

# NSW electricity prices

Schedule of charges from  
1 July 2021.

# NSW electricity prices

## Schedule of charges from 1 July 2021.

### Prices explained

Depending on the electricity plan you choose, 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.

## ESSENTIAL ENERGY NETWORK AREAS

### NSW RESIDENTIAL PRICES

These electricity prices are set to be compliant with the Australian Energy Regulator's reference pricing requirements for the Essential Energy region. ActewAGL provides electricity to the following postcodes in the Essential Energy network area:

2536, 2537, 2545, 2546, 2548, 2549, 2550, 2551, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2594, 2611, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2720.

Plan	Unit	GST exclusive	GST inclusive	Time period <i>All times in Australian Eastern Standard time</i>
<b>Home</b>				
Supply charge	¢ per day	138.0000	151.8000	
All usage	¢/kWh	26.7370	29.4107	All day everyday.
<b>Home Time-of-use</b>				
Supply charge	¢ per day	138.0000	151.8000	
Peak usage	¢/kWh	33.0100	36.3110	7am–9am and 5pm–8pm on weekdays.
Shoulder usage	¢/kWh	31.7800	34.9580	9am–5pm and 8pm–10pm on weekdays.
Off-peak usage	¢/kWh	21.3000	23.4300	All other times.
<b>Home Time-of-use (interval meter)</b>				
Supply charge	¢ per day	138.0000	151.8000	
Peak usage	¢/kWh	33.0100	36.3110	5pm–8pm on weekdays.
Shoulder usage	¢/kWh	31.8000	34.9800	7am–5pm and 8pm–10pm on weekdays.
Off-peak usage	¢/kWh	21.4400	23.5840	All other times.
<b>Controlled Load 1</b>				
Supply charge	¢ per day	13.5000	14.8500	Available where load is separately metered and controlled by network operator. Available for 5–9 hours overnight on weekdays and extra hours on weekends except where the load is controlled by a timeclock.
All usage	¢/kWh	14.0800	15.4880	
<b>Controlled Load 2</b>				
Supply charge	¢ per day	13.5000	14.8500	Available where load is separately metered and controlled by network operator. Available for 10–18 hours per day on weekdays and extra hours on weekends except where the load is controlled by a timeclock.
All usage	¢/kWh	14.0800	15.4880	

# ESSENTIAL ENERGY NETWORK AREAS

## NSW BUSINESS PRICES

Plan	Unit	GST exclusive	GST inclusive	Time period <i>All times in Australian Eastern Standard time</i>
<b>Business</b>				
Supply charge	¢ per day	156.5100	172.1610	
All usage	¢/kWh	32.5500	35.8050	All day everyday.
<b>Business Time-of-use for supply addresses consuming less than 100MWh pa (BLNT2AU)</b>				
Supply charge	¢ per day	540.0000	594.0000	
Peak usage	¢/kWh	33.6000	36.9600	7am–9am and 5pm–8pm on weekdays.
Shoulder usage	¢/kWh	32.3000	35.5300	9am–5pm and 8pm–10pm on weekdays.
Off-peak usage	¢/kWh	19.4000	21.3400	All other times.
<b>Business Time-of-use interval meter for supply addresses consuming less than 100MWh pa (BLNT2AL)</b>				
Supply charge	¢ per day	222.0000	244.2000	
Peak usage	¢/kWh	34.2600	37.6860	5pm–8pm on weekdays.
Shoulder usage	¢/kWh	31.8000	34.9800	7am–5pm and 8pm–10pm on weekdays.
Off-peak usage	¢/kWh	19.5000	21.4500	All other times.
<b>LV TOU kVA Demand (BLND3AO)</b>				
Supply charge	\$/day	20.2544	22.2798	
Peak usage	c/kWh	20.6260	22.6886	5pm–8pm on weekdays.
Shoulder usage	c/kWh	19.9472	21.9419	7am–5pm and 8pm–10pm on weekdays.
Off-peak usage	c/kWh	17.8223	19.6045	All other times.
Peak demand	\$/kVA/M	10.1188	11.1307	5pm–8pm on weekdays.
Shoulder demand	\$/kVA/M	9.1551	10.0706	7am–5pm and 8pm–10pm on weekdays.
Off-peak demand	\$/kVA/M	2.2584	2.4842	All other times.
<b>Controlled Load 1</b>				
Supply charge	¢ per day	13.5000	14.8500	Available where load is separately metered and controlled by network operator. Available for 5–9 hours overnight on weekdays and extra hours on weekends except where the load is controlled by a timeclock.
All usage	¢/kWh	14.0800	15.4880	
<b>Controlled Load 2</b>				
Supply charge	¢ per day	13.5000	14.8500	Available where load is separately metered and controlled by network operator. Available for 10–18 hours per day on weekdays and extra hours on weekends except where the load is controlled by a timeclock.
All usage	¢/kWh	14.0800	15.4880	

## ENDEAVOUR ENERGY NETWORK AREAS

### NSW RESIDENTIAL PRICES

These electricity prices are set to be compliant with the Australian Energy Regulator's reference pricing requirements for the Endeavour Energy region. ActewAGL provides electricity to the areas within the following postcodes in the Endeavour Energy network area: 2535, 2538, 2539, 2540, 2541.

Plan	Unit	GST exclusive	GST inclusive	Time period <i>All times in Australian Eastern Standard time</i>
<b>Home</b>				
Supply charge	¢ per day	79.5000	87.4500	
All usage	¢/kWh	23.9300	26.3230	All day everyday.
<b>Home Time-of-use</b>				
Supply charge	¢ per day	79.5000	87.4500	
Peak usage	¢/kWh	32.9500	36.2450	1pm–8pm on business days.
Shoulder usage	¢/kWh	31.6000	34.7600	7am–1pm and 8pm–10pm on business days.
Off-peak usage	¢/kWh	15.9300	17.5230	All other times.
<b>Home Seasonal Time-of-use</b>				
Supply charge	c per day	118.0200	129.8220	
High season peak usage	c/kWh	33.1000	36.4100	4pm–8pm, Business days, November to March
Low season peak usage	c/kWh	23.5000	25.8500	4pm–8pm, Business days, April to October
Off-peak usage	c/kWh	19.8800	21.8680	All other times
<b>Controlled Load 1</b>				
Supply charge	¢ per day	8.1000	8.9100	Available where load is separately metered and controlled by network operator. Available between 10pm–7am.
All usage	¢/kWh	12.1300	13.3430	
<b>Controlled Load 2</b>				
Supply charge	¢ per day	8.1000	8.9100	Available where load is separately metered and controlled by network operator. Available for restricted periods not exceeding a total of 17 hours in any period of 24 hours.
All usage	¢/kWh	12.1300	13.3430	

# ENDEAVOUR ENERGY NETWORK AREAS

## NSW BUSINESS PRICES

Plan	Unit	GST exclusive	GST inclusive	Time period <i>All times in Australian Eastern Standard time</i>
<b>Business</b>				
Supply charge	¢ per day	95.0000	104.5000	
Usage for the first 328.7671kWh/day	¢/kWh	24.3400	26.7740	
Usage there after	¢/kWh	25.5000	28.0500	All day everyday.
<b>Business Time-of-use</b>				
Supply charge	¢ per day	105.6100	116.1710	
Peak usage	¢/kWh	37.4224	41.1646	1pm–8pm on business days.
Shoulder usage	¢/kWh	32.3851	35.6236	7am–1pm and 8pm–10pm on business days.
Off-peak usage	¢/kWh	15.3811	16.9192	All other times.
<b>Business Seasonal Time-of-use</b>				
Supply charge	c per day	139.6500	153.6150	
High season peak usage	c/kWh	36.1808	39.7988	4pm–8pm, Business days, November to March
Low season peak usage	c/kWh	27.2949	30.0244	4pm–8pm, Business days, April to October
Off-peak usage	c/kWh	23.4420	25.7862	All other times
<b>Controlled Load 1</b>				
Supply charge	¢ per day	8.1000	8.9100	Available where load is separately metered and controlled by network operator. Available between 10pm–7am.
All usage	¢/kWh	12.1300	13.3430	
<b>Controlled Load 2</b>				
Supply charge	¢ per day	8.1000	8.9100	Available where load is separately metered and controlled by network operator. Available for restricted periods not exceeding a total of 17 hours in any period of 24 hours.
All usage	¢/kWh	12.1300	13.3430	

## 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 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.

### Distributor service charges

The following services will be charged as a pass through from the relevant electricity distributor (Essential Energy or Endeavour Energy). The charges listed below are the most common services requested by ActewAGL customers in NSW. Charges for services provided by the electricity distributor (in addition to the ones listed below) will also be passed through to you. For more information on distributor service charges please visit your distributor's website.

- Special meter read
- Meter test – business hours
- Supply of conveyancing information
- Off-peak conversions
- Disconnections site visit (only) business hours payment received
- Disconnection/de-energisation at meter box business hours
- Disconnection/de-energisation at pole top/pillar box business hours
- Rectification of illegal connection
- Reconnection outside business hours
- Site establishment per NMI.

### MISCELLANEOUS FEES

	GST exclusive	GST inclusive
<b>Service charges</b>		
1. Late payment fee*	15.00	15.00
2. Attendance (debt collection) first visit in a 12-month period (in business hours)	59.09	65.00
3. Attendance (debt collection) within a year of a previous visit (in business hours)	77.27	85.00
4. Dishonoured cheque fee*	5.00	5.00
5. Card reversal fee*	30.00	30.00
6. Direct debit reject fee*	1.15	1.15
7. Cheque refund fee – personal cheque	0.40	0.44
8. Cheque refund fee – bank cheque	15.00	16.50
9. Manual reading service fee per read (for smart meters)	105.00	115.50
10. Wasted site visit for smart meter installation	102.00	112.20
11. 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.

### 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 **13 14 93**.

Further information about hardship assistance can be obtained from the Electricity and Water Ombudsman of NSW (EWON) by calling **1800 246 545**.

## Reference price comparison

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

Since 1 July 2019 electricity retailers in NSW have been required to tell residential and some small business customers about how their electricity rates compare to the benchmark 'reference price' set by the Australian Energy Regulator (AER) for 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 AER. Where an energy plan includes different components (i.e. controlled load and time of use), the AER has also 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 - Essential Energy region

Tariff type	Average annual usage (kWh)	Annual cost based on average usage (incl. GST)	Comparison to reference price
Home	4,600	1,907	Equal to
Home with controlled load 1	6,600	2,271	Equal to
Home with controlled load 2	6,600	2,271	Equal to
Home with controlled load 1 + 2*	6,600	2,271	Equal to
Home TOU	4,600	1,907	Equal to
Home TOU with controlled load 1	6,600	2,271	Equal to
Home TOU with controlled load 2	6,600	2,271	Equal to
Home TOU with controlled load 1 + 2*	6,600	2,271	Equal to
Home TOU Interval	4,600	1,907	Equal to
Home TOU Interval with controlled load 1	6,600	2,271	Equal to
Home TOU Interval with controlled load 2	6,600	2,271	Equal to
Home TOU Interval with controlled load 1 + 2*	6,600	2,271	Equal to
Business	20,000	7,791	Equal to

\* Customers with controlled load 1 and controlled load 2 only pay one controlled load supply charge.

### Comparison of ActewAGL standard contract prices and the reference price - Endeavour Energy region

Tariff type	Average annual usage (kWh)	Annual cost based on average usage (incl. GST)	Comparison to reference price
Home	4,900	1,609	Equal to
Home with controlled load 1	7,400	2,014	Equal to
Home with controlled load 2	7,400	2,014	Equal to
Home with controlled load 1 + 2*	7,400	2,014	Equal to
Home TOU	4,900	1,609	Equal to
Home TOU with controlled load 1	7,400	2,014	Equal to
Home TOU with controlled load 2	7,400	2,014	Equal to
Home TOU with controlled load 1 + 2*	7,400	2,014	Equal to
Home Seasonal TOU	4,900	1,609	Equal to
Home Seasonal TOU with controlled load 1	7,400	2,014	Equal to
Home Seasonal TOU with controlled load 2	7,400	2,014	Equal to
Home Seasonal TOU with controlled load	7,400	2,014	Equal to
Business	20,000	5,736	Equal to

\* Customers with controlled load 1 and controlled load 2 only pay one controlled load supply charge.

## 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.