

Account Service Fee

Fees including GST

Account Establishment Fee

Change Energy does not charge an Account Establishment Fee.

\$0.00

Credit Card Payment Fee

Covers the cost incurred when taking payments by credit card. This fee will appear on the next invoice after the bill is paid.

Visa and Mastercard:
0.90%

American Express:
2.20%

Cheque Payment Fee

Covers the cost incurred for processing and banking payments by cheque. This fee will appear on the next invoice after the bill is paid.

\$10.00

Dishonour Fee

Covers the cost incurred when a cheque or bank account direct debit is dishonoured.

\$22.00

Reminder Notice Fee

Covers the cost of printing and posting reminder notices.

\$8.50

Disconnection Notice Fee

Covers the cost of printing and posting disconnection notices.

\$8.50

Bill Copy Fee

Covers the cost of printing and posting a copy of the bill.

\$10.00

Paper Bill Fee

Covers the cost of printing and posting a bill.

\$5.00

The items listed below are levied by the network operator which is subject to change from time to time.

Metering Fees

Fees including GST

Meter De-energise Fee

Recovers the fee charged by the network operator to attend a property to de-energise an individual meter point.

\$63.51[^]

Meter Re-energise Fee

Recovers the fee charged by the network operator to attend a property to reconnect an individual meter point.

\$63.51-\$160.20[^]

Meter Investigation Fee

Recovers the fee charged by the network operator to attend a property to investigate meter and meter reading issues at the request of customer

\$192.55

Meter Special Read Fee

Recovers the fee charged by the network operator to attend a property to collect meter readings outside the scheduled read rounds for the purpose of a check read or final read. Up to \$43.72

Supply Abolishment Fee - Remove Meter

Recovers the fee charged by the network operator to attend a property to remove metering installations completely. NMI applicable to the connection point will become extinct. Please contact us to obtain a quotation for the supply abolishment. \$141.23

Meter Exchange / Upgrade Fee

Recovers the fee charged by the network operator to attend a property to exchange or upgrade meter at the request of customer. On Quotation

Meter Testing Fee (Laboratory) - Single Phase*

Recovers the fee charged by the network operator to attend a property to remove a meter and testing it in a laboratory at the request of customer. \$475.60

Meter Testing Fee (Laboratory) - Three Phase*

Recovers the fee charged by the network operator to attend a property to remove a meter and testing it in a laboratory at the request of customer. \$589.38

Meter Testing Fee (On Site) - Single Phase*

Recovers the fee charged by the network operator to attend a property to test the meter on site at the request of customer. \$359.57

Meter Testing Fee (On Site) - Three Phase*

Recovers the fee charged by the network operator to attend a property to test the meter on site at the request of customer. \$488.16

Meter Testing Fee (On Site) - CT Metering*

Recovers the fee charged by the network operator to attend a property to test the meter on site at the request of customer. \$574.75

Meter Installation Repair Fee

Recovers the fee charged by the network operator to repair the meter, following the completion of a meter test or meter investigation, when the meter is found to be faulty. There is no charge unless the meter is found to be tampered or damaged deliberately or accidentally. The cost of the meter repair is capped at the replacement cost of metering installation. \$124.85[^]

* This fee is refundable to the customer if the meter is found to be faulty.

[^]Price on Application for some circumstances.

*The prices above are correct as of September 2022. Prices may be changed at any time without notice and are not guaranteed.