price details

<b>Billing period</b>	Every month
<b>Payment options</b>	Direct debit, Credit card, BPay
<b>Prices are not fixed</b>	We may update your prices from time to time to reflect market changes and economic conditions, no more than once every six months. We will always notify your of any price change.

## Time of use charges

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

- **Peak 1600 to 1959**  
32.62 cents/kWh
- **Shoulder 0700 to 1559**  
21.73 cents/kWh
- **Shoulder 2000 to 2159**  
21.73 cents/kWh
- **Off-Peak 2200 to 0659**  
18.17 cents/kWh

### General Usage | 01 Jul - 30 Jun | Weekends

- **Shoulder 0700 to 2159**  
21.73 cents/kWh
- **Off-Peak 2200 to 0659**  
18.17 cents/kWh

## Controlled load charges

	Controlled load usage	Daily supply charge	
Controlled Load Two	● All usage 16.62 cents/kWh	4.25 cents/day	Rate

## Terms and conditions

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## Standing Offer

- No contract term
- Time of use tariff

Call **1800 462 668**

[www.powershop.com.au](http://www.powershop.com.au)

### Estimated price

1 person	<b>LOW</b> 8.8 kWh/day	<b>\$1,150</b> with discounts \$1,150 per year
2 to 3 people	<b>MEDIUM</b> 12.9 kWh/day	<b>\$1,490</b> with discounts \$1,490 per year
4 to 5+ people	<b>HIGH</b> 17.1 kWh/day	<b>\$1,840</b> with discounts \$1,840 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
- 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	<b>\$43.77</b>
Disconnection fee	<b>\$10.00</b>
Other fee	<b>\$0.00</b>

### Pricing

All rates are GST inclusive

<b>General charges</b>	Daily supply charge	112.06 cents/day
	Time of use usage rates	16.95 to 31.39 cents/kWh

### Contract details

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

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## Fees and charges

<b>Disconnection fee</b>	<b>\$43.77</b>
A manual disconnection fee	
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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 update your prices from time to time to reflect market changes and economic conditions, no more than once every six months. We will always notify your of any price change.

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## Time of use charges

General Usage | 01 Jul - 30 Jun | All week

● <b>Peak 1600 to 2059</b> 31.39 cents/kWh	● <b>Shoulder 2100 to 0859</b> 20.45 cents/kWh	● <b>Off-Peak 0900 to 1559</b> 16.95 cents/kWh
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## Terms and conditions

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## Standing Offer

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

Call **1800 462 668**

[www.powershop.com.au](http://www.powershop.com.au)

### Estimated price

1 person	<b>LOW</b> 8.8 kWh/day	<b>\$1,110</b> with discounts \$1,110 per year
2 to 3 people	<b>MEDIUM</b> 12.9 kWh/day	<b>\$1,430</b> with discounts \$1,430 per year
4 to 5+ people	<b>HIGH</b> 17.1 kWh/day	<b>\$1,760</b> with discounts \$1,760 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
- ✓ 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	<b>\$43.77</b>
Disconnection fee	<b>\$10.00</b>
Other fee	<b>\$0.00</b>

### Pricing

All rates are GST inclusive

<b>General charges</b>	Daily supply charge	112.06 cents/day
	Time of use usage rates	16.95 to 31.39 cents/kWh
<b>Controlled load</b>	Daily supply charge	4.25 cents/day
	Controlled load usage	15.66 cents/kWh

### Contract details

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

## Fees and charges

<b>Disconnection fee</b>	<b>\$43.77</b>
A manual disconnection fee	
<b>Disconnection fee</b>	<b>\$10.00</b>
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<b>Other fee</b>	<b>\$0.00</b>
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Payment options	Direct debit, Credit card, BPay
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## Time of use charges

General Usage | 01 Jul - 30 Jun | All week

- **Peak 1600 to 2059**  
31.39 cents/kWh
- **Shoulder 2100 to 0859**  
20.45 cents/kWh
- **Off-Peak 0900 to 1559**  
16.95 cents/kWh

## Controlled load charges

	Controlled load usage	Daily supply charge	
Controlled Load One	● All usage 15.66 cents/kWh	4.25 cents/day	Rate

## Terms and conditions

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

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### Estimated price

1 person	<b>LOW</b> 8.8 kWh/day	<b>\$1,120</b> with discounts \$1,120 per year
2 to 3 people	<b>MEDIUM</b> 12.9 kWh/day	<b>\$1,440</b> with discounts \$1,440 per year
4 to 5+ people	<b>HIGH</b> 17.1 kWh/day	<b>\$1,770</b> with discounts \$1,770 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
- 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	<b>\$43.77</b>
Disconnection fee	<b>\$10.00</b>
Other fee	<b>\$0.00</b>

### Pricing

All rates are GST inclusive

<b>General charges</b>	Daily supply charge	112.06 cents/day
	Time of use usage rates	16.95 to 31.39 cents/kWh
<b>Controlled load</b>	Daily supply charge	4.25 cents/day
	Controlled load usage	16.62 cents/kWh

### Contract details

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

## Fees and charges

<b>Disconnection fee</b>	<b>\$43.77</b>
A manual disconnection fee	
<b>Disconnection fee</b>	<b>\$10.00</b>
A remote disconnection fee	
<b>Other fee</b>	<b>\$0.00</b>
Information is set out on our fees page: <a href="https://powershop.com.au/fees">powershop.com.au/fees</a> .	

## Billing and price details

Billing period	Every month
Payment options	Direct debit, Credit card, BPay
Prices are not fixed	We may update your prices from time to time to reflect market changes and economic conditions, no more than once every six months. We will always notify your of any price change.

## Time of use charges

General Usage | 01 Jul - 30 Jun | All week

● Peak 1600 to 2059 31.39 cents/kWh	● Shoulder 2100 to 0859 20.45 cents/kWh	● Off-Peak 0900 to 1559 16.95 cents/kWh
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## Controlled load charges

	Controlled load usage	Daily supply charge	
Controlled Load Two	● All usage 16.62 cents/kWh	4.25 cents/day	Rate

## Terms and conditions

Further information in relation to this offer, see our terms and conditions at: [powershop.com.au/terms-and-conditions](https://powershop.com.au/terms-and-conditions)

## Additional fee information

Information is set out on our fees page: [powershop.com.au/fees](https://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](http://energymadeeasy.gov.au)

