

NSW Home Saver Plus plan natural gas prices

Schedule of charges
from 1 July 2023

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Prices explained

Supply charge	A fixed price per day charge for the supply of gas to your premises.
Usage charge	A price per unit of usage (measured in megajoules (MJ)) for the amount of gas you consume at your premises.

Residential customers in Queanbeyan–Palerang region

Plan	Unit	GST exclusive	GST inclusive
Home Saver Plus			
Supply charge	\$/day	0.668800	0.735680
Usage rates:			
• First 41.0959 MJ/day	\$/MJ	0.033440	0.036784
• Next 442.1918 MJ/day	\$/MJ	0.029920	0.032912
• Next 1489.3151 MJ/day	\$/MJ	0.025080	0.027588
• Thereafter	\$/MJ	0.024200	0.026620

Residential customers in Capital region (Boorowa, Goulburn, Yass and Young)

Plan	Unit	GST exclusive	GST inclusive
Home Saver Plus			
Supply charge	\$/day	0.545600	0.600160
Usage rates:			
• First 20.7123 MJ/day	\$/MJ	0.039336	0.043270
• Next 20.3836 MJ/day	\$/MJ	0.027720	0.030492
• Next 49.3151 MJ/day	\$/MJ	0.026840	0.029524
• Next 2,654.7945 MJ/day	\$/MJ	0.025960	0.028556
• Next 10,964.3836 MJ/day	\$/MJ	0.024200	0.026620
• Thereafter	\$/MJ	0.022000	0.024200

Residential customers in Shoalhaven region

Plan	Unit	GST exclusive	GST inclusive
Home Saver Plus			
Supply charge	\$/day	0.864800	0.951280
Usage rates:			
• All usage	\$/MJ	0.034310	0.037741

Miscellaneous fees and charges

Queanbeyan and Bungendore

	GST exclusive	GST inclusive
Service charges		
1. Special meter read	12.36	13.60
2. Reconnection fee – residential	53.56	58.92
3. Reconnection fee – business	66.95	73.65
4. Disconnection fee – residential	157.59	173.35
5. Disconnection fee – business	218.36	240.20
6. Decommissioning and meter removal – residential	808.55	889.41
7. Decommissioning and meter removal – business	1485.26	1633.79
8. Network request for service – residential (charge per hour)	120.51	132.56
9. Network request for service – business (charge per hour)	120.51	132.56
10. Attendance (debt collection) first visit in a 12-month period (in business hours)	59.09	65.00
11. Attendance (debt collection) within a year of a previous visit (in business hours)	77.27	85.00
Administration charges		
12. Late payment fee*	15.00	15.00
13. Dishonoured cheque fee*	5.00	5.00
14. Card reversal fee*	30.00	30.00
15. Direct debit reject fee*	1.09	1.09
16. Cheque refund fee – personal cheque	0.40	0.44
17. Cheque refund fee – bank cheque	15.00	16.50
18. Payment processing fee (% of payment made by debit or credit card)	0.50%	0.50%
19. Security deposit		
Residential (refund after residential bills paid on time for one year)		Up to 1.5 times the average quarterly account
Business (refund after business bills paid on time for two years)		Up to 4.5 times the average monthly account

*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.

Shoalhaven

	GST exclusive	GST inclusive
Service charges		
20. Special meter read	12.36	13.60
21. Reconnection fee – residential	53.56	58.92
22. Reconnection fee – business	66.95	73.65
23. Disconnection fee – residential	157.59	173.35
24. Disconnection fee – business	218.36	240.20
25. Decommissioning and meter removal – residential	808.55	889.41
26. Decommissioning and meter removal – business	1485.26	1633.79
27. Network request for service – residential (charge per hour)	120.51	132.56
28. Network request for service – business (charge per hour)	120.51	132.56
29. Attendance (debt collection) first visit in a 12-month period (in business hours)	59.09	65.00
30. Attendance (debt collection) within a year of a previous visit (in business hours)	77.27	85.00
Administration charges		
31. Late payment fee*	15.00	15.00
32. Dishonoured cheque fee*	5.00	5.00
33. Card reversal fee*	30.00	30.00
34. Direct debit reject fee*	1.09	1.09
35. Cheque refund fee – personal cheque	0.40	0.44
36. Cheque refund fee – bank cheque	15.00	16.50
37. Payment processing fee (% of payment made by debit or credit card)	0.50%	0.50%
38. Security deposit		
Residential (refund after residential bills paid on time for one year)		Up to 1.5 times the average quarterly account
Business (refund after business bills paid on time for two years)		Up to 4.5 times the average monthly account

*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.

Capital region

	GST exclusive	GST inclusive
Service charges		
39. Special meter read	14.11	15.52
40. Wasted site visit for special meter reads	14.11	15.52
41. No safe access to meter/job cancelled	82.40	90.64
42. Gas meter and/or hot water reconnected – expedited	300.76	330.84
43. Gas meter and/or hot water reconnected	100.94	111.03
44. Meter read and disconnected	125.66	138.23
45. Homed meter	125.66	138.23
46. Disconnected at kerb or main	1,293.68	1,423.05
47. Hourly charge – non-standard user-initiated requests & queries	190.55	209.61
48. Attendance (debt collection) first visit in a 12-month period (in business hours)	59.09	65.00
49. Attendance (debt collection) within a year of a previous visit (in business hours)	77.27	85.00
Administration charges		
50. Late payment fee*	15.00	15.00
51. Dishonoured cheque fee*	5.00	5.00
52. Card reversal fee*	30.00	30.00
53. Direct debit reject fee*	1.09	1.09
54. Cheque refund fee – personal cheque	0.40	0.44
55. Cheque refund fee – bank cheque	15.00	16.50
56. Payment processing fee (% of payment made by debit or credit card)	0.50%	0.50%
57. Security deposit		
Residential (refund after residential bills paid on time for one year)		Up to 1.5 times the average quarterly account
Business (refund after business bills paid on time for two years)		Up to 4.5 times the average monthly account

*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.