

Energy plans: your options and rights

Types of energy plans

Your energy plan explains how you'll be charged for electricity and/or gas, including prices, fees, discounts and other benefits. Energy plans are also called **offers** or **contracts**.

There are two main types of plans.

Market retail plans

With a market retail plan:

- the retailer sets the prices
- prices can change, but can't increase more than once every 12 months
- plans may include discounts or special benefits.

Because retailers compete for customers, it's worth comparing plans regularly to make sure you're getting a good deal.

Standard retail plans

A standard retail plan (also called a **standing offer**):

- has prices capped by the regulator for electricity
- usually costs more than a market retail plan
- has standard terms that retailers cannot change.

You may be on a standard retail plan if you've never chosen a market plan, your previous plan ended, or you've stayed with the same retailer for many years.

Standing offers are like a 'safety net' to protect people who don't sign up to a market retail plan.

Understanding the Default Market Offer

The Default Market Offer (DMO) for electricity is set each year by the Australian Energy Regulator (AER).

It caps electricity prices for standard retail plans, and provides a comparison price to help you compare market offers.

Compare before you choose

Make sure you choose a plan that best suits your household needs.

Compare plans using the Australian Government website:
energymadeeasy.gov.au

Check your energy bill

At least once every 100 days, your bill must include a message telling you whether you could save money on another plan with the same retailer.

If there's a cheaper plan available, contact your retailer about switching.

Plan Information Documents

Every retailer must provide documentation for each of their plans showing:

- energy prices and tariff information
- fees and charges
- contract length and key terms
- any discounts or benefits, and the conditions that apply
- an estimated yearly cost based on typical household use



- how the plan compares with the comparison price set by the AER (shown as a percentage).

Use this information to compare plans.

Before you sign up

A contract is legally binding, so read it carefully before agreeing.

Make sure you understand:

- when the contract starts and ends
- when your 10-day cooling-off period ends
- what happens when the contract ends
- how and when you'll receive bills
- how you can pay
- any fees, including exit fees

From 1 July 2026, retailers must give SA-specific concession information and ask about your eligibility when you enter a contract or switch.

After you sign up, the retailer must give you a written disclosure statement and customer charter.

Your rights and protections

Energy customers have rights under the National Energy Retail Rules.

Cooling-off period

All energy contracts have a **10-day cooling-off period**. This means you can change your mind and cancel the contract during this time.

Price changes

Market retail contract prices can change. However, prices cannot increase more than once in 12 months.

Your retailer must tell you before:

- prices change
- discounts or benefits end or change

They must give at least **five business days'**

notice via your preferred contact method (email/SMS/mail).

From 1 July 2026, when benefits on a plan change or end, you are protected from paying more than the standing offer.

Switching plans

You can switch at any time if you're on a standard retail contract or an ongoing market retail contract.

If you're on a fixed-term market retail contract, you can switch when the fixed term ends. If you leave early, you may have to pay an exit fee, unless you're a vulnerable customer.

When your contract ends

Your retailer must write to you **20 to 40 days** before a fixed-term contract ends. If you don't choose a new plan, you'll usually be moved to a comparable plan, which may be the retailer's standing offer.

Fees and charges

From 1 July 2026, retailers are prohibited from charging fees to vulnerable consumers (including exit fees). For other customers, any fees must be limited to reasonable costs.

Need help?

Call us **1800 665 565** (free call)
Monday to Friday,
8:30am to 5:00pm
131 450 (interpreter service)

Text us **0488 854 555**

Online **ewosa.com.au**

We are independent. Our complaint resolution service is free, fair and easy to use. If we can't help you, we will tell you about someone who can.

