

ACT Cool Credit plan natural gas prices

**Schedule of charges
from 1 October 2021**

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Prices explained

Supply charge	A fixed price per day charge for the supply of gas to your premises.
Usage charge	A price per unit of usage (measured in megajoules (MJ)) for the amount of gas you consume at your premises.

ACT Residential customers only

Plan	Unit	GST exclusive	GST inclusive
Cool Credit			
Supply charge	\$ per day	0.760000	0.836000
Usage rates			
All usage	\$/MJ	0.035700	0.039270

Quarterly bill credit of \$75 (GST inclusive) will be applied to your account

Miscellaneous fees and charges

	GST exclusive	GST inclusive
Service charges		
1. Special meter read	10.30	11.33
2. Reconnection fee – residential	46.35	50.99
3. Reconnection fee – business	56.65	62.32
4. Disconnection fee – residential	133.90	147.29
5. Disconnection fee – business	185.40	203.94
6. Decommissioning and meter removal – residential	690.10	759.11
7. Decommissioning and meter removal – business	1266.90	1393.59
8. Network request for service – residential (charge per hour)	103.00	113.30
9. Network request for service – business (charge per hour)	103.00	113.30
10. Attendance (debt collection) first visit in a 12-month period (in business hours)	59.09	65.00
11. Attendance (debt collection) within a year of a previous visit (in business hours)	77.27	85.00
Administration charges		
12. Late payment fee*	15.00	15.00
13. Dishonoured cheque fee*	5.00	5.00
14. Card reversal fee*	30.00	30.00
15. Direct debit reject fee*	1.15	1.15
16. Cheque refund fee – personal cheque	0.40	0.44
17. Cheque refund fee – bank cheque	15.00	16.50
18. Payment processing fee (% of payment made by debit or credit card)	0.41%	0.45%
Service application fee		
19. Residential	268.18	295.00
20. Business	995.45	1095.00

*GST not applicable.

Note: Distributor fees not listed above will be on-charged by the distributor. Complex jobs may require a quotation from the distributor.

Customer enquiries

13 14 93

Postal address

ActewAGL GPO Box 366

Canberra ACT 2601

Language assistance

13 14 50

24 hours

如果您需要幫助，請打電話給下面的號碼。

¿Necesita un intérprete? Llame al número indicado abajo.

هل تحتاج إلى مترجم؟ اتصل بالرقم أدناه.

Trebate li pomoć tumača? Nazovite niže navedeni broj.

Nếu quý vị cần sự giúp đỡ, vui lòng gọi số bên dưới.

Se vi serve un interprete, telefonate al seguente numero.

Αν χρειάζεστε διερμηνέα, τηλεφωνείτε στον αριθμό παρακάτω.