



INTEGRAL
energy

Energy Price Guide

for Standard Form Customer Supply Contract

Effective 1 July 2003

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Application of New Rates and Charges

The new rates and charges set out in this Guide apply from 1 July 2003 and continue to apply until further changes are published in the Public Notice section of a metropolitan newspaper and on Integral Energy's website at www.integral.com.au.

Previous prices apply up to and including 30 June 2003.

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Part 1 - Integral's Energy Prices

1. About this Guide

This Energy Price Guide (**Guide**) contains the rates for *small retail customers* supplied with electricity (Part 2 of this Guide) under Integral Energy's Standard Form Customer Supply Contract (**Standard Contract**). The contents of this Guide complies with IPART's determination under the *Electricity Supply Act* relating to regulated retail prices for the period from 1 August 2002 to 30 June 2004.

This Guide also contains miscellaneous fees and charges (Part 3 of this Guide) which may be applied to customers supplied with electricity under a *Standard Contract*.

2. Definitions

2.1 Meaning of words

In this 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.

"Off-Peak Pricing Option" means the Off-Peak 1, Off-Peak 2 and Big Blue *Pricing Options*. For the avoidance of doubt, off-peak pricing options do not include *Pricing Options* which only contain an off-peak rate payable for the use of electricity that is measured through a time-of-use or interval meter at certain times of the day.

"Pricing Option" means those pricing options set out in Part 2 of this Guide, only one of which will apply at any time to the amount of electricity consumed at each point which is separately metered at the *property*. The purpose for which the *property* is used will affect which pricing options are available at the *property*.

"Standard Contract" has the meaning given in clause 1 above.

"Week" (or "weekly"), "month" (or "monthly"), "bi-month" (or "bi-monthly"), and "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 *property* - which period is approximately seven days in the case of a weekly reading, approximately 31 days in the case of a monthly reading, approximately 60 days in the case of a bi-monthly reading, and approximately 90 days in the case of a quarterly reading.

2.2 Other words

The meaning of other words printed *like this* and some other key words used in this Guide is explained at the end of the *Standard Contract*. Copies of the *Standard Contract* are available through our website at www.integral.com.au or by calling our customer services staff on 131 002 (we may charge a reasonable fee for providing subsequent copies after your first copy).

For the avoidance of doubt the following public holidays are not *business days* for the purposes of this Guide: 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.

3. Determination of Pricing Options

The decision of the *Chief Executive Officer* shall be final and conclusive in determining the *Pricing Option* which is applicable to any point which is separately metered at the *property* to which electricity is supplied by Integral Energy.

4. Security

4.1 Security generally

Integral Energy:-

- (a) may require a *customer* to pay *security* where the requirements set out in clause 4.2 below are met; and
- (b) must repay or release the *security* to a *customer* in accordance with clause 4.3 below.

The amount of the *security* may be up to:

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

Interest will not be levied on the *security*.

4.2 When is security required?

Residential customers

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

- (a) has left a previous supply address without settling an electricity retail bill (**debt**) owed to Integral Energy or any other standard retail supplier, the debt remains outstanding and the *customer* has refused and refuses to make an arrangement to pay that debt;
- (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 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 *customer* an instalment plan or other payment option (for example pay as you go by instalments, direct debit) and the *customer* has refused, or failed to agree to the offer.

Integral Energy will not require *security* from a residential *customer* after connection.

Business customers

Integral Energy may require *security* from a business *customer* prior to connection only if the *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;
- (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 *security* from a business *customer* after connection.

Types of Security

A *customer* must only choose from the following types of *security*:

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

4.3 When will the security be repaid, discharged or released?

Security paid by cash, cheque or credit card

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

- (a) for residential *customers* - on time payment of bills for one year from the date of the first bill; or
- (b) for business *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.

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

Security paid by annual security levy or guarantee

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

- (a) for residential *customers* - on time payment of bills for one year from the date of the first bill; or
- (b) for business *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 *customer* who meets the above requirements that a guarantee is no longer required. A *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 *customer* to pay *security*, and the *customer* requests that Integral Energy discontinue *electricity supply* to the *customer's* supply address, Integral Energy will:

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

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

5. Calculation of Charges

5.1 Pricing Options

The amount which a *customer* must pay Integral Energy for electricity used may be calculated by applying the relevant GST-exclusive "per kWh" charge specified for the applicable *Pricing Option* to the amount of electricity consumed (based on Integral Energy's measurement of the *customer's* consumption or Integral energy's estimate) at each point which is separately metered at the *property*.

In addition, the *customer* must pay the relevant GST-exclusive "per day" charge (if any) for each day from the *actual start date* until the *customer's Standard Contract* with Integral Energy terminates.

10% GST is then payable on the total charge.

5.2 'Obsolete' Tariffs

Integral Energy has some existing *customers* on tariffs which have been declared 'obsolete'. These comprise 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 obsolete 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.

6. Change of Pricing Option

If the *customer* wishes to change the *Pricing Option* applicable to a particular point which is separately metered at the *property*, then the *customer* must apply to Integral Energy in writing giving Integral Energy 30 days prior notice. Any such change to the *Pricing Option* will take effect from the date on which the *customer's* meter is next read after Integral Energy processes the application.

If the *customer* changes the *Pricing Option* applicable to a particular point to or from an *Off-Peak Pricing Option* more than once within a 12 month period, Integral Energy may charge the *customer* the Off-Peak conversion fee listed in this *Guide* for each such additional change.

Part 2 - Pricing Options – Conditions

7. Domestic

7.1 Tariff rates

All Energy	11.2076¢ per kWh (excl. GST) 12.3284¢ per kWh (incl. GST)
System Access Charge	26.2055¢ per day (excl. GST) 28.8261¢ per day (incl. GST)

7.2 Application

This *Pricing Option* will only apply to electricity supplied to a particular point at a *property* which is predominantly used for one or more of the following purposes:

- (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, mosques temples etc – being buildings or *properties* which are used principally for public worship or partly for public worship and partly for educational purposes; or
- (x) approved caravan sites.

7.3 Other Pricing Options

Where electricity is supplied under this *Pricing Option*, the customer is also entitled to obtain supply from Integral Energy at the property under one or both of the following *Pricing Options*:

- a) Off-Peak 1 (refer to clause 11); or
- b) Off-Peak 2 (refer to clause 13).

8. Domestic Time-of-Use (kWh)

8.1 Tariff rates

Peak Energy	21.8873¢ per kWh (excl. GST) 24.0760¢ per kWh (incl. GST)
Shoulder Energy	19.2591¢ per kWh (excl. GST) 21.1850¢ per kWh (incl. GST)
Off-Peak Energy	3.9191¢ per kWh (excl. GST) 4.3110¢ per kWh (incl. GST)

Peak Energy: Electricity supplied from 7 am to 9 am and from 5 pm to 8 pm on *business days*.

Shoulder Energy: Electricity supplied from 9 am to 5 pm and from 8 pm to 10 pm on *business days*.

Off-Peak Energy: Electricity supplied from 10 pm to 7 am on *business days* and at all times on all days which are not *business days*.

8.2 Application

This *Pricing Option* will only be available to electricity supplied to a particular point at a *property* which has a time-of-use meter installed.

8.3 Capital Contribution

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

8.4 Commencement

Electricity supply to a particular point at a *property* under this *Pricing Option* will commence on the date nominated by the *Chief Executive Officer*. This will usually be the date of the next meter read following the installation of the required metering equipment.

8.5 Other Pricing Options

Off-Peak Pricing Options are not available at a *property* utilising this *Pricing Option*.

9. General Supply

9.1 Tariff rates

All Energy	10.5300¢ per kWh (excl. GST) 11.5830¢ per kWh (incl. GST)
System Access Charge	38.1819¢ per day (excl. GST) 42.0001¢ per kWh (incl. GST)

9.2 Application

This *Pricing Option* will only apply to electricity supplied to a particular point at a *property* which is not covered by a *Pricing Option* in clause 7, 8 or 10.

9.3 Other Pricing Options

Where electricity is supplied under this *Pricing Option*, the customer is also entitled to obtain supply at the property under one or both of the following *Pricing Options*:

- a) Off-Peak 1 – refer to clause 11; or
- b) Off-Peak 2 – refer to clause 13.

10. General Supply Time-of-Use (kWh)

10.1 Tariff rates

Peak Energy	14.4918¢ per kWh (excl. GST) 15.9410¢ per kWh (incl. GST)
Shoulder Energy	11.9891¢ per kWh (excl. GST) 13.1880¢ per kWh (incl. GST)
Off-Peak Energy	5.7682¢ per kWh (excl. GST) 6.3450¢ per kWh (incl. GST)

Peak Energy: Electricity supplied from 7 am to 9 am and from 5 pm to 8 pm on *business days*.

Shoulder Energy: Electricity supplied from 9 am to 5 pm and from 8 pm to 10 pm on *business days*.

Off-Peak Energy: Electricity supplied from 10 pm to 7 am on *business days* and all times on days which are not *business days*.

10.2 Application

This *Pricing Option* will only apply to electricity supplied to a particular point at a *property* which has a time-of-use meter installed and which is not covered by a *Pricing Option* under clause 7, 8 or 9, provided annual consumption through that particular point at the *property* (at all times) is not more than 160,000 kWh.

10.3 Capital Contribution

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

10.4 Commencement Date

Supply of electricity to a particular point at a *property* under this *Pricing Option* will commence on the date nominated by the *Chief Executive Officer*. This will usually be the commencement of the date of the next meter read following the installation of the required metering equipment.

10.5 Billing

Billing under this *Pricing Option* is monthly.

10.6 Other Pricing Options

Where electricity is supplied to a particular point at a *property* under this *Pricing Option*, the customer will not be entitled to obtain the supply of electricity to that *property* for any use under any other *Pricing Option*.

11. Off-Peak 1

11.1 Tariff rates

4.2605¢ per kWh (excl. GST)
4.6866¢ per kWh (incl. GST)

11.2 Application

This *Pricing Option* may apply to the supply of electricity to a particular point at a *property* which services only specified appliances approved by the *Chief Executive Officer* provided that:

- (a) all off-peak circuits originate at the meter board;
- (b) the relevant appliances are permanently wired and metered separately from other appliances;
- (c) the supply of electricity is controlled by means of Integral Energy's equipment so that supply will not usually be available between 7 am and 10 pm Monday to Friday as approved by the *Chief Executive Officer*; and
- (d) any conditions set out below in relation to the particular type of appliance have been satisfied.

11.3 Storage Water Heaters

In relation to a heating unit in a storage hot water heater, the following additional conditions must all be met:

- (a) the rated hot water delivery of the storage water heater is not less than 250 litres, unless otherwise approved by the *Chief Executive Officer*;
- (b) the supply of electricity to the heating unit in the storage water heater is controlled by Integral Energy's equipment. This *Pricing Option* will not apply to any heating unit (including a booster heating unit) which is not controlled by Integral Energy's equipment.
- (c) the operation of any booster heating units is controlled so that it is not possible for them to operate simultaneously with the main heating units; and
- (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:

Rated Hot Water Delivery (in Litres)	Number and Rating of Heating Units
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 approximately 8 hours but in any case not more than 20 watts per litre of rated hot water delivery.

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

- (e) Heat pumps are not permitted to be connected to this Pricing Option.

11.3.1 Single person and dual occupant aged person accommodation

Notwithstanding the rated hot water delivery requirements of this *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 or charity as defined by the *Chief Executive Officer*, the minimum rated hot water delivery may be reduced in accordance with the following:

Number of Occupants in Property	Minimum Rated Hot Water Delivery	Minimum KiloWatt Rating
1	80 litres	3.6 kW
2	125 litres	3.6 kW

11.4 Thermal Storage Space Heaters (Heat Banks) and Under Floor Heaters

In relation to thermal storage space heaters, the following additional conditions must all be met:

- (a) the aggregate rating must be not less than 3 kW.

11.5 Ice Storage Systems

In relation to ice storage systems, the following additional conditions must all be met:

- a) the aggregate rating must be not less than 3 kW.

11.6 Other Appliances

In relation to swimming pool pumps, pool heating equipment, dishwashers, clothes dryers, washing machines and other appliances approved by the *Chief Executive Officer* (other than those described above), the following additional conditions must all be met:

- (a) an approved storage water heater or storage space heater is also installed and supplied under this *Pricing Option*; and
- (b) for pool heating equipment, the equipment rating must not exceed 520 watts per square metre of the water surface, unless otherwise approved by the *Chief Executive Officer*.

11.7 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 *customers* should consult the local council before arranging for such equipment to operate at night on this *Pricing Option*.

11.8 Existing Installations

Customers who have appliances previously approved for connection under this *Pricing Option* may continue to be eligible for supply under this *Pricing Option*.

11.9 Other Pricing Options

This *Pricing Option* is only available to a *property* utilising the Domestic or General Supply *Pricing Options*.

12. Big Blue

12.1 Tariff rates

4.2605¢ per kWh (excl. GST)

4.6866¢ per kWh (incl. GST)

12.1 Application

Provided that all the conditions specified for the Off-Peak 1 *Pricing Option* have been met, the Off-Peak 1 *Pricing Option* may also apply to single unit residential *properties* where the Domestic *Pricing Option* is the *Principal Pricing Option* for the *property* where special "Big Blue" hot water systems, equipped with two non-simultaneous heating units, are installed to meet Integral Energy's minimum tank size requirements as follows:

Number of bedrooms in residence at the property	1 or 2	3	4 or more
Minimum size water heater (litres)	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 Off-Peak 1) to satisfy *customer* needs for hot water.

13. Off-Peak 2

13.1 Tariff rates

6.7891¢ per kWh (excl. GST)
7.4680¢ per kWh (incl. GST)

13.2 Application

This *Pricing Option* may apply to the supply of electricity to a particular point at a *property* which services only specified appliances approved by the *Chief Executive Officer* provided that:

- (a) all off-peak circuits originate at the meter board;
- (b) the relevant appliances are permanently wired and metered separately from other appliances;
- (c) the supply of electricity is controlled by means of Integral Energy's equipment so that supply will be available for restricted periods generally not exceeding 17 hours in any period of 24 hours;
- (d) any conditions set out below in relation to the particular type of appliance have been satisfied.

13.3 Storage Water Heaters

In relation to a heating unit in a storage hot water heater, the following additional conditions must all be met:

- (a) the rated hot water delivery of the storage water heater is not less than 100 litres, unless otherwise approved by the *Chief Executive Officer*;
- (b) the supply of electricity to the heating unit in the storage water heater is controlled by Integral Energy's equipment. This *Pricing Option* will not apply to any heating unit (including a booster heating unit) which will not be controlled by Integral Energy's equipment;
- (c) the operation of any booster heating units is controlled so that it is not possible for them to operate simultaneously with the main heating units;
- (d) an electric heat pump with a minimum tank size of 250 litres is permitted to be connected to this *Pricing Option* but not the Off-Peak 1 *Pricing Option*; and
- (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:

Rated Hot Water Delivery (in Litres)	Number and Rating of Heating Units
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 approximately 8 hours but in any case not more than 20 watts per litre of rated hot water delivery.

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

Special conditions – single person and dual occupant aged person accommodation

Notwithstanding the rated hot water delivery requirements of this *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 or charity as defined by the *Chief Executive Officer*, the minimum rated hot water delivery may be reduced in accordance with the following:

Number of Occupants in Property	Minimum Rated Hot Water Delivery	Minimum KiloWatt Rating
1 or 2	80 litres	3.6 kW

13.4 Thermal Storage Space Heaters (Heat Banks) and Under Floor Heaters

In relation to thermal storage space heater, the following additional conditions must all be met:

- (a) the aggregate rating must be not less than 3 kW; and
- (b) the *property* must utilise the a *Principal Pricing Option*.

13.5 Other Appliances

In relation to swimming pool pumps, pool heating equipment, dishwashers, clothes dryers, washing machines and other appliances approved by the *Chief Executive Officer* (other than those described above), the following additional conditions must all be met::

- (a) an approved storage water heater or storage space heater is also installed and supplied under this *Pricing Option*; and
- (b) for pool heating equipment, the equipment rating shall not exceed 520 watts per square metre of the water surface, unless otherwise approved by the *Chief Executive Officer*.

13.6 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 *customers* should consult the local council before arranging for such equipment to operate at night on this *Pricing Option*.

13.7 Existing Installations

Storage water heaters and thermal storage space heaters previously approved for connection under this *Pricing Option* will continue to be eligible for supply under this *Pricing Option*.

13.8 Other Pricing Options

This *Pricing Option* is only available to a *property* utilising the Domestic or General Supply *Pricing Options*.

Part 3 - Miscellaneous Fees and Charges

Unless otherwise specified, the fees and charges set out below apply on *business days* between 7am and 4pm ("**normal business hours**"). Additional costs may be incurred for work undertaken at the specific request of *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.

Description of Fee or Charge	Excl. GST	Incl. GST
<p>Fee for provision of time-of-use or half-hourly metering data</p> <p>The fee (per half-hour) is:</p> <p>This charge will cover the cost of staff time to:</p> <p>(a) obtain and provide historical metering data to <i>customers</i>, where such data is not available from normal meter readings; and</p> <p>(b) install and remove recording instruments to obtain the metering data.</p>	\$24.82	\$27.30
<p>Disconnection/Reconnection Visit</p> <p>(a) Where it is necessary for Integral Energy to call at a <i>customer's property</i> for the purpose of disconnecting supply for the non-payment of an amount due under the contract or non-payment or provision of a <i>security</i> but Integral Energy does not proceed with disconnection because the <i>customer</i> tenders acceptable payment or <i>security</i> the personal visit fee is:</p> <p>(b) Where it is necessary to call at a <i>customer's property</i> for the purpose of disconnecting supply for the non-payment of an amount due under the contract or non-payment or provision of a <i>security</i>, and the <i>customer</i> does not tender acceptable payment or security and disconnection occurs, a fee which covers a second visit to reconnect supply shall be payable as follows:</p> <p>(i) Disconnection/reconnection visit fee:</p> <p>(ii) Fee for disconnection/reconnection at pole top/pillar box: (Disconnection will occur at the pole top/pillar box where access is denied for disconnection, or where there is evidence that the <i>customer</i> has reconnected supply in breach of the <i>electricity laws</i> or the <i>customer's</i> contract with Integral Energy.)</p>	\$29.77 \$59.59 \$99.27	\$32.75 \$65.55 \$109.20
<p>Special Meter Reading Fee</p> <p>Special meter reading fee: Special meter reading outside normal business hours:</p> <p>Integral Energy may levy a charge for a special meter reading in the following circumstances:-</p> <p>(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;</p> <p>(b) if a meter is inaccessible at the time Integral Energy attempts to read the meter, and 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</p> <p>(c) if a customer requests a special meter reading in connection with</p>	\$29.77 \$74.45	\$32.75 \$81.90

Description of Fee or Charge	Excl. GST	Incl. GST
<p>the customer's decision to change its retail supplier or to change from a Standard Contract to a negotiated customer supply contract. Integral Energy will not levy a special meter reading charge in the following circumstances:</p> <p>(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 that the original meter reading was inaccurate; or</p> <p>(b) for a meter reading undertaken by Integral Energy for the purpose of issuing a final account when the customer is vacating the <i>property</i>.</p>		
<p>Meter Test Fee</p> <p>The fee for the testing of a meter at the <i>customer's</i> request is:</p> <p>(a) during normal business hours: \$49.64</p> <p>(b) outside normal business hours: \$124.09</p> <p>Integral Energy will not be required to test the meter if the <i>customer</i> refuses to pay Integral Energy this fee in advance. If the meter is found to be inaccurate, Integral Energy will refund any amount paid in advance and the <i>customer</i> will not be liable to pay this fee.</p>		
<p>Account Establishment Fee</p> <p>If the <i>customer's network operator</i> imposes on Integral Energy an account establishment fee in respect of the <i>property</i>, Integral Energy may charge the <i>customer</i>:</p> <p>(a) a fee to cover the costs of establishing a new account and recording the meter reading for a new <i>customer</i>. This applies to both new and existing <i>properties</i>. The fee is: \$34.73</p> <p>(b) where a request for the supply of electricity is submitted after 4pm on a <i>business day</i> and supply is required for that same day, or where the request is for supply on a non-<i>business day</i>, and supply is provided on the day requested, an additional fee to (a) above is charged. The total fee (including the fee in (a) above) is: \$86.86</p>		
<p>Conveyancing Enquiry</p> <p>Applies to the supply of information regarding the availability of electricity supply, the presence of Integral Energy's equipment, power lines etc for property conveyancing.</p> <p>Desk enquiry fee: \$24.80</p> <p>Field visit fee: \$49.60</p> <p>* per ATO Determination 2000 (No.2) - GST is not applicable</p>		
<p>Late Payment Fee</p> <p>The late payment fee for each invoice which is overdue is: \$4.95</p> <p>(a). Late payment fees will not be levied:</p> <p>(i) during the period of an extension of time the <i>customer</i> has to pay the invoice, agreed between Integral Energy and the <i>customer</i>;</p> <p>(ii) where a <i>customer</i> has made a billing related complaint in relation to the relevant invoice to the Energy and Water Ombudsman NSW or another external dispute resolution body and where that complaint is unresolved; or</p>		

Description of Fee or Charge	Excl. GST	Incl. GST
<p>(iii) during the period of an instalment arrangement, where the <i>customer</i> has entered into an instalment arrangement with Integral Energy to pay the invoice.</p> <p>(b). A late payment fee will be waived:</p> <p>(i) where the <i>customer</i> has contacted a welfare agency/support service for assistance;</p> <p>(ii) where payment or part payment is by EAPA voucher¹; or</p> <p>(iii) 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 <i>Electricity Supply Act</i>.</p> <p>(c). A late payment fee will only be levied:</p> <p>(i) on or after the date which is at least 5 <i>business days</i> after the due date shown on the invoice that is the subject of the late payment; and</p> <p>(ii) after the <i>customer</i> has been notified in advance that the late payment fee will be charged if the invoice is not paid, or alternative payment arrangements entered into, within 5 <i>business days</i> of the due date.</p>		
<p>Off-Peak Conversion Fee</p> <p>(a) For the first change to or from an <i>Off-Peak Pricing Option</i> within a 12 month period the fee is:</p> <p>(b) For each additional change to or from an <i>Off-Peak Pricing Option</i> within the same 12 month period the fee is:</p> <p>(c) For any change to or from an <i>Off-Peak Pricing Option</i> outside normal business hours the fee is:</p>	<p>Free</p> <p>\$39.68</p> <p>\$99.27</p>	<p>Free</p> <p>\$43.65</p> <p>\$109.20</p>
<p>Dishonoured Bank Transaction Fee</p> <p>Fee for each dishonoured cheque:</p>	<p>\$19.95</p>	<p>\$21.95</p>
<p>Rectification of Unlawful Connection Fee</p> <p>Fee for work to rectify wiring, work or connections which are unauthorised or which are in breach of the electricity laws or the <i>customer's</i> contract with Integral Energy, and to restore service to Integral Energy's requirements:</p> <p>During normal business hours fee:</p> <p>Outside normal business hours fee:</p>	<p>\$148.91</p> <p>\$471.59</p>	<p>\$163.80</p> <p>\$518.75</p>

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**.

¹ A voucher issued under the Energy Accounts Payments Assistance Scheme. This Scheme is administered by the NSW Department of Community Services.