



***INTEGRAL***  
*e n e r g y*

*The power is in your hands*

# **Energy Price Guide**

**for Standard Form Customer  
Supply Contract**

**Effective 1 August 2002**

**Head Office:** 51 Huntingwood Drive  
Huntingwood NSW 2148

**Postal Address:** PO Box 6366  
Blacktown NSW 2148

**Telephone:** 131 002

**Web Address:** [www.integral.com.au](http://www.integral.com.au)

## **Application of New Rates and Charges**

The new rates and charges set out in this Guide apply from 1 August 2002 and continue to apply until further changes are published in the Public Notice section of a metropolitan newspaper.

Previous prices apply up to and including 31 July 2002.

## **Energy Price Guide**

<b>Definitions</b>	<b>4</b>
<b>Determination of Pricing Options</b>	<b>4</b>
<b>Security Deposits</b>	<b>5</b>
<b>Calculation of Charges</b>	<b>7</b>
<b>Change of Pricing Option</b>	<b>7</b>
<b>PRINCIPAL PRICING OPTIONS – CONDITIONS</b>	<b>8</b>
<b>Domestic</b>	<b>8</b>
<b>Domestic Time of Use (kWh)</b>	<b>9</b>
<b>General Supply</b>	<b>10</b>
<b>General Supply Time-of-Use (kWh)</b>	<b>11</b>
<b>Off-Peak 1</b>	<b>12</b>
<b>Big Blue</b>	<b>15</b>
<b>Off-Peak 2</b>	<b>16</b>
<b>MISCELLANEOUS FEES AND CHARGES</b>	<b>19</b>
<b>1 Fee for provision of time-of-use or half-hourly metering data</b>	<b>19</b>
<b>2 Disconnection Visit</b>	<b>19</b>
<b>3 Special Meter Reading Fee</b>	<b>19</b>
<b>4 Meter Test Fee</b>	<b>20</b>
<b>5 Account Establishment Fee</b>	<b>20</b>
<b>6 Conveyancing Enquiry</b>	<b>20</b>
<b>7 Late Payment Fee</b>	<b>20</b>
<b>8 Off-Peak Conversion Fee</b>	<b>21</b>
<b>9 Dishonoured Bank Transaction Fee</b>	<b>21</b>
<b>10 Rectification of Illegal Connection Fee</b>	<b>21</b>

## Definitions

In this Energy Price Guide, unless inconsistent with the context or subject matter:

“Chief Executive Officer” means the Chief Executive Officer of Integral Energy or a person authorised by the Chief Executive Officer or the Board to act on his behalf.

“Principal” means those pricing options applicable to the small retail customer’s general installation. The purpose for which the premises are used shall determine the Principal Pricing Option applicable to the installation.

“Small retail customer” means a franchise small retail customer or person who, in accordance with clause 58(4) of the *Electricity Supply (General) Amendment Regulation 2000*, elects to be supplied with electricity by Integral Energy for persons within the Integral Energy distribution area, under a Standard Form Customer Supply Contract and / or the Standard Form Customer Connection Contract.

“Special” means those pricing options applicable to the supply of electricity for certain special purposes or under special conditions as laid down in this Energy Price Guide and supply may be metered separately to that supplied at the Principal Price.

“System Access Charge” is a charge designed to cover the fixed costs associated with delivering electricity to small retail customers.

“Week” (or “weekly”), “month” (or “monthly”) “bi-month” (or “bi-monthly”) “quarter” (or “quarterly”) as the case may be, means the period elapsing between ordinary consecutive routine readings by Integral Energy’s staff or agents of the meter or meters for the registration of the supply of electricity to any premises for which period is approximately seven days in the case of a weekly reading, approximately 31 days in the case of a monthly reading, 60 days in the case of a bi-monthly reading and 90 days in the case of a quarterly reading.

## Determination of Pricing Options

The decision of the Chief Executive Officer shall be final and conclusive in determining the pricing option, which shall be applicable to any installation or part thereof, to which electricity is supplied by Integral Energy.

## Security Deposits

Integral Energy:-

- (a) may require a small retail customer to pay a security deposit where the requirements set out in Part A below are met; and
- (b) must repay a security deposit to a small retail customer in accordance with Part B below.

This amount may be up to:

- (i) 1.5 times the average quarterly account; or
- (ii) 1.75 times the average two monthly account; or
- (iii) 2.50 times the average monthly account

Interest will not be levied on a security deposit.

### Part A

#### Residential small retail customers

Integral Energy may require a security deposit from a residential small retail customer prior to connection only if that small retail customer:

- (a) has left a previous supply address without settling an electricity retail bill (**debt**) owed to the Integral Energy or any other standard retail supplier, the debt remains outstanding and the small retail customer has refused and refuses to make an arrangement to pay that debt; or
- (b) has been responsible for the illegal use of electricity within the previous two years; or
- (c) does not have a satisfactory credit history in the reasonable opinion of the Integral Energy or cannot demonstrate satisfactory credit history with another retail supplier to the reasonable satisfaction of Integral Energy, and Integral Energy has offered the small retail customer an instalment plan or other payment option (for example pay as you go by instalments, direct debit) and the small retail customer has refused, or failed to agree to the offer.

Integral Energy will not require a security deposit from a residential small retail customer after connection.

#### Business small retail customers

Integral Energy may require a security deposit from business small retail customers prior to connection only if the small retail customer:

- (a) does not have a satisfactory credit history in the reasonable opinion of Integral Energy or cannot demonstrate a satisfactory credit history with another retail supplier to the reasonable satisfaction of Integral Energy; or
- (b) is a new business; or
- (c) has been responsible for the illegal use of electricity within the previous two years.

Integral Energy will not require a security deposit from a business small retail customer after connection.

## **Types of Security Deposit**

A small retail customer must only choose from the following types of security deposits:

- (a) **cash, cheque or credit card** from residential or business small retail customers;
- (b) **guarantees**, including **Department of Housing guarantees** from residential small retail customers, and **bankers' guarantees** from business small retail customers.

## **Part B**

### **Return of security deposits paid by cash, cheque or credit card**

A small retail customer who is required to pay a security deposit, and who pays in the form of cash, cheque or credit card, is eligible for that deposit to be refunded when they have completed:

- (a) for residential small retail customers - on time payment of bills for one year from the date of the first bill; or
- (b) for business small retail customer - on time payment on time of bills for two years from the date of the first bill and the maintenance of a satisfactory credit rating in the reasonable opinion of Integral Energy.

When this occurs, Integral Energy will inform the small retail customer, in writing, of the amount that is refundable, and credit that amount to the small retail customer's account within 10 business days.

### **Maximum duration of requirement for guarantee**

A small retail customer who is required to pay a security deposit and does so in the form of a guarantee, is eligible for the guarantee to be discharged when:

- (a) for residential small retail customers - on time payment of bills for one year from the date of the first bill; or
- (b) for business small retail customers - on time payment of bills for two years from the date of the first bill and the maintenance of a satisfactory credit rating in the reasonable opinion of Integral Energy.

Integral Energy will inform a small retail customer who meets the above requirements that a guarantee is no longer required. A small retail customer must be informed in writing, and within 10 business days, of the above requirements being met.

### **Cessation of supply**

If Integral Energy requires a small retail customer to pay a security deposit, and the small retail customer requests that Integral Energy cease supplying electricity to the small retail customer's supply address, Integral Energy will:

- (a) inform the small retail customer in writing of the amount of the security deposit held; and
- (b) pay the amount either to the small retail customer or into the small retail customer's account.

This must occur within 10 business days of the small retail customer ceasing to take supply.

## Calculation of Charges

Integral Energy has some existing customers on tariffs which have been declared 'obsolete'. These comprise of stepped rates, and the calculation method shown below applies.

For electricity bills issued for periods outside Integral Energy's standard billing period, the price block(s) will be apportioned in accordance with the formulae:

$$B = D/90 \times U \times R \text{ (for quarterly billing)}$$

and

$$B = D/60 \times U \times R \text{ (for bi-monthly billing)}$$

and

$$B = D/30 \times U \times R \text{ (for monthly billing)}$$

Where

B = the charge per price block.

D = the actual number of days between meter reading periods.

U = kWh units applicable to the bi-monthly/monthly price block(s).

R = the rate applicable to the price block(s).

For obsolete pricing options which include standing charge provisions, where electricity bills are issued for periods outside Integral Energy's standard billing periods, the standing charge will be apportioned in accordance with the formulae:

$$A = D/90 \times T \text{ (for quarterly billing)}$$

and

$$A = D/60 \times T \text{ (for bi-monthly billing)}$$

and

$$A = D/30 \times T \text{ (for monthly billing)}$$

Where

A = the proportionate standing charge.

D = the actual number of days between meter reading periods.

T = the billing period amount of the standing charge.

For pricing options which include minimum charge provisions, where electricity bills are issued for periods outside Integral Energy's standard billing periods the minimum charge applicable will be apportioned in accordance with the formulae above, except:

T = minimum charge.

## Change of Pricing Option

Should a small retail customer require that the pricing option applicable to any portion of his installation be changed the following should apply:

- (i) Application shall be made by the small retail customer in writing.
- (ii) A change of pricing option may be sought at any time provided that not more than one change of pricing option will be permitted in respect of any installation within any period of 12 months.

## Principal Pricing Options – Conditions

### Domestic

<b>All Energy</b>	<b>10.9019 ¢ per kWh excl GST</b> <b>11.9920 ¢ per kWh incl GST</b>
<b>System Access Charge</b>	<b>23.4658 ¢ per day excl GST</b> <b>25.8123 ¢ per day incl GST</b>

Applicable to electricity supplied to the following:

- (i) Private dwellings.
- (ii) Boarding houses and lodging houses as defined in the *Public Health Act 1902*.
- (iii) Retirement villages.
- (iv) Residential sections of nursing homes and hospitals.
- (v) Living quarters for members and staff of religious orders.
- (vi) Residential sections of educational institutions.
- (vii) Children's homes.
- (viii) Approved baby health centres, day nurseries and kindergartens.
- (ix) Churches – building or premises which are used principally for public worship or partly for public worship and educational purposes.
- (x) Approved caravan sites.

### Use of Supply

Where electricity is supplied under this pricing option, the small retail customer is also entitled to obtain supply from Integral Energy at the following pricing options:

- (a) Off Peak 1 (refer to pages 12,13,14)
- (b) Off Peak 2 (refer to pages 16,17,18)



## **Domestic Time of Use (kWh)**

<b>Peak Energy</b>	<b>21.8873 ¢ per kWh excl GST</b> <b>24.0760 ¢ per kWh incl GST</b>
<b>Shoulder Energy</b>	<b>19.2591 ¢ per kWh excl GST</b> <b>21.1850 ¢ per kWh incl GST</b>
<b>Off Peak Energy</b>	<b>3.9191 ¢ per kWh excl GST</b> <b>4.3110 ¢ per kWh incl GST</b>

**Peak:** 7 am – 9 am and 5 pm – 8 pm, working week days.

**Shoulder:** 9 am – 5 pm and 8 pm – 10 pm, working week days.

**Off-Peak:** 10 pm – 7 am Monday to Friday and 10 pm Friday  
– 7am Monday (weekends) and 24 hours on Public Holidays.

The above pricing option is presently available to designated new housing estates at the discretion of the Chief Executive Officer.

### **1. Capital Contribution**

A capital contribution towards the cost of special metering may be required prior to supply being made available at this pricing option.

### **2. Commencing Date**

The commencing date for supply under this option will be the date nominated by the Chief Executive Officer. This will usually be the commencement of the first billing period following the installation of the required metering equipment.

### **3. Definition**

Working weekday – All days of a monthly billing period other than those which are Saturdays, Sundays and the following public holidays: New Year's Day, Australia Day, Good Friday, Easter Monday, Anzac Day, Queen's Birthday, Labour Day, Christmas Day, Boxing Day, and gazetted public holidays.

### **4. Application**

Any small retail customer requiring supply under this pricing option shall make application in writing to the Chief Executive Officer.

### **5. Use of Supply**

Off Peak 1 and Off Peak 2 Pricing Options are not available with this Pricing Option.

## **General Supply**

<b>All Energy</b>	<b>10.4150 ¢ per kWh excl GST</b> <b>11.4565 ¢ per kWh incl GST</b>
<b>System Access Charge</b>	<b>38.1819 ¢ per day excl GST</b> <b>42.0001 ¢ per day incl GST</b>

Applicable to electricity used for any purpose.

### **1. Use of Supply**

Where electricity is supplied under this pricing option, the small retail customer is also entitled to obtain supply at the following pricing options:

- (a) Off Peak 1 (storage water heaters only – refer pages 13,14,15)
- (b) Off Peak 2 (storage water heaters only – refer pages 17,18,19)

## General Supply Time-of-Use (kWh)

<b>Peak Energy</b>	<b>14.4918 ¢ per kWh excl GST</b> <b>15.9410 ¢ per kWh incl GST</b>
<b>Shoulder Energy</b>	<b>11.9891 ¢ per kWh excl GST</b> <b>13.1880 ¢ per kWh incl GST</b>
<b>Off-Peak Energy</b>	<b>5.7682 ¢ per kWh excl GST</b> <b>6.3450 ¢ per kWh incl GST</b>

**Peak:** 7 am – 9 am, 5 pm – 8 pm, working week days.

**Shoulder:** 9 am – 5 pm, 8 pm – 10 pm, working week days.

**Off-Peak:** 10 pm – 7 am Monday to Friday and 10 pm Friday – 7 am Monday (weekends) and 24 hours on public holidays.

Applicable to electricity used for any purpose, provided minimum daily average consumption is 165 kWh and not exceeding a daily average consumption of 1,600 kWh.

### 1. Use of Supply

Where electricity is supplied under this pricing option, the small retail customer shall not be entitled to obtain supply for any purpose at any other pricing options set out in the Energy Price Guide.

### 2. Capital Contribution

A capital contribution towards the cost of special metering may be required prior to supply being made available at this pricing option.

### 3. Commencing Date

The commencing date for supply under this pricing option will be the date nominated by the Chief Executive Officer. This will usually be the commencement of the first billing period following the installation of the required metering equipment.

### 4. Definition

Working weekday – All days of a monthly period other than those which are Saturdays, Sundays and the following public holidays: New Year's Day, Australia Day, Good Friday, Easter Monday, Anzac Day, Queen's Birthday, Labour Day, Christmas Day and Boxing Day, and gazetted public holidays.

### 5. Application

Any small retail customer requiring supply under this pricing option shall make application in writing to the Chief Executive Officer.

### 6. Billing

Billing under this pricing option is monthly.

**Off-Peak 1**

**4.1970 ¢ per kWh excl GST**  
**4.6167 ¢ per kWh incl GST**

Off-Peak 1 applies where specified appliances approved by the Chief Executive Officer are controlled by Integral Energy’s equipment so that supply may not be available between 7 am and 10 pm. Supply will be made available for selected periods between 10 pm and 7 am as approved by the Chief Executive Officer.

**Storage Water Heaters**

The rated hot water delivery of storage heaters shall not be less than 250 litres, unless otherwise approved by the Chief Executive Officer and subject to the following conditions:

- (a) Off-peak prices apply to storage heaters provided the main heating units are controlled by Integral Energy’s equipment.
- (b) The Principal Pricing Option applicable to the premises will apply to any booster-heating unit, which will not be controlled by Integral Energy’s equipment.
- (c) Booster heating units shall be controlled so that simultaneous operation with the main heating units is not possible.
- (d) Unless otherwise approved by the Chief Executive Officer, heating units must be arranged as multiples of 4.8 kW in accordance with the following table:

<b>Rated Hot Water Delivery (in Litres)</b>	<b>Number and Rating of Heating Elements</b>
Up to and including 400	1 x 4.8 kW
Above 400 and not exceeding 630	2 x 4.8 kW
Above 630	As necessary to provide the full amount of heat in approx. 8 hours but in any case not more than 20 watts/litre rated hot water delivery.

NOTE: The above requirements may be varied where an Off-Peak element is provided as a booster for a solar water heater.

Available to Domestic and General Supply Small retail customers.

### **Other Appliances**

Swimming pool pumps and pool heating, dishwashers, clothes dryers, washing machines and other appliances approved by the Chief Executive Officer may be supplied at Off-Peak 1 prices provided that:

- (a) Domestic price applies as the principal price for the premises.
- (b) An approved storage water heater or storage space heater is also installed and supplied at the same Off-Peak 1 price.
- (c) Each appliance is permanently connected to the fixed wiring.
- (d) All Off-Peak circuits originate at the meter board and are controlled by Integral Energy's equipment so that supply is available during specified Off-Peak 1 hours.
- (e) For pool heating, the equipment rating shall not exceed 520 watts per square metre of the water surface, unless approved by the Chief Executive Officer.

### **Noise Control**

Under the provisions of the *Noise Control Act 1975*, local councils may impose conditions relating to the use or operation of equipment causing offensive noise. Air conditioners, swimming pool pumps and heat pump motors may be subject to such conditions and small retail customers should consult the local council before arranging for such equipment to operate at night on Off-Peak 1.

### **Thermal Storage Space Heaters (Heat Banks)**

- (a) Off-Peak 1 prices apply to approved thermal storage space heaters provided they are controlled by Integral Energy's equipment and the aggregate rating is not less than 3 kW.
- (b) Applies to Domestic pricing options (refer pages 9,10) and schools as approved by the Chief Executive Officer.

### **Under Floor Heating**

- (a) Off-Peak 1 prices apply to approved under floor heaters provided they are controlled by Integral Energy's equipment and the aggregate rating is not less than 3 kW.
- (b) Applies to Domestic pricing options (refer pages 9,10) and schools as approved by the Chief Executive Officer.

### **Ice Storage Systems**

Off-Peak 1 also applies to ice storage systems provided the unit is controlled by Integral Energy's equipment.

### **Transfer Between Pricing Options**

A switch which transfers apparatus normally supplied at an Off-Peak 1 price to another price is not permissible.

### **Existing Installations**

Storage water heaters and thermal storage space heaters, previously approved for connection to an Off-Peak 1 pricing option will continue to be eligible for supply at the Off-Peak 1 prices.

### **Special conditions – single person and dual occupant aged person accommodation**

Notwithstanding the rated hot water delivery requirements of the Off-Peak 1 pricing option, in the case of single and dual occupant aged person accommodation owned and controlled by the NSW Department of Housing, or some institution/charity as defined by the Chief Executive Officer, the minimum rated hot water delivery may be reduced in accordance with the following:

<b>Number of Occupants in Premises</b>	<b>Minimum Rated Hot Water Delivery</b>	<b>Minimum Kilowatt Rating</b>
1	80 litres	3.6 kW
2	125 litres	3.6 kW

## Big Blue

**4.1970 ¢ per kWh excl GST**  
**4.6167 ¢ per kWh incl GST**

Off-Peak 1 also applies to single unit residential premises supplied at the Domestic pricing option, where special hot water systems, equipped with two non-simultaneous heating elements (Big Blue), are installed to meet Integral Energy's minimum tank size requirements:

<b>Number of bedrooms</b>	1 or 2	3	4 or more
<b>Minimum size water heater (litres)</b>	250	315	400

In this case, supply is made available to the bottom-heating element outside the period between 7 am and 10 pm. However, the top element can be heated at any other time (at the Off-Peak 1 price) to satisfy small retail customer needs for hot water.

## Off-Peak 2

**6.7891 ¢ per kWh excl GST**  
**7.4680 ¢ per kWh incl GST**

Off-Peak 2 applies where specified appliances approved by the Chief Executive Officer are controlled by Integral Energy's equipment so that electricity is available for restricted periods not exceeding 17 hours in any period of 24 hours.

### Storage Water Heaters

The rated hot water delivery of storage heaters must not be less than 100 litres, unless otherwise approved by the Chief Executive Officer and subject to the following conditions:

- (a) Off-peak prices apply to storage heaters provided the main heating units are controlled by Integral Energy's equipment.
- (b) The principal pricing option applicable to the premises will apply to any booster-heating unit which is not controlled by Integral Energy's equipment.
- (c) Booster heating units must be so controlled that simultaneous operation with the main heating units is not possible.
- (d) An electric heat pump with a minimum tank size of 250 litres is permitted to be connected to Off-peak 2 but may not be subsequently transferred to Off-peak 1.
- (e) Unless otherwise approved by the Chief Executive Officer, heating units must be arranged as multiples of 4.8 kW in accordance with the following table:

<b>Rated Hot Water Delivery (in Litres)</b>	<b>Number and Rating of Heating Elements</b>
Up to and including 400	1 x 4.8 kW
Above 400 and not exceeding 630	2 x 4.8 kW
Above 630	As necessary to provide the full amount of heat in approx. 8 hours but in any case not more than 20 watts/litre rated hot water delivery.

NOTE: The above requirements may be varied where an Off-Peak element is provided as a booster for a solar water heater.

Available to Domestic and General Supply Small retail customers.

### Other Appliances

Swimming pool pumps and pool heating, dishwashers, clothes dryers, washing machines and other appliances approved by the Chief Executive Officer may be supplied at Off-Peak 2 prices provided that:

- (a) The domestic price applies as the principal price for the premises.



- (b) An approved storage water heater or storage space heater is also installed and supplied at the same Off-Peak 2 price.
- (c) Each appliance is permanently connected to the fixed wiring.
- (d) All off-peak circuits originate at the meter board and are controlled by Integral Energy's equipment so that supply is available during specified Off-Peak 2 hours.
- (e) For pool heating, the equipment rating must not exceed 520 watts per square metre of the water surface, unless approved by the Chief Executive Officer.

### **Noise Control**

Under the provisions of the *Noise Control Act 1975*, local councils may impose conditions relating to the use or operation of equipment causing offensive noise. Air conditioners, swimming pool pumps and heat pump motors may be subject to such conditions and small retail customers should consult the local council before arranging for such equipment to operate at night on Off-Peak 2.

### **Thermal Storage Space Heaters (Heat Banks)**

- (a) Off-Peak 2 prices apply to approved thermal storage space heaters provided they are controlled by Integral Energy's equipment and the aggregate rating is not less than 3 kW.
- (b) Applies to Domestic pricing options only (refer pages 9,10).

### **Under Floor Heating**

- (a) Off-Peak 2 prices apply to approved under floor heaters provided they are controlled by Integral Energy's equipment and the aggregate rating is not less than 3 kW.
- (b) Applies to Domestic pricing options (refer pages 9,10) and schools as approved by the Chief Executive Officer.

### **Transfer Between Pricing Options**

A switch which transfers apparatus normally supplied at an Off-Peak 2 price to another price is not permissible.

### **Existing Installations**

Storage water heaters and thermal storage space heaters, previously approved for connection to an Off-Peak 2 pricing option will continue to be eligible for supply at the Off-Peak 2 prices.

**Special conditions – single person and dual occupant aged person accommodation**

Notwithstanding the rated hot water delivery requirements of the Off-Peak 2 pricing option, in the case of single and dual occupant aged person accommodation owned and controlled by the NSW Department of Housing or some institution/charity as defined by the Chief Executive Officer, the minimum rated hot water delivery may be reduced in accordance with the following:

<b>Number of Occupants in Premises</b>	<b>Minimum Rated Hot Water Delivery</b>	<b>Minimum Kilowatt Rating</b>
1 or 2	80 litres	3.6 kW

## Miscellaneous Fees and Charges

Unless otherwise specified, the following fees and charges apply during normal business hours on Business Days. The times during which 'normal business hours' apply are between 7am and 4pm on business days. Additional costs may be incurred for work undertaken at the specific request of small retail customers outside these times. The Chief Executive Officer has the authority to waive any of the fees referred to below in individual cases, dependent upon the circumstances.

### 1 Fee for provision of time-of-use or half-hourly metering data

per half-hour (or part thereof)

This charge will cover the cost of staff time to:

- (a) Obtain and provide historical metering data to small retail customers, where such data is not available from normal meter readings; and
- (b) Install and remove recording instruments to obtain the metering data.

### 2 Disconnection Visit

- (a) Where it is necessary to call at a small retail customer's premises for the purpose of disconnecting supply for the non-payment of an account, but does not proceed with disconnection because the small retail customer tenders acceptable payment, the personal visit fee is:
- (b) Where it is necessary to call at a small retail customer's premises for the non-payment of an account, the small retail customer does not tender acceptable payment and disconnection occurs, a fee which covers a second visit to reconnect supply shall be payable as follows:
  - (i) Disconnection visit fee
  - (ii) Fee for disconnection at pole top/pillar box
 (Where access denied for disconnection, or there is evidence that the small retail customer has reconnected supply illegally)

### 3 Special Meter Reading Fee

- (a) Special meter reading
- (b) Special meter reading outside normal business hours

Integral Energy may levy a charge for a special meter reading in the following circumstances:-

- (a) If a customer requests a special meter reading to verify the accuracy of an original meter reading undertaken by Integral Energy and that special meter reading confirms the accuracy of that original reading;
- (b) If a meter is inaccessible at the time the meter is usually read, an estimated reading has been offered to the customer but the customer declines the offer and requests that an actual reading of the meter be carried out; or
- (c) If a customer requests a special meter reading in connection with the customer's decision to change its retail supplier or to change from a standard form customer supply contract to a negotiated customer supply contract or vice versa.

	Excl GST	Incl GST
<b>1 Fee for provision of time-of-use or half-hourly metering data</b> per half-hour (or part thereof)	<b>\$24.82</b>	<b>\$27.30</b>
<b>2 Disconnection Visit</b>		
(a) Where it is necessary to call at a small retail customer's premises for the purpose of disconnecting supply for the non-payment of an account, but does not proceed with disconnection because the small retail customer tenders acceptable payment, the personal visit fee is:	<b>\$29.77</b>	<b>\$32.75</b>
(b) Where it is necessary to call at a small retail customer's premises for the non-payment of an account, the small retail customer does not tender acceptable payment and disconnection occurs, a fee which covers a second visit to reconnect supply shall be payable as follows:		
(i) Disconnection visit fee	<b>\$59.59</b>	<b>\$65.55</b>
(ii) Fee for disconnection at pole top/pillar box	<b>\$99.27</b>	<b>\$109.20</b>
(Where access denied for disconnection, or there is evidence that the small retail customer has reconnected supply illegally)		
<b>3 Special Meter Reading Fee</b>		
(a) Special meter reading	<b>\$29.77</b>	<b>\$32.75</b>
(b) Special meter reading outside normal business hours	<b>\$74.45</b>	<b>\$81.90</b>



2. A late payment fee will be waived:
- (a) where the small retail customer has contacted a welfare agency/support service for assistance; or
  - (b) where payment or part payment is by EAPA voucher<sup>1</sup>; or
  - (c) on a case by case basis as considered appropriate by Integral Energy or the electricity industry ombudsman under an approved electricity industry ombudsman scheme under the ESA.
3. A late payment fee will only be levied:
- (a) on or after the date which is at least 5 business days after the due date shown on the electricity retail bill that is the subject of the late payment; and
  - (b) after the small retail customer has been notified in advance that the late payment fee will be charged if the account is not paid, or alternative payment arrangements entered into, within 5 business days of the due date.

### 8 Off-Peak Conversion Fee

- (a) First change of off-peak pricing option in a 12 month period
- (b) Each additional change of off-peak pricing option in same 12 month period
- (c) Change of off-peak pricing option outside normal business hours

	Excl GST	Incl GST
	<b>Free</b>	
	<b>\$39.68</b>	<b>\$43.65</b>
	<b>\$99.27</b>	<b>\$109.20</b>
	<b>\$19.95</b>	<b>\$21.95</b>
	<b>\$148.91</b>	<b>\$163.80</b>
	<b>\$471.59</b>	<b>\$518.75</b>

### 9 Dishonoured Bank Transaction Fee

Fee for each dishonoured cheque

### 10 Rectification of Illegal Connection Fee

Fee for work to rectify illegal or unauthorised wiring and connections and restore service to Integral Energy's requirements

- (a) During normal business hours:
- (b) Outside normal business hours:

**Please note:** Other fees and charges may also be applicable under special circumstances. For example, there are fees and charges relating to contestable work, connection services and asset relocations. Please contact Integral Energy on **131 002**, or visit our website at **[www.integral.com.au](http://www.integral.com.au)**.

<sup>1</sup> A voucher issued under the Energy Accounts Payments Assistance Scheme. The NSW Department of Community Services administers this Scheme.