

Our NSW natural gas prices

Schedule of charges from 1 July 2020

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Prices explained

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

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.

QUEANBEYAN AND BUNGENDORE REGION

RESIDENTIAL PRICES

Plan	Unit	GST exclusive	GST inclusive
Home			
Supply charge	¢/day	81.35	89.486
Usage rates:			
• First 41.0959MJ/day	¢/MJ	3.158	3.4734
• Next 442.1918MJ/day	¢/MJ	2.629	2.8915
• Next 1489.3151MJ/day	¢/MJ	2.535	2.7881
• Thereafter	¢/MJ	2.509	2.7596

INDUSTRIAL AND COMMERCIAL PRICES

Plan	Unit	GST exclusive	GST inclusive
Business			
Supply charge	¢/day	95.93	105.528
Usage rates:			
• First 82.1918MJ/day	¢/MJ	2.677	2.9451
• Next 3123.2877MJ/day	¢/MJ	2.468	2.7143
• Thereafter	¢/MJ	2.407	2.6481

SHOALHAVEN REGION

RESIDENTIAL PRICES

Plan	Unit	GST exclusive	GST inclusive
Home			
Supply charge	¢/day	87.49	96.238
All usage	¢/MJ	2.889	3.1783

INDUSTRIAL AND COMMERCIAL PRICES

Plan	Unit	GST exclusive	GST inclusive
Business			
Supply charge	¢/day	102.80	113.075
Usage rates:			
• First 82.1918MJ/day	¢/MJ	2.858	3.1437
• Thereafter	¢/MJ	2.640	2.9043

CAPITAL REGION (BOOROWA, GOULBURN, YASS AND YOUNG)

RESIDENTIAL PRICES

Plan	Unit	GST exclusive	GST inclusive
Home			
Supply charge	¢/day	58.75	64.625
Usage rates:			
• First 20.7123 MJ/day	¢/MJ	3.890	4.279
• Next 20.3836 MJ/day	¢/MJ	2.580	2.838
• Next 49.3151 MJ/day	¢/MJ	2.550	2.805
• Next 2,654.7945 MJ/day	¢/MJ	2.475	2.722
• Next 10,964.3836 MJ/day	¢/MJ	2.292	2.521
• Thereafter	¢/MJ	0.500	0.550

INDUSTRIAL AND COMMERCIAL PRICES

Plan	Unit	GST exclusive	GST inclusive
Business			
Supply charge	¢/day	79.00	86.90
Usage rates:			
• First 20.7123 MJ/day	¢/MJ	3.690	4.059
• Next 20.3836 MJ/day	¢/MJ	2.450	2.695
• Next 49.3151 MJ/day	¢/MJ	2.420	2.662
• Next 2,654.7945 MJ/day	¢/MJ	2.380	2.618
• Next 10,964.3836 MJ/day	¢/MJ	2.300	2.530
• Thereafter	¢/MJ	2.050	2.255

MISCELLANEOUS FEES AND CHARGES

QUEANBEYAN AND BUNGENDORE

Fee / Charge		GST exclusive	GST inclusive
Service charges			
1	Special meter read	18.23	20.05
2	Reconnection fee - residential	45.41	49.95
3	Reconnection fee - business	54.59	60.05
4	Disconnection fee - residential	131.82	145.00
5	Disconnection fee - business	182.32	200.55
6	Decommissioning and meter removal – residential	702.45	772.70
7	Decommissioning and meter removal - business	1246.32	1370.95
8	Network request for service - residential	0.00	0.00
9	Network request for service - business	92.73	102.00
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*	5.50	5.50
14	Card reversal fee*	30.00	30.00
15	Direct debit reject fee*	1.40	1.40
16	Cheque refund fee – personal cheque	0.21	0.23
17	Cheque refund fee – bank cheque	10.56	11.62
18	Payment processing fee (% of payment made by debit or credit card)	0.41%	0.45%
19	Security deposit		
	Residential (refund after residential bills paid on time for one year)	Up to 1.5 times the average quarterly account	
	Business (refund after business bills paid on time for two years)	Up to 4.5 times the average monthly account	

*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.

SHOALHAVEN

Fee / Charge		GST exclusive	GST inclusive
Service charges			
1	Special meter read	18.23	20.05
2	Reconnection fee - residential	45.41	49.95
3	Reconnection fee - business	54.59	60.05
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CAPITAL REGION

Fee / Charge		GST exclusive	GST inclusive
Service charges			
1	Special meter read	11.64	12.80
2	Wasted site visit	11.64	12.80
3	No safe access to meter / Job cancelled	67.98	74.78
4	Not reconnected: Customer not present, or no access or unsafe or unauthorised reconnection	164.80	181.28
5	Gas meter and/or hot water reconnected – expedited	164.80	181.28
6	Meter read and disconnected	187.46	206.21
7	Homed meter	187.46	206.21
8	Disconnected at kerb or main	1069.14	1176.05
9	Attendance (debt collection) first visit in a 12-month period (in business hours)	59.09	65.00
10	Attendance (debt collection) within a year of a previous visit (in business hours)	77.27	85.00
Administration charges			
11	Late payment fee*	15.00	15.00
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*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.

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.