

actewagl.com.au

Customer enquiries

13 14 93 – Electricity
13 18 86 – Natural gas

Emergencies and faults

For electricity, please contact your local distributor.

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.

Trebate li pomoć tumača? Nazovite nize 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

Our NSW natural gas prices

Schedule of charges from 1 July 2013

ActewAGL

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

ActewAGL

Capital region (Boorowa, Goulburn, Yass and Young)

The following rates apply from 1 July 2013. Accounts issued on or after that date will be charged on a pro-rata basis.

	2013-14 GST-exclusive	2013-14 GST-inclusive
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1 Residential

1.1 Home plan*		
• Supply fee (¢/day)	45.27	49.797
• Usage rates (¢/MJ)		
- First 41.0959 MJ/day	2.898	3.1878
- Next 49.3151 MJ/day	2.306	2.5366
- Next 189.0411 MJ/day	2.026	2.2286
- Next 2,465.7534 MJ/day	2.006	2.2066
- Next 10,964.3836 MJ/day	1.985	2.1835
- Thereafter	0.571	0.6281

* The Home plan replaced the Always Home@ActewAGL plan, Always Home@ActewAGL Saver plan and Always Home@ActewAGL Saver Plus plan on 1 July 2013.

2 Industrial and Commercial

2.1 Business plan		
• Supply fee (¢/day)	60.64	66.704
• Usage rates (¢/MJ)		
- First 41.0959 MJ/day	3.282	3.6102
- Next 49.3151 MJ/day	1.983	2.1813
- Next 189.0411 MJ/day	1.951	2.1461
- Next 2,465.7534 MJ/day	1.933	2.1263
- Next 10,964.3836 MJ/day	1.831	2.0141
- Thereafter	1.569	1.7259

3 Miscellaneous fees and charges

	2013-14 GST-exclusive	2013-14 GST-inclusive
3.1 Account establishment fee	\$25.80	\$28.38
3.2 Account establishment fee (pensioners)	\$12.68	\$13.95
3.3 Collector call fee	\$39.15	\$43.07
3.4 Disconnection / reconnection fee	\$91.98	\$101.18
3.5 After-hours reconnection	\$131.79	\$144.97
3.6 High bill field visit	\$64.31	\$70.74
3.7 Late payment fee	\$12.68	\$13.95
3.8 Dishonoured payment	\$27.55	\$30.31
3.9 Special meter read	\$41.32	\$45.45
3.10 Temporary network disconnection / reconnection	\$134.57	\$148.03
Permanent network disconnection / reconnection	\$396.77	\$436.45
3.11 Decommissioning and meter removal		
• Meters with a capacity of less than or equal to 6m ³ /hr	\$920.43	\$1,012.47
• Meters with a capacity of greater than 6m ³ /hr	\$1,967.79	\$2,164.57
3.12 Meter testing charges		
• 12 cubic metres	\$55.10	\$60.61
• 33 cubic metres	\$78.75	\$86.63
• 85 cubic metres	\$105.21	\$115.73
• 300 cubic metres	\$395.83	\$435.41
• 880 cubic metres	\$1,056.13	\$1,161.74
3.13 Security deposit		
• Residential (refund after residential bills paid on time for one year)	Up to 1.5 times the average quarterly account (no GST)	
• Business (refund after business bills paid on time for two years)	Up to 4.5 times the average monthly account (no GST)	

Queanbeyan and Bungendore region

The following rates apply from 1 July 2013. Accounts issued on or after that date will be charged on a pro-rata basis.

	2013-14 GST-exclusive	2013-14 GST-inclusive
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1 Residential

1.1 Home plan*		
• Supply fee (¢/day)	57.95	63.745
• Usage rates (¢/MJ)		
- First 41,095.9 MJ/day	2.114	2.3254
- Next 2,704,109.6 MJ/day	2.070	2.2770
- Next 10,964,383.6 MJ/day	2.008	2.2088
- Thereafter	1.942	2.1362

*The Home plan replaced the Always Home@ActewAGL plan, Always Home@ActewAGL Saver plan and Always Home@ActewAGL Saver Plus plan on 1 July 2013.

2 Industrial and Commercial

2.1 Business plan		
• Supply fee (¢/day)	67.17	73.887
• Usage rates (¢/MJ)		
- First 41,095.9 MJ/day	2.141	2.3551
- Next 2,704,109.6 MJ/day	1.945	2.1395
- Next 10,964,383.6 MJ/day	1.878	2.0658
- Thereafter	1.683	1.8513

3 Miscellaneous fees and charges

	2013-14 GST-exclusive	2013-14 GST-inclusive
3.1 Account establishment fee	\$25.80	\$28.38
3.2 Account establishment fee (pensioners)	\$12.68	\$13.95
3.3 Collector call fee	\$39.15	\$43.07
3.4 Disconnection / reconnection fee	\$91.98	\$101.18
3.5 After-hours reconnection	\$131.79	\$144.97
3.6 High bill field visit	\$64.31	\$70.74
3.7 Late payment fee	\$12.68	\$13.95
3.8 Dishonoured payment	\$27.55	\$30.31
3.9 Special meter read	\$55.06	\$60.57
3.10 Network disconnection fee	\$136.53	\$150.18
3.11 Network reconnection fee	\$101.59	\$111.75
3.12 Meter testing charges		
• 12 cubic metres	\$55.10	\$60.61
• 33 cubic metres	\$78.75	\$86.63
• 85 cubic metres	\$105.21	\$115.73
• 300 cubic metres	\$395.83	\$435.41
• 880 cubic metres	\$1,056.13	\$1,161.74
3.13 Security deposit		
• Residential (refund after residential bills paid on time for one year)	Up to 1.5 times the average quarterly account (no GST)	
• Business (refund after business bills paid on time for two years)	Up to 4.5 times the average monthly account (no GST)	

Shoalhaven region

The following rates apply from 1 July 2013. Accounts issued on or after that date will be charged on a pro-rata basis.

	2013-14 GST-exclusive	2013-14 GST-inclusive
1 Residential		
1.1 Home plan*		
• Supply fee (¢/day)	54.30	59.730
• Usage rate (¢/MJ)	2.114	2.3254

*The Home plan replaced the Always Home@ActewAGL Economy tariff and Always Home@ActewAGL Transition tariff on 1 July 2013.

2 Industrial and Commercial

2.1 Business plan		
• Supply fee (¢/day)	65.43	71.973
• Usage rates (¢/MJ)		
- First 821.918 MJ/day	2.214	2.4353
- Thereafter	1.978	2.1758

3 Miscellaneous fees and charges

	2013-14 GST-exclusive	2013-14 GST-inclusive
3.1 Account establishment fee	\$25.80	\$28.38
3.2 Account establishment fee (pensioners)	\$12.68	\$13.95
3.3 Collector call fee	\$39.15	\$43.07
3.4 Disconnection / reconnection fee	\$91.98	\$101.18
3.5 After-hours reconnection	\$131.69	\$144.86
3.6 High bill field visit	\$64.31	\$70.74
3.7 Late payment fee	\$12.68	\$13.95
3.8 Dishonoured payment	\$27.55	\$30.31
3.9 Special meter read	\$55.06	\$60.57
3.10 Network disconnection fee	\$136.53	\$150.18
3.11 Meter testing charges		
• 12 cubic metres	\$55.10	\$60.61
• 33 cubic metres	\$78.75	\$86.63
• 85 cubic metres	\$105.21	\$115.73
• 300 cubic metres	\$395.83	\$435.41
• 880 cubic metres	\$1,056.13	\$1,161.74
3.12 Security deposit		
• Residential (refund after residential bills paid on time for one year)		Up to 1.5 times the average quarterly account (no GST)
• Business (refund after business bills paid on time for two years)		Up to 4.5 times the average monthly account (no GST)