

Contact details

Customer service

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(24 Hours/7 Days)

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Energy Price Changes

Thank you for making Covau your preferred energy supplier.
This letter is to notify you that from the 1st July 2016 some energy prices are changing.

Why are prices changing?

Prices are changing due to changes in distribution, wholesale, environmental and retail costs. This price change will affect your energy rates, rest assured that we have endeavoured to minimise any cost increases to our customers.

If you are currently on a Covau Market Offer, we are pleased to announce that as of 1 July 2016 your Pay on Time Discount will be extended to include your daily supply charges. *Conditions apply, not applicable to all tariffs.

If you are currently on a Covau Deemed or Standard Offer, find out how you can join a Market Offer to take advantage of a Pay on Time discount applicable to supply and usage charges by calling us on 1300 689 866.

How can I find out more?

While these new rates will be applied automatically on your bills effective as of the 1st July 2016, your Covau contract, discounts and benefits remain unchanged.

So you'll continue to save with your Covau energy plan.

You can view these new prices on our website. For more information on the price changes, please visit www.covau.com.au/support/faq, or simply call our 24/7 Customer Service Team.

Your Covau team,

Christopher Plummer,
Customer Service Manager