



Standard Electricity Prices and Charges*

South West Interconnected System



*All prices are correct as at 1 July 2019.
All prices quoted include GST and are subject to change.

IMPORTANT: Customers need to assess each tariff and any associated products in light of their own particular circumstances to see which are appropriate for them and that they are eligible to receive a tariff under the tariff by-laws made under the Energy Operators (Powers) Act 1979. The information, data and any representations in this document or any associated communications by or on behalf of Synergy, whether written or verbal (Information), are for general guidance only, are not advice of any kind and should not be relied on as such. If necessary, you should obtain your own specialist advice in relation to your own particular circumstances. Synergy makes no warranty, guarantee or other representation about the accuracy, currency or completeness of any Information (including, but not limited to, Information sourced from third parties) or that it is free from errors or omissions. To the maximum extent permitted by law, Synergy accepts no liability of any kind including, but not limited to, liability for negligence) for any losses incurred by anyone relying on any Information. Under the terms of Synergy's standard electricity agreement, customers must advise Synergy as soon as possible if they no longer meet the eligibility conditions applying to the standard price that they currently pay. For example, if a customer pays the Synergy Home Plan® (A1) residential tariff at their premises and subsequently uses electricity for non-residential or commercial use such as a home business, they must advise Synergy. If Synergy discovers a customer is no longer entitled to receive the tariff they currently pay, then under the terms of the standard electricity agreement Synergy can advise the customer in writing of the new standard price that the customer must pay instead of the price the customer currently pays. In some instances, Synergy can recover the amount that a customer has underpaid prior to the date that Synergy advises the customer of the new standard price.

Unless otherwise indicated, the Information in this document is stated as at *1 July 2019*.

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Residential prices

Synergy Home Plan (A1) tariff

This is the most straightforward plan for residential properties. The Synergy Home Plan® (A1) tariff is the standard, flat rate for energy use (electricity charge). It's only available for residential dwellings (houses, flats, apartments etc) using electricity solely for residential purposes. This tariff is not available where electricity is used for any industrial, commercial, business, or home businesses.

Supply charge – cents per day	103.3263
Supply charge for additional homes [^] – cents per day	41.0828
Electricity charge – cents per unit	28.8229

Synergy's Smart Home Plan tariff

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 and Shoulder periods. This means the more energy shifted to the Off-peak and Shoulder periods, the more you could save.

Supply charge – cents per day	103.3263
Peak - Weekdays [†] : 3pm to 9pm	54.8142
Shoulder Weekdays [†] : 7am to 3pm Weekends: 7am to 9pm	28.7076
Off peak Weekdays [†] : 9pm to 7am Weekends: 9pm to 7am	15.1002

All prices are correct as at 1 July 2019, include GST and are subject to change at any time. By law we calculate our prices to four decimal places. Electricity is charged by the 'unit'. A 'unit' is one kilowatt-hour (kWh).

[^]Applies to multiple flats and home units when a Western Power submeter is supplied through a main meter. Please see page 13 for other charges that may be applied to your account. Further details are available by calling **13 13 53** or visiting synergy.net.au/prices

[†]'Weekday' means Monday to Friday, including public holidays.

Synergy EV Home Plan tariff

Synergy EV Home Plan is available for residential dwellings (houses, flats, apartments etc) using electricity solely for residential purposes and where the electricity supplied to the customer's premises is less than 50 megawatt hours per year (or less than 137 units per day on average). This tariff is only available to customers who have a plug in Electric Vehicle (licenced under the Road Traffic (Vehicles) Act 2012) registered at their premises with the Western Australian Department of Transport, with the name and address on the vehicle registration matching the name and address on their Synergy customer account name and address. By Electric Vehicle we mean a vehicle that is propelled either solely by means of one or more electric motors; or by hybrid arrangement of an internal combustion engine and one or more electric motors.

A customer seeking supply under the EV Home Plan must apply online at synergy.net.au/EV-Home-Plan, and must provide evidence which clearly demonstrates that an Electric Vehicle is registered at the customer's premises as part of their online application.

The EV Home Plan requires a compatible time-of-use meter to be installed at the customer's premises.*

An EV Home Plan Incentive is credited to the customer's account in six bi-monthly instalments during the first year of electricity supplied on the EV Home Plan. The amount of the EV Home Plan Incentive payable will be proportionate to the number of days electricity was supplied on the EV Home Plan during the first year.

Supply charge – cents per day	103.3263
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EV off peak

All days: 11pm to 4am

First 10 units per month	0.0000
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More than 10 units per month – cents per unit	20.1131
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Standard home

All days 4am to 11pm

	28.8229
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EV Home Plan Incentive

Per year – dollars (excluding GST)

	200.0000
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*For detailed costs, please refer to the Meter Installation Prices section of this brochure.

The Synergy Standard Electricity Agreement Terms and Conditions apply to the Synergy EV Home Plan and these terms and conditions can be downloaded from synergy.net.au/terms or by calling **13 13 53**.

Meter installation prices

Existing Home Meter Prices[†]

Single Phase 240V Meter	\$138.24
Three Phase 415V Meter	\$235.04
Program existing Electronic Time of Use Meter to Synergy's Smart Home Plan	\$66.00

New Home^{*} Meter Prices[†]

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

Synergy's Smart Home Plan or EV 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 or EV 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 EV Home Plan, and these terms and conditions can be downloaded from synergy.net.au or by calling **13 13 53**.

[†] All prices quoted include GST and are correct as at 1 July 2019.
Prices subject to change at any time.

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

Synergy SmartPower (SM1) tariff

The SmartPower[®] tariff is a residential time-of-use product, meaning electricity rates vary at certain times of the day and year. This product is only available to existing SmartPower[®] customers, however if you're interested in a time-of-use tariff, see Synergy's Smart Home Plan.

Supply charge – cents per day	103.3263
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Peak

Weekdays: 11am to 5pm (summer)	58.1118
Weekdays: 7am to 11am (winter)	
Weekdays: 5pm to 9pm (winter)	

Weekday Shoulder

Weekdays: 11am to 5pm (winter)	29.0113
Weekdays: 7am to 11am (summer)	
Weekdays: 5pm to 9pm (summer)	

Weekend Shoulder 7am to 9pm	24.0412
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Off peak Every day 9pm to 7am	15.1002
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Synergy PowerShift (PS1) tariff

PowerShift® is a three-part time-of-use pricing product for residential customers, meaning electricity rates vary at certain times of the day.

This product is only available to existing PowerShift® customers, however if you're interested in a time-of-use tariff, see Synergy's Smart Home Plan.

Supply charge – cents per day	103.3263
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Peak

Weekdays: 7am to 2pm, 8pm to 10pm	27.2229
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Weekends: 7am to 10pm	
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Off peak

All days 10pm to 7am	13.8948
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Super peak

Weekdays 2pm to 8pm	50.4844
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^Applies to multiple flats and home units when a Western Power submeter is supplied through a main meter. Please see page 13 for other charges that maybe applied to your account. Further details are available by calling **13 13 53** or visiting synergy.net.au/prices

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

'Weekday' means Monday to Friday, including public holidays.

Hot Water Plan (B1) tariff

This tariff is only available to existing Hot Water Plan (B1) customers and is not available for new applications. You may wish to consider an alternative time-of-use residential tariff such as Smart Home Plan.

The Hot Water Plan (B1) tariff was originally introduced to facilitate cheaper water heating costs for residential customers unable to access reticulated natural gas. It requires two separate meters; one connected to your electric hot water system, and one meter recording all other electricity usage in your home.

Supply charge – cents per day	21.4277
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Electricity charge – cents per unit	11.8375
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All prices are correct as at 1 July 2019. Prices are subject to change from time to time and other fees and charges may also apply. Prices listed include GST. By law we calculate our prices to four decimal places. Electricity is charged by the 'unit'. A 'unit' is one kilowatt-hour (kWh).

*Applies to multiple flats and home units when a Western Power submeter is supplied through a main meter.

Rebates for residential customers

1. Holders of Centrelink Health Care Cards, Commonwealth Seniors Health Cards, Pensioner Concession Cards, or Veterans' Affairs Gold Cards (War Widow, Dependent, Totally and Permanently Incapacitated) may be entitled to:
 - Reduced fees on meter testing.
 - Rebate on account establishment fee.
 - WA Government Energy Assistance Payment.
 - Where dependent children are listed on eligible Centrelink and Veterans' Affairs cards, customers are also entitled to a rebate on a proportion of the electricity charge.
 - Air conditioning rebate.
 - Caravan park (permanent resident) rebate.
 - Late payment fee waiver per annum.
2. Rebates are applied from the first day of the billing cycle containing the date the customer advises Synergy of their eligible concession details. Rebates are not otherwise retrospective and cannot be backdated.
3. With the exception of the WA Government Energy Assistance Payment, a rebate cannot result in an electricity account being in credit and cannot be carried forward.

Please see 'Other Charges' on page 15 for additional charges that may be applied to your account. Further details are available by calling **13 13 53** or visiting synergy.net.au/prices



Business prices

Synergy Business Plan (L1) tariff

The Synergy Business Plan® (L1) tariff is available to eligible customers where the electricity is used for business purposes at low/medium voltage (240/415V) and the electricity supplied to the customer's premises is less than 50 megawatt hours per year (or less than 137 units per day on average).

Supply charge – cents per day	177.8876
First 1650 units per day – cents per unit	27.6823
More than 1650 units per day – cents per unit	31.2108

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Please see page 15 for other charges that may be applied to your account. Further details are available by calling **13 13 54** or visiting synergy.net.au/L1

Synergy Business Plan Fifty (L3) tariff

The Synergy Business Plan Fifty® (L3) tariff is available to eligible customers using electricity for business purposes at low/medium voltage (240/415V) and the electricity supplied to the user's premises is 50 megawatt hours per year or more (or 137 or more units per day on average).

Supply charge – cents per day	191.8147
First 1650 units per day – cents per unit	38.9608
More than 1650 units per day – cents per unit	33.0594

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Please see page 15 for other charges that may be applied to your account. Further details are available by calling **13 13 54** or visiting synergy.net.au/L3

Synergy Business Time of Use (R1) tariff

The Synergy Business Time of Use® (R1) tariff is available to eligible Synergy business customers who use less than 50 megawatt hours per annum (or less than 137 units per day on average) and agree to have the tariff for a minimum of 12 months. R1 may be right for your business if it uses more than 25% of its energy during Off peak periods.

The R1 tariff is available at both low voltage (240/415V) and high voltage (e.g. 6.6kV, 11kV, 22kV or 33kV). There's a meter installation fee of \$809.60 (unless an R1-capable time-of-use meter is already fitted).

Supply charge – dollars per day	3.3785
Peak – cents per unit	36.6419
Off peak – cents per unit	10.9926

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Please see page 15 for other charges that may be applied to your account. Further details are available by calling **13 13 54** or visiting synergy.net.au/R1

See general information on Business Time of Use prices (R1, R3, Large Business Demand LV tariff, Large Business Demand HV tariff) on page 12 for more information.

Synergy Business Time of Use Fifty (R3) tariff

The Synergy Business Time of Use Fifty® (R3) tariff is for eligible Synergy business users who use 50 megawatt hours or more per annum (or 137 or more units per day on average) and agree to have the tariff for a minimum of 12 months. R3 could be suitable for businesses using more than 35% of their energy in Off peak periods.

The R3 tariff is available at both low voltage (240/415V) and high voltage (e.g. 6.6kV, 11kV or 33kV). There's a meter installation fee of \$809.60 (unless an R3-capable time-of-use meter is already fitted).

Supply charge – dollars per day	3.6155
Peak – cents per unit	52.7370
Off peak – cents per unit	15.8422

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Please see page 15 for other charges that may be applied to your account. Further details are available by calling **13 13 54** or visiting synergy.net.au/R3

See general information on Business Time of Use prices (R1, R3, Large Business Demand LV tariff, Large Business Demand HV tariff) on page 12 for more information.

Synergy Large Business Demand LV tariff

The Synergy Large Business Demand LV tariff is available at low/medium voltage (240/415 volts), combined with a moderate to high load factor and high energy use.

The Synergy Large Business Demand LV tariff is generally suitable for a business that:

- ✦ Uses more than 10% of its energy in Off-peak periods, has a load factor greater than 30% and consumes more than 1,285 units per day; and
- ✦ Agrees to have the tariff for a minimum of 12 months.
- ✦ Minimum, demand and stand-by charges apply.

Power factors may apply. Please see page 12 for more information.

Minimum charge – dollars per day	611.2659
Demand charge – dollars per day/kW max demand	1.5527
Off peak – cents per unit	14.0547
Peak – cents per unit	22.2153
Power factor charge – cents/kVAR/day	52.2260

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Please see page 15 for other charges that may be applied to your account. Further details are available by calling **13 13 54** or visiting synergy.net.au/largebusinessdemandLV

See general information on Business Time of Use prices (R1, R3, Large Business Demand LV tariff, Large Business Demand HV tariff) on page 12 for more information.

Synergy Large Business tariff

Synergy Large Business tariff is available to eligible customers supplied with electricity at high voltage (e.g. 6.6kV, 11kV, 22kV or 33kV).

The customer must (at their own expense) own all equipment (except metering equipment) on the load side of their high voltage terminals.

Supply charge – cents per day	61.4942
First 1650 units per day – cents per unit	39.0390
More than 1650 units per day – cents per unit	35.0616

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Please see page 15 for other charges that may be applied to your account. Further details are available by calling **13 13 54** or visiting synergy.net.au/largebusinessdemand

Synergy Large Business Demand HV tariff

The Synergy Large Business Demand HV tariff is available to eligible customers supplied with electricity at high voltage (e.g. 6.6kV, 11kV, 22kV or 33kV). Except for metering equipment, the customer must (at their own expense) own all equipment on the load side of their high voltage terminals.

The Synergy Large Business Demand HV tariff is generally suitable for a business that:

- ✦ Uses more than 50% of its electricity during Off peak periods, has a load factor of 50% and consumes more than 1,850 units per day; and
- ✦ Agrees to have the tariff for a minimum of 12 months.
- ✦ Power factors may apply. Please see page 12 for more information.

Minimum charge – dollars per day	715.1294
Demand charge – dollars per day/kW max demand	1.2599
Off peak – cents per unit	12.2508
Peak – cents per unit	18.4205
Power factor charge – cents/kVAR/day	52.2260

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Please see page 15 for other charges that may be applied to your account. Further details are available by calling **13 13 54** or visiting **synergy.net.au/largebusinessdemandHV**

See general information on Business Time of Use prices (R1, R3, Large Business Demand LV tariff, Large Business Demand HV tariff) on page 12 for more information.



Extra High Voltage

Customers can obtain electricity supply at extra high voltage (66kV or 132kV) subject to entering into a contract to provide for the establishment of suitable facilities.

Extra high voltage electricity supply prices are determined by individual customer circumstances and will be subject to a contractual agreement.

General Information on Business Time of Use Prices (R1, R3, Large Business Demand LV tariff, Large Business Demand HV tariff)

1. Synergy does not supply subsidiary meters for use with R1, R3, Large Business Demand LV tariff or Large Business Demand HV tariff.
2. Peak electricity for R1, R3 Business Demand LV tariff and Large Business Demand HV tariff is defined as all electricity used between 8am and 10pm, Monday to Friday, including public holidays. Off-peak means all other times outside Peak times. References to times are Western Standard Time.
3. For customers taking supply at the Large Business Demand LV tariff, Large Business Demand HV tariff or Extra High Voltage tariff rates, the Power factor is to be 0.8 or better during the Peak period. If the power factor is below 0.8, Synergy will levy a Power factor charge for the kVAR necessary to improve the power factor to 0.8 lagging in any period during which the power factor at the time of the consumer's maximum demand is less than 0.8.
4. For the purposes of calculating demand charges, the demand charge is multiplied by the greater of:
 - The Peak half hourly maximum demand (kW); or
 - 30% of the Off-peak half hourly maximum demand (kW) recorded in the account period.
5. Load factor is the ratio of the average power demand divided by the Peak power demand recorded over any given time, usually expressed as a per unit value or as a percentage.

General Information on the Calculation of Charges

When a charge per unit depends on the number of units consumed per day, the charge per unit is to be based on the average daily consumption over the accounting (billing) period. For further information including tariff eligibility, tariff calculations and a full list of tariffs, fees and charges, visit synergy.net.au

Customers with specific needs

Synergy Community Service Plan (C1) tariff

The Synergy Community Service Plan® (C1) tariff is available to eligible small voluntary and charitable organisations. A customer seeking supply under this price must apply in writing using the relevant Synergy application form, providing evidence which clearly demonstrates that the customer meets all the conditions as listed in the tariff by-laws made under the Energy Operators (Powers) Act 1979. Eligibility criteria apply and applications will be accepted in writing.

Examples of organisations that may be eligible for the C1 tariff:

- ✦ Community clubs, such as Apex, Rotary and Lions.
- ✦ Youth groups, such as Scouts, Girls Brigade and YMCA.
- ✦ Non-profit groups, such as the Arts Council and Amnesty International.
- ✦ Non-profit accommodation, such as the Youth Crisis Centre.
- ✦ Fire/rescue groups, such as the Volunteer Fire Brigade and Sea Rescue.

Supply charge – cents per day	97.2784
First 20 units per day – cents per unit	22.7276
Next 20-1650 units per day – cents per unit	24.2488
More than 1650 units per day – cents per unit	23.1299

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Electricity is charged by the 'unit'. A 'unit' is one kilowatt-hour (kWh).

Please see page 15 for other charges that may be applied to your account. Further details are available by calling **13 13 54** or visiting synergy.net.au/C1

Synergy Charity Accommodation Plan (D1) tariff

The Synergy Charity Accommodation Plan® (D1) tariff is available to eligible charitable or benevolent organisations providing residential accommodation (premises for which the Synergy Home Plan® (A1) tariff price is not available). The number of additional residences your business offers is determined by dividing the total number of beds by five and rounding up to the next whole number.

Examples of organisations that may be eligible for the Charity Accommodation Plan (D1) tariff include:

- ✦ Hostels for the aged, women's refuges and other emergency accommodation.
- ✦ Homes for the aged which include a hostel and self-contained units, supplied through one point of supply. Where the hostel is supplied separately from the units, only the hostel is eligible for the Charity Accommodation Plan (D1) tariff. The units are eligible for the residential Home Plan (A1) tariff.

Supply charge – cents per day first 5 beds [^]	96.6141
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Supply charge – cents per day for each additional 5 beds	35.8181
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Electricity charge – cents per unit	24.5458
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Please see page 15 for other charges that may be applied to your account. Further details are available by calling **13 13 54** or visiting **synergy.net.au/D1**

[^]Applies to multiple flats and home units when a Western Power submeter is supplied through a main meter.

Synergy Home Business Plan (K1) tariff

The Synergy Home Business Plan® (K1) tariff is available to eligible customers who use electricity partly for residential and partly for business purposes and are supplied through a single meter.

Supply charge – cents per day	176.8584
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First 20 units per day – cents per unit	29.2053
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Next 20-1650 units per day – cents per unit	27.5221
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More than 1650 units per day – cents per unit	31.0302
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Please see page 15 for other charges that may be applied to your account. Further details are available by calling **13 13 54** or visiting **synergy.net.au/K1**

Other Charges

Account establishment fee (residential and business)	\$33.80
Reconnection fee	\$31.10
Special meter reading fee	\$19.65
Meter reconfiguration fee	\$66.00
Meter testing on site (fee is refunded if the meter is found to be faulty)	\$336.15
Concession rate	\$144.00
Single phase meter upgrade	\$138.24
Three phase meter upgrade	\$235.04
Subsidiary electricity meter rental [†] (cents per day)	15.97
Overdue notice fee	\$5.30
Cheque dishonour fee	\$2.55
Direct debit dishonour fee	\$2.55
Rejected payment/dishonour fee (payment made at Australia Post)	\$29.00
Credit/debit card transaction fees (inclusive of GST):	
A transaction fee will apply to accounts that have nominated Visa and MasterCard debit for deductions.	0.40%
A transaction fee will apply to accounts that have nominated American Express for deductions.	0.84%
A transaction fee will apply to accounts that have nominated MasterCard credit for deductions.	0.87%
A transaction fee will apply to accounts that have nominated Visa credit for deductions.	0.88%
Removal of temporary supply	\$323.92
Demolition fee where supply is removed from site	\$323.92
Renewable Energy Buyback Scheme administration fee	\$21.50
Over the Counter Transaction Fee	\$2.10
Paper Bill Fee	\$1.20

For unmetered supply charges, please visit synergy.net.au/ums

[†]Subsidiary electricity meters are not available to customers on R1, R3, Large Business Demand LV tariff or Large Business Demand HV tariff.

Electricity is charged by the 'unit'. A 'unit' is one kilowatt-hour (kWh). Not all prices and charges are listed in this brochure. Please call Synergy for information on other prices and charges. All prices listed in this brochure include GST unless otherwise specified and are subject to change. Prices are subject to relevant legislation taking effect on 1 July 2019. For more specific information on the gazetted tariff and fee structure please see the tariff by-laws made under the Energy Operators (Powers) Act 1979. ©Synergy 2019. Synergy SmartPower, Synergy Home Plan, Synergy Business Plan, Synergy Business Plan Fifty, Synergy Business Time of Use, Synergy Business Time of Use Fifty, Synergy Community Service Plan, Synergy Charity Accommodation Plan and Synergy Home Business Plan are registered trademarks of Electricity Generation and Retail Corporation trading as Synergy.

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Residential **13 13 53** Business **13 13 54**