FLEX RATES
TERMS & CONDITIONS

Effective date 23 June 2026

1 FLEX RATES

1.1 Flex Rates is a time-of-use plan, which gives you cheaper electricity rates between 11:00am to 4:59pm and 9:30pm to 6:59am, every day.

2 METER REQUIREMENTS AND TARIFFS

2.1 To be eligible, you'll need a communicating smart meter that provides data of acceptable quality.

2.2 If your meter stops communicating, we'll try to resolve the issue. If it can't be fixed, we may need to move you to a different electricity plan, as accurate billing for these plans depends on receiving quality meter readings. We'll let you know about any other plans you may be eligible for.

2.3 There may be times when we need to estimate your electricity usage, such as when your meter doesn't send through data. In these cases, we'll estimate your peak and off-peak usage based on your past usage patterns. Any difference will be added or credited on your bill after we receive data on your actual usage.

3 GENERATION

3.1 The buy-back rates for electricity you generate on your premises and export back into the network change by time of day and season. Rates are higher during peak times, from 7.00am to 10.59am and 5.00pm to 9.29pm. Rates also change by season. Winter rates apply from 1 May to 30 September, and summer rates apply from 1 October to 30 April.

3.2 To be eligible, you'll need a communicating smart export meter that provides data of acceptable quality. Generation buy-back rates exclude GST.

3.3 Your buy-back rates are credited on your bill using validated smart meter data.

3.4 Flex Rates will apply to both your electricity use and generation. So, if you generate electricity (for example, with solar) and export it back into the network, you'll automatically move to a Flex Rates buy-back rate too.

3.5 Because of this, you can't combine a Flex Rates electricity plan with a Flat Rates buy-back plan.

4 ELIGIBILITY & OTHER TERMS

4.1 If your eligibility changes, this plan may no longer be available to you.

4.2 You can switch electricity plans only once per billing period. It's important to note that once you've switched plans, you may not be able to return to a previous electricity plan and will lose any benefits attached to that, including your previous pricing.

Our Fair Usage policy applies.

Our standard terms and conditions apply.