



Standard Electricity Prices and Charges*

South West Interconnected System



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 2021*.

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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 – dollars per day	1.0514
Supply charge for additional homes [^] – cents per day	41.8017
Electricity charge – cents per unit	29.3273

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 – dollars per day	1.0514
Peak - Weekdays [†] : 3pm to 9pm	55.7734
Shoulder Weekdays [†] : 7am to 3pm Weekends: 7am to 9pm	29.2100
Off-peak Weekdays [†] : 9pm to 7am Weekends: 9pm to 7am	15.3645

All prices are correct as at 1 July 2021, 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).

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**.

[^]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 (licensed 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.*

Supply charge – dollars per day **1.0514**

Everyday EV Off-peak rate

11pm to 4am **20.4651**

*EV Home Plan includes free monthly kilometres: 60 free Kms worth of energy per month (10 units).

Standard home

All days 4am to 11pm **29.3273**

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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**.

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 – dollars per day **1.0514**

Peak

Weekdays : 11am to 5pm (summer) **59.1287**
Weekdays : 7am to 11am (winter)
Weekdays : 5pm to 9pm (winter)

Weekday Shoulder

Weekdays : 11am to 5pm (winter) **29.5190**
Weekdays : 7am to 11am (summer)
Weekdays : 5pm to 9pm (summer)

Weekend Shoulder 7am to 9pm **24.4619**

Off-peak Every day 9pm to 7am **15.3645**

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 – dollars per day **1.0514**

Peak

Weekdays : 7am to 2pm, 8pm to 10pm **27.6993**
Weekends : 7am to 10pm

Off-peak

All days 10pm to 7am **14.1379**

Super peak

Weekdays 2pm to 8pm **51.3679**

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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 may be 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 **22.1515**

Electricity charge – cents per unit **12.2374**

All prices are correct as at 1 July 2021. 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.

Metering equipment costs

Meter Prices¹

Meter Upgrade or Replacement Fee **\$95.70**

¹All prices quoted include GST and are correct as at 1 July 2021. Prices subject to change at any time.

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.
 - 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.



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 – dollars per day	1.8770*
First 1650 units per day – cents per unit	29.2089
More than 1650 units per day – cents per unit	32.9320

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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

*Amount has been rounded. Price is 187.6982 cents per day.

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 – dollars per day	1.9066*
First 1650 units per day – cents per unit	38.7263
More than 1650 units per day – cents per unit	32.8605

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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

*Amount has been rounded. Price is 190.6604 cents per day.

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). Metering equipment criteria apply. Additional charges may be applicable.

Supply charge – dollars per day	3.5098
Peak – cents per unit	38.0661
Off-peak – cents per unit	11.4198

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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). Metering equipment criteria apply. Additional charges may be applicable.

Supply charge – dollars per day	3.7083
Peak – cents per unit	54.0913
Off-peak – cents per unit	16.2491

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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 may apply.

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

Minimum charge – dollars per day	626.9636
Demand charge – dollars per day/kW max demand	1.5925
Off-peak – cents per unit	14.4157
Peak – cents per unit	22.7858
Power factor charge – cents/kVAR/day	53.5672

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Please see page 15 for other charges that may be applied to your account. Further details on minimum, demand and stand by charges and other fees 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	61.1242
First 1650 units per day – cents per unit	38.8040
More than 1650 units per day – cents per unit	34.8506

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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	733.4943
Demand charge – dollars per day/kW max demand	129.2265
Off-peak – cents per unit	12.5654
Peak – cents per unit	18.8935
Power factor charge – cents/kVAR/day	53.5672

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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 Australian 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 – dollars per day	1.0146
First 20 units per day – cents per unit	23.7035
Next 20-1650 units per day – cents per unit	25.2900
More than 1650 units per day – cents per unit	24.1230

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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/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 – dollars per day first 5 beds [^]	1.0007
Supply charge – cents per day for each additional 5 beds	37.1009
Electricity charge – cents per unit	25.4249

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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 – dollars per day	1.8553
First 20 units per day – cents per unit	30.6376
Next 20-1650 units per day – cents per unit	28.8719
More than 1650 units per day – cents per unit	32.5520

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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

Other fees and charges may apply. All prices listed below are correct as at 1 July 2021, include GST and are subject to change.

Account establishment fee (residential and business)	\$37.20
Reconnection fee	\$31.10
Urgent Reconnection fee	\$213.76
Disconnection of overhead house/premise service leads	\$194.00
Meter reading fee (as requested by customer)	\$27.90
Meter upgrade or replacement fee	\$95.70
Meter testing on site (fee is refunded if the meter is found to be faulty)	\$336.15
Concession rate	\$144.00
Subsidiary electricity meter rental [†] (cents per day)	15.97
Overdue notice fee	\$6.15
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 debit for deductions.	0.39%
A transaction fee will apply to accounts that have nominated MasterCard debit for deductions.	0.33%
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 Visa credit for deductions.	0.89%
A transaction fee will apply to accounts that have nominated MasterCard credit for deductions.	0.76%
Removal of temporary supply	\$484.00
Demolition fee where supply is removed from site	\$484.00
Temporary supply connection - single phase	\$300.00
Temporary supply connection - three phase	\$600.00
Distributed Energy Buyback Scheme administration fee	\$21.90
Over the counter transaction fee	\$2.10
Paper Bill fee	\$1.20
PV application (for non DEBs Systems)	\$21.90
Remote meter re-program	\$34.00
Remote meter reading	\$17.60

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.

*Additional charges may apply in situations where Western Power deems it is necessary to install communications e.g. cellular capability on the meter to take the required meter readings.

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. 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.net.au

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