

NSW Standard plan electricity prices

Schedule of charges
from 1 July 2024

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Schedule of charges from 1 July 2024.

Prices explained

Depending on the electricity plan you choose, you will see a combination of the following charges as applicable.

Supply charge	A fixed price per day.
Usage charge	A price per unit of usage (measured in kilowatt hours (kWh)) for the amount of electricity you use at your premises.
Demand charge	A charge for the maximum demand placed on the electricity network at your premises during the defined time period and measured in kW or kVA depending on the plan.

ESSENTIAL ENERGY NETWORK AREAS

NSW RESIDENTIAL PRICES

These electricity prices are set to be compliant with the Australian Energy Regulator's reference pricing requirements for the Essential Energy region. ActewAGL provides electricity to the following postcodes in the Essential Energy network area:

2536, 2537, 2545, 2546, 2548, 2549, 2550, 2551, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2594, 2611, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2720.

Plan	Unit	GST exclusive	GST inclusive	Time period <i>Australian Eastern Standard or Daylight Saving Time</i>
Home				
Supply charge	\$ per day	1.785000	1.963500	
All usage	\$/kWh	0.354948	0.390443	All day everyday.
Home Time-of-use				
Supply charge	\$ per day	1.785000	1.963500	
Peak usage	\$/kWh	0.438500	0.482350	7am–9am and 5pm–8pm on weekdays.
Shoulder usage	\$/kWh	0.399000	0.438900	9am–5pm and 8pm–10pm on weekdays.
Off-peak usage	\$/kWh	0.302219	0.332441	All other times.
Home Time-of-use (interval meter)				
Supply charge	\$ per day	1.785000	1.963500	
Peak usage	\$/kWh	0.445904	0.490494	5pm–8pm on weekdays.
Shoulder usage	\$/kWh	0.403000	0.443300	7am–5pm and 8pm–10pm on weekdays.
Off-peak usage	\$/kWh	0.302219	0.332441	All other times.
Home Demand				
Supply charge	\$ per day	1.785000	1.963500	
Peak demand	\$/kVA/M	4.773800	5.251180	5pm–8pm on weekdays.
Peak usage	\$/kWh	0.345000	0.379500	5pm–8pm on weekdays.
Shoulder usage	\$/kWh	0.320000	0.352000	7am–5pm and 8pm–10pm on weekdays.
Off-peak usage	\$/kWh	0.287500	0.316250	All other times.

Plan	Unit	GST exclusive	GST inclusive	Time period <i>Australian Eastern Standard or Daylight Saving Time</i>
Controlled Load 1				
Supply charge	\$ per day	0.180000	0.198000	Available where load is separately metered and controlled by network operator. Available for 5–9 hours overnight on weekdays and extra hours on weekends except where the load is controlled by a timeclock.
All usage	\$/kWh	0.157149	0.172864	
Controlled Load 2				
Supply charge	\$ per day	0.180000	0.198000	Available where load is separately metered and controlled by network operator. Available for 10–18 hours per day on weekdays and extra hours on weekends except where the load is controlled by a timeclock.
All usage	\$/kWh	0.157149	0.172864	

ESSENTIAL ENERGY NETWORK AREAS

NSW BUSINESS PRICES

Plan	Unit	GST exclusive	GST inclusive	Time period <i>Australian Eastern Standard or Daylight Saving Time</i>
Business				
Supply charge	\$ per day	2.850000	3.135000	
All usage	\$/kWh	0.417134	0.458847	All day everyday.
Business Time-of-use for supply addresses consuming less than 100MWh pa (BLNT2AU)				
Supply charge	\$ per day	2.850000	3.135000	
Peak usage	\$/kWh	0.450000	0.495000	7am–9am and 5pm–8pm on weekdays.
Shoulder usage	\$/kWh	0.410000	0.451000	9am–5pm and 8pm–10pm on weekdays.
Off-peak usage	\$/kWh	0.280000	0.308000	All other times.
Business Time-of-use interval meter for supply addresses consuming less than 100MWh pa (BLNT2AL)				
Supply charge	\$ per day	2.850000	3.135000	
Peak usage	\$/kWh	0.454000	0.499400	5pm–8pm on weekdays.
Shoulder usage	\$/kWh	0.400000	0.440000	7am–5pm and 8pm–10pm on weekdays.
Off-peak usage	\$/kWh	0.280000	0.308000	All other times.
Business Demand (BLND1AB)				
Supply charge	\$/day	2.850000	3.135000	
Peak demand	\$/kVA/M	8.921000	9.813100	5pm–8pm on weekdays.
Peak usage	\$/kWh	0.372000	0.409200	5pm–8pm on weekdays.
Shoulder usage	\$/kWh	0.335000	0.368500	7am–5pm and 8pm–10pm on weekdays.
Off-peak usage	\$/kWh	0.295000	0.324500	All other times.
LV TOU kVA Demand (BLND3AO)				
Supply charge	\$/day	24.000000	26.400000	
Peak usage	\$/kWh	0.290000	0.319000	5pm–8pm on weekdays.
Shoulder usage	\$/kWh	0.280000	0.308000	7am–5pm and 8pm–10pm on weekdays.
Off-peak usage	\$/kWh	0.262000	0.288200	All other times.
Peak demand	\$/kVA/M	11.068100	12.174910	5pm–8pm on weekdays.
Shoulder demand	\$/kVA/M	10.014000	11.015400	7am–5pm and 8pm–10pm on weekdays.
Off-peak demand	\$/kVA/M	2.624000	2.886400	All other times.
Controlled Load 1				
Supply charge	\$ per day	0.180000	0.198000	Available where load is separately metered and controlled by network operator. Available for 5–9 hours overnight on weekdays and extra hours on weekends except where the load is controlled by a timeclock.
All usage	\$/kWh	0.157149	0.172864	
Controlled Load 2				
Supply charge	\$ per day	0.180000	0.198000	Available where load is separately metered and controlled by network operator. Available for 10–18 hours per day on weekdays and extra hours on weekends except where the load is controlled by a timeclock.
All usage	\$/kWh	0.157149	0.172864	

ENDEAVOUR ENERGY NETWORK AREAS

NSW RESIDENTIAL PRICES

These electricity prices are set to be compliant with the Australian Energy Regulator's reference pricing requirements for the Endeavour Energy region. ActewAGL provides electricity to the areas within the following postcodes in the Endeavour Energy network area: 2535, 2538, 2539, 2540, 2541.

Plan	Unit	GST exclusive	GST inclusive	Time period <i>Australian Eastern Standard or Daylight Saving Time</i>
Home				
Supply charge	\$ per day	1.150000	1.265000	
All usage	\$/kWh	0.326737	0.359411	All day everyday.
Home Seasonal Time-of-use				
Supply charge	\$ per day	1.360000	1.496000	
High season peak usage	\$/kWh	0.455000	0.500500	4pm–8pm, business days, November to March.
Low season peak usage	\$/kWh	0.362500	0.398750	4pm–8pm, business days, April to October.
Off-peak usage	\$/kWh	0.254500	0.279950	10am to 2pm every day.
Shoulder usage	\$/kWh	0.304598	0.335058	All other times.
Controlled Load 1				
Supply charge	\$ per day	0.135000	0.148500	Available where load is separately metered and controlled by network operator. Available between 10pm–7am.
All usage	\$/kWh	0.171854	0.189039	
Controlled Load 2				
Supply charge	\$ per day	0.135000	0.148500	Available where load is separately metered and controlled by network operator. Available for restricted periods not exceeding a total of 17 hours in any period of 24 hours.
All usage	\$/kWh	0.171854	0.189039	

ENDEAVOUR ENERGY NETWORK AREAS

NSW BUSINESS PRICES

Plan	Unit	GST exclusive	GST inclusive	Time period <i>Australian Eastern Standard or Daylight Saving Time</i>
Business				
Supply charge	\$ per day	1.290000	1.419000	
Usage for the first 328.7671kWh/day	\$/kWh	0.354892	0.390381	
Usage there after	\$/kWh	0.390000	0.429000	All day everyday.
Business Time-of-use				
Supply charge	\$ per day	1.290000	1.419000	
Peak usage	\$/kWh	0.443672	0.488039	1pm–8pm on business days.
Shoulder usage	\$/kWh	0.389172	0.428089	7am–1pm and 8pm–10pm on business days.
Off-peak usage	\$/kWh	0.233672	0.257039	All other times.
Business Seasonal Time-of-use				
Supply charge	\$ per day	1.567500	1.724250	
High season peak usage	\$/kWh	0.472550	0.519805	4pm–8pm, business days, November to March.
Low season peak usage	\$/kWh	0.396500	0.436150	4pm–8pm, business days, April to October.
Off-peak usage	\$/kWh	0.284200	0.312620	10am to 2pm every day.
Shoulder usage	\$/kWh	0.361800	0.397980	All other times.
Controlled Load 1				
Supply charge	\$ per day	0.135000	0.148500	Available where load is separately metered and controlled by network operator. Available between 10pm–7am.
All usage	\$/kWh	0.171854	0.189039	
Controlled Load 2				
Supply charge	\$ per day	0.135000	0.148500	Available where load is separately metered and controlled by network operator. Available for restricted periods not exceeding a total of 17 hours in any period of 24 hours.
All usage	\$/kWh	0.171854	0.189039	

OTHER INFORMATION AND FEES

The following section applies to customers on either Residential or Business plans.

From time-to-time, you might be charged extra fees and charges. These vary depending on your contract type. If a government, regulator, network distributor or a metering provider applies, varies or introduces a fee, charge or tax, we may pass through all or part of this varied or new fee, charge or tax to you.

Distributor service charges

The following services will be charged as a pass through from the relevant electricity distributor (Essential Energy or Endeavour Energy). The charges listed below are the most common services requested by ActewAGL customers in NSW. Charges for services provided by the electricity distributor (in addition to the ones listed below) will also be passed through to you. For more information on distributor service charges please visit your distributor's website.

- Special meter read
- Meter test – business hours
- Supply of conveyancing information
- Controlled load conversions
- Disconnections site visit (only) business hours payment received
- Disconnection/de-energisation at meter box business hours
- Disconnection/de-energisation at pole top/pillar box business hours
- Rectification of illegal connection
- Reconnection outside business hours
- Site establishment per NMI.

MISCELLANEOUS FEES

	GST exclusive	GST inclusive
Service charges		
1. Late payment fee*	15.00	15.00
2. Attendance (debt collection) first visit in a 12-month period (in business hours)	59.09	65.00
3. Attendance (debt collection) within a year of a previous visit (in business hours)	77.27	85.00
4. Dishonoured cheque fee*	5.00	5.00
5. Card reversal fee*	30.00	30.00
6. Direct debit reject fee*	1.09	1.09
7. Cheque refund fee – personal cheque	0.40	0.44
8. Cheque refund fee – bank cheque	15.00	16.50
9. Manual reading service fee per read (for smart meters)	112.00	123.20
10. Wasted site visit for smart meter installation	75.00	82.50
11. Payment processing fee (% of payment made by debit or credit card)		0.5%

*GST not applicable

Note: Distributor fees not listed above will be on-charged to the customer. Complex jobs may require a quotation from the network operator.

Payment assistance

ActewAGL offers a range of flexible payment options. If you would like information on these, or to see if you are eligible for hardship assistance through the ActewAGL Staying Connected Program, call **13 14 93**.

Further information about hardship assistance can be obtained from the Electricity and Water Ombudsman of NSW (EWON) by calling **1800 246 545**.

Reference price comparison

What do these regulated prices for standard contracts mean for the average customer?

Since 1 July 2019 electricity retailers in NSW have been required to tell residential and some small business customers about how their electricity rates compare to the benchmark 'reference price' set by the Australian Energy Regulator (AER) for an average customer. An average residential or small business customer is someone in a particular distribution area who uses the average annual household/small business consumption determined by the AER. Where an energy plan includes different components (i.e. controlled load and time of use), the AER has also specified how the average annual usage should be split between these components. Keep in mind that the figures in this section are based on the usage patterns of an 'average customer'. Your electricity costs may be significantly different depending on your own actual usage.

Comparison of ActewAGL standard contract prices and the reference price - Essential Energy region

Tariff type	Average annual usage (kWh)	Annual cost based on average usage (incl. GST)	Comparison to reference price
Home	4,600	\$2,513	Equal to
Home with controlled load 1	6,600	\$2,931	Equal to
Home with controlled load 2	6,600	\$2,931	Equal to
Home with controlled load 1 + 2*	6,600	\$2,931	Equal to
Home TOU	4,600	\$2,513	Equal to
Home TOU with controlled load 1	6,600	\$2,931	Equal to
Home TOU with controlled load 2	6,600	\$2,931	Equal to
Home TOU with controlled load 1 + 2*	6,600	\$2,931	Equal to
Home TOU Interval	4,600	\$2,513	Equal to
Home TOU Interval with controlled load 1	6,600	\$2,931	Equal to
Home TOU Interval with controlled load 2	6,600	\$2,931	Equal to
Home TOU Interval with controlled load 1 + 2*	6,600	\$2,931	Equal to
Business	10,000	\$5,733	Equal to

* Customers with controlled load 1 and controlled load 2 only pay one controlled load supply charge.

Comparison of ActewAGL standard contract prices and the reference price - Endeavour Energy region

Tariff type	Average annual usage (kWh)	Annual cost based on average usage (incl. GST)	Comparison to reference price
Home	4,900	\$2,223	Equal to
Home with controlled load 1	7,400	\$2,801	Equal to
Home with controlled load 2	7,400	\$2,801	Equal to
Home with controlled load 1 + 2*	7,400	\$2,801	Equal to
Home Seasonal TOU	4,900	\$2,223	Equal to
Home Seasonal TOU with controlled load 1	7,400	\$2,801	Equal to
Home Seasonal TOU with controlled load 2	7,400	\$2,801	Equal to
Home Seasonal TOU with controlled load	7,400	\$2,801	Equal to
Business	10,000	\$4,422	Equal to

* Customers with controlled load 1 and controlled load 2 only pay one controlled load supply charge.

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.