

Our ACT Certain Saver Electricity Prices

Schedule of charges from 1 July 2020

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Prices explained

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

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 Certain Saver electricity prices

Plan	Unit	GST exclusive	GST inclusive	Time period (all times in Australian Eastern Standard Time)
Certain Saver (26 August 2019 - 30 June 2020)				
Supply charge	¢per day	104.160	114.580	
All usage	¢/kWh	20.540	22.590	All day everyday.
Certain Saver (1 July 2020 - 30 June 2021)				
Supply charge	¢per day	104.160	114.580	
All usage	¢/kWh	20.080	22.090	All day everyday.
Certain Saver (1 July 2021 - 30 June 2022)				
Supply charge	¢per day	104.160	114.580	
All usage	¢/kWh	19.510	21.460	All day everyday.

ACT controlled load prices

Plan	Unit	GST exclusive	GST inclusive	Time period (all times in Australian Eastern Standard Time)
Controlled Load Night				
All usage	¢/kWh	14.100	15.510	For a minimum of six hours and a maximum of eight hours within any one day, between 2200 hours (10.00pm) and 0700 hours (7.00am).
Controlled Load Day & Night				
All usage	¢/kWh	16.620	18.282	For a total of 13 hours in any one day. The 13 hours shall be comprised of eight hours between 2200 hours (10.00pm) and 0700 hours (7.00am) and five hours between 0900 hours (9.00am) and 1700 hours (5.00pm).

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

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.

SERVICE CHARGES		GST exclusive	GST inclusive
Service charges			
1	Visit to re-energise or de-energise a premises		
	• Business Hours re-energise	80.43	88.47
	• After hours re-energise	100.41	110.45
	• de-energise (not for late payment)	80.43	88.47
2	Special meter read (including moving in and moving out of your supply address)	34.80	38.28
3	Check read deposit (refunded if the original reading was incorrect)	34.80	38.28
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 late payment	160.86	176.95
7	Manual Reading Service Fee per read (for smart meters)	103.57	113.92
8	Wasted site visit for smart meter installation	100.78	110.86
Administration charges			
9	Late payment fee*	15.00	15.00
10	Dishonoured cheque fee*	5.50	5.50
11	Card reversal fee*	30.00	30.00
12	Direct debit reject fee*	1.40	1.40
13	Cheque refund fee – personal cheque	0.21	0.23
14	Cheque refund fee – bank cheque	10.56	11.62
15	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 to the customer. Complex jobs may require a quotation from the network operator.

Customer enquiries

Call 13 14 93

Postal address

ActewAGL GPO Box 366 Canberra ACT 2601

Language assistance

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.

13 14 50

24 hours

ActewAGL

ActewAGL Retail ABN 46 221 314 841 a partnership of AGL ACT Retail Investments Pty Ltd
ABN 53 093 631 586 and Icon Retail Investments Limited ABN 23 074 371 207.