



Energex - Residential Time of Use Plan

- No contract term
- Time of use tariff

Call 0300161668

www.realutilities.com.au

Estimated price

1 person	LOW	\$1,540 with discounts
	9.4 kWh/day	\$1,540 per year
2 to 3 people	MEDIUM	\$2,280 with discounts
	16.0 kWh/day	\$2,280 per year
4 to 5+ people	HIGH	\$3,020 with discounts
	22.6 kWh/day	\$3,020 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
- Move in fees apply
- Plan prices are not fixed

Fees and charges

Move-in / new connection fee	\$55.00
Late payment fee	\$12.00
Disconnection fee	\$14.45
Reconnection fee	\$14.45
Direct debit dishonour fee	\$2.75

Pricing

All rates are GST inclusive

General charges	Daily supply charge	131.22 cents/day
	Time of use usage rates	23.55 to 41.54 cents/kWh

Contract details

Effective from	17 Aug 2023
Valid until	31 Jul 2024
Cooling off period	10 business days
Contract expiry	Terminated by you or us in accordance with the Terms and Conditions of the Utility Services Agreement
Distributor	Energex

Plan eligibility

This plan is only available if:

You are a residential customer

Incentives

**100% Carbon Neutral**

Real Utilities uses renewable energy sources and/or purchased carbon offsets to make your energy usage 100% carbon neutral, and we are Certified Carbon Neutral by Climate Active. For more information about the Climate Active Carbon Neutral Standard see [www.environment.gov.au/climate-change/government/carbon-neutral](http://www.environment.gov.au/climate-change/government/carbon-neutral)

## Fees and charges

<b>Move-in / new connection fee</b>	<b>\$55.00</b>
For a same-business-day connections, let us know before 11am, Monday to Friday, excluding public holidays. Fees apply for same-business-day connections.	
<b>Late payment fee</b>	<b>\$12.00</b>
\$12.00 per bill (GST does not currently apply to late payment fees).	
<b>Disconnection fee</b>	<b>\$14.45</b>
A fee may apply for disconnecting your property (inc. when you move or reading your meter).	
<b>Reconnection fee</b>	<b>\$14.45</b>
A fee may apply for reconnecting your property (inc. when you move or reading your meter).	
<b>Direct debit dishonour fee</b>	<b>\$2.75</b>
\$2.75 per dishonour (inc. GST)	

## Plan eligibility

This plan is only available if:

**You are a residential customer**

The details presented in this fact sheet are for a residential customers located in the distribution area outlined with a metering configuration as described

## Billing and price details

Billing period	Every month
Payment options	Direct debit, BPay, Credit card, Paper bill
Prices are not fixed	Prices may vary in line with the terms of your Utility Services Agreement and we will provide you with notice of these in accordance with the Utility Services Agreement (which may be included as a statement in your next bill).

## Time of use charges

General Usage | 01 Aug - 31 Jul | Mon-Fri

- Peak 1600 to 1959**  
41.54 cents/kWh
- Shoulder 0700 to 1559**  
29.21 cents/kWh
- Shoulder 2000 to 2159**  
29.21 cents/kWh
- Off-Peak 2200 to 0659**  
23.55 cents/kWh

General Usage | 01 Aug - 31 Jul | Weekends

- Shoulder 0700 to 2159**  
29.21 cents/kWh
- Off-Peak 2200 to 0659**  
23.55 cents/kWh

## Terms and conditions

For full terms and conditions, visit our website [www.realutilities.com.au](http://www.realutilities.com.au)

## Additional fee information

For additional charges that may apply visit our website [www.realutilities.com.au](http://www.realutilities.com.au)



- Call **0300161668**
- [www.realutilities.com.au](http://www.realutilities.com.au)**

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

