

Service fees





Service fees

Effective 22 October 2024

Payment fees

(Third parties such as your bank may charge their own fees)

Type	Fee
Direct debit (recurring payments from a bank account)	None
Online one-off and recurring payments (credit or debit card)	Refer to Credit Card Terms and conditions
Internet/phone banking (payment by internet or phone banking)	None
Paypal Transaction fee: Refer Paypal Terms and conditions	
Afterpay Transaction fee: Refer AfterPay Terms and Conditions	

Administration Fees

Type	Fee
Credit reminder (written notice of an overdue account)	\$5
Bill sent by post (bill sent by standard mail will incur a fee - including GST)	\$2.50
Copies of account (fee for each paper bill copy requested)	\$6
Late payment fee (business customers only) Percentage is applied to the total overdue balance at time of missed payment (inc. gst)	2%
Chargeback/Dishonor fee	\$28.00 per Dishonor

Meter Fees

Where non-standard work is required, extra charges may apply and will be quoted before work begins. This could include repairs to a customer owned meter board or the installation of current transformers.

Type	Fee
Connection of electricity to a property for the first time*	Standard new connection

	<p>(Where these are hung, livened and certified in one visit at the permanent connection point.) - \$85</p> <p>Cancellation of new connection - \$85</p>
Non-standard new connection or Changes to a meter or temporary connection**	- \$275
Call out fee for cancelled or absent visit + Issue is property related and not with meter	<p>Call out is cancelled when contractor is on route, no one is at the site at the prearranged time, or the issue is property related - \$125</p> <p>After hours/urgent call out is cancelled when after hours/urgent contractor is on route, no one is at the site at the prearranged time, or the issue is property-related - \$175</p>
Meter reseal	Resealing the meter after work has been completed - \$125
Disconnection or reconnection of electricity to a property	<p>Remote – disconnection or reconnection is completed remotely - \$25</p> <p>After hours remote – reconnection is completed remotely - \$75</p> <p>On site – disconnection or reconnection requires site visit - \$125</p> <p>After hours/urgent on site – disconnection or reconnection requires site visit - \$175</p> <p>Permanent disconnection, includes recovery of the meter - \$150</p>

Meter test	Fee only applies if the meter test establishes no equipment failure - \$299.99
Meter change, removal or relocation	Remote - meter configuration to change pricing plan: \$25 (if remote access is possible, otherwise a standard fee of \$299 will apply) Standard – on site meter change, removal or relocation** - \$275 Complex – on site meter change involving current transformer (CT) metering or is otherwise complex** - \$399
Import/export meter installation	Install a new, relocate or physically reconfigure a standard import/export meter** - \$299
Meter confirmation call out	Site visit is required to confirm the meter details - \$299
Smart meter modification	Site visit is required to modify a smart meter - \$299
Meter reading visit	Standard, on-site meter reading - \$25 Urgent, on-site meter reading by appointment - \$45

*Fee will be quoted where installation of current transformer (CT) onto switchboard is required.

**Please note these fees do not include the cost of any related work by an electrician, electrical inspector or a network company

To contact us

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