

Applicable from 1 January 2020

Elysian Energy may apply the following fees and charges to your account as applicable. Service Order Fees and Charges vary depending on your Local Distributor Transaction Fees apply in all areas, according to contract terms and conditions and local Energy Laws. These fees and charges may change from time to time. For the latest charges please check here.

### Transaction Service Fees

**Credit Card fees** may apply for each credit card payment made on your account.

**In Person payment fees** may apply for each payment made in person at an Australia Post outlet.

**Paper Bill fees** may apply for each bill we post, if you choose to have your bills posted to you (where allowed by Energy Laws). **Email delivery of bills does not incur this fee.**

**Dishonoured Payment fees** will apply for each payment that is not honoured by your payment institution.

**Other fees** may also be charged, where we are allowed by Energy Laws, for costs incurred in the provision of historical billing data, because of dishonoured payments or for provision of hard copies of customer related codes.

### Service Order Fees

**Move In/Connection Fees** will apply if your property is required to be energised (power switched on), or if you are moving home and a special meter read is required.

**Move Out/Disconnection Fee** will apply if your Supply address is required to be de-energised (power switched off), or if you are moving home and a special meter read is required to finalise your account.

**Field Visit Fees** will apply if a visit to your property is required for special meter reading, collection of unpaid accounts or any other purpose.

**Remote Reading Fees** will be applied if data from your meter is collected remotely. Remote services are only available where meters have remote access capabilities

**Remote Connection and Disconnection Fees** will be applied if your property is remotely energised or de-energised. Remote services are only available where meters have remote access capabilities.

**Reconnection After Disconnection for Non-Payment Fee** will apply to your account if your property is required to be reconnected following disconnection for non-payment.

**After-Hours Distributors Service Fees and Charges** will apply if you require or request an after-hours service visit from your Distributor (where available), or because of a request made by you (e.g. to repair a fault on your equipment)

**Business Hours.** Each distributor's connection request timeframes vary, and "business hours" does not indicate the time frame for completing a request.

**Pass Through Charges.** Where a Distributor charges us for activities it undertakes on your behalf, to maintain your service, or at your request (other than activities for which we charge a Service Order fee) we may pass these charges on to you.

### Transaction Service Fees

Credit Card Fee	0.40% of transaction
In Person Payment Fee	\$2.00 GST inc.
Paper Bill Fee	\$3.00 GST inc.
Dishonour Fee	\$2.50 GST inc.

### Victorian Electricity Distributors

Ausnet Service Order Fees	Normal Hours (GST inc.)	After hours (GST inc.)
Onsite Move In/Connection	\$40.00	\$ 420.00
Onsite Move Out/Disconnection	\$40.00	\$ 420.00
Onsite Reconnection	\$40.00	\$ 420.00
Onsite Field Visit	\$40.00	\$ 420.00
Remote Activity	\$ 14.00	Not applicable
Same Day Reconnection	Not applicable	Not applicable

CitiPower Service Order Fees	Normal Hours (GST inc.)	After hours (GST inc.)
Onsite Move In/Connection	\$48.00	Not applicable
Onsite Move Out/Disconnection	\$48.00	Not applicable
Onsite Reconnection	\$48.00	\$205.00
Onsite Field Visit	\$40.00	Not applicable
Remote Activity	\$ 14.00	Not applicable
Same Day Reconnection	\$60.00	\$205.00

Jemena Service Order Fees	Normal Hours (GST inc.)	After hours (GST inc.)
Onsite Move In/Connection	\$48.00	Not applicable
Onsite Move Out/Disconnection	\$70.00	\$95.00
Onsite Reconnection	\$48.00	\$95.00
Onsite Field Visit	\$40.00	Not applicable
Remote Activity	\$ 14.00	Not applicable
Same Day Reconnection	\$90.00	\$95.00

Powercor Service Order Fees	Normal Hours (GST inc.)	After hours (GST inc.)
Onsite Move In/Connection	\$65.00	Not applicable
Onsite Move Out/Disconnection	\$70.00	Not applicable
Onsite Reconnection	\$65.00	\$285.00
Onsite Field Visit	\$70.00	Not applicable
Remote Activity	\$ 14.00	Not applicable
Same Day Reconnection	\$110.00	\$285.00

United Energy Service Order Fees	Normal Hours (GST inc.)	After hours (GST inc.)
Onsite Move In/Connection	\$60.00	Not applicable
Onsite Move Out/Disconnection	\$60.00	Not applicable
Onsite Reconnection	\$60.00	\$160.00
Onsite Field Visit	\$40.00	Not applicable
Remote Activity	\$ 14.00	Not applicable
Same Day Reconnection	\$85.00	\$160.00

### New South Wales Electricity Distributors

Ausgrid Service Order Fees	Normal Hours (GST inc.)	After hours (GST inc.)
Onsite Move In/Connection Reading	\$15.00	\$130.00
Onsite Move Out/Disconnection	\$175.00	Not applicable
Disconnection Visit	\$55.00	Not applicable
Onsite Reconnection	\$15.00	\$130.00
Onsite Field Visit/Meter reading	\$15.00	Not applicable
Remote Activity (where available)	\$13.20	Not applicable

  

Endeavour Energy Service Order Fees	Normal Hours (GST inc.)	After hours (GST inc.)
Onsite Move In/Connection Reading	\$50.00	\$85.00
Onsite Move Out/Disconnection Reading	\$50.00	Not applicable
Onsite Reconnection/Energisation	\$75.00	\$85.00
Onsite Disconnect/Reconnect Visit	\$75.00	Not applicable
Onsite Field Visit	\$50.00	Not applicable
Remote Activity (where available)	\$13.20	Not applicable

  

Essential Energy Service Order Fees	Normal Hours (GST inc.)	After hours (GST inc.)
Onsite Move In/Connection	\$50.00	\$160.00
Onsite Move Out/Disconnection	\$50.00	Not applicable
Onsite Reconnection	\$50.00	\$160.00
Onsite Field Visit	\$50.00	Not applicable
Onsite Disconnect/Reconnect Visit	\$50.00	Not applicable
Remote Activity (where available)	\$13.20	Not applicable

### Queensland Electricity Distributors

Energex Service Order Fees	Normal Hours (GST inc.)	After hours (GST inc.)
Onsite Move In/Connection	\$22.00	\$140.00
Onsite Move Out/Disconnection	\$30.00	Not applicable
Onsite Reconnection	\$75.00	\$140.00
Onsite Field Visit	\$22.00	Not applicable
Remote Activity (where available)	\$13.20	Not applicable

### South Australian Electricity Distributors

South Australian Power Networks Service Order Fees	Normal Hours (GST inc.)	After hours (GST inc.)
Onsite Move In/Connection	\$50.00	\$110.00
Onsite Move Out/Disconnection	\$50.00	Not applicable
Onsite Reconnection	\$50.00	\$110.00
Onsite Field Visit	\$20.00	Not applicable
Remote Activity (where available)	\$13.20	Not applicable