

ACT Cool Credit plan electricity prices

**Schedule of charges
from 1 October 2021**

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Prices explained

Supply charge	A fixed price per day.
Usage charge	A price per unit of usage (measured in kilowatt hours (kWh)) for the amount of electricity you use at your premises.

ACT Residential customers only

Plan	Unit	GST exclusive	GST inclusive	All times are Australian Eastern Standard Time
Cool Credit plan				
Supply charge	\$ per day	0.774545	0.852000	
All usage	\$/kWh	0.255379	0.280917	All day every day.
Quarterly bill credit of \$75 (GST inclusive) will be applied to your account				
This offer is 17 per cent less than the reference price. Annual cost per year is \$1,725 for an average household using 6,100 kWh a year in the Evoenergy network.				
Cool Credit plan with controlled load				
Supply charge	\$ per day	0.774545	0.852000	
All usage	\$/kWh	0.255379	0.280917	All day every day.
Controlled load usage	\$/kWh	0.145932	0.160525	For up to a total of 13 hours in any one day. The 13 hours shall be comprised of eight hours between 10pm–7am and/or five hours between 9am–5pm.
Quarterly bill credit of \$75 (GST inclusive) will be applied to your account				
This offer is 17 per cent less than the reference price. Annual cost per year is \$2,182 for an average household with controlled load using 8,800 kWh a year in the Evoenergy network.				

Other information and fees

From time-to-time, you might be charged extra fees and charges. These vary depending on your contract type. If a government, regulator, network distributor or a metering service provider applies, varies or introduces a fee, charge or tax, we may pass through all or part of this varied or new fee, charge or tax to you.

	GST exclusive	GST inclusive
Service charges		
1. Visit to re-energise or de-energise a premises		
• Business hours re-energise	81.92	90.11
• After hours re-energise	102.27	112.50
• de-energise (not for late payment)	81.92	90.11
2. Special meter read (including moving in and moving out of your supply address)	35.44	38.98
3. Check read deposit (refunded if the original reading was incorrect)	35.44	38.98
4. Attendance (debt collection) first visit in a 12-month period (in business hours)	59.09	65.00
5. Attendance (debt collection) within a year of a previous visit (in business hours)	77.27	85.00
6. De-energise a premises for non-payment	163.83	180.21
7. Manual reading service fee per read for smart meters (fee per read)	105.00	115.50
8. Wasted site visit	102.00	112.20
9. Establish supply	135.16	148.68
Administration charges		
10. Late payment fee*	15.00	15.00
11. Dishonoured cheque fee*	5.00	5.00
12. Card reversal fee*	30.00	30.00
13. Direct debit reject fee*	1.15	1.15
14. Cheque refund fee – personal cheque	0.40	0.44
15. Cheque refund fee – bank cheque	15.00	16.50
16. Payment processing fee (% of payment made by debit or credit card)	0.41%	0.45%

* GST not applicable.

Note: Distributor fees not listed above will be on-charged by the distributor. Complex jobs may require a quotation from the distributor.

Customer enquiries

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.