



Narara
ecovillage
inspired by life

NEV POWER
Narara Ecovillage
33 Gugandi Road
Narara NSW 2250

Please scan and return signed form to power@nararaecovillage.com.

NEV Power Energy Agreement (version 15th February 2024)

This agreement outlines the terms and conditions under which NEV Power provides electricity services to the occupier of the premises outlined below within the Narara Ecovillage.

This agreement will remain in effect until either party provides 7 days' notice of cancellation. The tariffs for the supply of electricity are current as at the date of this agreement. NEV Power retains the right to alter these tariffs at any time subject to notice of 30 days.

This agreement applies to each meter. If an occupier or owner elects to have a secondary dwelling separately metered, then that secondary dwelling will be subject to its own Energy Agreement.

Applicant and Property details

Applicants name	
Lot Number	
Street Address	
Mobile phone number	
Home Phone number	
Preferred email address	

Smartgrid and Power Management

NEV Power will provide the occupier with a smart meter and a power management system which will enable you to participate as a full member of the NEV Power smart grid. Installation by a qualified electrician of the smart meter and power management system is the responsibility of the owner. NEV Power will need to test and seal the smart meter and controls once installed.

The smart meter enables NEV Power to measure your power consumption and power production from your PV array. Consumption and production is measured every 15 minutes. We can provide you with detailed information on your power production and consumption.

NEV Power has not yet moved to time of use billing. You will be charged the same rate for power drawn from our grid regardless of time. You will also receive a feedin credit for excess power you supply to the grid.

To maximize the benefits of the smart grid you should ensure any high demand appliances such as water heaters, air conditioners and electric car charging points are on separate controllable circuits. Speak with NEV Power if you would like more information on circuit design.

By becoming a NEV Power customer and joining the NEV smart grid you also agree to participate in the ARENA knowledge sharing project by participating in an annual survey on your electricity production, use and attitudes.

Electricity supply tariffs as at 1st January 2023

	Winter time	Summer time	the price you pay before GST	the price you sell to NEV Power - before GST
Supply charge	Daily fixed rate	Daily fixed rate	\$1.20 per day	
Fixed all day rate	Applies all day to supplies without time of use metering		27c per kwh	1c per kwh
Time of use tariffs below	Are not in use			
Peak rate	7am to 9am weekdays 2pm to 8pm weekdays	8am to 10am weekdays 3pm to 9pm weekdays	38c per kwh	1c per kwh
Shoulder rate	9am - 2pm & 8pm - 10pm weekdays 7am to 10pm weekends	10am - 3pm & 9pm - 11pm weekdays 8am to 11pm weekends	18c per kwh	1c per kwh
Off peak rate	10pm to 7am - 7 days week	11pm to 8am - 7 days week	15c per kwh	1c per kwh

Billing and payment information

NEV Power invoices are generated every quarter at the end of February, May, August and November. The invoice will be sent to your registered email address. The exact due date for payment will be clearly stated on the bill. However generally payments are expected 21 days after the date on which the bill was issued.

Customers have the following options available for them to make their payment.

Direct transfer from your bank account - the quarterly invoice will contain the NEV bank account details. Simply make the transfer by the due date and include your customer reference number on the invoice. This is NEV's preferred method of payment as it is the easiest and cheapest process.

Credit card payment - NEV accepts payment using a MasterCard or VISA card. The link to our Visa and MasterCard payment gateway will be included on the statement.

Cheque payment - send a cheque in payment of your quarterly invoice to NEV Power 33 Gugandi Road Narara NSW 2250.

Customers are expected to make their payment using one of these options by the date due on the invoice.

We understand that from time to time people experience difficulties in making their payment. If you are having difficulties making the payment by the due date you are encouraged to contact our retail services team on 02 4328 1588. NEV is a community, based on the principles of sustainability, and we are willing and able to act in a flexible and compassionate way to accommodate any short term difficulties that our members may experience. However, NEV Power reserves the right to recover the costs of late payments and charges for dishonoured cheques.

Important Notice to the Consumer

Under NSW legislation, you have the right to terminate this agreement at any time, subject to notice of 7 days, and elect to receive supply from any other licensed retail electricity supplier within NSW. This right is not altered by the fact that you are an occupier or owner within the Narara Ecovillage.

Applicant declaration and signature

I confirm my agreement to the terms and conditions outlined above.

Name :

Signature :

Date / /