

Our ACT electricity prices

Schedule of charges from 1 July 2020

Our ACT electricity prices



Schedule of charges from 1 July 2020

Prices explained

Depending on your electricity plan, on your bill 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.

ACT RESIDENTIAL PRICES

Plan	Unit	GST exclusive	GST inclusive	Additional information All times are Australian Eastern Standard Time
Home				
Supply charge	¢ per day	89.750	98.725	
All usage	¢/kWh	22.493	24.742	All day every day.
Home Time-of-use				
Supply charge	¢ per day	89.750	98.725	
Peak usage	¢/kWh	29.750	32.725	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	21.100	23.210	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	17.000	18.700	All other times.
Home Demand				
Supply Charge	¢ per day	89.750	98.725	
Maximum half hourly demand during the peak time period in each calendar month (or part thereof) in a billing period	¢/kW per day	15.547	17.102	From 1700 hours (5.00pm) to 2000 hours (8.00pm) daily.
All usage	¢/kWh	17.400	19.140	All day every day.
Home Saver				
Supply charge	¢ per day	112.000	123.200	
Usage for the first 60 kWh per day	¢/kWh	21.450	23.595	All day every day.
For usage thereafter	¢/kWh	22.000	24.200	All day every day.
Home Saver +				
Supply charge	¢ per day	157.500	173.250	
Usage for the first 165 kWh per day	¢/kWh	19.830	21.813	All day every day.
For usage thereafter	¢/kWh	22.000	24.200	All day every day.

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

Residential customers on an XMC tariff receive a 9.19 c/day GST exclusive discount on their supply charge.

ACT BUSINESS PRICES

Plan	Unit	GST exclusive	GST inclusive	Additional information All times are Australian Eastern Standard Time
Business				
Supply charge	¢/day	132.000	145.200	
Usage for first 330 kWh per day	¢/kWh	27.500	30.250	All day every day.
For Usage thereafter	¢/kWh	29.000	31.900	All day every day.
Business Incentive (Business TOU)				
Supply charge	¢/day	132.000	145.200	
Business usage	¢/kWh	34.240	37.664	From 0700 hours (7:00am) to 1700 hours (5:00pm) on weekdays.
Evening usage	¢/kWh	23.750	26.125	From 1700 hours (5:00pm) to 2200 hours (10:00pm) on weekdays.
Off-peak usage	¢/kWh	17.980	19.778	All other times.
Smart Meter Business Demand				
Supply Charge	¢ per day	132.000	145.200	
Maximum half hourly demand during the peak time period in each calendar month (or part thereof) in a billing period	¢/kW per day	45.765	50.342	From 0700 hours (7:00am) to 1700 hours (5:00pm) on weekdays.
All usage	¢/kWh	19.750	21.725	All day every day.
Low Voltage Time-of-use Demand				
Supply Charge	¢/day	420.000	462.000	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	46.057	50.663	
Business usage	¢/kWh	22.000	24.200	From 0700hours (7.00am) to 1700hours (5.00 pm) on weekdays.
Evening usage	¢/kWh	18.250	20.075	From 1700hours (5.00pm) to 2200hours (10.00pm) on weekdays.
Off-peak usage	¢/kWh	16.000	17.600	All other times.
High Voltage Time-of-use Demand				
Supply Charge (\$/day)	\$/day	35.000	38.500	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	15.805	17.386	From 0700 hours (7:00am) to 1700 hours (5:00pm) on weekdays
Capacity charge for the maximum demand over the previous 12-months, a charge per day	¢/kVA/day	15.805	17.386	All day every day.
Business usage	¢/kWh	19.219	21.141	From 0700hours (7.00am) to 1700hours (5.00 pm) on weekdays.
Evening usage	¢/kWh	17.087	18.796	From 1700hours (5.00pm) to 2200hours (10.00pm) on weekdays.
Off-peak usage	¢/kWh	15.856	17.442	All other times.
Community Services Discount (obsolete)				
Supply Charge (c/day) The community services discount on the Business usage rates is 3%	¢/day	132.000	145.200	
Streetlighting				
Supply charge	¢/day	132.000	145.200	
All usage	¢/kWh	23.400	25.740	All day every day.
Small Unmetered Loads				
Supply charge	¢/day	105.000	115.500	
All usage	¢/kWh	26.800	29.480	All day every day.

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

Business customers on an XMC tariff receive a discount on their supply charge. For customers on the Business, Business Incentive or Business Demand plan the discount is 16.060 c/day GST exclusive. For customers on the Low Voltage Time-of-Use Demand plan the discount is 129.640 c/day GST exclusive.

ACT CONTROLLED LOAD PRICES

The following section applies to customers on either Residential or Business plans who have eligible controlled load appliances.

Plan	Unit	GST exclusive	GST inclusive	Additional information
Controlled Load Night				All times are Australian Eastern Standard Time
All usage	¢/kWh	14.100	15.510	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).
Controlled Load Day & Night				
All usage	¢/kWh	16.620	18.282	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 the ACT electricity distributor, Evoenergy.

Renewable Energy Generation

For renewable energy generation terms and conditions visit actewagl.com.au

Electric Vehicle Plans

Electric Vehicle Plan is a controlled load plan for recharging electric vehicles and is available only to customers taking all other energy at Home Demand plan, Home plan, Home Time-of-use plan, Business Demand plan or Business plan rates.

All usage on this plan is charged at the Controlled Load Night plan rate.

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

All usage on this plan is charged at the Electric Vehicle plan plus the applicable ActewAGL Green Choice 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 the ACT electricity distributor, Evoenergy. Times referred to in this clause are in Australian Eastern Standard Time. Consistent with the operation of the National Electricity Market, ActewAGL does not adjust time intervals for daylight savings.

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**.

Other Information

The electricity prices in this schedule are regulated by the Independent Competition and Regulatory Commission (ICRC). These prices are consistent with the ICRC's pricing decision for small customers on a Standard Retail Contract for the 2020-21 financial year.

Residential Plan Eligibility

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, residential charges will only be applicable where each dwelling unit is given a separately metered supply and the account is in the name of the occupant.

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 residential rates.

Additional Residential Plan Eligibility

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

Plan	Additional eligibility criteria
Home Demand	This is an opt-in plan. Must have a smart meter installed.
Home and Home Saver	Not available to premises connected to the ACT electricity network 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 for 12 months following installation of the smart meter. At the end of the 12-month period you will be moved to the Home Time Of Use plan, or you can opt out to the Home Demand plan.
Home Saver +	Not available to premises connected to the ACT electricity network on or after 1 January 2018. Must have a reverse cycle air conditioner installed. 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 for 12 months following installation of a smart meter. At the end of the 12 month period you will be moved to the Home Time-of-Use plan or you can opt-out to the Home Demand plan.
Home Time-of-use	Must have a meter capable to be read as a time-of-use meter. This can either be a Type 5 interval meter or a Type 4 smart meter. New residential premises and premises opting in to receive a smart meter default to this plan. Existing premises default to this plan 12 months after installation of a Type 4 smart meter.

Business Plan Eligibility

Business plans are only available to installations not taking supply at any other defined charge (except controlled load larges) 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.

Additional Business Plan Eligibility

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

Plan	Additional eligibility criteria
Business Demand	Must have a smart meter installed. On installation of a smart meter you can opt-in to this plan.
Business Incentive (Time-of-use)	Must have a meter capable of reading TOU. This can be a Type 5 interval meter or a Type 4 smart meter. New business premises and premises opting in to receive a smart meter default to this plan. Existing premises default to this plan 12 months after installation of a Type 4 smart meter.
Business	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 for 12 months. At the end of the 12-month period you will be moved to the Business Incentive (TOU) plan or you can opt out to the Business Demand 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.

Controlled Load Plan Eligibility

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

- Home Demand
- Home
- Home Time of Use
- Business Demand
- Business

Controlled Load plans have additional eligibility criteria. These are outlined in the following table:

Plan	Additional eligibility criteria
Controlled Load Night	Is applicable to: <ul style="list-style-type: none">• 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 systems)• 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.
Controlled Load Day and Night	Is applicable to: <ul style="list-style-type: none">• 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• water heating storage units where electricity is used to supplement other forms of energy (for example, solar hot water)• storage space heating or cooling including under-floor, concrete-slab heating systems• swimming or spa pool heating, and associated auxiliaries, but not to spa baths.

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.

SERVICE CHARGES		GST exclusive	GST inclusive
Service charges			
1	Visit to re-energise or de-energise a premises		
	• Business Hours re-energise	80.43	88.47
	• After hours re-energise	100.41	110.45
	• de-energise (not for late payment)	80.43	88.47
2	Special meter read (including moving in and moving out of your supply address)	34.80	38.28
3	Check read deposit (refunded if the original reading was incorrect)	34.80	38.28
4	Attendance (debt collection) first visit in a 12-month period (in business hours)	59.09	65.00
5	Attendance (debt collection) within a year of a previous visit (in business hours)	77.27	85.00
6	De-energise a premises for late payment	160.86	176.95
7	Manual Reading Service Fee per read (for smart meters)	103.57	113.92
8	Wasted site visit for smart meter installation	100.78	110.86
Administration charges			
9	Late payment fee*	15.00	15.00
10	Dishonoured cheque fee*	5.50	5.50
11	Card reversal fee*	30.00	30.00
12	Direct debit reject fee*	1.40	1.40
13	Cheque refund fee – personal cheque	0.21	0.23
14	Cheque refund fee – bank cheque	10.56	11.62
15	Payment processing fee (% of payment made by debit or credit card)	0.41%	0.45%

*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.

Metering

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.

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.

Meter readings (other than readings taken to final an account or terminate supply) shall be taken to the nearest 10kWh. 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.

Customer enquiries

Call 13 14 93

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

24 hours

ActewAGL

ActewAGL Retail ABN 46 221 314 841 a partnership of AGL ACT Retail Investments Pty Ltd
ABN 53 093 631 586 and Icon Retail Investments Limited ABN 23 074 371 207.