



ELECTRICITY

Connections: The vessel owner (Tenants, Members & Guests) is responsible for ensuring an appropriate and tested lead is used and maintained. Leads must be heavy duty, similar to Caravans, and should have waterproof plugs fitted at both ends. If a threaded outlet is available, the plug must also have a thread, and should be secured to the socket to prevent damage. These videos by Mark Smith provide extra information: <https://setmaritime.com.au/videos/>

Safety Switch Testing: Residual Current Devices (RCD) also known as safety switches, are required to prevent harmful electric shocks. RCD's are only effective when the shore-power cable is in good condition and has an earth. The Marina is responsible for 'push-button' testing of RCD's monthly which may cause the circuits inside the vessel to nuisance trip. If your vessel suffers from nuisance tripping, and you have essential circuits running on shore-power, please speak with your marina manager about what measures can be put in place. D'Albora will always check that power is flowing out from the Service Pedestal after 'push-button' testing.

Embedded Network: d'Albora operates 'Embedded Networks' at its Marinas on the East Coast of Australia, is an 'Exempt Seller', and is regulated by the Australian Energy Regulator (AER). All relevant Network and Retail exemptions have been applied for.

Charges: d'Albora charges a flat rate per kW/hour for electricity where individual meters are available at the berth. Rates vary from Marina to Marina but never exceed the 'Standing Offer' for relevant Post Code. Fees for 2024-2025 are as follows:

MARINA NAME	DISTRIBUTION REGION	FEES PER KW/HOUR INCLUDING GST
Akuna bay Cabarita Point Nelson Bay Rushcutters Bay The Spit	Inner, North & East Sydney and surrounds	\$0.40c per kW/hour flat rate
Batemans Bay	Southern & Western & Surrounds of NSW	\$0.44c per kW/hour flat rate
Port Macquarie	Country & Regional NSW	\$0.44c per kW/hour flat rate

Port of Airlie	Regional Queensland	\$0.33c per kW/hour flat rate
East Coast Marina Pacific Point	SE Queensland	\$0.35c per kW/hour flat rate
Gold Coast City Marina	SE Queensland	\$0.37c per kW/hour flat rate
Pier 35 Victoria Harbour	City & inner suburbs of Melbourne	\$0.28c per kW/hour flat rate

NOTE: Daily supply fees are not charged

Meters: All meters that are used for on-charging of electricity are NMI approved. Meters are read monthly.

Life Support & Live-aboard Members: If you are an approved 'liveaboard' member, based at either East Coast Marina or Horizon Shores Marina, and require electricity for life-support equipment, please get in touch with your Marina Manager. In the event of a power outage, there is no back-generator supply to the marina berths.

Hardship: If you are suffering from financial hardship, please get in touch and we will aim to assist with your electricity costs and payments in accordance with our **Hardship Policy**

Energy Rebates: Liveaboard Members who were receiving an electricity invoice from d'Albora on the 1st July 2023 may be eligible for a 'cost of living' rebate for the period 2023-24. D'Albora will be reviewing the 2024-25 'Cost of Living' rebate for 'Liveaboard' members in Queensland during July 2024. Further information will be provided once available.

Complaints: If you have a question or wish to lodge a complaint regarding your electricity supply, invoice, or other related matter, please contact a Member & Guest Services agent on 1800 DALBORA (32 52 672) or email enquiry@dalbora.com.au

Ombudsman: d'Albora is a member of the Energy Ombudsman in all relevant States who can assist with resolving complaints about electricity or water. They can be contacted as follows:

Energy & Water Ombudsman NSW (EWON): **1800 246 545**

Energy & Water Ombudsman QUEENSLAND: **1800 662 837**

Energy & Water Ombudsman Victoria (EWOV): **1800 500 509**
