

OUR ACT ELECTRICITY PRICES.

Schedule of charges from 1 January 2018

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 charge for the supply of electricity to your premises.
- Usage charge** A price per unit of usage (measured in kilowatt hours (kWh)) for the amount of electricity you consume at your premises.
- Demand charge** A charge for the maximum demand you have put on the electricity network in your premises during the defined time period and measured in kW or kVA depending on the plan.

ACT RESIDENTIAL PRICES

The following charges apply from 1 January 2018

Plan	Unit	GST exclusive	GST inclusive	Time period (Australian Eastern Standard Time)
1 Smart Meter Home Demand				
Supply charge*	¢ per day	116.06	127.67	
Maximum half hourly demand during the time period in each calendar month (or part thereof) in a billing period	¢/kW per day	15.10	16.610	From 1700 hours (5.00pm) to 2000 hours (8.00pm) daily.
All usage	¢/kWh	15.01	16.511	All day every day.
2 Smart Meter Home Time-of-use				
Supply charge*	¢ per day	116.06	127.67	
Peak usage	¢/kWh	26.08	28.688	From 0700 hours (7.00am) to 0900 hours (9.00am) and from 1700 hours (5.00pm) to 2000 hours (8.00pm) daily.
Shoulder usage	¢/kWh	18.65	20.515	From 0900 hours (9.00am) to 1700 hours (5.00pm) and from 2000 hours (8.00pm) to 2200 hours (10.00pm) daily.
Off-peak usage	¢/kWh	14.66	16.126	All other times.
3 Home				
Supply charge*	¢ per day	87.40	96.14	
All usage	¢/kWh	19.78	21.758	All day every day.
4 Home Saver				
Supply charge*	¢ per day	109.20	120.12	
Usage for the first 60 kWh per day	¢/kWh	18.21	20.031	All day every day.
Shoulder usage	¢/kWh	19.78	21.758	All day every day.
5 Home Saver +				
Supply charge*	¢ per day	152.40	167.64	
Usage for the first 165 kWh per day	¢/kWh	16.70	18.370	All day every day.
For Usage thereafter	¢/kWh	19.78	21.758	All day every day.
6 Home Time-of-use				
Supply charge*	¢ per day	87.40	96.14	
Peak usage	¢/kWh	26.08	28.688	From 0700 hours (7.00am) to 0900 hours (9.00am) and from 1700 hours (5.00pm) to 2000 hours (8.00pm) daily.
Shoulder usage	¢/kWh	18.65	20.515	From 0900 hours (9.00am) to 1700 hours (5.00pm) and from 2000 hours (8.00pm) to 2200 hours (10.00pm) daily.
Off-peak usage	¢/kWh	14.66	16.126	All other times.

* Customers on direct debit on a Standard Contract receive a 5c per day GST exclusive discount on their supply charge.

7 Residential Plan Eligibility

7.1 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, a 'Home' plan charge will only be applicable where each dwelling unit is given a separately metered supply and the account is in the name of the occupant.

A 'Home' plan means one of the plans numbered 1 to 6.

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 the 'Home' plan charge. For this purpose, the loading of equipment shall be taken to be:

- for permanently connected equipment, the actual rating of the equipment
- for light fittings, 60 watts per light fitting
- for plug sockets:
 - sockets rated 10 amperes or 10 amperes per phase: 500 watts or 500 watts per phase
 - sockets rated other than 10 amperes: the wattage rating shall be taken as 50 times the current rating of the socket.

7.2 Additional Plan Eligibility

In addition to clause 7.1, certain residential plans require additional eligibility criteria. These are outlined in the following table:

Plan	Available for smart meter customers?	Additional eligibility criteria
Smart Meter Home Demand	Yes	Must have a smart meter installed. On installation of a smart meter you will default to this plan.
Smart Meter Home Time-of-use	Yes	Must have a smart meter installed. On installation of a smart meter you can opt into this plan.
Home and Home Saver	No	Not available to new connections on or after 1 January 2018 or customers with a smart meter.
Home Saver+	No	Not available to new connections on or after 1 January 2018 or customers with a smart meter. Must have installed a fixed operational electric appliance which incorporates a mechanical refrigeration unit and a fan or fans, arranged so that the evaporator and the condenser can be switched to heat or cool air blown through the appliance (heat pump).
Home Time-of-use	No	Not available to new connections on or after 1 January 2018 or customers with a smart meter. Must have a non-smart meter capable to be read as a time-of-use meter and to recharge facilities for electric vehicles on residential premises.

ACT BUSINESS ELECTRICITY PRICES

The following charges apply from 1 January 2018

Plan	Unit	GST exclusive	GST inclusive	Time period (Australian Eastern Standard Time)
8 Smart Meter Business Demand				
Supply charge	¢ per day	147.76	162.54	
Maximum half hourly demand during the time period in each calendar month (or part thereof) in a billing period	¢/kW per day	36.70	40.370	From 0700 hours (7.00am) to 1700 hours (5.00pm) on weekdays.
All usage	¢/kWh	18.21	20.031	All day every day.
9 Smart Meter Business Time-of-use				
Supply charge	¢ per day	147.76	162.54	
Business usage	¢/kWh	29.81	32.791	From 0700 hours (7.00am) to 1700 hours (5.00pm) on weekdays.
Evening usage	¢/kWh	21.43	23.573	From 1700 hours (5.00pm) to 2200 hours (10.00pm) on weekdays.
Business off-peak usage	¢/kWh	16.13	17.743	All other times.
10 Business				
Supply charge	¢ per day	122.00	134.20	
Usage for first 330 kWh per day	¢/kWh	24.56	27.016	
Usage thereafter	¢/kWh	27.80	30.580	All day every day.
11 Business Incentive				
Supply charge	¢ per day	122.00	134.20	
Business usage	¢/kWh	29.81	32.791	From 0700 hours (7.00am) to 1700 hours (5.00pm) on weekdays.
Evening usage	¢/kWh	21.43	23.573	From 1700 hours (5.00pm) to 2200 hours (10.00pm) on weekdays.
Business off-peak usage	¢/kWh	16.13	17.743	All other times.
12 Low Voltage Time-of-use Demand				
Supply charge per connection point	\$ per day	3.70	4.07	
Maximum demand in a billing period, a charge per day	¢/kVA	42.30	46.530	
Business usage	¢/kWh	19.60	21.560	From 0700 hours (7.00am) to 1700 hours (5.00pm) on weekdays.
Evening usage	¢/kWh	16.32	17.952	From 1700 hours (5.00pm) to 2200 hours (10.00pm) on weekdays.
Business off-peak usage	¢/kWh	14.03	15.433	All other times.
13 High Voltage Time-of-use Demand				
Supply charge per connection point	\$ per day	32.00	35.20	
Maximum demand in a billing period, a charge per day	¢/kVA	14.50	15.950	
Capacity charge for the maximum demand over the previous 12-months, a charge per day	¢/kVA	14.50	15.950	
Business usage	¢/kWh	17.40	19.140	From 0700 hours (7.00am) to 1700 hours (5.00pm) on weekdays.
Evening usage	¢/kWh	14.90	16.390	From 1700 hours (5.00pm) to 2200 hours (10.00pm) on weekdays.
Business off-peak usage	¢/kWh	13.20	14.520	All other times.
14 Community Services Discount (obsolete)				
Supply charge	¢ per day	122.00	134.20	
The community services discount on the Business plan usage rates is 3%				
15 Streetlighting				
Supply charge (per account)	¢ per day	122.00	134.20	
All usage	¢/kWh	20.98	23.078	All day every day.

Plan	Unit	GST exclusive	GST inclusive	Time period (Australian Eastern Standard Time)
16 Small Unmetered Loads (less than 1 kilowatt)				
Supply charge (per connection point)	¢ per day	96.00	105.60	
All usage	¢/kWh	23.95	26.345	All day every day.

17 Business Plan Eligibility

17.1 Business plans are only available to installations not taking supply at any other defined charge except for off-peak 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.

17.2 Additional Plan Eligibility

In addition to clause 17.1, certain business plans above require additional eligibility criteria. These are outlined in the following table:

Plan	Available for smart meter customers?	Additional eligibility criteria
Smart Meter Business Demand	Yes	Must have a smart meter installed. On installation of a smart meter you will default to this plan.
Smart Meter Business Time-of-use	Yes	Must have a smart meter installed. On installation of a smart meter you can opt into this plan.
Business and Business Incentive	No	Not available to new connections on or after 1 January 2018 or customers with a smart meter.
Low Voltage Time-of-use Demand and High Voltage Time-of-use Demand	Yes	Subject to an applicant providing at their own cost all necessary equipment together with adequate accommodation for the installation and proper maintenance of that installation all to the satisfaction of ActewAGL, time-of-use demand supply may be made available to that installation. 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.
Streetlighting	No	Applicable to the night-time lighting of streets and public ways and places.

17.3 For a temporary supply (for example, for building purposes) the rate chargeable for power used shall be at the Smart Meter Business Demand plan charge.

ACT OFF-PEAK ELECTRICITY PRICES

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

Plan	Unit	GST exclusive	GST inclusive	Time period (Australian Eastern Standard Time)
18 Off-peak Night				
All usage	¢/kWh	11.90	13.090	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).
19 Off-peak Day & Night				
All usage	¢/kWh	14.06	15.466	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 ActewAGL.

20 Off-Peak Plan Eligibility

20.1 These plans are only available to customers taking all other energy on the following plans:

- Smart Meter Home Demand
- Smart Meter Home Time of Use
- Home
- Home Time of Use
- Smart Meter Business
- Business

In addition to clause 20.1, off peak plans require additional eligibility criteria. These are outlined in the following table:

Plan	Available for smart meter customers?	Additional eligibility criteria
Off-peak Night	Yes	Is applicable to: <ul style="list-style-type: none"> • 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) • 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.
Off-peak Day & Night	Yes	Is applicable to: <ul style="list-style-type: none"> • 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 • water heating storage units where electricity is used to supplement other forms of energy (for example, solar hot water) • storage space heating or cooling including under-floor, concrete-slab heating systems • swimming or spa pool heating, and associated auxiliaries, but not to spa baths.

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
21 Service Charges		
21.1 Visit to re-energise or de-energise a premises:		
• business hours re-energise	\$69.52	\$76.47
• after hours re-energise	\$88.13	\$96.94
• de-energise (not for late payment)	\$69.52	\$76.47
21.2 Special meter read (including moving in and moving out of your supply address)	\$32.16	\$35.38
21.3 Check read deposit (refunded if the original reading was incorrect)	\$36.85	\$40.54
21.4 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
21.5 De-energise a premises for late payment	\$139.06	\$152.97
21.6 Smart Meter Manual Reading Service fee per read	\$100.00	\$110.00
22 Administration Charges		
22.1 Establishment of a new customer account	\$27.82	\$30.60
22.2 Late payment fee [†]	\$15.00	\$15.00
22.3 Dishonoured cheque and credit card reversal per account (administration charge) [†]	\$15.00	\$15.00
22.4 Direct debit reject (administration charge) [†]	\$8.00 per reject	\$8.00 per reject
22.5 Cheque refund administration charge (EFT attracts no charge)	\$13.64 per refund	\$15.00 per refund
22.6 Payment processing fee (% of payment made by debit or credit card)	0.41%	0.45%

[†] GST not applicable.

23 Metering

- 23.1 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 a Type 4A meter) an additional **Smart Meter Manual Reading Service fee** will apply.
- 23.2** All meters installed after 1 January 2018 must be a smart meter and upon installation will default to the applicable Smart Meter Demand plan.

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

actewagl.com.au

- 23.3** 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.

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

24 Renewable Energy Generation

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

25 Electric Vehicle Plans

Electric Vehicle Plan is an off-peak plan for recharging electric vehicles and is available only to customers taking all other energy at **Smart Meter Home Demand plan, Smart Meter Home Time-of-use plan, Home plan, Home Time-of-use plan, Smart Meter Business Demand plan** or **Business plan rates**.

All usage on this plan is charged at the off peak night plan rate.

Emissions Free Electric Vehicle plan is an off-peak plan for recharging electric vehicles and is available only to customers taking all other energy at **Smart Meter Home Demand plan, Smart Meter Home Time-of-use plan, Home plan, Home Time-of-use plan, Smart Meter Business Demand plan** or **Business plan rates**. Electricity supplied to the charging point under this plan is 100% accredited GreenPower.

All usage on this plan is charged at the **Electric Vehicle plan** plus the applicable ActewAGL GreenChoice rate.

The **Electric Vehicle plan** and **Emissions Free Electric Vehicle plan** shall provide operation 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).

The actual settings on the time switch will be nominated by ActewAGL. Times referred to in this clause are in Australian Eastern Standard Time.

26 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.

27 Other Information

The regulated prices in the electricity plans are consistent with the Independent Competition and Regulatory Commission's pricing decision for customers on a Standard Retail Contract. Smart metering charges are not regulated and have been included in the supply charges for smart meter plans 1, 2, 8 and 9.

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