

Centralised Services (PHW Heating) Charges

Charges

1. Charges

Charges as at the date of this document are as follows. Please note that these are subject to change (see further below).

Tariff: Potable Hot Water (PHW) Heating Charges (EVE4500)

	Unit	Rate (exclusive of GST)	Rate (inclusive of GST)
Daily Supply Charges	c/Day	180.9000	198.9900
Usage Charges	c/L	2.0777	2.2855

2. Variation in charges

The charges and their amounts may change from time to time. We will publish our revised charges on our website, and we will also give you at least 5 Business Days' notice of the change.

3. Other charges (if applicable) as at commencement of supply:

If a payment is reversed or disputed after processing (for example, a chargeback), Evergy may recover the reasonable third-party costs incurred in relation to that transaction.

The current chargeback fee charged to Evergy by its payment processing provider is \$44.00 including GST.

If an overdue account is referred to an external debt recovery provider after reasonable attempts to resolve the outstanding balance directly with you, Evergy may recover reasonable third-party debt recovery costs incurred by Evergy, where permitted by law.

Evergy's external debt recovery provider may charge recovery costs of up to 18% plus GST of the outstanding balance referred.

4. Electricity network charges

If you now or later decide to buy your electricity from a different supplier who is an authorised electricity retailer, you will still need to pay us network charges for as long as you occupy the premises, as we in turn will still continue to incur such costs in respect of your premises. You should make arrangements with your new authorised electricity retailer to ensure that the charges you pay it do not include a component for this, unless it is part of an arrangement under which the new retailer agrees to pass those charges on to us (so that you can pay the new retailer instead of us).

These network charges will be calculated on a "shadow pricing" basis, meaning that the charge will be equivalent to the charge you would have paid your local electricity distributor had your premises been connected directly to their wiring. For this purpose, the charge will be taken to be calculated on a time of use basis.

5. Bill frequency

We will bill you monthly for the charges.

6. Payment difficulties

If you are unable to pay your bills due to financial difficulty, please contact us so we can discuss options to assist you.