

Our ACT natural gas prices

Schedule of charges from 1 July 2013

Our ACT natural gas prices

The following rates (from 1.1 to 2.1) apply from 1 July 2013. Accounts issued on or after that date will be charged on a pro rata basis.

	2013-14 GST-exclusive rate	2013-14 GST-inclusive rate
1 Residential		
1.1 Home plan		
• Supply fee (¢/day)	58.19	64.009
• Usage rate (¢/MJ)		
- First 41.0959 MJ/day	2.524	2.7764
- Next 2,704.1096 MJ/day	2.328	2.5608
- Next 10,964.3836 MJ/day	2.270	2.4970
- Thereafter	2.075	2.2825

- 1.2 Eligible pensioners may be entitled to an energy concession which covers both electricity and natural gas, but only appears on electricity accounts.

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

2 Industrial and Commercial		
2.1 Business plan		
• Supply fee (¢/day)	106.59	117.249
• Usage rate (¢/MJ)		
- First 41.0959 MJ/day	2.379	2.6169
- Next 2,704.1096 MJ/day	2.183	2.4013
- Next 10,964.3836 MJ/day	2.108	2.3188
- Thereafter	1.909	2.0999

3 Miscellaneous fees and charges

The following miscellaneous fees and charges (from 3.1 to 3.14) apply to the ACT only from 1 July 2013.

		2013-14 GST-exclusive rate	2013-14 GST-inclusive rate
3.1	Establishment fee (new customer account)	\$31.91	\$35.10
3.2	Establishment fee (pensioners)	\$12.68	\$13.95
3.3	Attendance (debt collection) first visit in a 12-month period (in business hours)	\$53.64	\$59.00
	Attendance (debt collection) within a year of a previous visit (in business hours)	\$72.73	\$80.00
3.4	Disconnection fee (for non payment)	\$57.00	\$62.70
3.5	Reconnection fee (business hours)	\$51.09	\$56.20
	Reconnection fee (after hours)	\$77.73	\$85.50
3.6	Check read (second in a billing period)	\$45.18	\$49.70
3.7	Disconnection notification fee (for late payment)	\$14.55	\$16.00
3.8	Dishonoured cheque and credit card reversal (administration charge). The greater of:	\$14.55 per account or \$33.64 per cheque or reversal	\$16.00 per account or \$37.00 per cheque or reversal
3.9	Direct debit reject (administration charge per reject)	\$8.18	\$9.00
3.10	Service application fee:		
	• Residential	\$268.18	\$295.00
	• Business	\$995.45	\$1095.00
3.11	Special meter read:		
	• Meter connection read	\$55.06	\$60.57
	• Final meter read	\$55.06	\$60.57
3.12	Network disconnection fee	\$136.53	\$150.18
3.13	Network reconnection fee	\$101.59	\$111.75
3.14	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

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Customer enquiries

13 14 93 – Electricity

13 18 86 – Natural gas

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.

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

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.