

Service Fees Schedule

Sometimes we need to charge fees for additional services.
All fees include GST.

Bond

(minimum charge where applicable)

Business	\$500
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New Connection

Each new installation control point (where applicable)	Up to \$250
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Temporary builder's supply	\$55
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Special Meter Read

Including check or final read	\$35
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On-site Investigation

Investigation	\$130
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Fault Visit

(if a Fault proves NOT to be a supply or metering problem)

Same day services, call received by 4pm	\$110
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Weekends, public holidays and after hours (4pm-7am)	\$145
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Non-urgent service	\$95
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Reconnection or Disconnection

(per visit)

Smart meter remote connection/disconnection	\$20
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Same business day service, call received by 4pm	\$125
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Next business day service, call received by 4pm prior business day	\$90
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Weekends, public holidays and after-hours (4pm to 7am)	\$200
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Special disconnection fee (access problems)	\$150
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Temporary disconnection for safety (business day)	\$110
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Disconnection for non-payment	\$110
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Metering Fees

(fees do not include the cost of related work by an electrician or network company)

Change of Pricing Plan

No physical change to metering, and no site visit, required \$20

Metering Change

(where site visit needed, such as a Meter change)

Site visit \$190

Total Disconnection

(including meter removal)

Disconnection \$145

Distributed Unmetered Load

EQUIP Profile License Fee \$0.00575/kWh

DUML Audit Processing Fee \$1,150/Audit

Meter Relocation

Relocation \$190

Meter Test

Per Meter tested, applies if Meter proves to be accurate \$200

Electricity Smart Meter Installation

Install \$190

Administration

Dishonoured payment \$25

Copy of invoice or transactions/consumption \$8

Credit card processing fee (% of payment amount) 0.95%

Debt management fee \$25

Debt site visit \$90

Debt collection costs All

Cancellation Fee (if you cancel a work request before it's performed, or you cannot be contacted as requested) \$40

Incomplete service fee (if you fail to meet an arranged appointment or provide access) \$65

Please note:

- We may pass on fees or charges from regulatory agencies, the network operator (as defined in the general terms and conditions), the meter owner, or other third party, that relate to the supply of energy or other services to you.
- Special fees may apply for other services.
- Prompt payment discounts (if applicable) do not apply to service fees.
- All fees include GST.
- Please call us on 0800 100 249 if you have any questions.