

OUR NSW 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.

NSW RESIDENTIAL PRICES

The following charges apply from 1 January 2018

Essential Energy Network Areas

ActewAGL provides electricity to the areas within the following postcodes in the Essential Energy network areas:

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*
1 Home				
Supply charge	¢ per day	141.01	155.111	
All usage	¢/kWh	28.47	31.317	All day every day.
2 Home Time-of-use*				
Supply charge	¢ per day	141.01	155.111	
Peak usage	¢/kWh	35.08	38.588	From 0700 hours (7.00am) to 0900 hours (9.00am) and from 1700 hours (5.00pm) to 2000 hours (8.00pm) on weekdays.
Shoulder usage	¢/kWh	33.77	37.147	From 0900 hours (9.00am) to 1700 hours (5.00pm) and from 2000 hours (8.00pm) to 2200 hours (10.00pm) on weekdays.
Off-peak usage	¢/kWh	19.40	21.340	All other times.
3 Controlled Load 1^				
Supply charge	¢ per day	13.50	14.85	Available for five to nine hours overnight on weekdays and extra hours on weekends except where the load is controlled by a time clock.
All usage	¢/kWh	15.10	16.610	
4 Controlled Load 2^				
Supply charge	¢ per day	13.50	14.85	Available for 10 to 18 hours per day on weekdays and extra hours on weekends except where the load is controlled by a time clock.
All usage	¢/kWh	20.52	22.572	

Endeavour Energy Network Areas

ActewAGL provides electricity to the areas within the following postcodes in the Endeavour Energy network areas:

2535, 2538, 2539, 2540, 2541.

Plan	Unit	GST exclusive	GST inclusive	Time period*
5 Home				
Supply charge	¢ per day	82.89	91.179	
All usage	¢/kWh	27.09	29.799	All day every day.
6 Home Time-of-use*				
Supply charge	¢ per day	99.75	109.725	
Peak usage	¢/kWh	40.98	45.078	From 1300 hours (1.00pm) to 2000 hours (8.00pm) on business days.
Shoulder usage	¢/kWh	33.49	36.839	From 0700 hours (7.00am) to 1300 hours (1.00pm) and from 2000 hours (8.00pm) to 2200 hours (10.00pm) on business days.
Off-peak usage	¢/kWh	17.88	19.668	All other times.
7 Controlled Load 1^				
Supply charge	¢ per day	6.23	6.853	Available between 2200 hours (10.00pm) to 0700 hours (7.00am).
All usage	¢/kWh	10.45	11.495	
8 Controlled Load 2^				
Supply charge	¢ per day	6.23	6.853	Available for restricted periods not exceeding a total of 17 hours in any period of 24 hours.
All usage	¢/kWh	16.82	18.502	

* All times are during Australian Eastern Standard Time and during Australian Eastern Daylight Saving Time as determined by the network operator.

^ Controlled load charges are available where electricity load is separately metered and controlled by the network operator.

NSW BUSINESS PRICES

The following charges apply from 1 January 2018

Essential Energy Network Areas

See above for postcodes where ActewAGL can provide electricity.

Plan	Unit	GST exclusive	GST inclusive	Time period*
9 Business				
Supply charge	¢ per day	168.77	185.647	
All usage	¢/kWh	36.38	40.018	All day every day.
10 Business Time-of-use for supply addresses consuming less than 100MWh pa*				
Supply charge	¢ per day	669.01	735.911	
Peak usage	¢/kWh	36.45	40.095	From 0700 hours (7.00am) to 0900 hours (9.00am) and from 1700 hours (5.00pm) to 2000 hours (8.00pm) on weekdays.
Shoulder usage	¢/kWh	35.20	38.720	From 0900 hours (9.00am) to 1700 hours (5.00pm) and from 2000 hours (8.00pm) to 2200 hours (10.00pm) on weekdays.
Off-peak usage	¢/kWh	21.43	23.573	All other times.
11 Controlled Load 1^				
Supply charge	¢ per day	13.50	14.85	Available for five to nine hours overnight on weekdays and extra hours on weekends except where the load is controlled by a time clock.
All usage	¢/kWh	15.10	16.610	
12 Controlled Load 2^				
Supply charge	\$ per day	13.50	14.85	Available for 10 to 18 hours per day on weekdays and extra hours on weekends except where the load is controlled by a time clock.
All usage	¢/kWh	20.52	22.572	

Endeavour Energy Network Areas

See above for postcodes where ActewAGL can provide electricity.

Plan	Unit	GST exclusive	GST inclusive	Time period*
13 Business				
Supply charge	¢ per day	101.50	111.650	
Usage for the first 27.3973 kWh/day	¢/kWh	28.49	31.339	
Usage thereafter	¢/kWh	28.61	31.471	All day every day.
14 Business Time-of-use*				
Supply charge	¢ per day	110.00	121.000	
Peak usage	¢/kWh	41.28	45.408	From 1300 hours (1.00pm) to 2000 hours (8.00pm) on business days.
Shoulder usage	¢/kWh	36.05	39.655	From 0700 hours (7.00am) to 1300 hours (1.00pm) and from 2000 hours (8.00pm) to 2200 hours (10.00pm) on business days.
Off-peak usage	¢/kWh	17.52	19.272	All other times.
15 Controlled Load 1^				
Supply charge	¢ per day	6.23	6.853	Available between 2200 hours (10.00pm) to 0700 hours (7.00am).
All usage	¢/kWh	10.45	11.495	
16 Controlled Load 2^				
Supply charge	\$ per day	6.23	6.853	Available for restricted periods not exceeding a total of 17 hours in any period of 24 hours.
All usage	¢/kWh	16.82	18.502	

* All times are during Australian Eastern Standard Time and during Australian Eastern Daylight Saving Time as determined by the network operator.

^ Controlled load charges are available where electricity load is separately metered and controlled by the network operator.

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
17 Administration and Service Charges		
17.1 Establishment of a new customer account	\$27.82	\$30.60
17.2 Late payment fees	\$15.00	\$15.00
17.3 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
17.4 Dishonoured cheque and credit card reversal (administration charge) per account †	\$15.00	\$15.00
17.5 Direct debit reject (administration charge)†	\$8.00 per reject	\$8.00 per reject
17.6 Cheque refund administration charge (EFT attracts no charge) • per refund	\$13.64	\$15.00
17.7 Payment processing fee (% of payment made by debit or credit card)	0.41%	0.45%
17.8 Smart Meter Manual Reading Service fee per read	\$100.00	\$110.00

†GST not applicable.

18 Distributor Service Charges

The following services will be charged as a pass through from the relevant electricity distributor (Essential Energy or Endeavour Energy). Charges for any additional services provided by the electricity distributor will also be passed through. For more information on charges please visit your distributor's website.

- 18.1 Special meter reading (including moving in and moving out of your supply address)
- 18.2 Meter test business hours
- 18.3 Supply of conveyancing information
- 18.4 Off-peak conversion business hours
- 18.5 Disconnection Site visit (only) business hours payment received
- 18.6 Disconnection/de-energisation at meter box business hours
- 18.7 Disconnection/de-energisation at pole top/pillar box business hours
- 18.8 Rectification of illegal connection
- 18.9 Reconnection outside business hours

Customer enquiries

13 14 93

Emergencies and faults

Customers in NSW should contact their distributor with any emergencies or faults

Postal address

ActewAGL
GPO Box 366 Canberra ACT 2601

actewagl.com.au

19 Metering

19.1 **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.

19.2 All meters installed after 1 January 2018 must be a smart meter and upon installation will default to the applicable plan as determined by your distributor.

19.3 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.

19.4 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 one month or part thereof where a customer changes their retail supplier.

20 Renewable Energy Generation

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

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

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