

Price and Product Information Statement - sonnenFlat
sonnen eServices – Victoria residential electricity market offer

Customer Type	Fuel Type	Distributor(s)	Tariff Type	Offer Type	Release Date
Residential	Electricity	United Energy	Single Rate	Market	3-Jun-2019
Electricity Offer					
Contract Term		No contract term			
Exit Fees		No lock-in contracts or exit fees			
Bill Frequency		Monthly			
Electricity Pricing Information					
sonnenFlat plan		Economy	Family	Autonomy	
Plan ID		SF_VEC_UE	SF_VFM_UE	SF_VAT_UE	
Minimum solar PV capacity		5 kWp	7.5 kWp	10 kWp	
Minimum sonnenBatterie useable capacity		8 kWh	10 kWh	12 kWh	
Monthly fee (including GST)		\$49	\$59	\$69	
Annual Household Usage Allowance		7,500 kWh	10,000 kWh	12,500 kWh	
Minimum Annual Solar Generation		6,050 kWh	9,075 kWh	12,100 kWh	
Annual Export Threshold		1,210 kWh	1,815 kWh	2,420 kWh	
Excess Grid Usage Rate		21.78 cents per kWh (incl GST); 19.80 cents per kWh (excl GST)			
Solar Feed-in Rate		9.9 cents per kWh			
<p>The Annual Household Usage Allowance is the total household usage of energy from installed solar PV, sonnenBatterie, and the grid (including controlled load, where applicable).</p> <p>The Minimum Annual Solar Generation is the total energy produced by the installed solar PV.</p> <p>The Annual Export Threshold is the total energy exported to the grid.</p>					
Price Changes					
Are these prices fixed?			No		
Prices may vary in accordance with the terms and conditions. If we do vary your prices, we will provide you written notice no later than your next bill.					
Electricity key contract features					
Cooling off period		10 business days.			
Eligibility		Residential customers in the distributor area must have the Minimum solar PV capacity and Minimum sonnenBatterie useable capacity for the relevant sonnenFlat plan.			
Adjusted Annual Household Usage Allowance		Each household must produce the Minimum Annual Solar Generation quantity of energy over a 12-month period. Where the annual energy production falls below the Minimum Annual Solar Generation , the Annual Household Usage Allowance will be reduced proportionally to the shortfall in the Minimum Annual Solar Generation . e.g.: For sonnenFlat Economy , if actual annual solar production is 6,000 kWh, then the Adjusted Annual Household Usage Allowance is $\Rightarrow 7,500 \times 6,000 / 6,050 = 7,438$ kWh.			
Excess Grid Usage Rate		Once the Adjusted Annual Household Usage Allowance is exceeded, subsequent usage from the grid will be charged at the Excess Grid Usage Rate .			
Solar feed-in Rate		Energy exported above the Annual Export Threshold will be paid at the Solar feed-in Rate .			
Early termination		Annual Household Usage Allowance and Minimum Annual Solar Generation will be reduced pro-rata where a customer ends the agreement within a 12-month period.			

Metering	Measurements from sonnenBatterie meters and regulated NMI meters will be used to determine Annual Household Usage Allowance and Minimum Annual Solar Generation . Measurements from NMI meters will be used to determine exported energy and excess grid usage . Regulated NMI meters must be interval meters.
Battery Operations	sonnen may operate the sonnenBatterie remotely at its sole discretion.
Fees	
Direct debit dishonour fee	Fixed rate - \$11.00 A \$11.00 (incl. GST) fee applies if payment is dishonoured or reversed.
Payment processing fee	Percentage of bill – 1% Credit Card and Debit Card payments will be subject to a 1% (incl. GST) processing fee.
Additional fee information	All normal fees are listed here. In some circumstances your local distributor may charge fees for certain services such as disconnection. For more information on additional fees, please see www.sonnen.com.au/en-au/sonnenflat .
Electricity offer terms and conditions	
For full terms and conditions, visit www.sonnen.com.au/en-au/sonnenflat .	
Contact details and more information	
Retailer	sonnen eServices is a business name of Energy Locals Pty Ltd, an authorised electricity retailer.
Contact email and phone	sonnenflat@sonnen.com.au 137 666
Website	www.sonnen.com.au/en-au/sonnenflat
About this document	
This Price and Product Information Statement is presented in accordance with the requirements of the Essential Services Commission (ESC) – the independent regulator of the retail energy industry in Victoria. For information about choosing an energy retailer, visit yourchoice.vic.gov.au . To compare electricity retail offers available to you, go to mpp.switchon.vic.gov.au .	

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