

DODO POWER & GAS ADDITIONAL RETAIL CHARGES

Applicable from 24 May 2019

Dodo Power & Gas may apply the following fees and charges to your account as applicable. Service Order Fees vary depending on your Gas or Electricity Distributor and State. Account Transaction Fees apply in all areas for both gas and electricity accounts, according to contract terms and conditions. These fees and charges may change from time to time. For the latest charges please check www.dodo.com.au/energy/terms-prices-and-regulatory-information.

Account Transaction Fees

VISA and MasterCard Payment

Payments made by VISA or MasterCard credit or debit cards do not incur a fee.

American Express & Diners Club Surcharge

A surcharge will be applied to the total transaction amount of all American Express and Diners Club Card payments.

Direct Debit & BPAY Fees

A fee will apply for each payment that is collected using direct debit from a bank account or where BPAY is used as a payment method.

Printed Bill Fee

A printed bill fee will apply for each bill we post, if you choose to have your bills posted to you (not applicable in NSW). Email delivery of bills does not incur this fee.

Australia Post Payment Fee

An Australia Post Payment fee will apply for each payment that is made at an Australia Post outlet (not applicable in NSW).

Dishonoured Payment Fee

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

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.

Service Order Fees

Move In/Connection Fee

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 Fee

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 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 or to meter installations that have remote capabilities.

Remote Connection and Disconnection Fees

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

Reconnection After Disconnection for Non-Payment Fee

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 (where available), 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.

Service Order Administration Fee

A Service Order Administration Fee may 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.

Business Hours

Individual distributor's connection request timeframes vary, and "business hours" is not indicative of the time frame for completing a service request. Dodo Power & Gas will confirm the timeframes and costs at the time of a request.

Pass Through Charges

Where a Distributor charges us for activities it undertakes on your behalf, 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.

Gas and Electricity Account Transaction Fees

Account Transaction Fees	Inc GST
Dishonoured Payment Fee (per payment)	\$9.50
Direct Debit Fee (per payment)	\$1.90
BPAY Fee (per payment)	\$2.50
Australia Post Payment Fee (per payment)	\$2.20
Printed Bill Fee (per printed bill)	\$2.20
American Express / Diners Club Surcharge (per payment)	2.89% of Transaction

South Australian Electricity Service Order Fees

Service Order Fees	Normal Hours	After Hours
	Inc GST	Inc GST
SA Power Networks Distribution Zone		
Move In/Connection Fee	\$54.00	\$120.00
Move Out/Disconnection Fee	\$54.00	\$120.00
Field Visit Fee	\$20.00	n/a
Reconnection After Disconnection for Non-Payment Fee	\$54.00	\$120.00

New South Wales Electricity Service Order Fees

Service Order Fees	Business Hours	After Hours
	Inc GST	Inc GST
Ausgrid Distribution Zone		
Move In/Connection Fee	\$55.00	\$143.00
Move Out/Disconnection Fee	\$55.00	\$143.00
Field Visit Fee	\$55.00	\$143.00
Site Visit Fee	\$110.00	\$165.00
Reconnection After Disconnection for Non-Payment Fee	\$55.00	\$165.00
Endeavour Energy Distribution Zone		
Move In/Connection Fee	\$66.00	\$121.00
Move Out/Disconnection Fee	\$66.00	\$121.00
Field Visit Fee	\$66.00	\$121.00
Site Visit Fee	\$110.00	\$165.00
Reconnection After Disconnection for Non-Payment Fee	\$88.00	\$121.00
Essential Energy Distribution Zone		
Move In/Connection Fee	\$99.00	\$176.00
Move Out/Disconnection Fee	\$99.00	\$176.00
Field Visit Fee	\$99.00	\$176.00
Site Visit Fee	\$110.00	\$187.00
Reconnection After Disconnection for Non-Payment Fee	\$110.00	\$187.00

New South Wales Gas Service Order Fees

Service Order Fees	Business Hours	After Hours
	Inc GST	Inc GST
Jemena Gas Networks Distribution Zone		
Move In/Move Out/Special Read	\$55.00	n/a
Disconnection for Non-Payment Fee (including Reconnection)	\$220.00	n/a

Queensland Electricity Service Order Fees

Service Order Fees	Normal Hours	After Hours
	Inc GST	Inc GST
Energex Distribution Zone		
Move In	\$19.00	\$120.90
Move Out/Special Read	\$19.00	n/a
Reconnection After Disconnection for Non-Payment Fee	\$50.15	\$120.90

Victorian Electricity Service Order Fees

Service Order Fees	Business Hours	After Hours
	Inc GST	Inc GST
CitiPower Distribution Zone		
Move In/Connection Fee	\$39.00	\$121.00
Move Out/Disconnection Fee	\$39.00	\$121.00
Field Visit Fee	\$29.00	n/a
Reconnection After Disconnection for Non-Payment Fee	\$39.00	\$121.00
Remote Connection/Disconnection Fee	\$10.00	n/a
Powercor Distribution Zone		
Move In/Connection Fee	\$59.00	\$187.00
Move Out/Disconnection Fee	\$59.00	n/a
Field Visit Fee	\$49.00	n/a
Reconnection After Disconnection for Non-Payment Fee	\$59.00	\$187.00
Remote Connection/Disconnection Fee	\$10.00	n/a
Jemena Distribution Zone		
Move In/Connection Fee	\$49.00	\$77.00
Move Out/Disconnection Fee	\$49.00	\$77.00
Field Visit Fee	\$29.00	n/a
Reconnection After Disconnection for Non-Payment Fee	\$49.00	\$77.00
Remote Connection/Disconnection Fee	\$10.00	n/a
AusNet Services Distribution Zone		
Move In/Connection Fee	\$39.00	\$154.00
Move Out/Disconnection Fee	\$39.00	\$154.00
Field Visit Fee	\$39.00	n/a
Reconnection After Disconnection for Non-Payment Fee	\$39.00	\$154.00
Remote Connection/Disconnection Fee	\$10.00	n/a
United Energy Distribution Zone		
Move In/Connection Fee	\$59.00	\$165.00
Move Out/Disconnection Fee	\$59.00	\$165.00
Field Visit Fee	\$29.00	n/a
Reconnection After Disconnection for Non-Payment Fee	\$59.00	\$165.00
Remote Connection/Disconnection Fee	\$10.00	n/a

Victorian Gas Service Order Fees

Service Order Fees	Business Hours Metro	Business Hours Rural
	Inc GST	Inc GST
Australian Gas Network Distribution Zone		
Move In/Move Out/Special Read	\$19.00	\$19.00
Disconnection for Non-Payment Fee	\$99.00	\$99.00
Reconnection After Disconnection for Non-Payment Fee	\$121.00	\$121.00
AusNet Services Distribution Zone		
Move In/Move Out/Special Read	\$19.00	\$19.00
Disconnection for Non-Payment Fee	\$88.00	\$88.00
Reconnection After Disconnection for Non-Payment Fee	\$115.50	\$115.50
Multinet Distribution Zone		
Move In/Move Out/Special Read	\$19.00	\$19.00
Disconnection for Non-Payment Fee	\$77.00	\$99.00
Reconnection After Disconnection for Non-Payment Fee	\$110.00	\$143.00