

DODO POWER & GAS

ADDITIONAL RETAIL CHARGES

Dodo Power & Gas may apply the following fees and charges to your account as applicable. Service Order Fees vary depending on your Electricity Distributor and State. Account Transaction Fees apply in all areas, according to contract terms and conditions. These fees and charges may be changed from time to time, for the latest charges please check www.dodo.com.au/powerandgas.

Account Transaction Fees

Australia Post Payment Fee

An Australia Post Payment fee will apply for each payment that is made at an Australia Post outlet.

Dishonoured Payment Fees

A dishonoured payment fee may apply for each payment we attempt that is subsequently declined by your financial institution.

Direct Debit Fees

A direct debit fee will apply for each payment that is collected using direct debit from a bank account. Credit card payments do not incur a fee.

Printed Bill Fees

A printed bill fee will apply for each bill if you choose to have your bills posted to you. Email delivery of bills does not incur this fee.

Early Termination of Contract Fee

If you decide to cancel an Energy Market Contract before the contract is due to end, then an early termination fee may apply. For more information, please refer to your Energy Market Contract Terms and Conditions.

Other

We may also charge you, where allowed by Energy Laws, for costs we incur in the provision of historical billing data, implementing alternative payment plan arrangements with your consent (such as a shortened billing cycle or (if you are a business customer) an instalment plan), as a result of dishonoured payments or for provision of hard copies of customer related codes.

Account Transaction Fees

Prices apply from 21 June 2011.

Account Transaction Fees	Ex- GST	Inc-GST
Dishonoured payment fee	\$8.64	\$9.50
Direct debit & BPay fee (per payment)	\$1.00	\$1.10
Australia Post Payment fee (per payment)	\$2.00	\$2.20
Printed bill fee (per printed bill)	\$1.00	\$1.10

Service Order Fees

Service Order Administration Fee

A Service Order Administration Fee will be applied to your account, to recover our associated administration costs if we pass through Distributor charges to you for activities the Distributor undertakes on our behalf for you, or in response to a request by you.

Move In / Connection Fees

A connection fee will be applied to your account if your Supply address is required to be energised (power switched on), or if you are moving home and a special meter read is required.

Move Out / Disconnection Fees

A disconnection fee will be applied to your account if your Supply address is required to be de-energised (power switched off), or if you are moving home and a special meter read is required to finalise your account.

Field and Site Visit Fees

A field visit fee may be applied to your account if a visit to your property is required for special meter reading, collection of unpaid accounts or any other purpose.

Remote Reading Fees

Remote reading fees may be applied to your account if data from your meter is collected remotely at your request. Remote services are only available where remote access is available, to meter installations that have remote capabilities and are subject to Distributor discretion.

Remote connection and disconnection fees

Remote connection and disconnection fees may be applied to your account if your premise is remotely energised or de-energised. Remote services are only available where remote access is available, to meter installations that have remote capabilities and are subject to Distributor discretion.

Reconnection after Disconnection for Non Payment Fee (DNP)

A fee will be applied to your account if your Supply address is required to be reconnected following disconnection for non payment.

After-hours distributors service fees and charges

If you require an after-hours service visit from your distributor for connection of your supply address, or as a result of a service request made by you (e.g. to repair a fault on your equipment), any charges the distributor invoices to Dodo Power & Gas, will be invoiced on your account.

Pass Through Charges

Where a Distributor charges us for activities it undertakes on our behalf for you, or in response to a request by you (other than activities for which we charge a Service Order Fee), we may also pass through these charges to you. A Service Order Administration Fee may also apply.

Victorian Service Order Fees

Victorian prices apply from 21 June 2011

Service Order Fees	Normal Hours		After Hours	
	Ex-GST	Inc-GST	Ex-GST	Inc-GST
Citipower Distribution Zone				
Move in/connection fee	\$22.00	\$24.20	\$65.00	\$71.50
Move out/disconnection fee	\$22.00	\$24.20	\$65.00	\$71.50
Field visit fee	\$13.00	\$14.30	N/A	N/A
Site visit fee	\$22.00	\$24.20	N/A	N/A
Reconnection after DNP fee	\$35.00	\$38.50	\$65.00	\$71.50
Remote connection/disconnection fee	\$2.00	\$2.20	N/A	N/A
Remote reading fee	\$9.00	\$9.90	N/A	N/A
Powercor Distribution Zone				
Move in/connection fee	\$22.00	\$24.20	\$85.00	\$93.50
Move out/disconnection fee	\$22.00	\$24.20	\$85.00	\$93.50
Field visit fee	\$18.00	\$19.80	N/A	N/A
Site visit fee	\$22.00	\$24.20	N/A	N/A
Reconnection after DNP fee	\$35.00	\$38.50	\$85.00	\$93.50
Remote connection/disconnection fee	\$2.00	\$2.20	N/A	N/A
Remote reading fee	\$9.00	\$9.90	N/A	N/A
Jemena Distribution Zone				
Move in/connection fee	\$22.00	\$24.20	\$50.00	\$55.00
Move out/disconnection fee	\$22.00	\$24.20	\$50.00	\$55.00
Field visit fee	\$13.00	\$14.30	N/A	N/A
Site visit fee	\$22.00	\$24.20	N/A	N/A
Reconnection after DNP fee	\$35.00	\$38.50	\$50.00	\$55.00
Remote connection/disconnection fee	\$2.00	\$2.20	N/A	N/A
Remote reading fee	\$9.00	\$9.90	N/A	N/A
SP-Ausnet Distribution Zone				
Move in/connection fee	\$22.00	\$24.20	\$125.00	\$137.50
Move out/disconnection fee	\$22.00	\$24.20	\$125.00	\$137.50
Field visit fee	\$22.00	\$24.20	N/A	N/A
Site visit fee	\$22.00	\$24.20	N/A	N/A
Reconnection after DNP fee	\$22.00	\$24.20	\$125.00	\$137.50
Remote connection/disconnection fee	\$2.00	\$2.20	N/A	N/A
Remote reading fee	\$9.00	\$9.90	N/A	N/A
United Energy Distribution Zone				
Move in/connection fee	\$42.00	\$46.20	\$135.00	\$148.50
Move out/disconnection fee	\$42.00	\$46.20	\$135.00	\$148.50
Field visit fee	\$13.00	\$14.30	\$135.00	\$148.50
Site visit fee	\$42.00	\$46.20	N/A	N/A
Express Move In	\$125.00	\$137.50	\$135.00	\$148.50
Reconnection after DNP fee	\$42.00	\$46.20	\$135.00	\$148.50
Remote connection/disconnection fee	\$2.00	\$2.20	N/A	N/A
Remote reading fee	\$9.00	\$9.90	N/A	N/A

New South Wales Service Order Fees

NSW prices apply from 21 June 2011

Service Order Fees	Normal Hours		After Hours	
	Ex-GST	Inc-GST	Ex-GST	Inc-GST
Endeavour Energy Distribution Zone (formerly Integral Energy)				
Move in/connection fee	\$50.00	\$55.00	\$110.00	\$121.00
Move out/disconnection fee	\$50.00	\$55.00	\$110.00	\$121.00
Field visit fee	\$50.00	\$55.00	N/A	N/A
Site visit fee	\$100.00	\$110.00	\$148.00	\$162.80
Reconnection after DNP fee	\$50.00	\$55.00	\$110.00	\$121.00
Ausgrid Distribution Zone (formerly Energy Australia)				
Move in/connection fee	\$50.00	\$55.00	\$110.00	\$121.00
Move out/disconnection fee	\$50.00	\$55.00	\$110.00	\$121.00
Field visit fee	\$50.00	\$55.00	N/A	N/A
Site visit fee	\$100.00	\$110.00	\$148.00	\$162.80
Reconnection after DNP fee	\$50.00	\$55.00	\$110.00	\$121.00
Essential Energy Distribution Zone (formerly Country Energy)				
Move in/connection fee	\$50.00	\$55.00	\$110.00	\$121.00
Move out/disconnection fee	\$50.00	\$55.00	\$110.00	\$121.00
Field visit fee	\$50.00	\$55.00	N/A	N/A
Site visit fee	\$100.00	\$110.00	\$148.00	\$162.80
Reconnection after DNP fee	\$50.00	\$55.00	\$110.00	\$121.00

Queensland Service Order Fees

Queensland prices apply from 21 June 2011

Service Order Fees	Normal Hours		After Hours	
	Ex-GST	Inc-GST	Ex-GST	Inc-GST
Energex Distribution Zone				
Dodo Power & Gas will apply charges associated with connection, disconnection and field visits where we are charged for these services on your behalf. A Service Order Administration Fee will apply.				
Service Order Administration Fee	\$10.00	\$11.00	\$10.00	\$11.00