Our Standard Fees

October 2026

Our Standard Fees

Introduction

From time to time, you might be charged extra fees and charges.

Prices current at 1 October 2026. Prices include GST unless otherwise stated.

Fee Name	Fee Description	Fee
Direct Debt Dishonour Fee	This fee will be applied when LPE attempts to process a direct debit payment authorised by you and receives a dishonour notification from your bank.	$8.80
Late Payment Fee	Charged when a customer fails to pay their bill by the due date.	$10.00 (GST Exempt)
Paper Bill Fee	This fee will be applied for each bill sent by LPE to you by post.	$2.75
Post BillPay Fee	This fee will be applied for a bill paid over the counter at Australia Post.	$2.75
Charge Back Fee	This fee is charged if a payment is reversed on a debit or credit card transaction.	$35.00
Special Read Fee	Applied if you request an additional meter reading outside of the normal scheduled meter reading.	$35.00
Meter Check Fee	Applied where a technician attends site to investigate a suspected meter issue and confirms that no fault exists with the meter.	$110.00
Remote Disconnection Fee	Applied where LPE is able to remotely disconnect an account holder's electricity supply during standard business hours. This fee may be applied multiple times if the service is illegally reconnected.	$20.00
Disconnection Fee	Applied when LPE physically disconnects an account holder's electricity supply during standard business hours. This fee may be applied multiple times if the service is illegally reconnected.	$100.00
Remote Reconnection Fee	Applied where LPE is able to remotely reconnect an account holder's electricity supply during standard business hours.	$20.00
Reconnection Fee	Applied when LPE physically reconnects an account holder's electricity supply during standard business hours.	$100.00

How to contact us

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LPE®

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