14. Electricity retail 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 *AlwaysHome@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, the *AlwaysHome@ActewAGL* 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.

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 *AlwaysHome@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 *AlwaysHome@ActewAGL Saver* plan charge is available only to customers eligible for the *AlwaysHome@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 at the *AlwaysHome@ActewAGL* plan or the *AlwaysHome@ActewAGL Saver* Plus plan to that premises.

14.4. The *AlwaysHome@ActewAGL Saver* Plus plan charge is available only to customers eligible for the *AlwaysHome@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 at the *AlwaysHome@ActewAGL* plan charge or *AlwaysHome@ActewAGL Saver* plan charge to that premises.

14.5. The *AlwaysHome@ActewAGL SmartSaver* plan charge is available only to customers eligible for the *AlwaysHome@ActewAGL* plan charge who have an interval meter or time-of-use meter.

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 *AlwaysHome@ActewAGL plan, AlwaysHome@ActewAGL SmartSaver* plan or Business plan rates. 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 **Standard Off-Peak charge** (Off-Peak 1) 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 standard off-peak charge (off-peak 1) is 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 Distribution, 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 **Off-Peak Saver Electricity plan** charge is applicable to the following installations which absorb their major energy during restricted times, but which may be boosted at the principal charge at other times:

- 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; and
- 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.

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.