



Our commitment to serve you well

We may supply your energy but what we're really here for is to help you get the most out of it. That means giving you the best possible service. If you have any feedback or ways we can help you better, we'd love to hear them.


Use the online form at synergy.net.au/contactus

Give us a call:

13 13 53 for residential customers (Monday to Friday between 7am and 7pm (excluding public holidays)

(08) 6212 2222 for calls outside Western Australia

(08) 9221 8608 TTY (if you have hearing or speech difficulties)

If you don't speak English call the telephone interpreter service  (TIS National) on **13 14 50**.

Or you can write to us:

Customer Services
Synergy
GPO Box K851
Perth WA 6842



Synergy's Smart Home Plan

Make the shift and save



Smarter electricity use

Synergy's Smart Home Plan offers residential customers variable rates depending on the time of day electricity is used.

To encourage customers to shift their usage to Off-peak times, the rates are higher during the Peak period and lower during the Off-peak period.

This means the more energy shifted to the Off-peak period, the more you could potentially save.

synergy.net.au/contactus

Easier to save than you might think

Depending on your lifestyle, saving with Synergy's Smart Home Plan can be easy. For example, making simple changes like opting for a fan instead of air-conditioning during summer, or using an extra blanket instead of an electric one during winter, may contribute to your savings. And if you are able to shift most of your energy usage to the Off-peak period, then you could save even more.

Making the most of Synergy's Smart Home Plan

There are four time periods within Synergy's Smart Home Plan, which offer different rates for energy usage.



Peak (3pm - 9pm weekdays)

Avoid or use less energy during this time as it has a higher charge.



Off-peak (9pm - 7am all days)

By shifting the majority of your usage to this period, you could save on your electricity costs.



Weekday shoulder (7am - 3pm weekdays)

Rates are between Peak and Off-peak tariffs.



Weekend shoulder (7am - 9pm weekends)

A large window for energy usage at a moderate rate.

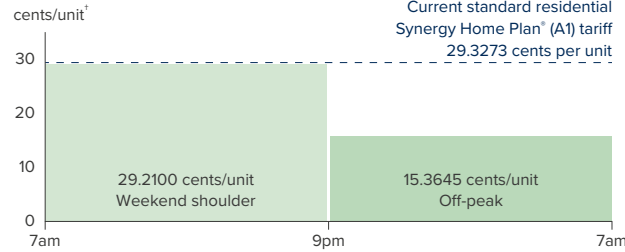
As you'll see in the graph on the right, rates are lower than the standard Synergy Home Plan® (A1) electricity charge (currently 29.3273 cents per unit) in Off-peak and Shoulder periods.

If you think you might have trouble shifting your usage to the cheaper times, Synergy's Smart Home Plan may not be the right product for you.

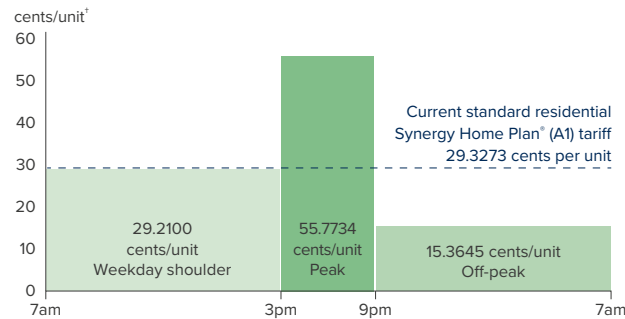
Same supply charge

With the Smart Home Plan, you won't pay a premium supply charge** – the supply charge is the same as the daily supply charge rate for the residential Synergy Home Plan® (A1) tariff, at 105.1400 cents per day.

Weekends



Weekdays



Making the most of it

Once you've decided on switching to Synergy's Smart Home Plan, and to get the most out of it, you'll have to make some changes.

There are appliances that are easy to shift to the cheaper time periods. In summer you could wash your clothes first thing in the morning, run your dishwasher after 9pm and give your air-conditioning a rest during the Peak period.

You could even have a timer fitted to your electric water heater, reticulation, your bore and pool pump; after all, they are 'Off-peak appliances'. Also, take a quick look at your existing appliances. You might be surprised to find that the washing machine you've been using for years actually has a timer.

* All prices include GST and are effective at 1 July 2021.

Prices and time periods are subject to change at any time.

** The supply charge is the daily fixed charge element of your tariff which applies irrespective of how much electricity you consume.

Making the switch

If you think your household could benefit from switching to Synergy's Smart Home Plan®, complete and submit the online application form at synergy.net.au/smarthomeplan

Once your application is received, if required, we'll send Western Power to your property to reconfigure or replace your meter so it's compatible with Synergy's Smart Home Plan® tariff. The prices for reconfiguring your existing meter or installing a new compatible meter are listed below and will be charged on your next Synergy bill, if applicable.

Meter Prices†

Meter Upgrade Fee	\$95.70
Meter Reprogram Fee*	\$95.70

Switching back

If you find yourself using the majority of your energy during the Peak period or the Smart Home Plan is not for you, you can switch back to Synergy Home Plan® at any time, however you may need to pay a Meter Reprogram Fee.

To switch back, call us on **13 13 53** Monday to Friday from 7am to 7pm (excluding public holidays).

Synergy's Smart Home Plan compatible 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. Synergy's Smart Home Plan compatible meter always remains the property of the network operator, Western Power.

The Synergy standard electricity agreement terms and conditions apply to Synergy's Smart Home Plan and these terms and conditions can be downloaded from synergy.net.au or by calling **13 13 53**.

† Applies to electronic meters with time of use capability that is already installed in an existing home.

* All prices quoted include GST and are effective at 1 July 2021.

Prices subject to change at any time.

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