

OUR ACT CERTAIN SAVER ELECTRICITY PRICES

Schedule of charges from 26 August 2019

PRICES EXPLAINED

Depending on your electricity plan, 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 consume at your premises.

ACT CERTAIN SAVER ELECTRICITY PRICES

Plan	Unit	GST exclusive	GST inclusive	Additional information All times are Australian Eastern Standard Time
1 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 every day.
2 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 every day.
3 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 every day.

ACT CONTROLLED LOAD PRICES

The following section only applies from 1 July 2019 to 30 June 2020. These prices are subject to change. Customers will be notified prior to price changes.

Plan	Unit	GST exclusive	GST inclusive	Additional information All times are Australian Eastern Standard Time
4 Controlled load Night				
All usage	¢/kWh	14.250	15.675	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).
5 Controlled load Day & Night				
All usage	¢/kWh	16.860	18.546	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 your network 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.

6	SERVICE CHARGES	GST exclusive	GST inclusive
6.1	Visit to re-energise or de-energise a premises:		
	• business hours re-energise	\$78.37	\$86.21
	• after hours re-energise	\$97.85	\$107.64
	• de-energise (not for late payment)	\$78.37	\$86.21
6.2	Special meter read (including moving in and moving out of your supply address)	\$33.91	\$37.30
6.3	Check read deposit (refunded if the original reading was incorrect)	\$38.22	\$42.04
6.4	Attendance (debt collection) first visit in a 12-month period (in business hours)	\$59.09	\$65.00
	Attendance (debt collection) within a year of a previous visit (in business hours)	\$77.27	\$85.00
6.5	De-energise a premises for late payment	\$156.75	\$172.43
6.6	Compatible Meter Manual Reading Service fee per read	\$101.80	\$111.96
6.7	Wasted site visit for smart meter installation	\$99.00	\$108.90
7	ADMINISTRATIVE CHARGES		
7.1	Late payment fee †	\$15.00	\$15.00
7.2	Dishonoured cheque and credit card reversal per account (administration charge)†	\$15.00	\$15.00
7.3	Direct debit reject (administration charge)†	\$8.00 per reject	\$8.00 per reject
7.4	Cheque refund administration charge (EFT attracts no charge)	\$13.64 per refund	\$15.00 per refund
7.5	Payment processing fee (% of payment made by debit or credit card)	0.41%	0.45%

† GST not applicable

8 Metering

8.1 A Compatible 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 a Type 4A meter) an additional Smart Meter Manual Reading Service fee will apply.

8.2 If the property does not already have a compatible meter, ActewAGL will organise for the installation of a compatible meter within 6 months of the Energy Plan Commencement Date unless additional electrical work is required. Where additional electrical work is required ActewAGL will not install the new meter and the customer may remain on the plan.

8.3 Meter readings (other than readings taken to final an account or terminate supply) shall be taken to the nearest 10 kWh.

9 Renewable Energy Generation

For renewable energy generation terms and conditions visit actewagl.com.au

10 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.

actewagl.com.au

CUSTOMER ENQUIRIES

13 14 93

EMERGENCIES AND FAULTS

13 10 93 – Electricity
13 19 09 – Natural gas
24 hours

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.

Trebatte li pomoć tumača? Nazovite niže navedani 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 διαμενέα, τηλεφωνείτε στον αριθμό παρακάτω.

13 14 50