



**STANDARD ELECTRICITY
PRICES AND CHARGES***

— SOUTH WEST INTERCONNECTED SYSTEM —

*Effective 1 July 2015
*All prices quoted include GST and are subject to change.



IMPORTANT: Customers need to assess each tariff and any associated products in light of their own particular circumstances to see which are appropriate for them and that they are eligible to receive a tariff under the tariff by-laws made under the Energy Operators (Powers) Act 1979. The information, data and any representations in this document or any associated communications by or on behalf of Synergy, whether written or verbal (Information), are for general guidance only, are not advice of any kind and should not be relied on as such. If necessary, you should obtain your own specialist advice in relation to your own particular circumstances. Synergy makes no warranty, guarantee or other representation about the accuracy, currency or completeness of any Information (including, but not limited to, Information sourced from third parties) or that it is free from errors or omissions. To the maximum extent permitted by law, Synergy accepts no liability of any kind including, but not limited to, liability for negligence) for any losses incurred by anyone relying on any Information. Under the terms of Synergy's standard electricity agreement, customers must advise Synergy as soon as possible if they no longer meet the eligibility conditions applying to the standard price that they currently pay. For example, if a customer pays the Synergy Home Plan® (A1) residential tariff at their premises and subsequently uses electricity for non-residential or commercial use such as a home business, they must advise Synergy. If Synergy discovers a customer is no longer entitled to receive the tariff they currently pay, then under the terms of the standard electricity agreement Synergy can advise the customer in writing of the new standard price that the customer must pay instead of the price the customer currently pays. In some instances, Synergy can recover the amount that a customer has underpaid prior to the date that Synergy advises the customer of the new standard price. Unless otherwise indicated, the Information in this document is stated as at *1 July 2015*.

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RESIDENTIAL PRICES

Synergy Home Plan (A1) tariff

This is the most straightforward plan for residential properties. The Synergy Home Plan® (A1) tariff is the standard, flat rate for energy use (electricity charge). It's only available for residential dwellings (houses, flats, apartments etc) using electricity solely for residential purposes. This tariff is not available where electricity is used for any industrial, commercial, business, or home businesses.

Supply charge – cents per day	47.1834
Supply charge for additional homes [^] – cents per day	36.6357
Electricity charge – cents per unit	25.7029

All prices are effective at 1 July 2015, include GST and are subject to change at any time. By law we calculate our prices to four decimal places. Electricity is charged by the 'unit'. A 'unit' is one kilowatt-hour (kWh).

[^]Applies to multiple flats and home units when a Western Power submeter is supplied through a main meter. Please see page 13 for other charges that may be applied to your account. Further details are available by calling **13 13 53** or visiting synergy.net.au/prices



Synergy SmartPower (SM1) tariff

Synergy SmartPower® tariff is a residential time-of-use product, allowing eligible customers to take advantage of different electricity rates depending on the time and day they use electricity. By using electricity during the cheaper Off-peak and shoulder periods, you may save money on your electricity bill. Refer to the table below for full details. To be eligible for the Synergy SmartPower® rates, you will need to have a Synergy SmartPower® compatible meter. Meter reprogram or installation charges may apply.

This tariff is not available where electricity is used for any industrial, commercial, business, or home businesses.

Supply charge – cents per day	47.1834
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Supply charge for additional homes* – cents per day	36.6357
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Peak

Weekdays [†] : 11am to 5pm (summer)	50.7286
Weekdays [†] : 7am to 11am (winter)	
Weekdays [†] : 5pm to 9pm (winter)	

Weekday Shoulder

Weekdays [†] : 11am to 5pm (winter)	25.3254
Weekdays [†] : 7am to 11am (summer)	
Weekdays [†] : 5pm to 9pm (summer)	

Weekend Shoulder 7am to 9pm	20.9867
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Off-peak Every day 9pm to 7am	13.1817
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^Applies to multiple flats and home units when a Western Power submeter is supplied through a main meter. Please see page 13 for other charges that may be applied to your account. Further details are available by calling **13 13 53** or visiting synergy.net.au/prices

[†]'Weekday' means Monday to Friday, including public holidays

Synergy SmartPower (SM1) Compatible Meter Installation Prices

Existing Home

SmartPower™ Single Phase 240V Meter	\$176.15
SmartPower™ Three Phase 415V Meter	\$276.00
Program existing Electronic Time of Use Meter to SmartPower™*	\$66.00

New Home

SmartPower™ Single Phase 240V Meter	\$66.00
SmartPower™ Three Phase 415V Meter	\$66.00

*Applies to electronic meters with time of use capability that are already installed in an existing home.

Definitions: New Home – a newly built home where electricity has not been connected. Existing Home – a home where a standard electricity meter is already installed. Meter and installation costs are charged in full on the next Synergy bill.

Please see page 13 for other charges that may be applied to your account.

Further details are available by calling **13 13 53** or visiting synergy.net.au/prices

Western Power installs, owns and operates the meter at a customer's premises, when the premises are directly connected to its network.

Synergy PowerShift (PS1) tariff

Synergy PowerShift® is a three-part time-of-use product, meaning electricity charges vary at certain times of the day - Peak, Off-peak and Super peak. This product benefits residential customers who shift the majority of their electricity use to the cheaper Off-peak period and reduce high energy use during the Super peak period. By using your electricity in these cheaper periods, you may save money on your bill.

Supply charge – cents per day	43.4170
Supply charge for additional homes* – cents per day	33.7114
Peak Weekdays [†] : 7am to 2pm, 8pm to 10pm; Weekends: 7am to 10pm	23.7643
Off-peak all days 10pm to 7am	12.1295
Super peak weekdays** 2pm to 8pm	44.0703

To be eligible for the Synergy PowerShift rates, you will need to have a compatible meter. Meter reprogram or installation charges may apply, as per the table below:

Type	Single phase	Three phase	Reprogram Fee (existing meter)
Existing home	\$176.15	\$276	\$66

This tariff is not available where electricity is used for any industrial, commercial, business, or home businesses.

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*Applies to multiple flats and home units when a Western Power submeter is supplied through a main meter. Please see page 13 for other charges that may be applied to your account. Further details are available by calling **13 13 53** or visiting **synergy.net.au/prices**

**The supply charge is the fixed charge element of your tariff which applies irrespective of how much electricity you consume.

†'Weekday' means Monday to Friday, including public holidays.

Hot Water Plan (B1) tariff

This tariff is only available to existing Hot Water Plan (B1) customers and is not available for new applications. You may wish to consider alternative residential tariffs such as SmartPower or PowerShift.

The Hot Water Plan (B1) tariff was originally introduced to facilitate cheaper water heating costs for residential customers unable to access reticulated natural gas. It requires two separate meters; one connected to your electric hot water system, and one meter recording all other electricity usage in your home.

Supply charge – cents per day **24.0543**

Supply charge for additional homes* – cents per day **24.0543**

Electricity charge – cents per unit **13.2886**

Effective 1 July 2015. Prices are subject to change from time to time and other fees and charges may also apply. Prices listed include GST. By law we calculate our prices to four decimal places. Electricity is charged by the 'unit'. A 'unit' is one kilowatt-hour (kWh).

*Applies to multiple flats and home units when a Western Power submeter is supplied through a main meter.

REBATES FOR RESIDENTIAL CUSTOMERS

1. Holders of Centrelink Health Care Cards, Commonwealth Seniors Health Cards, Pensioner Concession Cards, or Veterans' Affairs Gold Cards (War Widow, Dependent, Totally and Permanently Incapacitated) are entitled to:
 - ✦ Reduced fees on meter testing.
 - ✦ Rebate on account establishment fee.
 - ✦ Electricity Assistance Payment.
 - ✦ Where dependent children are listed on eligible Centrelink and Veterans' Affairs cards, customers are also entitled to a rebate on a proportion of the electricity charge.
 - ✦ Air conditioning rebate.
 - ✦ Caravan park (permanent resident) rebate.
 - ✦ Late payment fee waiver per annum.
2. Rebates are applied from the first day of the billing cycle containing the date the customer advises Synergy of their eligible concession details. Rebates are not otherwise retrospective and cannot be backdated.
3. With the exception of the Electricity Assistance Payment, a rebate cannot result in an electricity account being in credit and cannot be carried forward.

Please see 'Other Charges' on page 13 for additional charges that may be applied to your account. Further details are available by calling **13 13 53** or visiting synergy.net.au/prices





BUSINESS PRICES

Synergy Business Plan (L1) tariff

The Synergy Business Plan® (L1) tariff is available to eligible customers where the electricity is used for business purposes at low/medium voltage (240/415V) and the electricity supplied to the customer's premises is less than 50 megawatt hours per year (or less than 137 units per day on average).

Supply charge – cents per day	44.7753
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First 1650 units per day – cents per unit	29.4275
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More than 1650 units per day – cents per unit	26.5537
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Please see page 13 for other charges that may be applied to your account.

Further details are available by calling **13 13 54** or visiting synergy.net.au/L1

Synergy Business Plan Fifty (L3) tariff

The Synergy Business Plan Fifty® (L3) tariff is available to eligible customers using electricity for business purposes at low/medium voltage (240/415V) and the electricity supplied to the user's premises is 50 megawatt hours per year or more (or 137 or more units per day on average).

Supply charge – cents per day	51.6881
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First 1650 units per day – cents per unit	33.9633
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More than 1650 units per day – cents per unit	30.6556
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Please see page 13 for other charges that may be applied to your account.

Further details are available by calling **13 13 54** or visiting synergy.net.au/L3

Synergy Business Time of Use (R1) tariff

The Synergy Business Time of Use® (R1) tariff is available to eligible Synergy business customers who use less than 50 megawatt hours per annum (or less than 137 units per day on average) and agree to have the tariff for a minimum of 12 months. R1 may be right for your business if it uses more than 25% of its energy during off-peak periods.

The R1 tariff is available at both low voltage (240/415V) and high voltage (e.g. 6.6kV, 11kV, 22kV or 33kV). There's a meter installation fee of \$809.60 (unless an R1-capable time-of-use meter is already fitted).

Supply charge – dollars per day	1.8356
On-peak – cents per unit	32.2208
Off-peak – cents per unit	9.9376

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Please see page 13 for other charges that may be applied to your account. Further details are available by calling **13 13 54** or visiting synergy.net.au/R1

See general information on Business Time of Use prices (R1, R3, S1, T1) on page 10 for more information.

Synergy Business Time of Use Fifty (R3) tariff

The Synergy Business Time of Use Fifty® (R3) tariff is for eligible Synergy business users who use 50 megawatt hours or more per annum (or 137 or more units per day on average) and agree to have the tariff for a minimum of 12 months. R3 could be suitable for businesses using more than 35% of their energy in off-peak periods.

The R3 tariff is available at both low voltage (240/415V) and high voltage (e.g. 6.6kV, 11kV or 33kV). There's a meter installation fee of \$809.60 (unless an R3-capable time-of-use meter is already fitted).

Supply charge – dollars per day	2.4330
On-peak – cents per unit	42.5968
Off-peak – cents per unit	13.1137

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Please see page 13 for other charges that may be applied to your account. Further details are available by calling **13 13 54** or visiting synergy.net.au/R3

See general information on Business Time of Use prices (R1, R3, S1, T1) on page 10 for more information.

Synergy Large Business Demand LV (S1) tariff

The Synergy Large Business Demand LV® (S1) tariff is available at low/medium voltage (240/415 volts), combined with a moderate to high load factor and high energy use.

The S1 is a time-of-use tariff, generally suitable for a business that:

- ✦ uses more than 10% of its energy in off-peak periods, has a load factor greater than 30% and consumes more than 1,285 units per day; or
- ✦ uses more than 50% of its energy during off-peak periods, has a load factor of 50% and consumes more than 1,850 units per day; and
- ✦ agrees to have the tariff for a minimum of 12 months.
- ✦ minimum, demand and stand-by charges apply.

Power factors may apply. Please see page 10 for more information.

Minimum charge – dollars per day	540.7869
Demand charge – dollars per day/kW max demand	1.373625
Power factor charge – cents per day	46.2044
On-peak – cents per unit	19.6538
Off-peak – cents per unit	12.4342

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Please see page 13 for other charges that may be applied to your account. Further details are available by calling **13 13 54** or visiting synergy.net.au/S1

See general information on Business Time of Use prices (R1, R3, S1, T1) on page 10 for more information.

Synergy Large Business Plan™ (M1) tariff

The Synergy Large Business Plan® (M1) tariff is available to eligible customers supplied with electricity at high voltage (e.g. 6.6kV, 11kV, 22kV or 33kV).

The customer must (at their own expense) own all equipment (except metering equipment) on the load side of their high voltage terminals.

Supply charge – cents per day	54.2587
First 1650 units per day – cents per unit	34.4455
More than 1650 units per day – cents per unit	30.9362

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Please see page 13 for other charges that may be applied to your account. Further details are available by calling **13 13 54** or visiting synergy.net.au/M1

Synergy Large Business Demand HV (T1) tariff

The Synergy Large Business Demand HV® (T1) tariff is available to eligible customers supplied with electricity at high voltage (e.g. 6.6kV, 11kV, 22kV or 33kV). Except for metering equipment, the customer must (at their own expense) own all equipment on the load side of their high voltage terminals.

Synergy Large Business Demand HV® (T1) tariff is generally suitable for a business that:

- ✦ uses more than 10% of its electricity during off-peak periods, has a load factor greater than 30% and consumes more than 1,285 units per day; or
- ✦ uses more than 50% of its electricity during off-peak periods, has a load factor of 50% and consumes more than 1,850 units per day; and
- ✦ agrees to have the tariff for a minimum of 12 months.

Minimum charge – dollars per day	632.6748
Demand charge – dollars per day/kW max demand	1.114642
Power factor charge – cents per day	46.2044
On-peak – cents per unit	16.2966
Off-peak – cents per unit	10.8383

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Please see page 13 for other charges that may be applied to your account. Further details are available by calling **13 13 54** or visiting **synergy.net.au/T1**

See general information on Business Time of Use prices (R1, R3, S1, T1) on page 10 for more information.



Extra High Voltage

Customers can obtain electricity supply at extra high voltage (66kV or 132kV) subject to entering into a contract to provide for the establishment of suitable facilities.

Extra high voltage electricity supply prices are determined by individual customer circumstances and will be subject to a contractual agreement.

General Information on Business

Time of Use Prices (R1, R3, S1, T1)

1. Synergy does not supply subsidiary meters for use with R1, R3, S1 or T1 tariffs.
2. R1, R3, S1 and T1 Peak electricity is defined as all electricity used between 8am and 10pm, Monday to Friday, including public holidays. Off-peak means all other times outside Peak times. References to times are Western Standard Time.
3. For customers taking supply at the S1, T1 or Extra High Voltage tariff rates, the power factor is to be 0.8 or better during the peak period. If the power factor is below 0.8, Synergy will levy a charge of 46.2044 cents/day/kVAR for the kVAR necessary to improve the power factor to 0.8 lagging in any period during which the power factor at the time of the consumer's maximum demand is less than 0.8.
4. For the purpose of calculating demand charges, maximum demand is based on the greater of:
 - ✦ the peak half hourly maximum demand (kW); or
 - ✦ 30% of the off-peak half hourly maximum demand (kW) recorded in the account period.
5. Load factor is the ratio of the average power demand divided by the peak power demand recorded over any given time, usually expressed as a per unit value or as a percentage.

General Information on the Calculation of Charges

When a charge per unit depends on the number of units consumed per day, the charge per unit is to be based on the average daily consumption over the accounting (billing) period. For further information including tariff eligibility, tariff calculations and a full list of tariffs, fees and charges, visit synergy.net.au/pricesfees



CUSTOMERS WITH SPECIFIC NEEDS

Synergy Community Service Plan (C1) tariff

The Synergy Community Service Plan® (C1) tariff is available to eligible small voluntary and charitable organisations. A customer seeking supply under this price must apply in writing using the relevant Synergy application form, providing evidence which clearly demonstrates that the customer meets all the conditions as listed in the tariff by-laws made under the Energy Operators (Powers) Act 1979. Eligibility criteria apply and applications will be accepted in writing.

Examples of organisations that may be eligible for the C1 tariff:

- ✦ Community clubs, such as Apex, Rotary and Lions.
- ✦ Youth groups, such as Scouts, Girls Brigade and YMCA.
- ✦ Non-profit groups, such as the Arts Council and Amnesty International.
- ✦ Non-profit accommodation, such as the Youth Crisis Centre.
- ✦ Fire/rescue groups, such as the Volunteer Fire Brigade and Sea Rescue.

Supply charge – cents per day	42.5908
First 20 units per day – cents per unit	23.2156
Next 20-1650 units per day – cents per unit	29.0870
More than 1650 units per day – cents per unit	26.2464

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Please see page 13 for other charges that may be applied to your account.

Further details are available by calling **13 13 54** or visiting **synergy.net.au/C1**

Synergy Charity Accommodation Plan (D1) tariff

The Synergy Charity Accommodation Plan® (D1) tariff is available to eligible charitable or benevolent organisations providing residential accommodation (premises for which the Synergy Home Plan® (A1) tariff price is not available). The number of additional residences your business offers is determined by dividing the total number of beds by five and rounding up to the next whole number.

Examples of organisations that may be eligible for the Charity Accommodation Plan (D1) tariff include:

- ✦ Hostels for the aged, women's refuges and other emergency accommodation.
- ✦ Homes for the aged which include a hostel and self-contained units, supplied through one point of supply. Where the hostel is supplied separately from the units, only the hostel is eligible for the Charity Accommodation Plan (D1) tariff. The units are eligible for the residential Home Plan (A1) tariff.

Supply charge – cents per day first 5 beds [^]	39.6778
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Supply charge – cents per day for each additional 5 beds	30.8080
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Electricity charge – cents per unit	21.6277
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Please see page 13 for other charges that may be applied to your account. Further details are available by calling **13 13 54** or visiting synergy.net.au/D1

[^]Applies to multiple flats and home units when a Western Power submeter is supplied through a main meter.

Synergy Home Business Plan (K1) tariff

The Synergy Home Business Plan® (K1) tariff is available to eligible customers who use electricity partly for residential and partly for business purposes and are supplied through a single meter.

Supply charge – cents per day	47.1834
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First 20 units per day – cents per unit	25.7029
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Next 20-1650 units per day – cents per unit	29.4275
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More than 1650 units per day – cents per unit	26.5537
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Please see page 13 for other charges that may be applied to your account.

Further details are available by calling **13 13 54** or visiting synergy.net.au/K1

Other Charges

Account establishment fee (residential and business)	\$33.80
Reconnection fee	\$31.10
Special meter reading fee	\$19.60
Meter reconfiguration fee	\$66.00
Meter testing on site (fee is refunded if the meter is found to be faulty)	\$156.55
Concession rate	\$144.00
Single phase meter upgrade	\$176.15
Three phase meter upgrade	\$276.00
Subsidiary electricity meter rental ^{††} (cents per day)	15.97
Overdue account notice fee	\$4.75
Cheque dishonour fee	\$14.75
Direct debit dishonour fee	\$14.75
Rejected payment/dishonour fee (payment made at Australia Post)	\$24.20
Credit/debit card transaction fee	
A transaction fee of 0.53% (incl. GST) will apply to accounts that have nominated Visa or MasterCard for deductions.	0.53%
A transaction fee of 1.68% (incl. GST) will apply to accounts that have nominated American Express for deductions.	1.68%
Removal of temporary supply	\$340.00
Demolition fee where supply is removed from site	\$360.20
Renewable Energy Buyback Scheme administration fee	\$40.00

For unmetered supply charges, please visit synergy.net.au/ums

^{††}Subsidiary electricity meters are not available to customers on R1, R3, S1, or T1 tariffs.

Electricity is charged by the 'unit'. A 'unit' is one kilowatt-hour (kWh). Not all prices and charges are listed in this brochure. Please call Synergy for information on other prices and charges. All prices listed in this brochure include GST unless otherwise specified and are subject to change. For more specific information on the gazetted tariff and fee structure please see the tariff by-laws made under the Energy Operators (Powers) Act 1979. ©Synergy 2015. Synergy SmartPower, Synergy Home Plan, Synergy Business Plan, Synergy Business Plan Fifty, Synergy Business Time of Use, Synergy Business Time of Use Fifty, Synergy Large Business Demand LV, Synergy Large Business Demand HV, Synergy Community Service Plan, Synergy Charity Accommodation Plan and Synergy Home Business Plan are registered trademarks of Electricity Generation and Retail Corporation trading as Synergy.



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