

Making the most of your time-of-use pricing plan.



A time-of-use pricing plan is now the default pricing plan for residential and small business customers with a new meter. You can also be on this pricing plan if you have a time-of-use meter.

Why a time-of-use pricing plan?

Time-of-use pricing is a powerful way to save money by taking advantage of different electricity prices at different times of the day. The cost of electricity is highest during peak periods (e.g. early in the evening) and cheapest during off-peak periods (e.g. later at night).

Top tips for lower bills

With time-of-use pricing, you can save money by changing your habits and using your appliances during shoulder and off-peak periods, rather than peak periods.

- Consider which appliances you could use during off-peak and shoulder periods. For example, your dishwasher, clothes dryer and washing machine. This is called 'time-shifting'.
- Use timers on appliances like dishwashers so they only run out of peak periods.
- Set your air conditioner to a more energy-efficient temperature. For winter, aim for between 18–20°C and in summer keep the thermostat between 23–25°C.

When are the different pricing periods?

The timing of peak, shoulder and off-peak windows depends on whether you're a residential or business customer, and if you're in the ACT or NSW. (All times are Australian Eastern Standard Time)

ACT CUSTOMERS

CHARGE TYPE	DESCRIPTION	UNIT
Residential customers		
Supply charge	Fixed price per day	c/day
Energy usage at peak times	Usage from 7am–9am and 5pm–8pm everyday	c/kWh
Energy usage at shoulder times	Usage from 9am–5pm and from 8pm–10pm everyday	c/kWh
Energy usage at off-peak times	Usage at all other times	c/kWh
Business customers		
Supply charge	Fixed price per day	c/day
Energy usage at peak times	Usage from 7am–5pm on weekdays	c/kWh
Energy usage at shoulder times	Usage from 5pm–10pm on weekdays	c/kWh
Energy usage at off-peak times	Usage at all other times	c/kWh

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NSW CUSTOMERS – ESSENTIAL ENERGY NETWORK REGION

CHARGE TYPE	DESCRIPTION	UNIT
Residential customers		
Supply charge	Fixed price per day	c/day
Energy usage at peak times	Usage from 5pm–8pm on weekdays	c/kWh
Energy usage at shoulder times	Usage from 7am–5pm and from 8pm–10pm on weekdays	c/kWh
Energy usage at off-peak times	Usage at all other times	c/kWh
Business customers		
Supply charge	Fixed price per day	c/day
Energy usage at peak times	Usage from 5pm–8pm on weekdays	c/kWh
Energy usage at shoulder times	Usage from 7am–5pm and from 8pm–10pm on weekdays	c/kWh
Energy usage at off-peak times	Usage at all other times	c/kWh

NSW CUSTOMERS – ENDEAVOUR ENERGY NETWORK REGION

CHARGE TYPE	DESCRIPTION	UNIT
Residential customers		
Supply charge	Fixed price per day	c/day
Energy usage at peak times	Usage from 1pm–8pm on business days	c/kWh
Energy usage at shoulder times	Usage from 7am–1pm and from 8pm–10pm on business days	c/kWh
Energy usage at off-peak times	Usage at all other times	c/kWh
Business customers		
Supply charge	Fixed price per day	c/day
Energy usage at peak times	Usage from 5pm–8pm on weekdays	c/kWh
Energy usage at shoulder times	Usage from 7am–5pm and from 8pm–10pm on weekdays	c/kWh
Energy usage at off-peak times	Usage at all other times	c/kWh

Can I change to another pricing plan?

If you find that the time-of-use pricing plan doesn't suit your needs, you can contact us on **13 14 93** to change your pricing plan. The available options depend on whether you're in the ACT or NSW.

Tracking your usage is easy

Thanks to information provided by your new meter, your online account at my.actewagl.com.au includes tools to help you better understand your electricity usage.

Learn about your household's yearly, monthly and daily electricity consumption.