

Making the most of your residential demand pricing plan.



With a residential demand pricing plan, the lower your half-hourly usage between 5–8pm, the lower your demand charge will be—reducing your overall bill.

Why a demand pricing plan?



MORE EQUITABLE

Each household is charged appropriately for the level of demand it places on the network during the daily peak period of 5–8pm AEST.



MORE CONTROL

A demand pricing plan gives you an opportunity to lower your electricity bills, simply by using some appliances outside the daily peak period.

Understanding your bill

On an ActewAGL demand pricing plan, your electricity bill is made up of three parts:

SUPPLY CHARGE

A fixed daily charge for supply of electricity to your household.



USAGE (CONSUMPTION) CHARGE

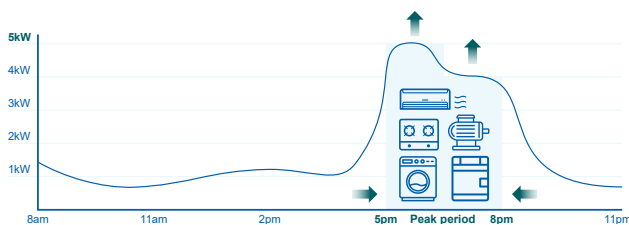
The charge for the electricity you actually consume in a billing period.



DEMAND CHARGE

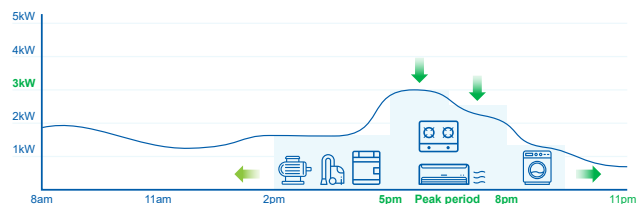
Variable charge calculated on the day when your highest usage occurs between 5–8pm AEST.

What's your demand?



HIGH PEAK HOUSEHOLD

The high peak household uses most electrical appliances during the 5–8pm AEST daily peak period. Its bill will reflect this peak period usage.



LOW PEAK HOUSEHOLD

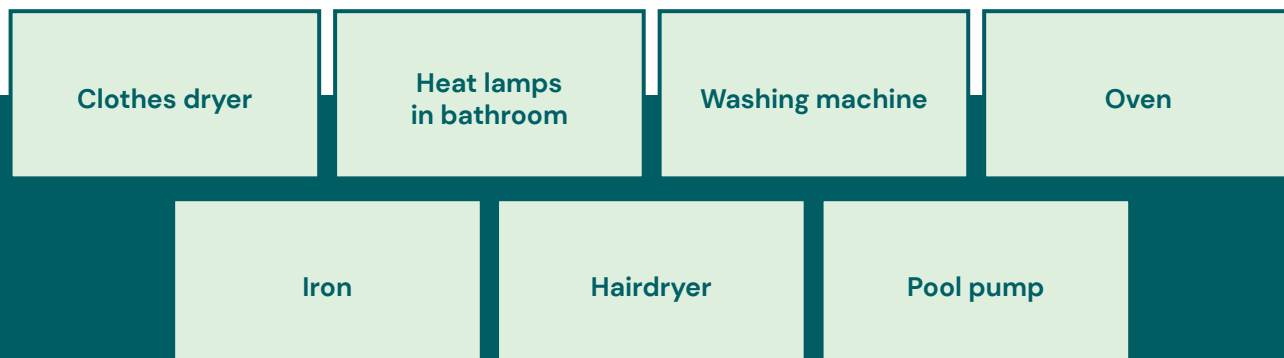
The low peak household's total electricity consumption is similar to the high peak household, but its appliance usage is spread more across the day. The demand charge on its bill will be lower.

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ActewAGL

What can I do?

Think about which of these appliances you could run outside the 5–8pm AEST peak period.



Top tips for lower bills

SHIFT YOUR USAGE

Time-shift some appliances outside the peak period. You can set-and-forget by plugging timers into power points for appliances that don't have a timer built in.

SPREAD YOUR USAGE

Spread out your individual appliance usage over the whole 5–8pm peak period. This will help you avoid a big peak during any 30 minute interval.

CONSIDER GAS

If available, consider gas for your cooking needs instead of an electric stovetop and oven.

Tracking your usage is easy

Thanks to information provided by your new meter, your online account at my.actewagl.com.au includes tools to help you better understand your electricity usage.

Learn about your household's yearly, monthly and daily electricity consumption, including your usage during the 5–8pm peak demand window.

Learn more about ActewAGL's demand pricing plan at actewagl.com.au

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RESIDENTIAL DEMAND PRICING PLAN FAQs

How do residential demand pricing plans work?	<p>Different households are charged more appropriately for the level of demand they place on the network during the peak period of 5–8pm AEST daily.</p> <p>If you turn on lots of appliances at once, the demand charge on your bill will be higher. If you turn on fewer appliances at once, your demand charge will be lower.</p>
What is a demand charge?	<p>One way of looking at a demand charge is comparing it to booking flight tickets.</p> <p>If you book flights over the busy Christmas period, you can expect to pay more than if you were to book a flight in less busy September because of the higher demand.</p> <p>Similarly, the demand charge you pay for using electricity during peak periods will reflect this.</p>
How is the demand charge calculated?	<p>For residential plans, your demand charge is calculated on the day when your highest usage occurs in a 30 minute interval between 5–8pm AEST, multiplied by the number of days in that month.</p> <p>See the section on our website about demand pricing plans for a detailed example of how the demand charge is calculated.</p>
If I am away for most of the month, am I still charged for every day of that month for demand?	<p>With a residential demand pricing plan, you are charged based on whichever day of the month your highest usage peak occurs within a 30 minute interval, between 5–8pm AEST.</p> <p>Even if you're away some appliances are on that will continue to use energy, like security lights, fridges and timers.</p> <p>If you are still home for one or more days in that month, your monthly demand charge will likely be calculated from one of those days.</p>
Are electricity companies making more money with a demand pricing plan?	<p>No. A demand pricing plan is not designed to increase revenue, as the revenue allowance is set by the Australian Energy Regulator.</p> <p>The plan's design helps you make more informed choices about how and when you use electricity, including opportunities to reduce your bill.</p>
What happens during Daylight Saving Time?	<p>For residential plans, the peak demand period is 5–8pm AEST, which is 6–9pm Australian Daylight Saving Time (ADST) between the first Sunday in October and first Sunday in April.</p>
I don't know how much energy my appliances are using. How do I find out?	<p>Your online account at my.actewagl.com.au includes tools to help you better understand your electricity usage.</p> <p>It shows your household's yearly, monthly and daily electricity consumption, including how much you're using and when during the 5–8pm AEST residential peak period.</p> <p>There are other ways of saving energy at actewagl.com.au/saveenergy</p>