

# OUR ACT ELECTRICITY PRICES



## Schedule of charges from 1 July 2019

### PRICES EXPLAINED

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

<b>Supply charge</b>	A fixed price per day.
<b>Usage charge</b>	A price per unit of usage (measured in kilowatt hours (kWh)) for the amount of electricity you consume at your premises.
<b>Demand charge</b>	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.

### ACT RESIDENTIAL PRICES

Plan	Unit	GST exclusive	GST inclusive	Additional information All times are Australian Eastern Standard Time
<b>1 Smart Meter Home Demand</b>				
Supply charge*	¢ per day	127.42	140.162	
Maximum half hourly demand during the peak time period in each calendar month (or part thereof) in a billing period	¢/kW per day	15.287	16.816	From 1700 hours (5.00pm) to 2000 hours (8.00pm) daily.
All usage	¢/kWh	17.580	19.338	All day every day.
<b>2 Home Time-of-use</b>				
Supply charge – basic meter*	¢ per day	98.33	108.163	
Supply charge – smart meter*	¢ per day	126.89	139.579	
Peak usage	¢/kWh	29.810	32.791	From 0700 hours (7.00am) to 0900 hours (9.00am) and from 1700 hours (5.00pm) to 2000 hours (8.00pm) daily.
Shoulder usage	¢/kWh	21.430	23.573	From 0900 hours (9.00am) to 1700 hours (5.00pm) and from 2000 hours (8.00pm) to 2200 hours (10.00pm) daily.
Off-peak usage	¢/kWh	17.080	18.788	All other times.
<b>3 Home</b>				
Supply charge – basic meter*	¢ per day	98.33	108.163	
Supply charge – smart meter*	¢ per day	126.89	139.579	
All usage	¢/kWh	22.950	25.245	All day every day.
<b>4 Home Saver</b>				
Supply charge – basic meter*	¢ per day	120.32	132.352	
Supply charge – smart meter*	¢ per day	148.88	163.768	
Usage for the first 60 kWh per day	¢/kWh	21.730	23.903	All day every day.
For usage thereafter	¢/kWh	23.030	25.333	All day every day.
<b>5 Home Saver +</b>				
Supply charge – basic meter*	¢ per day	163.89	180.279	
Supply charge – smart meter*	¢ per day	192.45	211.695	
Usage for the first 165 kWh per day	¢/kWh	20.210	22.231	All day every day.
For usage thereafter	¢/kWh	23.030	25.333	All day every day.

\* Customers on direct debit (from a bank account) on a Standard Contract receive a 5c per day GST exclusive discount on their supply charge.

Note: Residential customers who paid Evoenergy upfront for a new electricity meter from 1 July 2015 to 31 March 2018 have been assigned by default by Evoenergy to an 'XMC network tariff' which results in a reduction in their supply charge of 9.02 cents per day GST exclusive (i.e. 9.92 cents per day GST inclusive).

# ACT BUSINESS PRICES

Plan	Unit	GST exclusive	GST inclusive	Additional information All times are Australian Eastern Standard Time
<b>6 Smart Meter Business Demand</b>				
Supply charge	¢ per day	160.78	176.858	
Maximum half hourly demand during the peak time period in each calendar month (or part thereof) in a billing period	¢/kW per day	44.776	49.254	From 0700 hours (7.00am) to 1700 hours (5.00pm) on weekdays.
All usage	¢/kWh	20.430	22.473	All day every day.
<b>7 Smart Meter Business Time-of-use</b>				
Supply charge	¢ per day	159.87	175.857	
Business usage	¢/kWh	34.330	37.763	From 0700 hours (7.00am) to 1700 hours (5.00pm) on weekdays.
Evening usage	¢/kWh	24.260	26.686	From 1700 hours (5.00pm) to 2200 hours (10.00pm) on weekdays.
Business off-peak usage	¢/kWh	18.460	20.306	All other times.
<b>8 Business</b>				
Supply charge – basic meter	¢/day	134.64	148.104	
Supply charge – smart meter	¢/day	159.87	175.857	
Usage for first 330 kWh per day	¢/kWh	28.020	30.822	All day every day.
For Usage thereafter	¢/kWh	31.410	34.551	All day every day.
<b>9 Business Incentive</b>				
Supply charge – basic meter	¢/day	134.64	148.104	
Supply charge – smart meter	¢/day	159.87	175.857	
Business usage	¢/kWh	34.330	37.763	From 0700 hours (7.00am) to 1700 hours (5.00pm) on weekdays.
Evening usage	¢/kWh	24.260	26.686	From 1700 hours (5.00pm) to 2200 hours (10.00pm) on weekdays.
Off-peak usage	¢/kWh	18.460	20.306	All other times.
<b>10 Low Voltage Time-of-use Demand</b>				
Supply charge – basic meter	\$/day	4.40	4.840	Per connection point.
Supply charge – smart meter	\$/day	4.10	4.510	Per connection point.
Maximum half hourly demand during the peak time period in each calendar month (or part thereof) in a billing period	¢/kVA/day	45.046	49.551	
Business usage	¢/kWh	22.820	25.102	From 0700 hours (7.00am) to 1700 hours (5.00pm) on weekdays.
Evening usage	¢/kWh	19.570	21.527	From 1700 hours (5.00pm) to 2200 hours (10.00pm) on weekdays.
Business off-peak usage	¢/kWh	16.560	18.216	All other times.
<b>11 High Voltage Time-of-use Demand</b>				
Supply charge	\$/day	38.32	42.152	Per connection point.
Maximum half hourly demand during the peak time period in each calendar month (or part thereof) in a billing period	¢/kVA/day	15.490	17.039	
Capacity charge for the maximum demand over the previous 12-months, a charge per day	¢/kVA/day	15.490	17.039	
Business usage	¢/kWh	20.550	22.605	From 0700 hours (7.00am) to 1700 hours (5.00pm) on weekdays.
Evening usage	¢/kWh	18.370	20.207	From 1700 hours (5.00pm) to 2200 hours (10.00pm) on weekdays.
Business off-peak usage	¢/kWh	15.990	17.589	All other times.
<b>12 Community Services Discount (obsolete)</b>				
Supply charge – basic meter	¢/day	134.64	148.104	
Supply charge – smart meter	¢/day	159.87	175.857	
The community services discount on the Business plan usage rates is 3%				
<b>13 Streetlighting</b>				
Supply charge – basic meter	¢/day	134.64	148.104	
Supply charge – smart meter	¢/day	159.87	175.857	
All usage	¢/kWh	24.310	26.741	All day every day.
<b>14 Small Unmetered Loads</b>				
Supply charge (per connection point)	¢/day	108.42	119.262	
All usage	¢/kWh	27.440	30.184	All day every day.

Note: Business customers who paid Evoenergy upfront for a meter from 1 July 2015 to 31 March 2018 have been assigned by default by Evoenergy to an 'XMC network tariff' which results in a reduction in their supply charge. The reduction in the supply charge for customers on the Business and Business Incentive plans is 15.77 cents per day GST exclusive (i.e. 17.35 cents per day GST inclusive). For customers on the LV TOU kVA Demand tariff it is \$1.27 per day GST exclusive (i.e. \$1.40 per day GST inclusive).

## ACT OFF-PEAK PRICES

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

Plan	Unit	GST exclusive	GST inclusive	Additional information All times are Australian Eastern Standard Time
<b>15 Off-peak Night</b>				
All usage	¢/kWh	14.250	15.675	For a minimum of six hours and a maximum of eight hours within any one day, between 2200 hours (10.00pm) and 0700 hours (7.00am).
<b>16 Off-peak Day &amp; Night</b>				
All usage	¢/kWh	16.860	18.546	For a total of 13 hours in any one day. The 13 hours shall be comprised of eight hours between 2200 hours (10.00pm) and 0700 hours (7.00am) and five hours between 0900 hours (9.00am) and 1700 hours (5.00pm).

The actual settings on the time switch will be nominated by your network distributor, Evoenergy.

### 17 Residential Plan Eligibility

17.1 Residential Plans are only applicable to installations at private dwellings, excluding serviced apartments, but including:

- living quarters for members and staff of religious orders
- living quarters on farms
- charitable homes
- retirement villages
- residential sections of nursing homes and hospitals
- residential sections of boarding schools and educational institutions
- churches, buildings or premises which are used principally for public worship
- approved caravan sites.

Serviced apartments are premises which from time-to-time are available for hire for accommodation for periods which may be less than one month and where service available to the apartments includes provision and laundering of bed linen.

In respect of multiple dwellings of three or more dwelling units, a 'Home' plan charge will only be applicable where each dwelling unit is given a separately metered supply and the account is in the name of the occupant.

A 'Home' plan means one of the plans numbered 1 to 5.

When a portion of a premise is used principally for domestic purposes, loads not exceeding five kilowatts, which are used for other than domestic purposes may be supplied at the 'Home' plan charge. For this purpose, the loading of equipment shall be taken to be:

- for permanently connected equipment, the actual rating of the equipment
- for light fittings, 60 watts per light fitting
- for plug sockets:
  - sockets rated 10 amperes or 10 amperes per phase: 500 watts or 500 watts per phase
  - sockets rated other than 10 amperes: the wattage rating shall be taken as 50 times the current rating of the socket.
  - Additional Plan Eligibility

### 17.2 Additional Plan Eligibility

In addition, certain residential plans require additional eligibility criteria. These are outlined in the following table:

Plan	Additional eligibility criteria
<b>Smart Meter Home Demand</b>	Must have a smart meter installed.
<b>Home and Home Saver</b>	Not available to new connections on or after 1 January 2018. If a smart meter is installed as a result of a faulty meter or meter family failure, you can stay on the Home plan or Home Saver plan but will move to the smart meter supply charge rate for 12 months. At the end of the 12-month period you may be moved to the Smart Meter Home Demand plan or you can opt out to the Home Time-of-use plan with the smart meter supply charge.
<b>Home Saver +</b>	Not available to new connections on or after 1 January 2018. Must have installed a fixed operational electric appliance which incorporates a mechanical refrigeration unit and a fan or fans, arranged so that the evaporator and the condenser can be switched to heat or cool air blown through the appliance (heat pump). If a smart meter is installed as a result of a faulty meter or meter family failure, you can stay on the Home Saver + plan but will move to the smart meter supply charge rate for 12 months. At the end of the 12-month period you may be moved to the Smart Meter Home Demand plan or you can opt out to the Home Time-of-use plan with the smart meter supply charge.
<b>Home Time-of-use</b>	Must have a meter capable to be read as a time-of-use meter and to recharge facilities for electric vehicles on residential premises. If a smart meter is installed as a result of a faulty meter or meter family failure, you can stay on the Home Time-of-use plan but will move to the smart meter supply charge rate for 12 months. At the end of the 12-month period you may be moved to the Smart Meter Home Demand plan or you can choose to stay on the Home Time-of-use plan with the smart meter supply charge rate.

## 18 Business Plan Eligibility

18.1 Business plans are only available to installations not taking supply at any other defined charge except for off-peak charges, and shall include:

- installations on farms which are not living quarters and have loads exceeding five kilowatts (as defined above)
- nursing homes and hospitals, excluding residential sections
- boarding schools and educational institutions, excluding residential sections
- motels, hotels, serviced apartments and any form of accommodation used to house temporary residents for periods of less than one month at caravan parks or other temporary accommodation sites
- shops, offices, warehouses, factories, professional rooms
- social or sporting club facilities not used for domestic accommodation.

### 18.2 Additional Plan Eligibility

In addition, certain business plans above require additional eligibility criteria. These are outlined in the following table:

Plan	Additional eligibility criteria
Smart Meter Business Demand	Must have a smart meter installed. On installation of a smart meter you will default to this plan.
Smart Meter Business Time-of-use	Must have a smart meter installed. On installation of a smart meter you can opt into this plan.
Business and Business Incentive	Not available to new connections on or after 1 January 2018. If a smart meter is installed as a result of a faulty meter or meter family failure, you can stay on the Business plan or Business Incentive plan but will move to the smart meter supply charge rate for 12 months. At the end of the 12-month period you may be moved to the Smart Meter Business Demand plan or you can opt out to the Smart Meter Business Time-of-use plan.
Low Voltage Time-of-use Demand and High Voltage Time-of-use Demand	Available to all low voltage customers with a time-of-use meter or smart meter. The high voltage time-of-use demand charge may be available to consumers taking supply at a nominal voltage not less than 11,000 volts.
Streetlighting	Applicable to the night-time lighting of streets and public ways and places.

For a temporary supply (for example, for building purposes) the rate chargeable for power used shall be at the Smart Meter Business Demand plan charge.

## 19 Off-peak Plan Eligibility

19.1 These plans are only available to customers taking all other energy on the following plans:

- Smart Meter Home Demand
- Home
- Home Time of Use
- Smart Meter Business Demand
- Business

Off-peak plans require additional eligibility criteria. These are outlined in the following table:

Plan	Additional eligibility criteria
Off-peak Night	Is applicable to: <ul style="list-style-type: none"><li>• compressing natural gas for CNG vehicles water heating storage units where electricity is used to supplement other forms of energy (for example, solar hot water)</li><li>• permanent heat (or cold) storage installations of a design and rating acceptable to ActewAGL, which absorb their major energy during restricted times, but which may be boosted at the principal charge at other times.</li></ul>
Off-peak Day and Night	Is applicable to: <ul style="list-style-type: none"><li>• water heating storage units for which a test certificate has been issued indicating compliance with Australian Standard 1056 and having lower or upper and lower elements, but with any upper element connected to the principal charge. Rated delivery shall be not less than 160 litres</li><li>• water heating storage units where electricity is used to supplement other forms of energy (for example, solar hot water)</li><li>• storage space heating or cooling including under-floor, concrete-slab heating systems</li><li>• swimming or spa pool heating, and associated auxiliaries, but not to spa baths.</li></ul>

## 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 service 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.

20	SERVICE CHARGES	GST exclusive	GST inclusive
20.1	Visit to re-energise or de-energise a premises:		
	• business hours re-energise	\$78.37	\$86.21
	• after hours re-energise	\$97.85	\$107.64
	• de-energise (not for late payment)	\$78.37	\$86.21
20.2	Special meter read (including moving in and moving out of your supply address)	\$33.91	\$37.30
20.3	Check read deposit (refunded if the original reading was incorrect)	\$38.22	\$42.04
20.4	Attendance (debt collection) first visit in a 12-month period (in business hours)	\$59.09	\$65.00
	Attendance (debt collection) within a year of a previous visit (in business hours)	\$77.27	\$85.00
20.5	De-energise a premises for late payment	\$156.75	\$172.43
20.6	Smart Meter Manual Reading Service fee per read	\$101.80	\$111.96
20.7	Wasted site visit for smart meter installation	\$99.00	\$108.90
21	ADMINISTRATIVE CHARGES		
21.1	Late payment fee †	\$15.00	\$15.00
21.2	Dishonoured cheque and credit card reversal per account (administration charge)†	\$15.00	\$15.00
21.3	Direct debit reject (administration charge)†	\$8.00 per reject	\$8.00 per reject
21.4	Cheque refund administration charge (EFT attracts no charge)	\$13.64 per refund	\$15.00 per refund
21.5	Payment processing fee (% of payment made by debit or credit card)	0.41%	0.45%

† GST not applicable

### 22 Metering

**22.1** Smart meter is defined as a digital electricity meter which meets the Type 4 minimum services specification in the Regulatory Requirements. If the telecommunications network connection function is deactivated on the meter (i.e it is a Type 4A meter) an additional Smart Meter Manual Reading Service fee will apply.

**22.2** All meters installed after 1 January 2018 must be a smart meter and upon installation will default to the applicable Smart Meter Demand plan, unless the smart metre is installed after 1 July 2019 as a result of a faulty meter or meter family failure.

**22.3** Additional charges for the cost of repairs, alterations and upgrades to the meter board and/or metering installation that are required by our metering service provider before your existing meter can be replaced by a smart meter may be charged.

**22.4** Meter readings (other than readings taken to final an account or terminate supply) shall be taken to the nearest 10 kWh. The billing period for the purpose of determining the maximum demand charge shall be in any calendar month or part thereof where a customer changes their retail supplier.

### 23 Renewable Energy Generation

For renewable energy generation terms and conditions visit [actewagl.com.au](http://actewagl.com.au)

### 24 Electric Vehicle Plans

Electric Vehicle Plan is an off-peak plan for recharging electric vehicles and is available only to customers taking all other energy at Smart Meter Home Demand plan, Home plan, Home Time-of-use plan, Smart Meter Business Demand plan or Business plan rates.

All usage on this plan is charged at the Off-peak Night plan rate.

Emissions Free Electric Vehicle plan is an off-peak plan for recharging electric vehicles and is available only to customers taking all other energy at Smart Meter Home Demand plan, Smart Meter Home Time-of-use plan, Home plan, Home Time-of-use plan, Smart Meter Business Demand plan or Business plan rates. Electricity supplied to the charging point under this plan is 100% accredited GreenPower.

All usage on this plan is charged at the Electric Vehicle plan plus the applicable ActewAGL GreenChoice rate.

The Electric Vehicle plan and Emissions Free Electric Vehicle plan shall provide operation for a minimum of six hours and a maximum of eight hours within any one day, between 2200 hours (10.00pm) and 0700 hours (7.00am). The actual settings on the time switch will be nominated by Evoenergy. Times referred to in this clause are in Australian Eastern Standard Time.

### 25 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 us on 13 14 93. If ActewAGL is unable to assist, you may also apply to the ACT Civil and Administrative Tribunal (ACAT) by calling (02) 6207 7740.

### 26 Other Information

The regulated prices in the electricity plans are consistent with the Independent Competition and Regulatory Commission's pricing decision for customers on a Standard Retail Contract. Smart metering charges are not regulated and have been included in the supply charges for plans where a 'smart meter' is listed.

[actewagl.com.au](http://actewagl.com.au)

**CUSTOMER ENQUIRIES**

**13 14 93**

**EMERGENCIES AND FAULTS**

**13 10 93** – Electricity  
**13 19 09** – Natural gas  
24 hours

**POSTAL ADDRESS**

ActewAGL  
GPO Box 366  
Canberra ACT 2601

**LANGUAGE ASSISTANCE**

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.

**13 14 50**