

# SERVICE FEES



# Empower's Standard Service Fees\*

## BOND

*(where applicable, minimum charge)*

1. Residential	\$150
2. Business	\$500

## NEW CONNECTION FEE

*(where applicable for each new Installation Connection Point)*

\$35

## SPECIAL METER READ

*(Including check or final read)*

\$35

## ON-SITE INVESTIGATION

\$90

## FAULT VISIT

*(if fault proves NOT to be a supply or metering problem)*

1. Same business day service, call received by 4pm	\$110
2. Weekends, Public Holidays and after hours (4pm to 7am)	\$145
3. Non urgent service	\$95

## RECONNECTION / DISCONNECTION

*(per visit)*

1. Same business day service, call received by 4pm	\$110
2. Next business day service, call received by 4pm prior business day	\$65
3. Special disconnection fee (access problems)	\$125
4. Weekends, Public Holidays and after hours (4pm to 7am)	\$125

## METERING FEES

*(these fees do not include the cost of related work by an electrician, or network company)*

1. Change of price plan <i>(no physical change to metering required)</i>	\$20
2. Change of pricing plan	
- Residential	\$90
- Business	POA
3. Capacity or load group charge	
- Residential	\$110
- Business	POA
4. Meter relocation	\$99
5. Meter test <i>(fee per meter tested. Only applies if meter proves to be accurate)</i>	
- Residential	\$120
- Business	POA
6. Remote Meter Register or Wireless Reader <i>(subject to availability and ongoing daily fee)</i>	
- Install or Remove	\$130

## ADMINISTRATION

1. Dishonoured payment	\$25
2. Copy of invoice	\$8
3. Debt management fee	\$25
4. Debt site visit	\$75
5. Debt collection costs	ALL COSTS
6. Cancellation fee <i>(where a request for work is cancelled before it is performed or you cannot be contacted as requested)</i>	\$40

## NOTES

1. If you fail to meet an arranged appointment or provide access, the relevant service fee, as outlined in this brochure, is payable by you.
2. We may on-charge to you any fees we receive from a network company or any other third party in relation to work performed at your request.
3. Special fees may apply for other services.
4. The Prompt Payment Discount does not apply to Service Fees.
5. All fees include GST.
- 6 \*Fees effective as at 1 September 2008.

*If you have any questions or would like more information on these fees, please call our Customer Service team on 0800 34 00 00.*

