

# 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 **SHOPPER**DISTRIBUTOR **SA POWER NETWORKS**

## 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](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)






## Shopper Market 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> 8.3 kWh/day	<b>\$1,230</b> with discounts \$1,310 per year
 2 to 3 people	<b>MEDIUM</b> 13.0 kWh/day	<b>\$1,710</b> with discounts \$1,810 per year
 4 to 5+ people	<b>HIGH</b> 16.9 kWh/day	<b>\$2,090</b> with discounts \$2,230 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	\$50.24
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](http://powershop.com.au/help) for more info.

### Pricing

All rates are GST inclusive

<b>General charges</b>	Daily supply charge	113.99 cents/day
	General usage rates	29.40 cents/kWh
<b>Solar feed-in</b>	7.5 cents/kWh exported	
<b>GreenPower</b>	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	SA Power Networks

## Fees and charges

<b>Disconnection fee</b>	<b>\$50.24</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 vary your prices at any time. If we vary your prices we'll give you advance notice, usually by email.

## General usage charges

<b>Usage rates (at all times)</b>
● Usage at all times
29.40 cents/kWh

## Solar feed-in

Voluntary FIT	7.5 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](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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Energy Made Easy is an Australian Government website where you can compare energy plans. Visit [energymadeeasy.gov.au](http://energymadeeasy.gov.au)





## Shopper Market 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> 8.3 kWh/day	<b>\$1,130</b> with discounts \$1,200 per year
2 to 3 people	<b>MEDIUM</b> 13.0 kWh/day	<b>\$1,550</b> with discounts \$1,650 per year
4 to 5+ people	<b>HIGH</b> 16.9 kWh/day	<b>\$1,900</b> with discounts \$2,020 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	\$50.24
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](http://powershop.com.au/help) for more info.

### Pricing

All rates are GST inclusive

<b>General charges</b>	Daily supply charge	113.99 cents/day
	General usage rates	29.40 cents/kWh
<b>Controlled load</b>	Controlled load usage	18.05 cents/kWh
<b>Solar feed-in</b>	7.5 cents/kWh exported	
<b>GreenPower</b>	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	SA Power Networks

## Fees and charges

<b>Disconnection fee</b>	<b>\$50.24</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 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
29.40 cents/kWh

## Controlled load charges

Controlled load usage		
Controlled Load		Rate
	● All usage	
	18.05 cents/kWh	

## Solar feed-in

Voluntary FIT	7.5 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

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## Shopper Market 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> 8.3 kWh/day	<b>\$1,090</b> with discounts \$1,160 per year
2 to 3 people	<b>MEDIUM</b> 13.0 kWh/day	<b>\$1,480</b> with discounts \$1,580 per year
4 to 5+ people	<b>HIGH</b> 16.9 kWh/day	<b>\$1,810</b> with discounts \$1,920 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	\$50.24
Disconnection fee	\$10.00
Other fee	\$0.00

### Discounts

**Mega Pack** **6%**

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### Pricing

All rates are GST inclusive

<b>General charges</b>	Daily supply charge	113.99 cents/day
	Time of use usage rates	19.17 to 33.28 cents/kWh
<b>Solar feed-in</b>	7.5 cents/kWh exported	
<b>GreenPower</b>	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	SA Power Networks



## Fees and charges

<b>Disconnection fee</b>	<b>\$50.24</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 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

● <b>Peak 0600 to 0959</b> 33.28 cents/kWh	● <b>Peak 1500 to 2359</b> 33.28 cents/kWh	● <b>Peak 0000 to 0059</b> 33.28 cents/kWh
● <b>Shoulder 1000 to 1459</b> 19.17 cents/kWh	● <b>Off-Peak 0100 to 0559</b> 21.85 cents/kWh	

## Solar feed-in

Voluntary FIT	7.5 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

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

### Estimated price

1 person	<b>LOW</b> 8.3 kWh/day	<b>\$1,160</b> with discounts \$1,240 per year
2 to 3 people	<b>MEDIUM</b> 13.0 kWh/day	<b>\$1,610</b> with discounts \$1,710 per year
4 to 5+ people	<b>HIGH</b> 16.9 kWh/day	<b>\$1,960</b> with discounts \$2,090 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	\$50.24
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](http://powershop.com.au/help) for more info.

### Pricing

All rates are GST inclusive

<b>General charges</b>	Daily supply charge	113.99 cents/day
	Time of use usage rates	19.17 to 33.28 cents/kWh
<b>Controlled load</b>	Controlled load usage	19.17 to 33.28 cents/kWh
<b>Solar feed-in</b>	7.5 cents/kWh exported	
<b>GreenPower</b>	100% option available	

### Contract details

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Contract expiry	This Powershop offer is an ongoing contract (until you or we end it) with no exit fees.
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## Fees and charges

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● <b>Shoulder 1000 to 1459</b> 19.17 cents/kWh	● <b>Off-Peak 0100 to 0559</b> 21.85 cents/kWh	

## Controlled load charges

	Controlled load usage	
Controlled Load Two - Peak Charge	● All usage 33.28 cents/kWh	Controlled Load Two - Peak Charge
Controlled Load Two - Shoulder Charge	● All usage 19.17 cents/kWh	Controlled Load Two - Shoulder Charge
Controlled Load Two - Off Peak Charge	● All usage 21.85 cents/kWh	Controlled Load Two - Off Peak Charge

## Solar feed-in

Voluntary FIT	7.5 cents/kWh exported
Government feed-in tariffs available for eligible customers. Contact retailer for details	

## GreenPower

Usage	Charge	
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