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Electricity Act 1994

RETAIL ELECTRICITY PRICES FOR CUSTOMERS ON STANDARD RETAIL CONTRACTS AND STANDARD LARGE CUSTOMER RETAIL CONTRACTS

Pursuant to the Certificate of Delegation from the Minister for Energy and Water Supply (dated 12 February 2013) and sections 90(2) and 90AB of the *Electricity Act 1994* (the Electricity Act), I hereby state that the Queensland Competition Authority decided that, on and from 1 July 2014, the notified prices that a retail entity must charge its customers on a Standard Retail Contract or Standard Large Customer Retail Contract (also referred to as a Standard Retail Contract), subject to the provisions of sections 55, 90, 91 and 91A of the Electricity Act, are the applicable prices set out in the attached Tariff Schedule or, as the case may be, the prices obtained by applying the applicable methodology or process set out in the attached Tariff Schedule.

This Tariff Schedule does not apply to customers on a Standard Retail Contract supplied under Origin Energy Electricity Limited's Special Approval number SA02/11 (being customers on a Standard Retail Contract connected to Essential Energy's New South Wales network which extends into southern Queensland). Under the terms of the Special Approval, these customers will generally pay no more for electricity than other Queensland customers on a Standard Retail Contract of similar usage categories or classes.

The Tariff Schedule does not apply to customers in Energex Limited's distribution area who consume 100 megawatt hours (MWh) per annum or more, unless the customer is classified as residential. For a residential customer, including a residential body corporate, there is no maximum consumption threshold. From 1 July 2012, business (non-residential) customers in the Energex distribution area who consume 100 MWh per annum or more do not have access to notified prices.

Eligible customers may access the transitional tariffs in Part 2 of the Tariff Schedule. These tariffs will be available for a set period of time as a transitional measure to assist customers in moving to the alternative cost-reflective tariffs in the future. Customers on the transitional tariffs may opt to transfer to the new cost-reflective tariffs in Part 1 of the Tariff Schedule at any time.

As required by section 90AB(4) of the Electricity Act, the notified prices are exclusive of the goods and services tax ("GST") payable under the *A New Tax System (Goods and Services Tax) Act 1999* (Cth) ("the GST Act").

In addition to the applicable tariff, a retail entity may charge a customer on a Standard Retail Contract an additional amount in accordance with a program or scheme for the purchase of electricity from renewable or environmentally-friendly sources (whether or not that additional amount is calculated on the basis of the customer's electricity consumption), but only if –

- (a) the customer voluntarily participates in such program or scheme;
- (b) the retail entity has obtained the customer's consent (as defined in the Electricity Industry Code) to charge the customer an additional amount (and whether such amount is inclusive or exclusive of GST), provided that if a customer is participating in such a program or scheme at 30 June 2013 the customer is taken to have provided explicit informed consent for the retail entity to charge the customer the additional amount payable under the program or scheme; and
- (c) the retail entity gives the customer prior written notice of any change to the additional amount payable under the program or scheme.

Dated this 30th day of May 2014.

Dr Malcolm Roberts, Chairman
Queensland Competition Authority

TARIFF SCHEDULE

Note 1: For the purposes of sections 55, 90, 91 and 91A of the Electricity Act, the tariffs and other retail fees and charges in this Tariff Schedule are exclusive of GST payable under the GST Act.

Note 2: This Tariff Schedule replaces the Tariff Schedule published in the Queensland Government Gazette on 24 June 2013.

Note 3: This Tariff Schedule is structured in several Parts:

Parts 1 to 5 (inclusive) apply to customers on a Standard Retail Contract and customers on a Standard Large Customer Retail Contract of Ergon Energy Queensland Pty Ltd.

Part 6 applies to eligible customers on a Standard Retail Contract of Ergon Energy Queensland Pty Ltd. Eligible customers on a Standard Retail Contract of other retail entities may apply directly to the Department of Energy and Water Supply for relief from electricity charges if a drought declaration is in force – see Part 6 for more detail.

Note 4: To ensure the correct application of the tariffs set out in this Tariff Schedule, the retail entity and the customer must have regard to Part 4 (Application of Tariffs for Customers on Notified Prices – General).

Note 5: Any reference in this Tariff Schedule to a time is a reference to Eastern Standard Time.

Note 6: “NMI” means the National Metering Identifier and is applicable to the point at which a premises is connected to a distribution entity’s network.

Note 7: A primary tariff is the tariff that reflects the primary use of the premises or the majority of the load, and is capable of existing by itself against a NMI. A secondary tariff is any other tariff.

Note 8: Only days that supply is connected are to be counted for billing of charges.

Note 9: A service fee is a fixed amount charged daily to cover the costs of maintaining electricity supply to a premises, including the costs associated with electricity meter reading, the provision of equipment and general administration. Retailers may use different terms for this charge, including Service Charge, Daily Supply Charge and Service to Property Charge.

Note 10: Unless otherwise defined, the terminology used in this Tariff Schedule is intended to be consistent with the energy laws.

Part 1

TARIFFS FOR RESIDENTIAL, COMMERCIAL AND RURAL APPLICATIONS

Tariff 11 – Residential (Lighting, Power and Continuous Water Heating) –

This tariff is applicable to a customer who is classified as

residential by the relevant retail entity and can be accessed by a small business customer providing it is in conjunction with a primary business tariff (Tariff 20, 21, 22, 41, 62, 65 or 66) at the same NMI.

This tariff is also applicable to electricity used in separately metered common sections of residential premises consisting of more than one flat or home unit.

This tariff cannot be used in conjunction with Tariff 12 (Residential) (Time-of-Use) or Tariff 13 (Residential) (PeakSmart – Time-of-Use) at the same NMI.

Where a NMI has multiple meters, the consumption for all meters that record consumption for Tariff 11 will be aggregated for billing purposes.

No large business customers are eligible for this tariff.

All Consumption	28.015 c/kWh
plus a Service Fee per metering point per day of	83.414 c

Further applications of this tariff are described in Part 4 (Application of Tariffs for Customers on Notified Prices – General) and Part 5 (Concessional Applications of Tariffs 11, 12 and 13 (Residential)).

Tariff 12 – Residential (Lighting, Power and Continuous Water Heating) (Time-of-Use) –

This tariff is applicable to a customer who is classified as residential by the relevant retail entity and can be accessed by a small business customer providing it is in conjunction with a primary business tariff (Tariff 20, 21, 22, 41, 62, 65 or 66) at the same NMI.

This tariff is also applicable to electricity used in separately metered common sections of residential premises consisting of more than one flat or home unit.

This tariff cannot be used in conjunction with Tariff 11 (Residential) or Tariff 13 (Residential) (PeakSmart – Time-of-Use) at the same NMI.

Where a NMI has multiple meters, the consumption for all meters that record consumption for Tariff 12 will be aggregated for billing purposes.

No large business customers are eligible for this tariff.

Customers must have the appropriate metering installed in order to access this tariff.

All consumption	
Weekdays:	
Off-Peak (10pm-7am)	20.094 c/kWh
Shoulder (7am-4pm), (8pm-10pm)	23.590 c/kWh
Peak (4pm-8pm)	33.583 c/kWh
Weekends:	
Off-Peak (10pm-7am)	20.094 c/kWh
Shoulder (7am-10pm)	23.590 c/kWh

plus a Service Fee per metering point per day of	116.609 c
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Further applications of this tariff are described in Part 4 (Application of Tariffs for Customers on Notified Prices – General) and Part 5 (Concessional Applications of Tariffs 11, 12 and 13 (Residential)).

Tariff 13 – Residential (Lighting, Power and Continuous Water Heating) (PeakSmart Time-of-Use)

This tariff is applicable to a customer who is classified as residential by the relevant retail entity and can be accessed by a small business customer providing it is in conjunction with a primary business tariff (Tariff 20, 21, 22, 41, 62, 65 or 66) at the same NMI.

This tariff is also applicable to electricity used in separately metered common sections of residential premises consisting of more than one flat or home unit.

This tariff cannot be used in conjunction with Tariff 11 (Residential) or Tariff 12 (Residential) (Time-of-Use) at the same NMI.

This tariff is only available to customers who have a total of at least 4kW cooling capacity (or equivalent rated input load) at the NMI that is under demand management by the applicable distribution entity, including at least one activated PeakSmart Air-Conditioning Unit (connected with a signal receiver).

A 'PeakSmart Air-Conditioning Unit' means an air-conditioning system with functionality added by the manufacturer that meets all specific criteria as indicated in the Australian Standard AS4755.3.1, 'Interaction of demand response enabling devices and electricity products – Operational instructions and connections for air conditioners.'

Under this tariff, supply will be available to the premises at all times; however, demand management of PeakSmart Air Conditioning units is variable and will be managed at the absolute discretion of the distribution entity.

Periodic validation of system compliance may be required and will be undertaken at the absolute discretion of the distribution entity.

This tariff is available at the absolute discretion of the distribution entity. If this tariff becomes unavailable in future years, customers on this tariff will automatically be transferred to Tariff 12, unless the customer contacts their retailer to request they are transferred to an alternative tariff for which they are eligible.

Where a NMI has multiple meters, the consumption for all meters that record consumption for Tariff 13 will be aggregated for billing purposes.

No large business customers are eligible for this tariff.

Customers must have the appropriate metering installed in order to access this tariff.

All consumption	
Weekdays:	
Off-Peak (10pm-7am)	17.898 c/kWh
Shoulder (7am-4pm), (8pm-10pm)	23.294 c/kWh
Peak (4pm-8pm)	33.046 c/kWh

Weekends:	
Off-Peak (10pm-7am)	17.898 c/kWh
Shoulder (7am-10pm)	23.294 c/kWh

plus a Service Fee per metering point per day of **116.609 c**

Further applications of this tariff are described in Part 4 (Application of Tariffs for Customers on Notified Prices – General) and Part 5 (Concessional Applications of Tariffs 11, 12 and 13 (Residential)).

Tariff 20 – Business General Supply –

This tariff can not be accessed by large business customers. Refer Part 2 for transitional tariffs for large business customers.

Residential customers can access this tariff providing:

- the electricity is used in separately metered common sections of residential premises consisting of more than one flat or home unit; or
- it is in conjunction with a primary residential tariff at the same NMI.

All Consumption **26.222 c/kWh**

plus a Service Fee per metering point per day of **140.437 c**

Tariff 22 – Business General Supply – Time-of-Use –

This tariff can not be accessed by large business customers. Refer Part 2 for transitional tariffs for existing large business customers.

Residential customers can access this tariff providing:

- the electricity is used in separately metered common sections of residential premises consisting of more than one flat or home unit; or
- it is in conjunction with a primary residential tariff at the same NMI.

Customers must have the appropriate metering installed in order to access this tariff.

For electricity consumed between the hours of 7.00 am and 9.00 pm, Monday to Friday inclusive -

All Consumption **28.236 c/kWh**

For electricity consumed at other times -

All Consumption **21.555 c/kWh**

plus a Service Fee per metering point per day of **140.437 c**

Tariff 31 – Night Rate (Super Economy) –

Eligible customers can access this tariff providing it is in conjunction with a residential or business tariff at the same NMI at the discretion of the distribution entity.

This tariff is not available to large business customers in Ergon Energy Corporation Limited's distribution area.

This tariff is applicable when electricity supply is:

- permanently connected to apparatus; or
- connected to apparatus by means of a socket-outlet as approved by the distribution entity; or
- permanently connected to specified parts of apparatus;

as set out below (but not applicable, except as described in (c) below, if provision has been made to supply such apparatus or the specified part thereof under a different tariff during the restricted period) -

- (a) Electric storage water heaters with thermostatically controlled or continuously operating heating units and which comply with the construction and performance requirements of Australian Standard 1361 or 1056 or previous Standards superseded by these two Standards or similar electric water heaters which are approved for connection by the distribution entity.

Where the heating unit rating exceeds 1,800 watts, it shall not exceed 13.5 watts per litre of heat storage volume for heat exchange type water heaters or 15.5 watts per litre of rated hot water delivery for other storage type water heaters.

The following conditions shall apply to any booster heating unit fitted -

- (i) its rating shall not exceed that of the main heating unit;
 - (ii) it shall be connected so as to prevent it being energised simultaneously with the main heating unit;
 - (iii) electricity consumed by the booster heating unit shall be metered under and charged at the tariff applicable to general power usage at the premises concerned;
 - (iv) it shall be located in accordance with the provisions of the above Standards.
- (b) Solar-heated water heaters. Where the electric heating unit rating exceeds 1,800 watts, it shall not exceed 13.5 watts per litre of storage tank capacity. If a circulating water pump is fitted to the system, continuous supply will be available to the pump, and electricity consumed shall be metered under and charged at the tariff applicable to general power usage at the premises concerned.

- (c) One-shot boost for solar-heated water heaters with electric heating units as described in (b) above. A current held changeover relay may be fitted to the water heater to deliver, at the customer's convenience, a 'one-shot boost' supply to the electric heating element at times when supply is not available under this Tariff 31 (generally between the hours of 7.00 am and 10.00 pm). Such supply is subject to thermostatically controlled switchoff. Electricity consumed during operation of the one-shot boost shall be metered under and charged at the tariff applicable to general power usage at the premises concerned. Supply and installation

of a current held changeover relay, including the cost of same, is the responsibility of the customer.

(Reference in this Tariff Schedule to a 'booster heating unit' does not mean a current held changeover relay which is capable of delivering a 'one-shot boost'.)

- (d) Heat pump water heaters. Where the rated electrical input, as shown on the nameplate, exceeds 1,800 watts, it shall not exceed 13.5 watts per litre of storage tank capacity.
- (e) Heatbanks. Booster heating units are permitted in heatbanks in which the main element rating is at least 2 kilowatts. The following conditions shall apply to any booster heating unit fitted -
- (i) its rating shall not exceed 70 percent of the rating of the main heating unit;
 - (ii) it shall be connected so as to prevent it being energised simultaneously with the main heating unit;
 - (iii) electricity consumed by the booster heating unit shall be metered under and charged at the tariff applicable to general power usage at the premises concerned.
- (f) Loads other than water heaters and heatbanks, but is not applicable -
- (i) to arc or resistance welding plant;
 - (ii) where the apparatus is duplicated in order that supply may be obtained on a different tariff for the same purpose during the restricted period.

The distribution entity will provide and install the load control equipment at its cost. Additional charges may apply for other distribution services associated with the load control equipment, where the costs of the requested service are not included in the distribution entity's network charges.

Supply will be available for a minimum of 8 hours per day, but the times when supply is available is subject to variation at the absolute discretion of the distribution entity. In general, this supply will be between the hours of 10.00 pm and 7.00 am.

All Consumption

14.375 c/kWh

Tariff 33 – Controlled Supply (Economy) –

Eligible customers can access this tariff providing it is in conjunction with a residential or business tariff at the same NMI at the discretion of the distribution entity.

This tariff is not available to large business customers in Ergon Energy Corporation Limited's distribution area.

This tariff is applicable when electricity supply is:

- (a) connected to apparatus (e.g. pool filtration system) by means of a socket-outlet as approved by the distribution entity; or
- (b) permanently connected to apparatus as set out below (but not applicable if provision has been made to supply such apparatus under a different tariff in

the periods during which supply is not available under this tariff) –

- (i) Electric storage water heaters with thermostatically controlled or continuously operating heating units and which comply with the construction and performance requirements of Australian Standard 1361 or 1056 or previous Standards superseded by these two Standards or similar electric water heaters which are approved for connection by the distribution entity.

Where the heating unit rating exceeds 1,800 watts, it shall not exceed 13.5 watts per litre of heat storage volume for heat exchange type water heaters or 15.5 watts per litre of rated hot water delivery for other storage type water heaters.

- (ii) Solar-heated water heaters. Where the electric heating unit rating exceeds 1,800 watts, it shall not exceed 13.5 watts per litre of storage tank capacity.
- (iii) Heat pump water heaters. Where the rated electrical input, as shown on the nameplate, exceeds 1,800 watts, it shall not exceed 13.5 watts per litre of storage tank capacity.
- (iv) As a sole supply tariff at the absolute discretion of the distribution entity.
- (v) Other individual loads in domestic installations, but is not applicable –
- to arc or resistance welding plant;
 - where the apparatus is duplicated in order that supply may be obtained on a different tariff for the same purpose during the restricted period.

The distribution entity will provide and install the load control equipment at its cost. Additional charges may apply for other distribution services associated with the load control equipment, where the costs of the requested service are not included in the distribution entity's network charges.

Supply will be available for a minimum of 18 hours per day, but the times when supply is available is subject to variation at the absolute discretion of the distribution entity.

All Consumption **20.997 c/kWh**

Tariff 37 – Non-Domestic Heating – Time-of-Use (Obsolescent) –

This tariff will be phased out no later than 30 June 2020. No new customers will be supplied under this tariff. It is available only to customers taking supply under Tariff 37 at 30 June 2007.

Applicable to permanently connected –

- (a) Electric storage water heaters in non-domestic installations with thermostatically controlled or continuously operating heating units and which comply with the construction and performance requirements of Australian Standard 1361 or 1056 or previous Standards superseded by these two

Standards or similar electric water heaters which are approved for connection by the distribution entity.

The heating unit rating shall not exceed 40.5 watts per litre of heat storage volume for heat exchange type water heaters or 46.5 watts per litre of rated hot water delivery for other storage type water heaters.

- (b) Apparatus for the production of steam.
- (c) Heating loads other than (a) and (b) above. The minimum total connected load under this section of this tariff is 4 kilowatts. Supplementary load that is permanently connected as an integral part of the installation may be supplied under this section provided that the aggregated rating of such supplementary load does not exceed 10 percent of the heating load.

For electricity consumed between the hours of 4.30 pm and 10.30 pm **46.815 c/kWh**

For electricity consumed between the hours of 10.30 pm and 4.30 pm **18.717 c/kWh**

Minimum Payment per day of **26.283 c**

Tariff 41 – Business Low Voltage General Supply (Demand) –

This tariff can not be accessed by large business customers. Refer Part 2 for transitional tariffs for large business customers.

Demand Charge –

\$26.878 per kilowatt per month of chargeable demand.

Energy Charge –

All Consumption **12.933 c/kWh**

plus a Service Fee per metering point per day of **804.843 c**

The chargeable demand in any month shall be the maximum demand recorded in that month.

'Demand' shall mean the average demand in kilowatts over a period of 30 minutes, as measured on the distribution entity's meters.

Customers must have the appropriate metering installed in order to access this tariff.

Tariff 41 (Large) – Business Low Voltage General Supply (Demand) (Obsolescent) –

No new customers will be supplied under this tariff. It is available only to large business customers in Ergon Energy Corporation Limited's distribution area taking supply under Tariff 41 at 30 June 2012. This tariff will only be available until 30 June 2015.

Demand Charge -

\$52.020 per kilowatt per month of chargeable demand.

Energy Charge -

All Consumption **10.938 c/kWh**

plus a Service Fee per metering point
per day of **243.474 c**

The chargeable demand in any month shall be –
(a) the maximum demand recorded in that month; or
(b) 60 per cent of the highest maximum demand
recorded in any of the preceding eleven months; or
(c) 75 kilowatts,
whichever is the highest figure.

'Demand' shall mean the average demand in kilowatts over a
period of 30 minutes, as measured on the distribution
entity's meters.

Customers taking supply under this tariff will not be
supplied under any other tariff at the same NMI.

Tariff 43 (Large) – General Supply Demand – Time-of-Use (Obsolescent) –

No new customers will be supplied under this tariff. It is
available only to large business customers in Ergon
Energy Corporation Limited's distribution area taking
supply under Tariff 43 at 30 June 2012. This tariff will
only be available until 30 June 2015.

Demand Charge –

\$22.530 per kilowatt per month of chargeable demand.

Energy Charge –

For electricity consumed between the hours of 7.00am
and 11.00pm, Monday to Friday inclusive -

All Consumption **22.255 c/kWh**

For electricity consumed at other times –

All Consumption **8.896 c/kWh**

plus a Service Fee per metering point
per day of **243.474 c**

The chargeable demand in any month shall be –
(a) the maximum demand recorded in that month; or
(b) 60 per cent of the highest maximum demand
recorded in any of the preceding eleven months; or
(c) 400 kilowatts,
whichever is the highest figure.

'Demand' shall mean the average demand in kilowatts over a
period of 30 minutes, as measured on the distribution
entity's meters.

Customers must have the appropriate metering installed
in order to access this tariff.

Tariff 44 – Business Over 100MWh per annum (Demand Small) – Ergon Energy Corporation Limited distribution area ONLY –

This tariff is available to Ergon Energy Queensland Pty
Ltd customers only.

This tariff can be accessed by business customers
classified as SAC >100MWh per annum by the
distribution entity. The tariff is based on the Ergon Energy
Corporation Limited network tariff of Demand Small.

A Standard Asset Customer - Large (SAC - Large) is a
business customer in Ergon Energy Corporation
Limited's distribution area whose annual energy
consumption generally exceeds 100MWh.

This tariff cannot be used in conjunction with any other
tariff at that NMI.

Demand Charge –

\$38.514 per kilowatt per month of chargeable demand.

Energy Charge –

All Consumption **13.244 c/kWh**

plus a Service Fee per metering point
per day of **5165.356 c**

The chargeable demand charge in any month will be the
kW amount by which a customer's metered monthly
maximum demand is greater than the demand threshold
applicable to the customer's network tariff. The demand
threshold for Demand Small is 30 kW.

Where the monthly metered maximum demand is less
than the demand threshold, the chargeable demand is
set to zero and no demand charge is payable for that
month.

'Demand' shall mean the average demand in kilowatts
over a period of 30 minutes, as measured on the
distribution entity's meters.

Customers must have the appropriate metering installed
in order to access this tariff.

Tariff 45 – Business Over 100MWh per annum (Demand Medium) – Ergon Energy Corporation Limited distribution area ONLY –

This tariff is available to Ergon Energy Queensland Pty
Ltd customers only.

This tariff can be accessed by business customers
classified as SAC >100MWh per annum by the
distribution entity. The tariff is based on the Ergon Energy
Corporation Limited network tariff of Demand Medium.

A Standard Asset Customer - Large (SAC - Large) is a
business customer in Ergon Energy Corporation
Limited's distribution area whose annual energy
consumption generally exceeds 100MWh.

This tariff cannot be used in conjunction with any other
tariff at that NMI

Demand Charge –

\$34.556 per kilowatt per month of chargeable demand.

Energy Charge –

All Consumption **13.244 c/kWh**

plus a Service Fee per metering point
per day of **16807.334 c**

The chargeable demand charge in any month will be the kW amount by which a customer's metered monthly maximum demand is greater than the demand threshold applicable to the customer's network tariff. The demand threshold for Demand Medium is 120 kW.

Where the monthly metered maximum demand is less than the demand threshold, the chargeable demand is set to zero and no demand charge is payable for that month.

'Demand' shall mean the average demand in kilowatts over a period of 30 minutes, as measured on the distribution entity's meters.

Customers must have the appropriate metering installed in order to access this tariff.

Tariff 46 – Business Over 100MWh per annum (Demand Large) – Ergon Energy Corporation Limited distribution area ONLY –

This tariff is available to Ergon Energy Queensland Pty Ltd customers only.

This tariff can be accessed by business customers classified as SAC >100MWh per annum by the distribution entity. The tariff is based on the Ergon Energy Corporation Limited network tariff of Demand Large.

A Standard Asset Customer - Large (SAC - Large) is a business customer in Ergon Energy Corporation Limited's distribution area whose annual energy consumption generally exceeds 100MWh.

This tariff cannot be used in conjunction with any other tariff at that NMI

Demand Charge –

\$33.113 per kilowatt per month of chargeable demand.

Energy Charge –

All Consumption **13.244 c/kWh**

plus a Service Fee per metering point
per day of **48836.212 c**

The chargeable demand charge in any month will be applied to the kW amount by which a customer's metered monthly maximum demand is greater than the demand threshold applicable to the customer's network tariff. The demand threshold for Demand Large is 400 kW.

Where the monthly metered maximum demand is less than the demand threshold, the chargeable demand is set to zero and no demand charge is payable for that month.

'Demand' shall mean the average demand in kilowatts over a period of 30 minutes, as measured on the distribution entity's meters.

Customers must have the appropriate metering installed in order to access this tariff.

Tariff 47 – Business - High Voltage General Supply (Demand) – Ergon Energy Corporation Limited distribution area ONLY –

This tariff is available to Ergon Energy Queensland Pty Ltd customers only.

This tariff can be accessed by business customers classified as SAC >100MWh per annum by the distribution entity. The tariff is based on the Ergon Energy Corporation Limited network tariff of Demand High Voltage.

A Standard Asset Customer - Large (SAC - Large) is a business customer in Ergon Energy Corporation Limited's distribution area whose annual energy consumption generally exceeds 100MWh.

This tariff cannot be used in conjunction with any other tariff at that NMI.

This tariff cannot be accessed by business customers who are classified as Connection Asset Customers or Individually Calculated Customers by the distribution entity.

Demand Charge –

\$24.412 per kilowatt per month of chargeable demand.

Energy Charge –

All Consumption **12.552 c/kWh**

plus a Service Fee per metering point
per day of **40212.244 c**

The chargeable demand charge in any month will be applied to the kW amount by which a customer's metered monthly maximum demand is greater than the demand threshold applicable to the customer's network tariff. The demand threshold for Demand High Voltage General Supply is 400 kW.

Where the monthly metered maximum demand is less than the demand threshold, the chargeable demand is set to zero and no demand charge is payable for that month.

'Demand' shall mean the average demand in kilowatts over a period of 30 minutes, as measured on the distribution entity's meters. Supply under this tariff will be at a standard high voltage, the level of which shall be prescribed by the distribution entity. Credits for high voltage supply are not applicable to this tariff.

Customers must have the appropriate metering installed in order to access this tariff.

Tariff 48 – Business - General Supply (>4 Gigawatt Hours (GWh)) (Demand) – Ergon Energy Corporation Limited distribution area ONLY –

This tariff is available to Ergon Energy Queensland Pty Ltd customers only.

This tariff can only be accessed by business customers who are classified as Connection Asset Customers or Individually Calculated Customers by the distribution entity. The tariff is based on the Ergon Energy Corporation Limited network tariff of Demand High Voltage.

A Connection Asset Customer is a large business customer in Ergon Energy Corporation Limited's distribution area whose annual energy consumption generally exceeds 4GWh.

An Individually Calculated Customer is a large business customer in Ergon Energy Corporation Limited's distribution area whose annual energy consumption generally exceeds 40GWh.

Demand Charge –

\$24.412 per kilowatt per month of chargeable demand.

Energy Charge –

All Consumption **12.552 c/kWh**

plus a Service Fee per metering point per day of **40629.628 c**

The chargeable demand charge in any month will be applied to the kW amount by which a customer's metered monthly maximum demand is greater than the demand threshold applicable to the customer's network tariff. The demand threshold for Business - General Supply (>4 Gigawatt Hours (GWh)) (Demand) is 400 kW.

Where the monthly metered maximum demand is less than the demand threshold, the chargeable demand is set to zero and no demand charge is payable for that month.

'Demand' shall mean the average demand in kilowatts over a period of 30 minutes, as measured on the distribution entity's meters. Credits for high voltage supply are not applicable to this tariff.

Customers must have the appropriate metering installed in order to access this tariff.

Part 2

TRANSITIONAL TARIFFS FOR NEW AND EXISTING CUSTOMERS

The following tariffs are available as a transitional measure to assist new and existing customers in moving to alternative cost-reflective tariffs in the future. Transitional tariffs will be phased out no later than 30 June 2020.

Tariff 20 (Large) – Business General Supply (Transitional) –

This transitional tariff will be phased out no later than 30 June 2020, and will be available to large business customers in Ergon Energy Corporation Limited's distribution area.

This tariff cannot be accessed by small business or residential customers.

All Consumption **32.971 c/kWh**

plus a Service Fee per metering point per day of **67.403 c**

Tariff 21 – Business General Supply (Transitional) –

This transitional tariff will be phased out no later than 30 June 2020.

This tariff can only be accessed by a residential customer if it is in conjunction with a primary residential tariff at the same NMI.

This tariff shall not apply in conjunction with Tariff 20, 22 or 62.

First 100 kilowatt hours per month **44.859 c/kWh**

Next 9,900 kilowatt hours per month **42.148 c/kWh**

Remaining kilowatt hours per month **32.087 c/kWh**

plus a Minimum Payment per day of **66.014 c**

Tariff 22 (Small and Large) – Business General Supply – Time-of-Use (Transitional) –

This transitional tariff will be phased out no later than 30 June 2020.

This tariff can only be accessed by a residential customer if it is in conjunction with a primary residential tariff at the same NMI.

Customers must have the appropriate metering installed in order to access this tariff.

For electricity consumed between the hours of 7.00 am and 9.00 pm, Monday to Friday inclusive -

All Consumption **43.691 c/kWh**

For electricity consumed at other times -

All Consumption **15.385 c/kWh**

plus a Service Fee per metering point per day of **161.991 c**

Tariff 62 - Farm - Time-of-Use (Transitional) -

This transitional tariff will be phased out no later than 30 June 2020.

This tariff can only be accessed by a residential customer if it is in conjunction with a primary residential tariff at the same NMI.

This tariff shall not apply in conjunction with Tariff 20, 21 or 22 at the same NMI.

For electricity consumed between the hours of 7.00 am and 9.00 pm, Monday to Friday inclusive –

First 10,000 kilowatt hours per month **41.202 c/kWh**

Remaining kilowatt hours **34.843 c/kWh**

For electricity consumed at other times -

All Consumption **14.569 c/kWh**

plus a Service Fee per metering point per day of **69.489 c**

Tariff 65 - Irrigation - Time-of-Use (Transitional) -

This transitional tariff will be phased out no later than 30 June 2020.

This tariff can only be accessed by a residential customer if it is in conjunction with a primary residential tariff at the same NMI.

For electricity consumed in a fixed 12 hour daily pricing period (as agreed between the retail entity and the customer from the range 7.00 am to 7.00 pm; 7.30 am to 7.30 pm; or 8.00 am to 8.00 pm) Monday to Sunday inclusive -

All Consumption **32.867 c/kWh**

For electricity consumed at other times –

All Consumption **18.103 c/kWh**

plus a Service Fee per metering point per day of **69.489 c**

No alteration to the selected daily pricing period shall be permitted until a period of twelve months has elapsed from the previous selection.

Tariff 66 – Irrigation (Transitional) –

This transitional tariff will be phased out no later than 30 June 2020.

This tariff can only be accessed by a residential customer if it is in conjunction with a primary residential tariff at the same NMI.

Annual Fixed Charge (in respect of each point of supply) - per kilowatt of connected motor capacity used for irrigation pumping –

First 7.5 kilowatts **\$33.410 per kW**

Remaining kilowatts **\$100.453 per kW**

Energy Charge –

All Consumption **17.227 c/kWh**

plus a Service Fee per metering point per day of **153.151 c**

Minimum Annual Fixed Charge - As calculated for 7.5 kW (Note – 7.5 kW is equivalent to 10.05 h.p.)

Any customer taking supply under this tariff who requests a temporary disconnection will not be reconnected unless the outstanding balance of the Annual Fixed Charge for part of the year corresponding to the period of disconnection has been paid.

Part 3

TARIFFS FOR UNMETERED SUPPLY INCLUDING STREET LIGHTS, TRAFFIC SIGNALS, WATCHMAN LIGHTING AND TEMPORARY SERVICES

Tariff 71 – Street Lights –

Notified prices for Tariff 71, published in accordance with section 90 of the Electricity Act, will only apply in Ergon Energy Corporation Limited's distribution area. The *Electricity Regulation Amendment (No.1) 2008* provides that, from 1 July 2008, street lighting customers in Energex Limited's distribution area will be defined as market customers and so will not have access to the notified prices.

Street lighting customers are as defined in Queensland legislative instruments, being State or local government agencies for street lighting loads.

Street lights are deemed to illuminate roads. In Queensland, there are two main types of roads, being:

- **Local government roads** – roads for which a local government has control. These roads comprise land that is:
 - dedicated to public use as a road; or
 - developed for (or has as one of its main uses) the driving or riding of motor vehicles and is open to, or used by, the public;
 - a footpath or bicycle path; or
 - a bridge, culvert, ford, tunnel or viaduct,
 and excludes State-controlled roads and public thoroughfare easements; and
- **State-controlled roads** – roads that are declared under the *Transport Infrastructure Act 1994* (Qld) to be a State-controlled road, for which the relevant Minister for that Act has control (i.e. of the Department of Transport and Main Roads).

All consumption will be determined in accordance with the metrology procedure issued by the Australian Energy Market Operator.

All Consumption **34.390 c/kWh**

plus a Service Fee per lamp per day of **0.668 c**

Tariff 91 - Other Unmetered Supply –

Unmetered electricity supply is available to other small loads, as approved by the distribution entity.

Unmetered Supply applies where:

1. the load pattern is predictable;
2. for the purposes of settlements, the load pattern (including load and on/off time) can be reasonably calculated by a relevant method set out in the metrology procedure; and
3. it would not be cost effective to meter the connection point taking into account:
 - (i) the small magnitude of the load;
 - (ii) the connection arrangements; and
 - (iii) the geographical and physical location.

Charges are based on consumption determined by the distribution entity.

All Consumption **22.469 c/kWh**

Charges for installation, maintenance and removal of supply to an unmetered installation may apply in addition to the above charge for electricity supplied. These charges are unregulated.

Part 4**APPLICATION OF TARIFFS FOR CUSTOMERS ON NOTIFIED PRICES – GENERAL**

Customers on a Standard Retail Contract may choose to be charged on any of the tariffs that the retail entity agrees are applicable to the customer's installation and provided that appropriate metering is in place.

Tariffs are applied to the electricity consumed at a connection point (as identified by a National Metering Identifier or NMI), as measured by the meter or meters at that connection point. The distribution entity is responsible for the establishment of connection points. Whilst customers have the ability to, at their expense if applicable, request additional meters at their connection point to enable particular tariff arrangements, the distribution entity will only create a new connection point where they have a legislative right or obligation to do so.

If there has been a material change of use at the customer's premises, such that the tariff on which the customer is being charged is no longer applicable, the retail entity may require the customer to transfer to a tariff applicable to the changed use.

If a change to the customer's meter is required to support the applicability of a tariff, other than Tariff 12 or Tariff 13, to a customer, the customer may request the retail entity to arrange for the required meter to be installed at the customer's cost.

For all tariffs, excluding Tariffs 11, 12 and 13, customers have the option, on application in writing or another form acceptable to the retail entity, of changing to any other tariff that the retail entity agrees is applicable to the customer's installation. Customers shall not be entitled to a further option of changing to another tariff until a period of twelve months has elapsed from a previous exercise of

option. However, a retail entity at the request of a customer may permit a change to another tariff within a period of twelve months if –

- (i) a tariff that was not previously in force is offered and such tariff is applicable to the customer's installation; or
- (ii) the customer meets certain costs associated with changing to another tariff.

Customers previously supplied under tariffs which have now been discontinued or redesignated (whether by number, letter or name) will be supplied under other tariffs appropriate to their installations.

Residential customers have the option, on application in writing or another form acceptable to the retail entity, of switching from Tariff 11 to Tariff 12, or from Tariff 11 to Tariff 13, provided they have the appropriate metering installed. Prior to 30 June 2014, customers will also be entitled to a further option of switching back to Tariff 11 within 12 months following a switch to either Tariff 12 or Tariff 13. Additional charges may apply should a customer wish to switch tariffs again prior to 30 June 2014.

The date of effect of a tariff change will be:

- the date of the last meter read (provided it is an actual meter read, not an estimated meter read); or
- if field work is required to support the change in tariff (e.g. a new meter is required to be installed), the date the field work is completed.

Billing information for application of monthly or annually based charges

The monthly or annual charges shall be calculated pro rata having regard to the number of days in the billing cycle that supply was connected (days) and one-twelfth of 365.25 days (to allow for leap years). That is:

$$Pa = \frac{P \times 12}{365.25} \times \text{days} \quad \text{for monthly charges}$$

$$Pa = \frac{P1}{365.25} \times \text{days} \quad \text{for annual charges}$$

Where Pa is the amount to be billed
 P is the monthly charge
 P1 is the annual charge
 days is the number of days in the billing cycle that supply was connected

Supply Voltage**(a) Low Voltage**

Except where otherwise stated, the tariffs in Parts 1 and 2 will apply to supply taken at low voltage (480/240 volts or 415/240 volts, 50 Hertz A.C., as required by the distribution entity).

(b) High Voltage**(i) Customer plant requirements**

By agreement between the customer and the distribution entity, supply may be given and metered at a standard high voltage, the level of which shall be prescribed by the distribution entity.

Where high voltage supply is given, a customer shall supply and maintain all equipment including transformers and high voltage automatic circuit breakers but excepting meters and control apparatus beyond the customer's terminals.

(ii) Credits where L.V. tariff is metered at H.V.

Where supply is given in accordance with (i) above and metered at high voltage then, except in cases where high voltage tariffs are determined or provided by agreement to meet special circumstances, the tariffs applied will be those pertaining to supply at low voltage ("the relevant tariff"), EXCEPT THAT, after billing the energy and demand components of the tariff, a credit will be allowed of –

- 5 percent of the calculated tariff charge where supply is given at voltages of 11kV to 33 kV; and
- 8 percent of the calculated tariff charge where supply is given at voltages of 66 kV and above,

(provided that the calculated tariff charge after application of the credit must not be less than the Minimum Payment or other minimum charge calculated by applying the provisions of the relevant tariff.)

Card-operated Meters in Remote Communities

If a customer is a small excluded customer for a premises (as defined in section 23 of the Electricity Act), the distribution entity may at its absolute discretion agree with:

- (a) the relevant local government authority on behalf of the customer; and
- (b) the customer's retail entity, that the electricity consumed by the customer is to be measured and charged by means of a card-operated meter.

If, immediately prior to 1 July 2007, electricity being consumed by a customer at a premises is being measured and charged by means of a card-operated meter, the electricity consumed at the premises may continue to be measured or charged by means of a card-operated meter.

The methodology for applying the appropriate tariffs to customers subject to card-operated meters is as follows:

- (a) If electricity supplied to a residential customer is measured and charged by means of a card-operated meter:
 - (i) for Tariff 11 (Residential – Lighting, Power and Continuous Water Heating), all consumption shall be charged at the 'All Consumption' rate (**28.015 cents/kWh**), plus a Service Fee of **83.414 cents** per day shall apply;
 - (ii) for Tariff 31 (Night Rate – Super Economy), all consumption shall be charged at the 'All Consumption' rate (**14.375 cents/kWh**); and
 - (iii) for Tariff 33 (Controlled Supply – Economy), all consumption shall be charged at the 'All Consumption' rate (**20.997 cents/kWh**).
- (b) If electricity supplied to a business customer is measured and charged by means of a card operated meter, all consumption shall be charged at the 'All Consumption' rate under Tariff 20 (General Supply) (**26.222 cents/kWh**), plus a Service Fee of **140.437 cents** per day shall apply.

Other Retail Fees and Charges

A retail entity may charge its non-market customers the following:

- (a) if, at a customer's request, the retail entity provides historical billing data which is more than two years old – a maximum of **\$30**;
- (b) retail entity's administration fee for a dishonoured payment – a maximum of **\$15**; and
- (c) financial institution fee for a dishonoured payment – no more than the **fee incurred** by the retail entity.

Part 5

CONCESSIONAL APPLICATIONS OF TARIFFS 11, 12 and 13 (RESIDENTIAL)

Tariff 11 – Residential (Lighting, Power and Continuous Water Heating), Tariff 12 – Residential (Lighting, Power and Continuous Water Heating) (Time-of-Use) and Tariff 13 – Residential (Lighting, Power and Continuous Water Heating) (PeakSmart – Time-of-Use) are available to customers satisfying the criteria set out in any one of A, B or C, as follows:

A. Those separately metered installations where all electricity consumed is used in connection with the provision of a Meals on Wheels service or for the preparation and serving of meals to the needy and for no other purpose.

B. Charitable residential institutions which comply with all the following requirements—

- (a) Domestic Residential in Nature. The total installation, or that part supplied and separately metered, must be domestic residential (i.e. it must include the electricity usage of the cooking, eating, sleeping and bathing areas which are associated with the residential usage). Medical facilities, e.g. an infirmary, which are part of the complex may be included as part of the total installation; and
- (b) Charitable and Non-Profit. The organisation must be:
 - (i) a deductible gift recipient under section 30-227(2) of the *Income Tax Assessment Act 1997* to which donations of \$2.00 and upwards are tax deductible; and
 - (ii) a non-profit organisation that:
 - A. imposes no scheduled charge on the residents for the services or accommodation that is provided (i.e. organisations that provide emergency accommodation facilities for the needy); or
 - B. if scheduled charges are made for the services or accommodation provided, then all residents must be pensioners or, if not pensioners, persons eligible for subsidised care under the *Aged Care Act 1997* or the *National Health Act 1953*.

C. Organisations providing support and crisis accommodation which comply with the following requirements—

The organisation must:

- (a) meet the eligibility criteria of the Specialist Homelessness Services (formerly known as Supported Accommodation Assistance Program) administered by the State Department of Housing and Public Works and is therefore eligible to be considered for funding under this program. (Funding provided to organisations under the Specialist Homelessness Services is subject to Part 3, Sections 10 to 13 inclusive, of the *Family Services Act 1987*); and
- (b) be a deductible gift recipient under section 30-227(2) of the *Income Tax Assessment Act 1997* to which donations of \$2.00 and upwards are tax deductible.

Part 6

RELIEF FROM ELECTRICITY CHARGES WHERE DROUGHT DECLARATION IN FORCE

Customers of Ergon Energy Queensland Pty Ltd

A customer of Ergon Energy Queensland Pty Ltd who is a farmer in a drought declared area or whose property is individually drought declared under Queensland Government administrative processes may be eligible for one or more of the following forms of relief from electricity charges:

(A) Waiving or Reimbursing of Fixed Charge Components of Electricity Charges

If a customer of Ergon Energy Queensland Pty Ltd who is a farmer in a drought declared area or whose property is individually drought declared, does not have access to, or has severely restricted access to, farm or irrigation water, the fixed components of the customer's electricity charges shall be waived or reimbursed. These fixed charge components include annual fixed charges under Tariff 66, service fees, and minimum payments, but exclude minimum demand charges.

Provided the drought declaration remains operative, the waiver or reimbursement applies to all eligible fixed charges applicable to any account being used for pumping water for farm or irrigation purposes. The waiver or reimbursement shall continue to apply until the drought declaration is revoked.

(B) Deferral of Payment

If a customer of Ergon Energy Queensland Pty Ltd who is a farmer in a drought declared area or whose property is individually drought declared cites financial difficulties as a result of the drought, the customer is entitled to defer payment of the customer's electricity accounts relating to farm consumption.

Ergon Energy Queensland Pty Ltd may charge interest on deferred accounts. However, the rate of any interest charged must not be more than the Bank Bill reference rate for 90 days, as published on the first business day of each quarter.

Subject to the maximum rate of interest that may be charged, the terms of the deferred payment and the repayment of deferred amounts following revocation of

the drought declaration will be as agreed between Ergon Energy Queensland Pty Ltd and the customer concerned.

Eligibility for Relief

A customer of Ergon Energy Queensland Pty Ltd seeking relief from electricity charges on the basis that the customer is a farmer who is in a drought declared area or whose property is individually drought declared, must apply in writing to Ergon Energy Queensland Pty Ltd.

If required by Ergon Energy Queensland Pty Ltd, the customer must provide:

- (a) evidence that the customer's property is in a drought declared area or is individually drought declared, including the effective date of such drought declaration;
- (b) evidence of the water pumping restrictions applicable to the customer's property; and
- (c) for tariffs other than Tariffs 62, 65 and 66, a Statutory Declaration stating the specific account(s), and that the connection is being used primarily for pumping water for farm or irrigation purposes; and/or
- (d) a Statutory Declaration stating that the customer is experiencing financial difficulties as a result of the drought, the specific account(s) and that the connection is being used primarily for farm purposes.

Customers of other retail entities

Customers of retail entities other than Ergon Energy Queensland Pty Ltd who are farmers in drought declared areas or who have a property which is individually drought declared under Queensland Government administrative processes can apply directly to the Department of Energy and Water Supply for relief from electricity fixed charge components as outlined in (A) above.