

# ACT Standard plan electricity prices

Schedule of charges  
from 1 July 2024

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### Prices explained

Depending on your electricity plan, on your bill you will see a combination of the following charges as applicable.

<b>Supply charge</b>	A fixed price per day.
<b>Usage charge</b>	A price per unit of usage (measured in kilowatt hours (kWh)) for the amount of electricity you use at your premises.
<b>Demand charge</b>	A charge for the maximum demand placed on the electricity network at your premises during the defined time period and measured in kW or kVA depending on the plan.

## ACT RESIDENTIAL PRICES

Plan	Unit	GST exclusive	GST inclusive	Additional information
<b>Home</b>				
Supply charge	\$ per day	1.110000	1.221000	
All usage	\$/kWh	0.296000	0.325600	All day every day.
<b>Home Time-of-use</b>				
Supply charge	\$ per day	1.110000	1.221000	
Peak usage	\$/kWh	0.394000	0.433400	7am–9am and 5pm–8pm daily.
Shoulder usage	\$/kWh	0.271677	0.298845	9am–5pm and 8pm–10pm daily.
Off-peak usage	\$/kWh	0.240000	0.264000	All other times.
<b>Home Demand</b>				
Supply charge	\$ per day	1.110000	1.221000	
Maximum half hourly demand during the peak time period in each calendar month (or part thereof) in a billing period.	\$/kW per day	0.220000	0.242000	5pm–8pm daily.
All usage	\$/kWh	0.240000	0.264000	All day every day.
<b>Home Saver</b>				
Supply charge	\$ per day	1.410760	1.551836	
Usage for the first 60 kWh per day	\$/kWh	0.278000	0.305800	All day every day.
For usage thereafter	\$/kWh	0.292000	0.321200	All day every day.
<b>Home Saver +</b>				
Supply charge	\$ per day	1.900000	2.090000	
Usage for the first 165 kWh per day	\$/kWh	0.248726	0.273599	All day every day.
For usage thereafter	\$/kWh	0.288000	0.316800	All day every day.

Residential customers on direct debit (from a bank account) on a Standard Contract receive a 5c per day GST exclusive discount on their supply charge.

## ACT BUSINESS PRICES

Plan	Unit	GST exclusive	GST inclusive	Additional information <i>All times are Australian Eastern Standard Time</i>
<b>Business</b>				
Supply charge	\$/day	1.640000	1.804000	
Usage for first 330 kWh per day	\$/kWh	0.368400	0.405240	All day every day.
For usage thereafter	\$/kWh	0.374000	0.411400	All day every day.
<b>Business Incentive (Business Time-of-use)</b>				
Supply charge	\$/day	1.640000	1.804000	
Business usage	\$/kWh	0.410000	0.451000	7am–5pm on weekdays.
Evening usage	\$/kWh	0.335000	0.368500	5pm–10pm on weekdays.
Off-peak usage	\$/kWh	0.260000	0.286000	All other times.
<b>Business Demand</b>				
Supply charge	\$ per day	1.640000	1.804000	
Maximum half hourly demand during the peak time period in each calendar month (or part thereof) in a billing period.	\$/kW per day	0.400000	0.440000	7am–5pm on weekdays.
All usage	\$/kWh	0.267375	0.294112	All day every day.
<b>Low Voltage Time-of-use Demand</b>				
Supply charge	\$/day	3.950000	4.345000	Per connection point.
Maximum half hourly demand during the peak time period in each calendar month (or part thereof) in a billing period.	\$/kVA/day	0.380000	0.418000	
Business usage	\$/kWh	0.293000	0.322300	7am–5pm on weekdays.
Evening usage	\$/kWh	0.240000	0.264000	5pm–10pm on weekdays.
Off-peak usage	\$/kWh	0.225000	0.247500	All other times.
<b>Community Services Discount (obsolete)</b>				
Supply charge The community services discount on the Business usage rates is 3%	\$/day	1.640000	1.804000	
<b>Streetlighting</b>				
Supply charge	\$/day	0.850000	0.935000	
All usage	\$/kWh	0.290000	0.319000	All day every day.
<b>Small Unmetered Loads</b>				
Supply charge	\$/day	0.650000	0.715000	
All usage	\$/kWh	0.350000	0.385000	All day every day.

Business customers on direct debit (from a bank account) on a Standard Contract receive a 5c per day GST exclusive discount on their supply charge.

## ACT CONTROLLED LOAD PRICES

The following section applies to customers on either Residential or Business plans who have eligible controlled load appliances.

Plan	Unit	GST exclusive	GST inclusive	Additional information <i>All times are Australian Eastern Standard Time</i>
<b>Controlled Load Night</b>				For a minimum of six hours and a maximum of eight hours within any one day, between 10pm–7am.
All usage	\$/kWh	0.189317	0.208249	
<b>Controlled Load Day and Night</b>				For a total of 13 hours in any one day. The 13 hours shall be comprised of eight hours between 10pm–7am and five hours between 9am–5pm.
All usage	\$/kWh	0.189317	0.208249	

The actual settings on the time switch will be nominated by the ACT electricity distributor, Evoenergy.

### Controlled Load plan eligibility

Controlled load pricing is only available to customers who have a separate controlled load element at their premises, which is installed to the satisfaction of the distributor (Evoenergy).

Controlled Load plans have additional eligibility criteria. These are outlined in the following table:

Plan	Additional eligibility criteria
<b>Controlled Load Night</b>	<p>Is applicable to:</p> <ul style="list-style-type: none"> <li>compressing natural gas for CNG vehicles, water heating storage units where electricity is used to supplement other forms of energy (for example, solar hot water systems)</li> <li>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.</li> <li>Recharging electric vehicles</li> </ul>
<b>Controlled Load Day and Night</b>	<p>Is applicable to:</p> <ul style="list-style-type: none"> <li>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</li> <li>water heating storage units where electricity is used to supplement other forms of energy (for example, solar hot water)</li> <li>storage space heating or cooling including under-floor, concrete-slab heating systems</li> <li>swimming or spa pool heating, and associated auxiliaries, but not to spa baths.</li> </ul>

## Residential plan eligibility

Residential plans are only 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, residential charges 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 premise is used principally for domestic purposes, loads not exceeding five kilowatts, which are used for other than domestic purposes may be supplied at residential rates.

In addition, certain residential plans have additional eligibility criteria. These are outlined in the following table:

Plan	Additional eligibility criteria
<b>Home Demand</b>	This is an opt-in plan. Must have a smart meter installed.
<b>Home and Home Saver</b>	Not available to premises connected to the ACT electricity network on or after 1 January 2018. If a smart meter is installed as a result of a faulty meter or meter family failure, you can stay on the Home plan or Home Saver plan for 12 months following installation of the smart meter. At the end of the 12-month period you will be moved to the Home Time-of-use plan, or you can opt out to the Home Demand plan.
<b>Home Saver +</b>	Not available to premises connected to the ACT electricity network on or after 1 January 2018. Must have a reverse cycle air conditioner installed. If a smart meter is installed as a result of a faulty meter or meter family failure, you can stay on the Home Saver + plan for 12 months following installation of a smart meter. At the end of the 12 month period you will be moved to the Home Time-of-use plan or you can opt-out to the Home Demand plan.
<b>Home Time-of-use</b>	Must have a meter capable to be read as a time-of-use meter. This can either be a Type 5 interval meter or a Type 4 smart meter. New residential premises and premises opting in to receive a smart meter default to this plan. Existing premises default to this plan 12 months after installation of a Type 4 smart meter.

## Business plan eligibility

Business plans are only available to installations not taking supply at any other defined charge (except controlled load 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.

In addition, certain Business plans have additional eligibility criteria. These are outlined in the following table:

Plan	Additional eligibility criteria
<b>Business Demand</b>	Must have a smart meter installed. On installation of a smart meter you can opt-in to this plan.
<b>Business Incentive (Time-of-use)</b>	Must have a meter capable of reading Time-of-use. This can be a Type 5 interval meter or a Type 4 smart meter. New business premises and premises opting in to receive a smart meter default to this plan. Existing premises default to this plan 12 months after installation of a Type 4 smart meter.
<b>Business</b>	Not available to new connections on or after 1 January 2018. If a smart meter is installed as a result of a faulty meter or meter family failure, you can stay on the Business plan for 12 months. At the end of the 12-month period you will be moved to the Business Incentive Time-of-use plan or you can opt out to the Business Demand plan.
<b>Low Voltage Time-of-use Demand and High Voltage Time-of-use Demand</b>	Available to all low voltage customers with a Time-of-use meter or smart meter. 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.
<b>Streetlighting</b>	Applicable to the night-time lighting of streets and public ways and places.

## Payment assistance

ActewAGL offers a range of flexible payment options. If you would like information on these, or to see if you are eligible for hardship assistance through the ActewAGL Staying Connected program, call us on **13 14 93**. If ActewAGL is unable to assist, you may also apply to the ACT Civil and Administrative Tribunal (ACAT) by calling **02 6207 7740**.

## Other information

The electricity prices in this schedule are regulated by the Independent Competition and Regulatory Commission (ICRC). These prices are consistent with the ICRC's pricing decision for small customers on a Standard Retail Contract for the 2024-25 financial year.

## OTHER INFORMATION AND FEES

The following section applies to customers on either Residential or Business plans.

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
<b>Service charges</b>		
1. Visit to re-energise or de-energise a premises		
• business hours re-energise	98.45	108.30
• de-energise (not for late payment)	96.50	106.15
2. Special meter read (including moving in and moving out of your supply address)	43.72	48.09
3. Check read deposit (refunded if the original reading was incorrect)	43.72	48.09
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	193.00	212.30
7. Manual reading service fee per read for smart meters (fee per read)	112.00	123.20
8. Wasted site visit	75.00	82.50
<b>Administration charges</b>		
9. Late payment fee*	15.00	15.00
10. Dishonoured cheque fee*	5.00	5.00
11. Card reversal fee*	30.00	30.00
12. Direct debit reject fee*	1.09	1.09
13. Cheque refund fee – personal cheque	0.40	0.44
14. Cheque refund fee – bank cheque	15.00	16.50
15. Payment processing fee (% of payment made by debit or credit card)		0.5%

\* 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.

## Metering

Smart meter is defined as a digital electricity meter which meets the Type 4 minimum services specification in the Regulatory Requirements.

If the telecommunications network connection function is deactivated on the meter (i.e it is aType 4A meter) an additional smart meter manual reading service fee will apply.

Additional charges for the cost of repairs, alterations and upgrades to the meter board and/or metering installation that are required by our metering service provider before your existing meter can be replaced by a smart meter may be charged.

Meter readings (other than readings taken to final an account or terminate supply) shall be taken to the nearest 10kWh. The billing period for the purpose of determining the maximum demand charge shall be in any calendar month or part thereof where a customer changes their retail supplier.

## Reference price comparison

### What do these regulated prices for standard contracts mean for the average customer?

Since 1 October 2021 electricity retailers in the ACT have been required to inform some customers about how their electricity rates compare to a reference price. The reference price is based on the annual usage of an average customer. An average residential or small business customer is someone in a particular distribution area who uses the average annual household/small business consumption determined by the ACT Government. Where an energy plan includes different components (i.e. controlled load and time-of-use), the ACT Government has specified how the average annual usage should be split between these components.

Keep in mind that the figures in this section are based on the usage patterns of an 'average customer'. Your electricity costs may be significantly different depending on your own actual usage.

### Comparison of ActewAGL standard contract prices and the reference price – Evoenergy (ACT) region

Tariff type	Average annual usage (kWh)	Annual cost based on average usage (incl. GST)	Comparison to reference price
Home	6,100	\$2,432	Equal to
Home with controlled load 1	8,800	\$3,018	Equal to
Home with controlled load 1 & 2	8,800	\$3,018	Equal to
Home TOU	6,100	\$2,432	Equal to
Home TOU with controlled load 1	8,800	\$3,018	Equal to
Home TOU with controlled load 1 & 2	8,800	\$3,018	Equal to
Home Saver	6,100	\$2,432	Equal to
Home Saver Plus	6,100	\$2,432	Equal to
Business	10,000	\$4,711	Equal to



## 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.