

Residential Network Tariffs

Your network, your choices

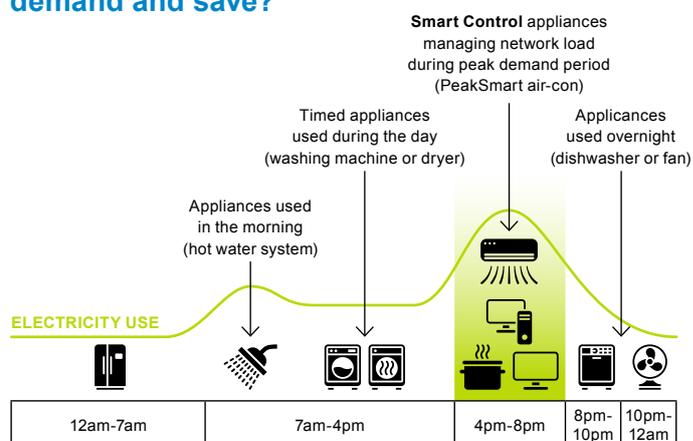
The electricity market in Australia is changing rapidly and we want to make sure our customers' future is one of choice where you can choose how and when you use the network to suit your needs and better manage your bills.

The **Australian Energy Market Commission (AEMC)**, who makes the rules that govern the Australian energy market, has directed all Australian electricity distributors to transition to cost-reflective pricing when setting electricity network tariffs. Simply put, a new electricity pricing model which gives customers greater choice and fairly rewards those who exercise that choice.

Energex will be offering customers choice through demand-based network pricing. This means the existing network related supply and usage charges you pay will have less of an impact on your bill, while a demand charge will be added to act as an incentive and reward customers who make smart energy choices.

Our new network tariff pricing will also complement and support the development of a number of new emerging technologies, such as battery storage systems, solar PV and appliances compatible with Smart Control technology (see Fact Sheet *Electricity Demand – Your network, your choices* for further information).

How can you reduce electricity demand and save?



What are the new Network Tariffs?

Available 1 July 2016, a new voluntary Residential Demand Network Tariff (NTC7300) is available to electricity retailers, which, if offered will encourage customers to consume electricity during periods of low demand (during the day before 4pm, or in the evening after 8pm).

However, during the period between 4pm to 8pm, a demand charge will be introduced to reflect the increased pressure and network costs associated with peak demand.

This means that where you previously paid a flat rate for your electricity all day, you will now be charged based on a combination of your consumption and your contribution to network peak demand from 4pm to 8pm.

Additionally, for customers who take up the new Residential Demand Network Tariff (NTC7000), a secondary Smart Control Network Tariff (NTC7300) will also be available. This new Smart Control Network Tariff, similar to the Economy and Super Economy network tariffs, will provide further discounted rates of electricity for appliances connected to Energex's load control system.



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Residential Network Tariffs – Your network, your choices

How do you make the change?

Your electricity retailer has the option of offering you the new voluntary Residential Demand (NTC7000) and Smart Control (NTC7300) network tariffs. As with any new network tariffs, your electricity retailer may not be in a position to offer the new network tariffs to you, or may pass them on in a different form. If you are interested in taking up the new network tariffs you should talk to your electricity retailer about your options.

What is Smart Control and how can it help?

Smart Control is a system that enables Energex to better manage load on the electricity network, curtail peak demand and reduce unnecessary electricity infrastructure expenditure with the aim of limiting electricity price increases for everyone. Through Smart Control, Energex remotely limits the amount of electricity used by appliances connected to the network, such as PeakSmart air-conditioning, without impacting customers' comfort. It is a win for the network and a win for customers, who through the set-and-forget nature of Smart Control have the option of both convenience and lower electricity bills.

Existing appliances already connected to an economy 'off-peak' load control network tariff are able to access the new Smart Control Network Tariff (NTC7300), as long as you adopt the Residential Demand Network Tariff (NTC7000) as your primary tariff.

An additional benefit is that any appliance connected by Smart Control will not be included in your demand charge calculations.

12 Month Demand Cap

We understand demand charges are a new experience for customers and many people won't be aware of what their typical demand would be, or which appliances to switch off or down in order to reduce their demand.

To assist with the transition, for the first year on the new network tariffs customers will be charged for the demand they use up to 5kW. They will not be charged beyond the 5kW cap.

For example:

- a) If you consume 3kW of demand, you will be charged for 3kW.
- b) If you consume 7kW of demand, you will be charged for 5kW.

After 12 months, the cap is removed and you will be charged for your actual demand.

Where do you find out more?

We realise it can take time to adjust to new network tariff pricing, which is why these new network tariffs are voluntary. However, if you are interested in finding out more we encourage you to contact your electricity retailer and discuss with them what choices you have in your energy consumption and how much you pay.

Related Fact Sheets

- *Your Energy, Your Voice Study*
- *Electricity Demand – Your network, your choices*

For more information

To find out more please visit energex.com.au or email tariffteam@energex.com.au

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