

Our Standard Fees

From time to time, you might be charged extra fees and charges.
Prices current at 1 March 2024. Prices includes GST unless otherwise stated.

Fee Name	Fee Description	Fee
Account Establishment Fee	Only charged for the first time you set up an account with LPE, if you move buildings the fee is not charged should the customer notify us.	\$27.50
Credit Card Payment Fee	This fee is applicable for payments made with a credit card. Additional fees may be charged by your bank.	1.1%
Paper Bill Fee	This fee will be applied for each bill sent by LPE to you by post.	\$2.75
Late Payment fee	Charged when a customer is notified that their payment is late.	\$15.00 (GST Exempt)
Disconnection Warning Fee	Applied when a disconnection warning has been issued.	\$16.50
Disconnection Fee	Applied when LPE physically disconnect an account holder during standard business hours, this can be applied multiple time if service illegally turned back on.	\$110.00
Re-Connection Fee	Applied to re-connect the service during standard business hours.	\$110.00
Special Read Fee	Applied if you request an additional meter reading outside of the normal scheduled meter reading.	\$16.50
Direct Debt Dishonour Fee	This fee will be applied when LPE attempt to process a payment authorised by you and LPE receive a dishonour notification from your bank.	\$8.80
Post Billpay Fee	This fee will be applied for a bill paid over the counter at Australia Post. This service is available to Embedded Network customers only.	\$2.75
Charge Back Fee	This fee is charged if a payment is reversed on a debit or credit card transaction.	\$35.00

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Our friendly local customer care team is ready to help.

 1300 443 735

