

# Power of Choice

The Power of Choice is a regulatory instrument that is intended to ensure that every electricity customer, be they consumer or business, has access to an electricity retailer of their choice. Energy On supports this regulation and has worked hard to ensure that your pricing is competitive to the market so that you should not find this necessary. If you have questions about the rates on offer, please speak with us and we will work with you to achieve the best possible electricity outcome.

## What do you need to do?

If you have questions about the electricity rate, please contact us to discuss your options. You can review your rate against others in the market by entering your address into any Authorised Retailer's website and seeing their offers. You can also use a number of government websites in Victoria and NSW to compare offers.

If you believe you can obtain a better offer for your supply, simply download the Energy Price Fact Sheet provided by the retailer and email it to us at [TheTeam@EnergyOn.com.au](mailto:TheTeam@EnergyOn.com.au).

## What we will do

Once we receive the Energy Price Fact Sheet from you we will analyse the offer being made against our rate using your existing usage, or a price comparison if you are a new customer, and provide you with a detailed analysis that will confirm if the rate you are considering will be better for you. It is important to remember that many retail offers are subject to onerous contract conditions such as fixed terms and pay on time by direct debit to obtain the discounts. Energy On pricing is not subject to these conditions.

## Still Looking Better to Move?

If the analysis shows that you would be better off with the Authorised Retailer, you will need to tell them you are in an embedded network and ask them to provide you with an "Energy Only" quotation. This is for the cost of electricity only and does not include any network charges. As your embedded network is the Distributor of your electricity, the appropriate network tariff will be charged to you by Energy On. When you have your energy only quote, we will provide a comparative rate for you that includes the applicable tariff for you to make your final decision.

## How to Move

If you choose to leave the Embedded Network and source supply from an Authorised Retailer, Energy On will assist in this transition. The transfer arrangements will be made between your Retailer, Energy On and the appointed Embedded Network Manager at your site. This transfer may take some time to take effect and you will be required to meet your electricity usage payments with Energy On until the transfer is made.

It is important to note that your retailer may require you to replace your electricity meter at your cost. The retailer may charge you up to \$500.00 for this service. After the transfer you will receive two monthly invoices. One from Energy On for your Network Tariff and one from your retailer for your energy only supply. You must pay both by the due date to ensure continued supply to your premises.

If you have any questions, please call us and we will take you through the requirements.

### Contact Us:

📞 1300 323 263

🌐 [www.energyon.com.au](http://www.energyon.com.au)

✉ [theteam@energyon.com.au](mailto:theteam@energyon.com.au)

