Standard retail electricity supply

Schedule of charges from 1 July 2011

ActewAGL

Schedule of charges for standard retail electricity supply 2011-12

The following charges have been approved by the Independent Competition and Regulatory Commission as consistent with its pricing decision for customers who are on the Transitional Franchise Tariff. Unless otherwise stated, these charges apply to electricity usage on and from 1 July 2011.

For premises with standard meters, it is assumed that consumption each day is equal to the daily average. For meter reading periods that bridge 1 July 2011, consumption prior to 1 July is charged at 2010-11 rates.

		2011-12 GST-exclusive rate	2011-12 GST-inclusive rate
1	**Always Home@ActewAGL plan**		
	The Always Home@ActewAGL plan charge shall be:		
	▪ a supply charge per day	51.00c	56.10c
	▪ or if the customer pays their electricity account through the ActewAGL direct debit arrangements*, a supply charge per day of	46.00c	50.60c
	▪ all consumption	15.15c per kWh	16.665c per kWh
2	**Always Home@ActewAGL Saver plan**		
	The Always Home@ActewAGL Saver plan charge shall be:		
	▪ a supply charge per day	72.50c	79.75c
	▪ or if the customer pays their electricity account through the ActewAGL direct debit arrangements*, a supply charge per day of	67.50c	74.25c
	▪ consumption for the first 60 kWh per day	13.59c per kWh	14.949c per kWh
	▪ consumption thereafter	15.15c per kWh	16.665c per kWh
3	**Always Home@ActewAGL Saver Plus plan**		
	The Always Home@ActewAGL Saver Plus plan charge shall be:		
	▪ a supply charge per day	$1.157	$1.2727
	▪ or if the customer pays their electricity account through the ActewAGL direct debit arrangements*, a supply charge per day of	$1.107	$1.2177
	▪ consumption for the first 165 kWh per day	12.11c per kWh	13.321c per kWh
	▪ consumption thereafter	15.15c per kWh	16.665c per kWh
4	**Always Home@ActewAGL SmartSaver plan**		
	The Always Home@ActewAGL SmartSaver plan charge shall be:		
	▪ a supply charge per day	51.00c	56.10c
	▪ or if the customer pays their electricity account through the ActewAGL direct debit arrangements*, a supply charge per day of	46.00c	50.60c
	▪ for energy at peak times (as defined)	19.30c per kWh	21.230c per kWh
	▪ for energy at shoulder times (as defined)	14.00c per kWh	15.400c per kWh
	▪ for energy at residential off-peak times (as defined)	10.14c per kWh	11.154c per kWh

* Note: the direct debit discount does not apply to direct debits against a credit card.

		2011-12 GST-exclusive rate	2011-12 GST-inclusive rate
5	**Business plan**		
	The Business plan charge shall be:		
	▪ a supply charge per day	77.40c	85.14c
	▪ consumption for first 330 kWh per day	19.50c per kWh	21.450c per kWh
	▪ consumption thereafter	23.20c per kWh	25.520c per kWh
6	**Community services discount (obsolete)**		
	The Community services discount shall be:		
	▪ a supply charge per day	77.40c	85.14c
	The community services discount on the Business plan energy rates shall be at the rate of three per cent.		
7	**Off-Peak 1**		
	The Off-Peak 1 charge shall be:		
	▪ all consumption	7.30c per kWh	8.030c per kWh
8	**Off-Peak Saver Electricity plan**		
	The Off-Peak Saver Electricity plan charge shall be:		
	▪ all consumption	9.10c per kWh	10.010c per kWh
9	**Streetlighting**		
	The Streetlighting charge shall be:		
	▪ a supply charge per day (per account)	77.40c	85.140c
	▪ all consumption	14.48c per kWh	15.928c per kWh
10	**Business Incentive plan**		
	The Business Incentive plan charge shall be:		
	▪ a supply charge per day	77.40c	85.14c
	▪ for energy at business times (as defined)	26.70c per kWh	29.370c per kWh
	▪ for energy at evening times (as defined)	18.37c per kWh	20.207c per kWh
	▪ for energy at business off-peak times (as defined)	9.40c per kWh	10.340c per kWh
11	**Low voltage time of use demand**		
	The LV time of use demand charge shall be:		
	▪ a supply charge per connection point per day	$2.40	$2.640
	▪ for maximum demand in a billing period, a charge per day of	40.40c per kVA	44.440c per kVA
	▪ for energy at business times (as defined)	16.40c per kWh	18.040c per kWh
	▪ for energy at evening times (as defined)	13.91c per kWh	15.301c per kWh
	▪ for energy at business off-peak times (as defined)	7.76c per kWh	8.536c per kWh
12	**High voltage time of use demand**		
	The HV time of use demand charge shall be:		
	▪ a supply charge per connection point per day	$17.00	$18.70
	▪ for maximum demand in a billing period, a charge per day of	16.50c per kVA	18.15c per kVA
	▪ for the maximum demand over the previous 12-month period, a capacity charge per day of	16.50c per kVA	18.15c per kVA
	▪ for energy at business times (as defined)	14.90c per kWh	16.39c per kWh
	▪ for energy at evening times (as defined)	12.90c per kWh	14.19c per kWh
	▪ for energy at business off-peak times (as defined)	7.30c per kWh	8.03c per kWh

		2011-12 GST-exclusive rate	2011-12 GST-inclusive rate
13	**Miscellaneous energy charges**		
	Small unmetered loads:		
	▪ a supply charge per NMI per day	50.40c	55.44c
	▪ all consumption	19.50c per kWh	21.450c per kWh

14 Application of rates

14.1 The charge applicable for supply to each installation shall be in accordance with the following classification of premises, places and purposes.

14.2 The **Always Home@ActewAGL plan** charge shall be 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 tariffs numbered 1 to 4.

When a portion of a premises is used principally for domestic purposes, loads not exceeding five kilowatts, which are used for other than domestic purposes may be supplied at the Always Home@ActewAGL 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.

14.3 The **Always Home@ActewAGL Saver plan** charge is available only to customers eligible for the Always Home@ActewAGL plan charge. Customers are ineligible to apply for this charge if they have been on this charge in the previous 12 months and have since been supplied energy on another "Home" plan to that premises.

14.4 The **Always Home@ActewAGL Saver Plus** plan charge is available only to customers eligible for the Always Home@ActewAGL plan charge and who 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). Customers are ineligible to apply for this charge if they have been on this charge in the previous 12 months and have since been supplied energy on another "Home" plan to that premises.

14.5 The **Always Home@ActewAGL SmartSaver plan** charge is available only to customers eligible for the Always Home@ActewAGL plan with a meter able to be read as a time-of-use meter and to recharge facilities for electric vehicles on residential premises.

14.6 The **Business plan** charge is 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.

14.7 **Temporary supply** (for example, for building purposes) may be rendered at the discretion of ActewAGL Distribution. ActewAGL Distribution shall estimate the cost for single or three phase installation, of installing, dismantling, connecting and disconnecting mains, lines and apparatus. The rate chargeable for power used shall be at the Business plan charge.

14.8 The **Community services discount** is obsolete. It shall be available only to existing installations receiving this discount.

14.9 **Off-Peak charges** are available only to customers taking all other energy at Always Home@ActewAGL, Always Home@ActewAGL SmartSaver plan or Business plan rates. The **Off-Peak 1 charge** (standard off-peak) 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 off-peak charges are applicable to recharging electric vehicles, compressing natural gas for CNG vehicles and 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.

The **Off-Peak Saver Electricity plan** charge shall provide operation for a total of 13 hours in any one day. The said 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 ActewAGL. Times referred to in this clause are in Australian Eastern Standard Time.

The Off-Peak Saver Electricity plan charge is applicable to the following:

- 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.

14.10 The **Streetlighting** charge shall be applicable to the night-time lighting of streets and public ways and places.

14.11 Time of use demand charges

Subject to an applicant providing at their own cost all necessary equipment together with adequate accommodation for the installation and proper maintenance of that installation all to the satisfaction of ActewAGL, time of use demand supply may be made available to that installation.

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.

14.12 Time periods

For residential tariffs:

- **Peak times** are defined as from 0700 hours (7.00am) to 0900 hours (9.00am) and from 1700 hours (5.00pm) to 2000 hours (8.00pm) daily.
- **Shoulder times** are defined as from 0900 hours (9.00am) to 1700 hours (5.00pm) and from 2000 hours (8.00pm) to 2200 hours (10.00pm) daily.
- **Residential off-peak times** are defined as all other times.
- **Residential controlled off-peak energy** rate is available only to consumers who do not have their meter read as an interval meter. The times and rules relating to the Off-Peak Saver Electricity plan apply to the residential controlled off-peak energy service.

For non-residential tariffs:

- **Business times** are defined as from 0700 hours (7.00am) to 1700 hours (5.00pm) on weekdays.
- **Evening times** are defined as from 1700 hours (5.00pm) to 2200 hours (10.00pm) on weekdays.
- **Business off-peak times** are defined as all other times.

Times referred to in this clause for time of use charges are Australian Eastern Standard Time. Weekdays are Monday to Friday.

14.13 Meter readings

Meter readings (other than readings taken at the termination of supply) shall be taken to the nearest 10 kilowatt hours (kWh).
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.

Supply and miscellaneous energy charges shall be applied per connection point and applied daily.

		2011-12 GST-exclusive rate	2011-12 GST-inclusive rate
15	**Service charges**		
15.1	For establishment of a new customer account	$30.36	$33.40
15.2	For visit to re-energise or de-energise a premises:		
	▪ business hours re-energise	$50.91	$56.00
	▪ after hours re-energise	$109.09	$120.00
	▪ business hours de-energise (not for late payment)	$44.55	$49.01
15.3	Special meter read; for example check read (second within a billing period)	$31.82	$35.00
15.4	Disconnection notification fee (for late payment)	$13.64	$15.00
15.5	Attendance (debt collection) first visit in a 12-month period (in business hours)	$50.91	$56.00
	Attendance (debt collection) within a year of a previous visit (in business hours)	$69.09	$76.00

		2011-12 GST-exclusive rate	2011-12 GST-inclusive rate
15.6	De-energise a premises for late payment	$84.55	$93.01
15.7	Field visit read only (visit to de-energise for late payment)	$60.91	$67.00
16	**Miscellaneous charges**		
16.1	Dishonoured cheque and credit card reversal (administration charge): ▪ the greater of	$13.64 per account or $31.82 per cheque or reversal	$15.00 per account or $35.00 per cheque or reversal
16.2	Direct debit reject (administration charge)	$8.18 per reject	$9.00 per reject
16.3	Refund (administration charge other than first in a 12-month period)	$27.27 per refund	$30.00 per refund

17 Renewable Energy Generation

If a customer has a grid-connected renewable (solar or wind) energy generator and the customer is not receiving the ACT feed-in tariff*, the following arrangements apply:

- All consumption is billed at the customer's published energy tariff rate(s).
- For customers supplied under non time of use residential plans ActewAGL will purchase all metered generation at the customer's published energy tariff rate(s).
- For customers supplied under non time of use business plans ActewAGL will purchase all metered generation at the customer's published energy tariff rate(s).
- For customers supplied under time of use residential plans ActewAGL will purchase all metered generation at the customer's published energy shoulder tariff rate.
- For customers supplied under time of use business plans ActewAGL will purchase all metered generation at the customer's published energy evening time tariff rate.
- The customer will continue to pay the supply charge and any other applicable charges.
- This arrangement is available only to customers with less than 30 kilowatts installed capacity of renewable generation.

Where the customer is receiving the ACT feed-in tariff, the following arrangements apply:

- All consumption is billed at the customer's published energy tariff rate(s).
- The customer will be paid in accordance with their ACT feed-in contract with ActewAGL for all metered generation.
- The customer will continue to pay the supply charge and any other applicable charges.

18 Payment assistance

ActewAGL offers a range of flexible payment options. If you would like information on these or if you need payment assistance, call us on 13 14 93. If you are having difficulty paying your account and ActewAGL is unable to assist, you may also apply to the ACT Civil and Administrative Tribunal (ACAT), telephone 6207 7740, for assistance.

*As established by the *Electricity Feed-in (Renewable Energy Premium) Act 2008 (Feed-in Tariff Act)*.

actewagl.com.au

Customer enquiries

13 14 93 – electricity, water, sewerage
13 18 86 – natural gas

Emergencies and faults

13 10 93 – electricity
13 11 93 – water, sewerage and stormwater
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 quí 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.

ActewAGL

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

AL–3032