

NSW Standard plan natural gas prices

Schedule of charges from
1 July 2024

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Schedule of charges from 1 July 2024.

Prices explained

Depending on the gas plan you choose, you will see a combination of the following charges as applicable.

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.

QUEANBEYAN AND BUNGENDORE REGION

RESIDENTIAL PRICES

Plan	Unit	GST exclusive	GST inclusive
Home			
Supply charge	\$/day	0.760000	0.836000
Usage rates:			
• First 41.0959 MJ/day	\$/MJ	0.043700	0.048070
• Next 442.1918 MJ/day	\$/MJ	0.038400	0.042240
• Next 1489.3151 MJ/day	\$/MJ	0.032200	0.035420
• Thereafter	\$/MJ	0.031100	0.034210

SMALL BUSINESS PRICES

Plan	Unit	GST exclusive	GST inclusive
Business			
Supply charge	\$/day	1.030000	1.133000
Usage rates:			
• First 41.0959 MJ/day	\$/MJ	0.039500	0.043450
• Next 442.1918 MJ/day	\$/MJ	0.035500	0.039050
• Next 1489.3151 MJ/day	\$/MJ	0.033800	0.037180
• Thereafter	\$/MJ	0.032600	0.035860

SHOALHAVEN REGION

RESIDENTIAL PRICES

Plan	Unit	GST exclusive	GST inclusive
Home			
Supply charge	\$/day	0.970000	1.067000
All usage	\$/MJ	0.040000	0.044000

SMALL BUSINESS PRICES

Plan	Unit	GST exclusive	GST inclusive
Business			
Supply charge	\$/day	1.150000	1.265000
Usage rates:			
• First 821.918 MJ/day	\$/MJ	0.042000	0.046200
• Thereafter	\$/MJ	0.036100	0.039710

CAPITAL REGION (BOOROWA, GOULBURN, YASS AND YOUNG)

RESIDENTIAL PRICES

Plan	Unit	GST exclusive	GST inclusive
Home			
Supply charge	\$/day	0.700000	0.770000
Usage rates:			
• First 20.7123 MJ/day	\$/MJ	0.049900	0.054890
• Next 20.3836 MJ/day	\$/MJ	0.036600	0.040260
• Next 49.3151 MJ/day	\$/MJ	0.034700	0.038170
• Next 2,654.7945 MJ/day	\$/MJ	0.034300	0.037730
• Next 10,964.3836 MJ/day	\$/MJ	0.031000	0.034100
• Thereafter	\$/MJ	0.028000	0.030800

SMALL BUSINESS PRICES

Plan	Unit	GST exclusive	GST inclusive
Business			
Supply charge	\$/day	0.790000	0.869000
Usage rates:			
• First 20.7123 MJ/day	\$/MJ	0.045000	0.049500
• Next 20.3836 MJ/day	\$/MJ	0.035500	0.039050
• Next 49.3151 MJ/day	\$/MJ	0.034800	0.038280
• Next 2,654.7945 MJ/day	\$/MJ	0.034100	0.037510
• Next 10,964.3836 MJ/day	\$/MJ	0.033000	0.036300
• Thereafter	\$/MJ	0.030800	0.033880

MISCELLANEOUS FEES AND CHARGES

QUEANBEYAN AND BUNGENDORE

	GST exclusive	GST inclusive
Service charges		
1. Special meter read	13.39	14.73
2. Reconnection fee – residential	58.71	64.58
3. Reconnection fee – business	73.13	80.44
4. Disconnection fee – residential	173.04	190.34
5. Disconnection fee – business	239.99	263.99
6. Decommissioning and meter removal – residential	887.86	976.65
7. Decommissioning and meter removal – business	1630.49	1793.54
8. Network request for service – residential (charge per hour)	131.84	145.02
9. Network request for service – business (charge per hour)	131.84	145.02
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)		0.5%
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	13.39	14.73
21. Reconnection fee – residential	58.71	64.58
22. Reconnection fee – business	73.13	80.44
23. Disconnection fee – residential	173.04	190.34
24. Disconnection fee – business	239.99	263.99
25. Decommissioning and meter removal – residential	887.86	976.65
26. Decommissioning and meter removal – business	1630.49	1793.54
27. Network request for service – residential (charge per hour)	131.84	145.02
28. Network request for service – business (charge per hour)	131.84	145.02
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)		0.5%
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		
1. Special meter read	16.48	18.13
2. Wasted site visit for special meter reads	16.48	18.13
3. No safe access to meter/job cancelled	96.82	106.50
4. Gas meter and/or hot water reconnected	118.45	130.30
5. Gas meter and/or hot water reconnected – expedited	352.26	387.49
6. Meter read and disconnected	147.29	162.02
7. Homed meter	147.29	162.02
8. Disconnected at main or kerb	1514.93	1666.42
9. Hourly charge – non-standard user-initiated requests and queries	223.51	245.86
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)		0.5%
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.

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.