

ActewAGL

Our NSW electricity prices

Schedule of charges from 1 July 2020

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Prices explained

Depending on the electricity plan you choose, 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.

NSW residential prices

ESSENTIAL ENERGY NETWORK AREAS

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 (all times in Australian Eastern Standard Time)
Home				
Supply charge	¢ per day	138.31	152.141	
All usage	¢/kWh	27.76	30.536	All day everyday.
Home Time-of-use				
Supply charge	¢ per day	138.31	152.141	
Peak usage	¢/kWh	34.21	37.631	From 0700 hours (7.00am) to 0900hours (9.00am) and from 1700 hours (5.00pm) to 2000 hours (8.00pm) on weekdays.
Shoulder usage	¢/kWh	32.93	36.223	From 0900 hours (9.00am) to 1700 hours (5.00pm) and from 2000 hours (8.00pm) to 2200hours (10.00pm) on weekdays.
Off-peak usage	¢/kWh	21.69	23.859	All other times.
Home Time-of-use (Interval Meter)				
Supply charge	¢ per day	138.31	152.141	
Peak usage	¢/kWh	34.21	37.631	From 1700hours (5.00pm) to 2000 hours (8.00pm) on weekdays.
Shoulder usage	¢/kWh	32.93	36.223	From 0700 hours (7.00am) to 1700hours (5.00pm) and from 2000 hours (8.00pm) to 2200hours (10.00pm) on weekdays.
Off-peak usage	¢/kWh	21.85	24.035	All other times.
Controlled Load 1				
Supply charge	¢ per day	13.50	14.850	Available where load is separately metered and controlled by network operator. Available for five to nine hours overnight on weekdays and extra hours on weekends except where the load is controlled by a timeclock.
All usage	¢/kWh	15.54	17.090	
Controlled Load 2				
Supply charge	¢ per day	13.50	14.850	Available where load is separately metered and controlled by network operator. Available for 10 to 18 hours per day on weekdays and extra hours on weekends except where the load is controlled by a timeclock.
All usage	¢/kWh	15.54	17.090	

ENDEAVOUR ENERGY NETWORK AREAS

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 (all times in Australian Eastern Standard Time)
Home				
Supply charge	¢ per day	79.50	87.450	
All usage	¢/kWh	25.82	28.403	All day everyday.
Home Time-of-use				
Supply charge	¢ per day	79.50	87.450	
Peak usage	¢/kWh	35.77	39.350	From 1300hours (1.00pm) to 2000 hours (8.00pm) on business days.
Shoulder usage	¢/kWh	32.00	35.200	From 0700 hours (7.00am) to 1300 hours (1.00pm) and from 2000 hours (8.00pm) to 2200hours (10.00pm) on business days.
Off-peak usage	¢/kWh	17.00	18.700	All other times.
Controlled Load 1				
Supply charge	¢ per day	8.15	8.965	Available where load is separately metered and controlled by network operator. Available between 2200 hours (10.00pm) to 0700 hours (7.00am).
All usage	¢/kWh	13.89	15.276	
Controlled Load 2				
Supply charge	¢ per day	8.15	8.965	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 24hours.
All usage	¢/kWh	13.89	15.276	

NSW business prices

ESSENTIAL ENERGY NETWORK AREAS

See above for postcodes where ActewAGL can provide electricity in the Essential Energy network. The price of the Business plan has been set to be compliant with the Australian Energy Regulator's reference pricing requirements for the Essential Energy region. Business Time-of-Use plans are not subject to reference pricing requirements.

Plan	Unit	GST exclusive	GST inclusive	Time period (all times in Australian Eastern Standard Time)
Business				
Supply charge	¢ per day	156.51	172.161	
All usage	¢/kWh	33.69	37.062	All day everyday.
Business Time-of-use for supply addresses consuming less than 100MWh pa (BLNT2AU)				
Supply charge	¢ per day	565.00	621.500	
Peak usage	¢/kWh	33.60	36.960	From 0700 hours (7.00am) to 0900 hours (9.00am) and from 1700 hours (5.00pm) to 2000 hours (8.00pm) on weekdays.
Shoulder usage	¢/kWh	32.62	35.860	From 0900 hours (9.00am) to 1700 hours (5.00pm) and from 2000 hours (8.00pm) to 2200hours (10.00pm) on weekdays.
Off-peak usage	¢/kWh	19.60	21.560	All other times.
Business Time-of-use Interval Meter for supply addresses consuming less than 100MWh pa (BLNT2AL)				
Supply charge	¢ per day	214.63	236.093	
Peak usage	¢/kWh	34.26	37.686	From 1700 hours (5.00pm) to 2000 hours (8.00pm) on weekdays.
Shoulder usage	¢/kWh	32.19	35.409	From 0700 hours (7.00am) to 1700hours (5.00pm) and from 2000 hours (8.00pm) to 2200 hours (10.00pm) on weekdays.
Off-peak usage	¢/kWh	19.67	21.637	All other times.
LVTUO kVA Demand (BLND3AO)				
Supply charge	\$/day	19.750	21.725	
Peak usage	c/kWh	21.000	23.100	From 1700 hours (5.00pm) to 2000 hours (8.00pm) on weekdays
Shoulder usage	c/kWh	20.500	22.550	From 0700 hours (7.00am) to 1700 hours (5.00pm) and from 2000 hours (8.00pm) to 2200 hours (10.00pm) on weekdays
Off-peak usage	c/kWh	18.500	20.350	All other times
Peak demand	\$/kVA/M	9.9526	10.948	From 1700 hours (5.00pm) to 2000 hours (8.00pm) on weekdays
Shoulder demand	\$/kVA/M	9.0047	9.905	From 0700 hours (7.00am) to 1700 hours (5.00pm) and from 2000 hours (8.00pm) to 2200 hours (10.00pm) on weekdays
Off-peak demand	\$/kVA/M	2.1848	2.403	All other times
Controlled Load 1				
Supply charge	¢ per day	13.50	14.850	Available where load is separately metered and controlled by network operator. Available for five to nine hours overnight on weekdays and extra hours on weekends except where the load is controlled by a time clock.
All usage	¢/kWh	15.54	17.090	
Controlled Load 2				
Supply charge	¢ per day	13.50	14.850	Available where load is separately metered and controlled by network operator. Available for 10 to 18 hours per day on weekdays and extra hours on weekends except where the load is controlled by a timeclock.
All usage	¢/kWh	15.54	17.090	

ENDEAVOUR ENERGY NETWORK AREAS

See above for postcodes where ActewAGL can provide electricity. The price of the Business plan has been set to be compliant with the Australian Energy Regulator's reference pricing requirements for the Endeavour Energy region. The Business Time-of-Use plan is not subject to reference pricing requirements.

Plan	Unit	GST exclusive	GST inclusive	Time period (all times in Australian Eastern Standard Time)
Business				
Supply charge	¢ per day	95.00	104.500	
Usage for the first 328.7671kWh/day	¢/kWh	26.34	28.977	
Usage there after	¢/kWh	26.34	28.977	All day everyday.
Business Time-of-use				
Supply charge	¢ per day	102.00	112.200	
Peak usage	¢/kWh	38.00	41.800	From 1300 hours (1.00pm) to 2000 hours (8.00pm) on business days.
Shoulder usage	¢/kWh	33.00	36.300	From 0700 hours (7.00am) to 1300 hours (1.00pm) and from 2000 hours (8.00pm) to 2200 hours (10.00pm) on business days.
Off-peak usage	¢/kWh	16.00	17.600	All other times.
Controlled Load 1				
Supply charge	¢ per day	8.15	8.965	Available where load is separately metered and controlled by network operator. Available between 2200 hours (10.00pm) to 0700 hours (7.00am).
All usage	¢/kWh	13.89	15.276	
Controlled Load 2				
Supply charge	¢ per day	8.15	8.965	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 24hours.
All usage	¢/kWh	13.89	15.276	

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 our 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
- Off-peak 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

SERVICE CHARGES		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*	5.50	5.50
5	Card reversal fee*	30.00	30.00
6	Direct debit reject fee*	1.40	1.40
7	Cheque refund fee – personal cheque	0.21	0.23
8	Cheque refund fee – bank cheque	10.56	11.62
9	Manual Reading Service Fee per read (for smart meters)	103.57	113.92
10	Wasted site visit for smart meter installation	100.78	110.86
11	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

A 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.

All meters installed after 1 January 2018 must be a smart meter and upon installation will default to the applicable plan as determined by your distributor.

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 one month or part thereof where a customer changes their retail supplier.

Renewable Energy Generation

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

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**.

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	1,960	Equal to
Home with controlled load 1	6,600	2,356	Equal to
Home with controlled load 2	6,600	2,356	Equal to
Home with controlled load 1 + 2*	6,600	2,356	Equal to
HomeTOU	4,600	1,960	Equal to
HomeTOU with controlled load 1	6,600	2,356	Equal to
HomeTOU with controlled load 2	6,600	2,356	Equal to
HomeTOU with controlled load 1 + 2*	6,600	2,356	Equal to
HomeTOU Interval	4,600	1,960	Equal to
HomeTOU Interval with controlled load 1	6,600	2,356	Equal to
HomeTOU Interval with controlled load 2	6,600	2,356	Equal to
HomeTOU Interval with controlled load 1 + 2*	6,600	2,356	Equal to
Business	20,000	8,041	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	1,711	Equal to
Home with controlled load 1	7,400	2,165	Equal to
Home with controlled load 2	7,400	2,165	Equal to
Home with controlled load 1 + 2*	7,400	2,165	Equal to
HomeTOU	4,900	1,711	Equal to
HomeTOU with controlled load 1	7,400	2,165	Equal to
HomeTOU with controlled load 2	7,400	2,165	Equal to
HomeTOU with controlled load 1 + 2*	7,400	2,165	Equal to
Business	20,000	6,177	Equal to

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

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.