



SmartPower.
Shift your energy and save.



What is SmartPower?

Synergy SmartPower® rewards customers who are able to shift more of their energy use to off-peak periods and weekends. By using power in these cheaper time periods, you can save on your electricity bill. Quite simply, the more you shift, the more you can save.

You also help ensure a more consistent and reliable energy supply, since moving your electricity consumption into cheaper time periods helps lessen the strain on WA's energy system too.

Best of all, shifting more of your energy use to off-peak periods is easy, particularly if you are not at home during the day. Small changes, such as using large appliances like washing machines at night and using timers on your appliances, can result in big household savings.

“SmartPower really was a smart move for us. Shifting the time we use things like our washing machine, dishwasher and pool pump to off-peak periods and weekends wasn't hard, but it's certainly saving us money. And now we've started using timers – so we simply set and forget.”

How does SmartPower work?

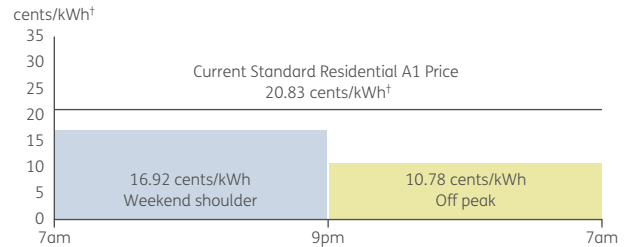
With SmartPower®, there are four different periods of time when electricity costs vary: peak, off-peak, weekday shoulder and weekend shoulder. See the graphs below for the details.

The SmartPower® meter records the amount of consumption and the period of time when your electricity is used.

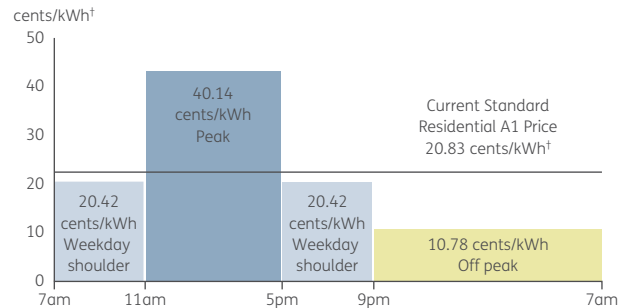
The rate applicable during that time-of-use period is then charged, instead of the usual flat rate of 20.83 cents/ kWh.

SmartPower rates are lower than the current standard residential A1 price between 9pm and 7am weekdays and all weekend.

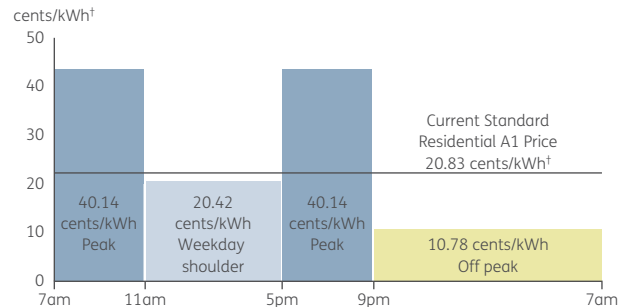
1. Weekends all year round



2. Summer (October to March) Weekdays



3. Winter (April to September) Weekdays



†All prices include GST and are effective at 1 July 2010. Prices and time periods subject to change at any time.



Save money by running appropriate appliances during off-peak times.

How can I save with SmartPower?

The amount you save with SmartPower depends on your ability to shift as much of your electricity usage as possible to the cheaper SmartPower periods.

SmartPower can help you reduce your electricity bill if you're not at home using electricity during the day on weekdays, or if you can shift your usage to between 9pm and 7am weekdays or to anytime on the weekend. You can use these and other appliances in off-peak periods to save you money:

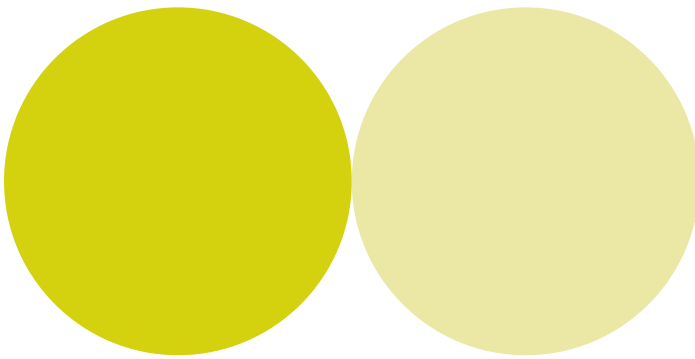
- Electric water heaters*
- Reticulation bore pumps*
- Swimming pool pumps*
- Washing machines
- Clothes dryers
- Dishwashers
- Bread makers

*You may need to have a timer fitted by a licensed electrician

Once your new meter is installed, almost every appliance in your home can take advantage of SmartPower savings. You just have to be smart about when you use them.

To help you shift your usage and benefit from the cheaper rates:

- Manually switch your appliances on or off at the right times
- Use timers already fitted to appliances such as dishwashers, washing machines and swimming pool pumps
- Look for models with built-in timers when buying new appliances
- Install simple plug-in timers



SmartPower meter installation prices

The charges for installing a SmartPower meter in new and existing homes are detailed below. For customers building a new home where electricity has not been connected, please discuss the best type of meter for your electricity use with your electrical contractor or builder to make sure they install the most suitable meter for your needs.

Your SmartPower meter installation or programming fee will be charged in full on your next Synergy bill.

Existing Home Meter Prices†

SmartPower Single Phase 240V Meter	\$171.00
SmartPower Three Phase 415V Meter	\$268.00
Program existing Electronic Time of Use Meter to SmartPower [^]	\$66.00

New Home* Meter Prices†

SmartPower Single Phase 240V Meter	\$66.00
SmartPower Three Phase 415V Meter	\$66.00

A connection fee of \$240.40 also applies to any newly built home installing a three phase meter

† All prices quoted include GST and are effective at 1 July 2010. Prices subject to change at any time.

[^] Applies to electronic meters with time of use capability that are already installed in an existing home.

* Applies when you are building a new home and electricity has not been connected.

A SmartPower meter is not transferable to any other property. The meter stays where it is installed, even if the customer sells the property and/or moves. The SmartPower meter always remains the property of the network operator, Western Power.

How to get connected

The sooner you switch to SmartPower, the sooner you can start saving. Call Synergy on 13 13 53 to make the switch or to find out more, simply visit synergy.net.au/smartpower

Our prices

All prices quoted include GST and are effective at 1 July 2010. Your existing contract terms and conditions continue to apply. Prices subject to change at any time. For the latest SmartPower prices and periods, visit synergy.net.au/smartpower or call us on 13 13 53 from 7am to 7pm.

We want to hear from you

At Synergy we are constantly striving to improve the quality of our products and services. We will continue to measure our performance and your satisfaction with our service through customer feedback and regular customer surveys. If you have any suggestions, you can contact us:

In writing

Customer Services
Synergy
GPO Box K851
Perth WA 6842

By internet

synergy.net.au

By telephone

Residential customers on 13 13 53 during business hours.

Business customers on 13 13 54 during business hours.

TTY users (hearing impaired customers) on (08) 9221 8608 during business hours.

For customers residing outside Western Australia on (08) 6212 2222 during business hours.

To report a fault or emergency, 24 hours a day, contact the network operator, Western Power on 13 13 51.