

Fees & Charges

These are our additional charges effective as of 30 June 2025. New fee rates will apply from 1 July 2025.

The prices below exclude GST.

Fee Type	Cost
Contract Exit Fee	No Exit Fee
Card Payment Fee	Varies
Account Establishment Fee*	\$35.00
Paper Bill Charge	\$3.20
Disconnection for Non-Payment	\$40.00
Reconnection Fee	\$44.55
After-hours Reconnections	\$161.78
Call Out Fees	\$54.50
Urgent Meter Swap Request	\$300.00
Special Reading Charges	\$28.54
Late Payment Fee	\$12.50
Cheque Dishonour Fee	\$10.00
Direct Debit Dishonour Fee	\$9.00
Merchant Re-processing Fee	\$35.00
Meter Accuracy & Tests	\$550.00
*Not applicable to Lot Occupiers at the time of installation	