

# evEnergy Saver

# Terms and Conditions and Fair Use Policy.

Effective from March 2023.

## 1. The Offer

- (a) Subject to these Terms and Conditions, the evEnergy Saver plan (Plan) is made by ActewAGL Retail ABN 46 221 314 841 (**Actew** or **we** or **us** or **our**).
- (b) The Plan commences from the date you accept the contract and is ongoing until the Plan is withdrawn in accordance with these terms and conditions (**Offer Period**).

## 2. Eligibility

- (a) The Plan is only available to customers with an existing electricity smart meter or those who are willing to upgrade to a new meter.
- (b) If you have solar panels at your supply address, any electricity generated by your solar panels during the free charging period will be consumed first.
- (c) If you don't currently have a smart meter and want to sign up to the evEnergy Saver plan, we'll assist in organising the upgrade for you. There is not often a cost to upgrade your meter but if additional work is required to fit the new meter, there may be additional costs involved. The cost of a meter upgrade is calculated on a case-by-case basis, please see [Upgrade my meter](#) on the ActewAGL website for more details.

## 3. Plan Terms

- (a) The total annual cost of the Plan is calculated on an average value of a weekly electric vehicle charging session consuming 29.6kWhs.
- (b) Actual totals will vary based on your personal energy consumption and home EV charger used during the free period. Fair use policy applies.
- (c) Free electricity use period applies between 12 noon and 2pm AEST on Saturday and Sunday. During the free electricity use

period, eligible customers will have their electricity usage charges waived for any electricity consumed at their premises.

- (d) Free electricity use period does not apply to daily supply charges, GreenPower charges, demand tariffs or charges, or gas usage charges.
- (e) If you have solar panels at your supply address, any electricity generated by your solar panels during the free charging period will be consumed first.

## 4. Fair Use Policy

- (a) Fair use of the Plan is defined by reviewing similar average consumption amounts for a household of your size in the Evoenergy area, accounting for the addition of home electric vehicle charging.
- (b) We've calculated this to be your average energy usage PLUS 29.6kWh of electric vehicle charging per week.
- (c) You will continue to be eligible to receive the benefits of the Plan until:
  - (i) you're no longer a customer of ActewAGL; or
  - (ii) you're no longer on the Plan or switch to another ActewAGL plan; or
  - (iii) you no longer have an electric vehicle registered in your name at the same address as your electricity supply address; or
  - (iv) your supply address no longer has a smart meter; or
  - (v) the Plan is withdrawn with 48 hours notice via email, mobile phone or via a notice on our website
- (d) If we withdraw the Plan we will provide you with notice of such withdrawal in accordance clause 4(c) and with the applicable energy regulations.

## 5. Our Liability

- (a) We may:
  - (i) Suspend or withdraw the Plan at any reason and at any time in accordance with clause 4(c)(v); or
  - (ii) Vary the terms and conditions of the Plan at any time.
- (b) To the extent permitted by law, we will not be liable to any person for any cost, loss, damage, liability, expense or claim arising, whether directly or indirectly, in connection with the Plan.

## 6. The law applying to the Australian Capital Territory applies to the Plan and these Terms and Conditions.

# Customer enquiries

Call 13 14 93

## Postal address

ActewAGL GPO Box 366 Canberra ACT 2601

## Language assistance

13 14 50

24 hours

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.