



Standard Electricity Prices & 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 whether they are eligible to receive a tariff under the tariff by-laws made under the *Energy Operators (Powers) Act 1979*. The information, data and representations in this document or any associated communications made by or on behalf of Synergy, whether written or verbal (Information), are for general guidance only, do not constitute advice of any kind and should not be relied on. 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® (AI) 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 2023.

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Acknowledgement of Country

Synergy acknowledges the Traditional Custodians of the lands on which we walk, work and live. We acknowledge and pay our respect to Elders past, present and emerging as we work together for a united future.

Residential prices

Synergy Home Plan® (A1)

This is the most straightforward plan for residential properties. The Synergy Home Plan® (A1) tariff is the standard, flat rate for electricity 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 business purposes.

Supply charge – dollars per day	1.1046
Supply charge for additional homes [^] – cents per day	43.9179
Electricity charge - cents per unit	30.8120

All prices are correct as at 1 July 2023, include GST and are subject to change at any time. Synergy calculates its tariffs to four decimal places. A 'unit' is one kilowatt-hour (kWh).

The Synergy Standard Electricity Agreement Terms and Conditions apply to the Synergy Home Plan® (A1), and can be downloaded from synergy.net.au/terms or by calling 13 13 53.

[^]Applies to properties that contain multiple residential premises where a Western Power submeter is supplied through a main meter. Please see page 22 for other charges that may be applied to your account. Further details are available by calling 13 13 53 or visiting synergy.net.au/pricechanges

Synergy Midday Saver

Synergy Midday Saver offers residential customers variable rates depending on the time of day electricity is used. This tariff encourages residential customers to shift their usage from the Peak time period (where the electricity charge rate is higher) to Off Peak and Super Off Peak time periods (where the electricity charge rates are lower).

Supply charge – dollars per day	1.2300
Peak – cents per unit All days: 3pm to 9pm	51.2500
Off Peak – cents per unit All days: 9pm to 9am	22.5500
Super Off Peak – cents per unit All days: 9am to 3pm	8.2000

Synergy Midday Saver is available for residential customers only, and to be eligible a compatible meter or reprogramming of an existing meter is required. Meter installation or reprogramming charges may apply, if a meter replacement or reprogram is required.

If your supply address is located in a suburb where Advanced Metering Infrastructure (AMI) is available, to be eligible for Synergy Midday Saver you must have an Advanced Meter. If AMI is not currently available in your suburb but becomes available at any time in the future, you will be required to upgrade your meter to an Advanced Meter to remain eligible for this plan. Customer's on this plan who elect to 'opt-out' of AMI and do not upgrade their meter will be reverted to the Synergy Home Plan (A1).

All prices are correct as at 1 July 2023, include GST and are subject to change at any time. Synergy calculates its tariffs to four decimal places. A 'unit' is one kilowatt-hour (kWh).

The Synergy Standard Electricity Agreement Terms and Conditions apply to the Synergy Midday Saver, and can be downloaded from synergy.net.au/terms or by calling **13 13 53**.

[^]Applies to properties that contain multiple residential premises where a Western Power submeter is supplied through a main meter. Please see page 22 for other charges that may be applied to your account. Further details are available by calling **13 13 53** or visiting synergy.net.au/pricechanges

Synergy Electric Vehicle Add On

The Synergy Electric Vehicle Add On (Synergy EV Add On) is only available for residential customers and offers variable rates depending on the time of day the residential customer uses electricity. This tariff encourages residential customers who own an electric vehicle to charge during the Super Off Peak and Overnight time periods when the rates are lower.

The Synergy EV Add On is only available to residential customers who own a plug in Electric Vehicle (licenced under the Road Traffic (Vehicles) Act 2012) which is currently registered with the Western Australian Department of Transport. The residential customer's name and address on the Electric Vehicle registration must match the name and address on their Synergy customer account.

Supply charge – <i>dollars per day</i>	1.2300
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Peak – cents per unit All days: 3pm to 9pm	51.2500
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Off Peak – cents per unit All days: 9pm to 11pm, 6am to 9am	22.5500
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Super Off Peak – cents per unit All days: 9am to 3pm	8.2000
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Overnight – cents per unit All days: 11pm to 6am	18.4500
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The Synergy EV Add On requires a compatible time-of-use meter to be installed or reprogramming of an existing meter at the customer's premises. Meter installation or reprogramming charges will apply. Please see page 22 for other charges that may be applied to your account.

If your supply address is located in a suburb where Advanced Metering Infrastructure (AMI) is available, to be eligible for Synergy Electric Vehicle Add On you must have an Advanced Meter. If AMI is not currently available in your suburb but becomes available at any time in the future, you will be required to upgrade your meter to an Advanced Meter to remain eligible for this plan. Customer's on this plan who elect to 'opt-out' of AMI and do not upgrade their meter will be reverted to the Synergy Home Plan (A1).

All prices are correct as at 1 July 2023, include GST and are subject to change at any time. Synergy calculates its tariffs to four decimal places. A 'unit' is one kilowatt-hour (kWh).

The Synergy Standard Electricity Agreement Terms and Conditions apply to the Synergy EV Add On, and can be downloaded from [synergy.net.au/terms](https://www.synergy.net.au/terms) or by calling **13 13 53**.

Synergy Electric Vehicle Home Plan

The Synergy Electric Vehicle Home Plan (Synergy EV Home Plan) is available for residential 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.

This product is only available to existing Synergy Electric Vehicle Home Plan customers, however if you own an electric vehicle and are interested in a time-of-use tariff, see Synergy Electric Vehicle Add On.

Supply charge – <i>dollars per day</i>	1.1046
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Everyday EV Off Peak electricity charge All days: 11pm to 4am – <i>cents per unit</i>	21.5012
EV Home Plan includes approximately 60 free kilometres worth of electricity per month (10 units).	

Standard Home electricity charge All days: 4am to 11pm – <i>cents per unit</i>	30.8120
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The Synergy EV Home Plan requires a compatible time-of-use meter to be installed at the customer's premises. Please see page 22 for other charges that may be applied to your account.

If your supply address is located in a suburb where Advanced Metering Infrastructure (AMI) is available, to be eligible for the Synergy Electric Vehicle Home Plan you must have an Advanced Meter. If AMI is not currently available in your suburb but becomes available at any time in the future, you will be required to upgrade your meter to an Advanced Meter to remain eligible for this plan. Customer's on this plan who elect to 'opt-out' of AMI and do not upgrade their meter will be reverted to the Synergy Home Plan (A1).

All prices are correct as at 1 July 2023, include GST and are subject to change at any time. Synergy calculates its tariffs to four decimal places. A 'unit' is one kilowatt-hour (kWh).

The Synergy Standard Electricity Agreement Terms and Conditions apply to the Synergy EV Home Plan, and can be downloaded from [synergy.net.au/terms](https://www.synergy.net.au/terms) or by calling **13 13 53**.

Synergy Smart Home Plan

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

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

Supply charge – dollars per day	1.1046
Peak – cents per unit Weekdays [†] : 3pm to 9pm	58.5969
Shoulder – cents per unit Weekdays [†] : 7am to 3pm Weekends: 7am to 9pm	30.6887
Off Peak – cents per unit Weekdays [†] : 9pm to 7am Weekends: 9pm to 7am	16.1423

All prices are correct as at 1 July 2023, include GST and are subject to change at any time. Synergy calculates its tariffs to four decimal places. A 'unit' is one kilowatt-hour (kWh).

If your supply address is located in a suburb where Advanced Metering Infrastructure (AMI) is available, to be eligible for the Synergy Smart Home Plan you must have an Advanced Meter. If AMI is not currently available in your suburb but becomes available at any time in the future, you will be required to upgrade your meter to an Advanced Meter to remain eligible for this plan. Customer's on this plan who elect to 'opt-out' of AMI and do not upgrade their meter will be reverted to the Synergy Home Plan (A1).

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

Please see page 22 for other charges that may be applied to your account. Further details are available by calling 13 13 53 or visiting synergy.net.au/pricechanges

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

#Summer means October to March. Winter means April to September.

Synergy SmartPower® (SM1)

The Synergy SmartPower® tariff is a residential time-of-use product, meaning electricity charges vary across certain times of the day, week and year.

This product is only available to existing Synergy SmartPower® customers, however if you're interested in a time-of-use tariff, see Synergy Midday Saver.

Supply charge – dollars per day	1.1046
Supply charge for additional homes [^] – cents per day	43.9179
Peak – cents per unit Weekdays [†] : 11am to 5pm (summer) [#] Weekdays [†] : 7am to 11am (winter) [#] Weekdays [†] : 5pm to 9pm (winter) [#]	62.1221
Weekday Shoulder – cents per unit Weekdays [†] : 11am to 5pm (winter) [#] Weekdays [†] : 7am to 11am (summer) [#] Weekdays [†] : 5pm to 9pm (summer) [#]	31.0134
Weekend Shoulder – cents per unit 7am to 9pm	25.7003
Off Peak – cents per unit Every day: 9pm to 7am	16.1423

All prices are correct as at 1 July 2023, include GST and are subject to change at any time. Synergy calculates its tariffs to four decimal places. A 'unit' is one kilowatt-hour (kWh).

If your supply address is located in a suburb where Advanced Metering Infrastructure (AMI) is available, to be eligible for the Synergy SmartPower® (SM1) tariff you must have an Advanced Meter. If AMI is not currently available in your suburb but becomes available at any time in the future, you will be required to upgrade your meter to an Advanced Meter to remain eligible for this plan. Customer's on this plan who elect to 'opt-out' of AMI and do not upgrade their meter will be reverted to the Synergy Home Plan (A1).

The Synergy Standard Electricity Agreement Terms and Conditions apply to the Synergy SmartPower® (SM1) tariff, and can be downloaded from synergy.net.au/terms or by calling 13 13 53.

[^]Applies to properties that contain multiple residential premises where a Western Power submeter is supplied through a main meter. Please see page 22 for other charges that may be applied to your account. Further details are available by calling 13 13 53 or visiting synergy.net.au/pricechanges

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

#Summer means October to March. Winter means April to September.

Synergy PowerShift® (PS1)

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

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

Supply charge – dollars per day	1.1046
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Supply charge for additional homes [^] – cents per day	43.9179
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Peak – cents per unit Weekdays [†] : 7am to 2pm, 8pm to 10pm Weekends: 7am to 10pm	29.1016
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Off Peak – cents per unit All days: 10pm to 7am	14.8537
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Super Peak – cents per unit Weekdays [†] : 2pm to 8pm	53.9684
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All prices are correct as at 1 July 2023, include GST and are subject to change at any time. Synergy calculates its tariffs to four decimal places. A 'unit' is one kilowatt-hour (kWh).

If your supply address is located in a suburb where Advanced Metering Infrastructure (AMI) is available, to be eligible for Synergy PowerShift® (PS1) you must have an Advanced Meter. If AMI is not currently available in your suburb but becomes available at any time in the future, you will be required to upgrade your meter to an Advanced Meter to remain eligible for this plan. Customer's on this plan who elect to 'opt-out' of AMI and do not upgrade their meter will be reverted to the Synergy Home Plan (A1).

The Synergy Standard Electricity Agreement Terms and Conditions apply to Synergy PowerShift® (PS1), and can be downloaded from [synergy.net.au/terms](https://www.synergy.net.au/terms) or by calling 13 13 53.

[^]Applies to properties that contain multiple residential premises where a Western Power submeter is supplied through a main meter. Please see page 22 for other charges that may be applied to your account. Further details are available by calling 13 13 53 or visiting [synergy.net.au/pricechanges](https://www.synergy.net.au/pricechanges)

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

Hot Water Plan (B1)

The Hot Water Plan (B1) tariff was originally introduced to facilitate cheaper water heating costs for residential customers unable to access reticulated natural gas.

Historically, it required two separate meters: one connected to your electric hot water system, and one meter recording all other electricity usage in your home. More recently, the network operator has been able to replace the two-meter configuration with a single dual element meter at some sites. This product is only available to existing Hot Water Plan (B1) customers.

Supply charge – cents per day	23.2729
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Supply charge for additional homes [^] – cents per day	23.2729
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Electricity charge – cents per unit	12.8569
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All prices are correct as at 1 July 2023, include GST and are subject to change at any time. Synergy calculates its tariffs to four decimal places. A 'unit' is one kilowatt-hour (kWh).

The Synergy Standard Electricity Agreement Terms and Conditions apply to the Hot Water Plan (B1), and can be downloaded from [synergy.net.au/terms](https://www.synergy.net.au/terms) or by calling 13 13 53.

[^]Applies to properties that contain multiple residential premises where a Western Power submeter is supplied through a main meter. Please see page 22 for other charges that may be applied to your account. Further details are available by calling 13 13 53 or visiting [synergy.net.au/pricechanges](https://www.synergy.net.au/pricechanges)

Rebates for residential customers

Holders of Centrelink Health Care Cards, Commonwealth Seniors Health Cards, Pensioner Concession Cards, Veterans' Affairs Pensioner Concession Cards, or Veterans' Affairs Gold Cards (War Widow, Dependent, Totally and Permanently Incapacitated) may be entitled to some or all of the following:

- Reduced fees on meter testing.
- Rebate on account establishment fee.
- WA Government Energy Assistance Payment.
- A dependent children rebate where they are listed on eligible Centrelink and Veterans' Affairs cards.
- Air conditioning rebate.
- Late payment fee waiver per annum.

Eligibility criteria and terms and conditions apply to the above entitlements. More information can be found at [synergy.net.au/concessions](https://www.synergy.net.au/concessions)

Business prices

Synergy Business Plan® (L1)

The Synergy Business Plan® (L1) 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 annum (or less than 137 units per day on average).

Supply charge – *dollars per day* **1.9720**

First 1650 units per day – *cents per unit* **30.6876**

More than 1650 units per day
– *cents per unit* **34.5992**

All prices are correct as at 1 July 2023, include GST and are subject to change at any time. Synergy calculates its tariffs to four decimal places. A 'unit' is one kilowatt-hour (kWh).

The Synergy Standard Electricity Agreement Terms and Conditions apply to the Synergy Business Plan® (L1), and can be downloaded from synergy.net.au/terms or by calling **13 13 54**.

Please see page 22 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)

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

Supply charge – *dollars per day* **1.7797**

First 1650 units per day – *cents per unit* **36.1484**

More than 1650 units per day
– *cents per unit* **30.6731**

All prices are correct as at 1 July 2023, include GST and are subject to change at any time. Synergy calculates its tariffs to four decimal places. A 'unit' is one kilowatt-hour (kWh).

The Synergy Standard Electricity Agreement Terms and Conditions apply to the Synergy Business Plan Fifty® (L3) tariff, and can be downloaded from synergy.net.au/terms or by calling **13 13 54**.

Please see page 22 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)

The Synergy Business Time of Use® (R1) is available to eligible Synergy business customers who use less than 50 megawatt hours per annum (which equates to less than 137 units per day on average) and agree to be supplied under the tariff for a minimum of 12 months. The R1 tariff could be suitable for your business if it uses more than 25% of its electricity during Off Peak periods.

The R1 tariff is available to eligible customers using electricity for business purposes at low/medium voltage (240/415V). Metering equipment criteria apply. Additional charges may be applicable.

Supply charge – *dollars per day* **3.6874**

Peak – *cents per unit* **39.9932**

Off Peak – *cents per unit* **11.9979**

All prices are correct as at 1 July 2023, include GST and are subject to change at any time. Synergy calculates its tariffs to four decimal places. A 'unit' is one kilowatt-hour (kWh).

If your supply address is located in a suburb where Advanced Metering Infrastructure (AMI) is available, to be eligible for the Synergy Business Time of Use® (R1) tariff you must have an Advanced Meter. If AMI is not currently available in your suburb but becomes available at any time in the future, you will be required to upgrade your meter to an Advanced Meter to remain eligible for this plan. Customer's on this plan who elect to 'opt-out' of AMI and do not upgrade their meter will be reverted to the Synergy Business Plan (L1).

The Synergy Standard Electricity Agreement Terms and Conditions apply to the Synergy Business Time of Use® (R1) tariff, and can be downloaded from synergy.net.au/terms or by calling **13 13 54**.

Please see page 22 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

For more information on Business Time of Use prices (R1 tariff and R3 tariff) see page 17.

Synergy Business Time of Use Fifty® (R3)

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

The R3 tariff is available to eligible customers using electricity for business purposes at low/medium voltage (240/415V). Metering equipment criteria apply. Additional charges may be applicable.

Supply charge – dollars per day	3.6220
Peak – cents per unit	52.8330
Off Peak – cents per unit	15.8711

All prices are correct as at 1 July 2023, include GST and are subject to change at any time. Synergy calculates its tariffs to four decimal places. A 'unit' is one kilowatt-hour (kWh).

The Synergy Standard Electricity Agreement Terms and Conditions apply to the Synergy Business Time of Use Fifty® (R3) tariff, and can be downloaded from [synergy.net.au/terms](https://www.synergy.net.au/terms) or by calling **13 13 54**.

Please see page 22 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](https://www.synergy.net.au/R3)

For more information on Business Time of Use prices (R1 tariff and R3 tariff) see page 17.

Synergy Large Business Demand tariff

The Synergy Large Business Demand 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	57.0553
First 1650 units per day – cents per unit	36.2210
More than 1650 units per day – cents per unit	32.5307

All prices are correct as at 1 July 2023, include GST and are subject to change at any time. Synergy calculates its tariffs to four decimal places. A 'unit' is one kilowatt-hour (kWh).

The Synergy Standard Electricity Agreement Terms and Conditions apply to the Synergy Large Business Demand tariff and can be downloaded from [synergy.net.au/terms](https://www.synergy.net.au/terms) or by calling **13 13 54**.

Please see page 22 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](https://www.synergy.net.au/LargeBusinessDemand)

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 based on individual customer circumstances and will be subject to the customer entering into a contractual agreement with Synergy.

General Information for Business Tariffs

1. Synergy does not supply subsidiary meters for use with R1 tariff or R3 tariff.
2. The Peak period electricity charges for R1 tariff and R3 tariff applies to all electricity used between 8am and 10pm, Monday to Friday, including public holidays. The Off Peak electricity charges applies to electricity used at all other times outside Peak times. References to time are to Australian Western Standard Time.
3. Load factor is the ratio of the average demand divided by the Peak demand recorded over any given time, usually expressed as a per unit value or as a percentage.
4. Power factor requirements for loads
Power factor ranges to be met by loads connected to the transmission system and those connected to the distribution system and rated 1 MVA or more are shown in the table below.

Supply Voltage (nominal)	Power factor range (half-hour average)
220 kV / 330 kV	0.96 lagging to unity
66kV / 132 kV	0.95 lagging to unity
<66 kV	0.9 lagging to 0.9 leading

The power factor range to be met by loads of less than 1 MVA connected to the distribution system is 0.8 lagging to 0.8 leading.

General Information on the Calculation of Electricity Charges

When the electricity charge depends on the number of units consumed per day, the charge per unit will be based on the average daily consumption (as a number of units) 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/pricechanges](https://www.synergy.net.au/pricechanges)

Customers with specific needs

Synergy Community Service Plan® (C1)

The Synergy Community Service Plan® (C1) 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, and provide evidence which clearly demonstrates that the customer meets all the eligibility criteria listed in the tariff by-laws made under the Energy Operators (Powers) Act 1979.

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 – <i>dollars per day</i>	1.0660
First 20 units per day – <i>cents per unit</i>	24.9035
Next 20-1650 units per day – <i>cents per unit</i>	26.5704
More than 1650 units per day – <i>cents per unit</i>	25.3443

All prices are correct as at 1 July 2023, include GST and are subject to change at any time. Synergy calculates its tariffs to four decimal places. A 'unit' is one kilowatt-hour (kWh).

The Synergy Standard Electricity Agreement Terms and Conditions apply to the Synergy Community Service Plan® (C1), and can be downloaded from [synergy.net.au/terms](https://www.synergy.net.au/terms) or by calling **13 13 54**.

Please see page 22 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](https://www.synergy.net.au/C1)

Synergy Charity Accommodation Plan® (D1)

The Synergy Charity Accommodation Plan® (D1) is available to eligible charitable or benevolent organisations providing residential accommodation (premises for which the Synergy Home Plan® (A1) tariff is not available). The number of additional residences an eligible entity 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 Synergy 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 Synergy Charity Accommodation Plan® (D1). The units will be supplied under the residential Synergy Home Plan® (A1).

Supply charge – dollars per day first 5 beds [^]	1.0513
Supply charge – cents per day for each additional 5 beds	38.9791
Electricity charge – cents per unit	26.7120

All prices are correct as at 1 July 2023, include GST and are subject to change at any time. Synergy calculates its tariffs to four decimal places. A 'unit' is one kilowatt-hour (kWh).

The Synergy Standard Electricity Agreement Terms and Conditions apply to the Synergy Charity Accommodation Plan® (D1), and can be downloaded from synergy.net.au/terms or by calling **13 13 54**.

Please see page 22 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)

The Synergy Home Business Plan® (K1) 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	1.9492
First 20 units per day – cents per unit	32.1886
Next 20-1650 units per day – cents per unit	30.3335
More than 1650 units per day – cents per unit	34.1999

All prices are correct as at 1 July 2023, include GST and are subject to change at any time. Synergy calculates its tariffs to four decimal places. A 'unit' is one kilowatt-hour (kWh).

The Synergy Standard Electricity Agreement Terms and Conditions apply to the Synergy Home Business Plan® (K1) and can be downloaded from synergy.net.au/terms or by calling **13 13 54**.

Please see page 22 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

Synergy Community Energy

The Synergy Community Energy product is only available for residential customers and offers the first 10 units (kWh) of electricity at zero charge between 9am and 3pm each day during the Super Off Peak time period.

This tariff encourages residential customers to shift their usage to the middle of the day and away from the Peak time period (3pm to 9pm).

The Synergy Community Energy product is only available to residential customers who do not have a Distributed Energy Resources (DER) system (including, solar, battery and/or EV) installed at the premises they reside.

Residential customers must hold a current electricity account with Synergy at the electricity supply address they reside.

Supply charge – dollars per day	1.8450
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Super Off Peak – cents per unit
(All days: 9am to 3pm)

The first 10 units	0.0000
Over 10 units	30.8120

Peak – cents per unit
(All days: 3pm to 9am)

Synergy Community Energy product is available for residential customers only, and to be eligible a compatible meter or reprogramming of an existing meter is required. Meter installation or reprogramming charges may apply if a meter replacement or reprogram is required. Please see page 22 for other charges that may be applied to your account.

If your supply address is located in a suburb where Advanced Metering Infrastructure (AMI) is available, to be eligible for Synergy Community Energy you must have an Advanced Meter. If AMI is not currently available in your suburb but becomes available at any time in the future, you will be required to upgrade your meter to an Advanced Meter to remain eligible for this plan. Customer's on this plan who elect to 'opt-out' of AMI and do not upgrade their meter will be reverted to the Synergy Home Plan (A1).

The eligibility criteria for the Synergy Community Energy product is subject to change by Synergy at any time.

All prices are correct as of 1 July 2023, include GST and are subject to change at any time. Synergy calculates its tariffs to four decimal places. A 'unit' is one kilowatt-hour (kWh).

The Synergy Standard Electricity Agreement Terms and Conditions apply to the Synergy Community Energy tariff and can be downloaded from synergy.net.au/terms or by calling **13 13 53**.

Other Charges

Other fees and charges may apply to the supply of electricity under regulated tariffs from Synergy for all customers. All prices listed below are correct as at 1 July 2023, include GST and are subject to change.

Account establishment fee (residential and business)	\$30.95
Reconnection fee	\$31.10
Urgent Reconnection fee	\$193.80
Disconnection of overhead house/premise service leads	\$198.25
Meter reading fee (as requested by customer)	\$27.90
Meter upgrade or replacement fee*	\$101.30
Meter testing on site (fee is refunded if the meter is found to be faulty)	\$340.40
Concession rate	\$144.00
Subsidiary electricity meter rental† (cents per day)	15.97
Overdue notice fee	\$6.15
Cheque dishonour fee	\$2.60
Direct debit dishonour fee	\$2.60
Rejected payment/dishonour fee (payment made at Australia Post)	\$29.00
Credit/debit card transaction fees:	
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.	0.43%
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.	0.90%
A transaction fee will apply to accounts that have nominated Mastercard credit for deductions.	0.77%

Removal of temporary supply fee	\$518.10
Demolition fee where supply is removed from site	\$518.10
Temporary supply connection fee – single phase	\$300.00
Temporary supply connection fee – three phase	\$600.00
Distributed Energy Buyback Scheme administration fee	\$14.45
Over the counter payment fee	\$2.10
Paper bill fee	\$1.30
PV application fee (for non DEBs Systems)	\$14.45
Remote meter re-program fee	\$39.90
Remote meter reading fee	\$15.80
Cellular communication fee	\$384.00

For unmetered supply charges, please visit [synergy.net.au/ums](https://www.synergy.net.au/ums)

†Subsidiary electricity meters are not available to customers on the R1 tariff or R3 tariff.

*Additional charges may apply in situations where Western Power deems it is necessary to install communications (e.g. cellular capabilities) on the meter to take the required meter readings. The new meter is Western Power's standard direct-connected Advanced (AMI) meter and comes with Radio Frequency (RF) functionality for remote data collection. Some remote suburbs do not have access to RF signals. Customers located in these suburbs may be subject to additional charges for cellular communications if they require a remote data collection service 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 regulated tariffs and fees please see the tariff by-laws made under the *Energy Operators (Powers) Act 1979*.

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.

Visit us online at [synergy.net.au/contact](https://www.synergy.net.au/contact)

Give us a call:

- **13 13 53** for residential customers.
Monday to Friday between 7am and 7pm AWST, excluding public holidays.
- **13 13 54** for business customers.
Monday to Friday between 8am and 5pm AWST, excluding public holidays.
- **(08) 6212 2222** for calls outside Western Australia.
-  **TTY 13 36 77**
if you have hearing or speech difficulties.
Monday to Friday between 7am and 7pm AWST, excluding public holidays.
-  **TIS 13 14 50**
for telephone interpretation services.

Or you can write to us:

- **Customer Services**
Synergy
GPO Box K851
Perth WA 6842