

QLD ADDITIONAL FEES

Effective from 1st July 2021



PAYMENT FEES	Charges (GST Inclusive)
Dishonoured payment fee	\$9.50
* Late payment fee (GST exempt) - Small Business Customer	\$30.00
* Late payment fee (GST exempt) - Residential Customer	\$15.00
* Direct Credit Card payment fee	0.82%
* Australia Post Credit Card payment fee	0.803%
* Australia Post dishonoured fee	\$25.00

* Applied to Market Retail Contract only.

RECONNECTION/ DISCONNECTION FEES

These fees are set by your distributor and do change from time to time. Please check your distributors website for our current rates and charges.

ELECTRICITY	Charges (GST Inclusive)
Energex	
Special Meter Read	\$12.68
Disconnection Fee	\$69.75
Disconnection during normal business hours	\$44.58
Reconnection Fee	\$136.57
Reconnection during normal business hours	\$17.30
GAS	
Allgas	
Meter Reading	\$23.32
Disconnection Fee	\$64.04
Meter Turn On	\$81.98
AGN	
Meter Remove	\$82.10
Meter Turn-On	\$66.57
No access (gas meter)	\$67.67
Disconnection	\$82.10
Reconnect Service in street after cut off	\$764.42
Special Meter Read	\$12.20
Special Ac Investigation - Metro (AM/PM)	\$41.05
Reconnection Fee	\$82.10

If a network distributor or government regulator varies or introduces a fee, charge or tax, we may pass through all or part of this varied or new fee, charge or tax to you. Generally network related services passed directly through however we may in some circumstances include our reasonable costs for arranging such services on your behalf.

Note: Not all network charges including some disconnection and re-connection charges are displayed here, fees vary between networks, services and schedules, please contact us directly on 1300 689 866 for specific rates that may be applicable to you for ancillary services.