

# energy price fact sheet



Real Utilities Pty Limited  
Residential - Anytime - RU-JEM-A-001

| Customer type | Fuel type                    | Distribution area | Tariff type | Offer type   | Release date |
|---------------|------------------------------|-------------------|-------------|--------------|--------------|
| Residential   | Thermal energy & cooktop gas | Jemena            | Anytime     | Market offer | 22-Aug-2025  |

## Thermal energy for heating water and cooker gas offer

|                         |                                                                                                                                            |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Contract term           | Ongoing contract                                                                                                                           |
| Contract expiry details | Terminated by you or us in accordance with the Terms and Conditions of the Utility Services Agreement                                      |
| Bill frequency          | Every month a single bill will be issued for all utility services supplied by a Real Utilities company to a customer at the supply address |

## Thermal energy for heating water and cooktop gas pricing information effective 1 September 2025

### Price change information

|                        |    |
|------------------------|----|
| Are these prices fixed | No |
|------------------------|----|

Prices may vary in line with the terms of your Utility Services Agreement and we will provide you with notice of these in accordance with the Utility Services Agreement (which may be included as a statement in your next bill).

| Applicable charges                                 | Price (exc. GST)            | Price (inc. GST)            |
|----------------------------------------------------|-----------------------------|-----------------------------|
| Anytime usage for thermal energy for heating water | 15.50 dollars per kilolitre | 17.05 dollars per kilolitre |
| Daily supply charge                                | 69.00 cents per day         | 75.90 cents per day         |

**Daily supply charge:** a charge that applies for supplying either cooktop gas or thermal energy for heating water to your supply address for each day of the billing period, regardless of how much you use.

**Thermal energy for heating water:** a charge that applies for thermal energy used to heat each kilolitre of hot water used at your supply address. This is determined by individually metering the flow of hot water to your supply address. 1 kilolitre equals 1000 litres.

### Key contract features

|                    |                                                                                                                                                                                                            |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cooling off period | 10 business days                                                                                                                                                                                           |
| Eligibility        | This market offer applies to residential customers who have signed up to receive either thermal energy for heating water or cooktop gas under a Utility Service Agreement with Real Utilities Pty Limited. |

### Fees

|                                                                        |                                                                      |
|------------------------------------------------------------------------|----------------------------------------------------------------------|
| Late payment fee                                                       | \$12.00 per bill (GST does not currently apply to late payment fees) |
| Payment dishonour fee                                                  | \$4.58 per dishonour (inc. GST)                                      |
| Disconnection fee                                                      | \$38.50 (inc. GST)                                                   |
| Reconnection fee                                                       | \$38.50 (inc. GST)                                                   |
| Special meter read fee                                                 | \$38.50 (inc. GST)                                                   |
| Customer request meter test fee (Refundable if meter fault identified) | \$231.00 (inc. GST)                                                  |
| Additional fees                                                        | For additional charges that may apply visit our website              |

### Terms and conditions

Please call us on 1300 16 16 68 or visit our website for terms and conditions.

### Contact details and more information

|                |                      |                                                                                 |
|----------------|----------------------|---------------------------------------------------------------------------------|
| Real Utilities | phone: 1300 16 16 68 | website: <a href="http://www.realutilities.com.au">www.realutilities.com.au</a> |
|----------------|----------------------|---------------------------------------------------------------------------------|

Real Utilities Pty Limited operates the centralised hot water system. Real Utilities supplies the thermal energy to heat water using the centralised hot water system for each apartment as required, and determines the amount required to heat the water used at the supply address. The cost of the water used at the supply address is separate to the cost of the thermal energy used to produce the hot water used at each apartment.