

Queensland Government Gazette

RETAIL ELECTRICITY PRICES FOR STANDARD CONTRACT CUSTOMERS

Electricity Act 1994

The notified prices are the prices decided under section 90(1) of the *Electricity Act 1994* (the Electricity Act).

A retailer must charge its Standard Contract Customers, as defined in the Electricity Act, the notified prices subject to the provisions of sections 91, 91A and 91AA of the Electricity Act, sections 22(2) and 23(2) of the *National Energy Retail Law (Queensland) Act 2014*, and sections 22A(2), 64D(2) and 64J(2) of the *National Energy Retail Law*.

Pursuant to the Certificate of Delegation from the Minister for Energy and Water Supply (dated 30 November 2015) and sections 90(2), 90(3)(a) and 90AB of the Electricity Act, I hereby state that the Queensland Competition Authority decided that, on and from 1 July 2016, the notified prices are the applicable prices set out in the attached Tariff Schedule.

The Tariff Schedule does not apply to any customers in Energex Limited's distribution area as from 1 July 2016, customers in this area 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 standard business tariffs in the future. Customers on the transitional tariffs may opt to transfer to the standard business tariffs in Part 1 of the Tariff Schedule at any time, subject to eligibility requirements.

This Tariff Schedule does not apply to Standard Contract Customers supplied by Origin Energy Electricity Limited connected to Essential Energy's New South Wales network (which extends into southern Queensland). These customers will generally pay no more for electricity than other Queensland Standard Contract Customers of similar usage categories or classes.

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 retailer may charge a Standard Contract Customer 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 usage), but only if –

- (a) the customer voluntarily participates in such program or scheme;
- (b) the additional amount is payable under the program or scheme; and
- (c) the retailer gives the customer prior written notice of any change to the additional amount payable under the program or scheme.

Dated this TBC day of May 2016.

Roy Green, Chairman
Queensland Competition Authority

TARIFF SCHEDULE

Part 1

TARIFFS FOR RESIDENTIAL, COMMERCIAL AND RURAL APPLICATIONS

Note 1: For the purposes of sections 90, 91, 91A and 91AA 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 18 June 2015.

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

- Parts 1 to 5 (inclusive) apply to eligible Standard Contract Customers in Ergon Energy Corporation Limited distribution area, and large customers on a Standard Contract of Ergon Energy Queensland Pty Ltd; and
- Part 6 applies to eligible Standard Contract Customers of Ergon Energy Queensland Pty Ltd. Eligible customers of other retailers 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 retailer 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 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: From 1 July 2015, metering charges are no longer included in notified prices. Metering charges will now be applied in addition to the notified prices contained in this gazette.

Note 11: Unless otherwise defined, the terminology used in this Tariff Schedule is intended to be consistent with the energy laws.

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

This tariff is applicable to a customer who is classified as residential by the relevant retailer and can be accessed by a business customer consuming less than 100MWh per annum providing it is in conjunction with a primary business tariff (Tariff 20, 21, 22, 22A, 24, 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 12A (Residential) (Time-of-Use) or Tariff 14 (Residential) (Seasonal Time-of-Use Demand) at the same NMI.

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

No large customers are eligible for this tariff.

All usage	23.911 c/kWh
plus a Service Fee per metering point per day of	89.549 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, 12A and 14 (Residential)).

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

This tariff is applicable to a customer in Ergon Energy Corporation Limited’s distribution area who is classified as residential by the relevant retailer and can be accessed by a business customer consuming less than 100MWh per annum providing it is in conjunction with a primary business tariff (Tariff 20, 21, 22, 22A, 24, 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 or 14 (Residential) at the same NMI.

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

No large customers are eligible for this tariff.

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

Usage during Summer (December, January and February):

Peak
Electricity used between 3:00pm and 9:30pm inclusive
any day of the week **55.493 c/kWh**

Off-peak
All other times **19.136 c/kWh**

Non-summer usage (March - November)
All usage **19.136 c/kWh**

plus a Service Fee per metering point
per day of **101.147 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, 12A and 14 (Residential)).

Tariff 14 – Residential (Seasonal Time-of-Use Demand) –

This tariff is applicable to a customer in Ergon Energy Corporation Limited's distribution area who is classified as residential by the relevant retailer.

Customers must have the appropriate metering installed in order to access this tariff. Where a NMI has multiple meters, the usage for all meters that record usage for Tariff 14 will be aggregated for billing purposes.

This tariff is available at the absolute discretion of the retailer and the distribution entity.

Demand Charges

'Demand' refers to the import demand in kilowatts (No adjustment to import demand is made for export to the distribution network).

Peak Demand - demand between 3:00pm and 9:30pm, any day of the week, in summer months (December, January and February).

Off Peak Demand - demand between 3:00pm and 9:30pm, any day of the week, in non-summer months (March to November inclusive).

Peak Demand Calculation

Summer demand charges are calculated using the customer's top 4 demand days. The daily demand is based on the average demand the customer places on the network in the daily peak demand window (the 6.5 hour peak period on any day between 3.00 pm and 9.30 pm).

The peak demand charge will be applied to average kW demand calculated for the 52 half hour periods each month (i.e. 13 half hour intervals in each demand window on the 4 highest demand days)

\$60.908 per kilowatt per month of chargeable peak demand.

Off Peak Demand Calculation

Non summer demand charges are calculated using the customers top 4 demand days. The daily demand is based on the average demand the customer places on the network in the daily demand window (the 6.5 hour peak period on any day between 3.00 pm and 9.30 pm).

The off peak demand charge will be applied to average kW demand calculated for the 52 half hour periods each month (i.e. 13 half hour intervals in each demand window on the 4 highest demand days)

The off peak demand quantity is subject to a minimum chargeable demand of 3kW. The off peak demand charge does not apply in summer months.

\$10.811 per kilowatt per month of chargeable off-peak demand.

All usage **14.501 c/kWh**

plus a Service Fee per metering point
per day of **62.058 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, 12A and 14 (Residential)).

Tariff 20 – Business General Supply –

This tariff cannot be accessed by large customers. Refer Part 2 for transitional tariffs for existing large 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 usage **25.424 c/kWh**

plus a Service Fee per metering point
per day of **127.856 c**

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

This tariff will be phased out no later than 30 June 2017 and no new customers will be supplied under this tariff. It is available only to customers taking supply under Tariff 22 at 30 June 2015.

This tariff cannot be accessed by large customers. Refer Part 2 for transitional tariffs for existing large 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 used between the hours of 7.00 am and 9.00 pm, Monday to Friday inclusive -

All usage	27.663 c/kWh
For electricity used at other times -	
All usage	22.126 c/kWh
plus a Service Fee per metering point per day of	127.856 c

Tariff 22A – Business General Supply – Time of Use

This tariff is applicable to business customers consuming less than 100MWh per annum in Ergon Energy Corporation Limited's distribution area. This tariff cannot be accessed by large customers. Refer Part 2 for transitional tariffs for existing large customers.

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

Usage during Summer (December, January and February):

Peak Electricity used between 10:00am and 8:00pm inclusive on weekdays	46.663 c/kWh
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Off-peak All other times	22.765 c/kWh
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Non-summer usage (March - November)

All usage	22.765 c/kWh
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plus a Service Fee per metering point per day of	127.856 c
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Tariff 24 – Business (Seasonal Time-of-Use Demand)

This tariff is applicable to a customer in Ergon Energy Corporation Limited's distribution area who is classified as business by the relevant retailer. The tariff cannot be accessed by large customers.

Customers must have the appropriate metering installed in order to access this tariff. Where a NMI has multiple meters, the usage for all meters that record usage for Tariff 24 will be aggregated for billing purposes.

This tariff is available at the absolute discretion of the retailer and the distribution entity.

Demand Charges –

'Demand' refers to the import demand in kilowatts (No adjustment to import demand is made for export to the distribution network).

Peak Demand – demand between 10:00am and 8:00pm weekdays (Monday to Friday) in summer months (December, January and February)

Off Peak Demand - demand between 10:00am and 8:00pm weekdays (Monday to Friday) in non-summer months (March to November inclusive).

Peak Demand Calculation

Summer demand charges are calculated using the customers top 4 demand days. The daily demand is based on the average demand the customer places on the network in the daily peak demand window (the 10 hour peak period on any working day between 10.00 am and 8.00 pm).

The peak demand charge will be applied to average kW demand calculated for the 80 half hour periods each month (i.e. 20 half hour intervals in each demand window on the 4 highest demand days)

\$84.151 per kilowatt per month of chargeable peak demand.

Off Peak Demand Calculation

Non summer demand charges are calculated using the customer's top 4 demand days. The daily demand is based on the average demand the customer places on the network in the daily demand window (the 10 hour peak period on any working day between 10.00 am and 8.00 pm).

The off peak demand charge will be applied to average kW demand calculated for the 80 half hour periods each month (i.e. 20 half hour intervals in each demand window on the 4 highest demand days)

The off peak demand quantity is subject to a minimum chargeable demand of 3kW. The off peak demand charge does not apply in summer months.

\$13.545 per kilowatt per month of chargeable off-peak demand.

Energy Charge

All usage	15.881 c/kWh
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plus a Service Fee per metering point per day of	80.049 c
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Further applications of this tariff are described in Part 4 (Application of Tariffs for Customers on Notified Prices – General).

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 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 used 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 used 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 used 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 used by the booster heating unit shall be metered under and charged at the tariff applicable to general power usage at the premises concerned.
- (f) Electric Vehicles, at the discretion of the distributor.
- (g) 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 load control equipment. Charges may apply for 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 usage

13.865 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 customers or in conjunction with Tariff 24 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) Electric Vehicles, at the discretion of the distributor.
- (v) As a sole supply tariff at the absolute discretion of the distribution entity.
- (vi) 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 load control equipment. Charges may apply for 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 usage **19.343 c/kWh**

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

This tariff cannot be accessed by large customers. Refer Part 2 for transitional tariffs for large customers.

Demand Charge –

\$27.720 per kilowatt per month of chargeable demand.

Energy Charge –

All usage **13.014 c/kWh**

plus a Service Fee per metering point per day of **610.961 c**

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

'Demand' shall mean the average demand 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)

This tariff can be accessed by 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 customer in Ergon Energy Corporation Limited's distribution area whose annual energy usage generally exceeds 100MWh.

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

Demand Charge –

\$39.136 per kilowatt per month of chargeable demand.

Energy Charge –

All usage **12.056 c/kWh**

plus a Service Fee per metering point per day of **5,379.515 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 this tariff which 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 meters at that NMI.

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

Tariff 45 – Business Over 100MWh per annum (Demand Medium)

This tariff can be accessed by 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 customer in Ergon Energy Corporation Limited's distribution area whose annual energy usage generally exceeds 100MWh.

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

Demand Charge –

\$32.059 per kilowatt per month of chargeable demand.

Energy Charge –

All usage **12.149 c/kWh**

plus a Service Fee per metering point per day of **16,806.610 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 this tariff which is 120kW.

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 meters at that NMI.

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

Tariff 46 – Business Over 100MWh per annum (Demand Large)

This tariff can be accessed by 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 customer in Ergon Energy Corporation Limited's distribution area whose annual energy usage generally exceeds 100MWh.

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

Demand Charge –

\$29.117 per kilowatt per month of chargeable demand.

Energy Charge –

All usage	12.212 c/kWh
plus a Service Fee per metering point per day of	45,094.039 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 this tariff which 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 meters at that NMI.

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

Tariff 47 – Business - High Voltage General Supply (Demand)

This tariff can be accessed by 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 customer in Ergon Energy Corporation Limited's distribution area whose annual energy usage generally exceeds 100MWh.

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

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

Demand Charge –

\$25.825 per kilowatt per month of chargeable demand.

Energy Charge –

All usage	11.590 c/kWh
plus a Service Fee per metering point per day of	42,088.775 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 this tariff which 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 meters at that NMI.

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)

This tariff can only be accessed by large 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 usage generally exceeds 4GWh.

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

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

Demand Charge –

\$25.825 per kilowatt per month of chargeable demand.

Energy Charge –

All usage **11.590 c/kWh**

plus a Service Fee per metering point
per day of **42,527.289 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 this tariff which 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 meters at that NMI. 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 50 – Business - Seasonal Time of Use Demand (over 100MWh per annum)

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

A SAC - Large customer is a customer in Ergon Energy Corporation Limited's distribution area whose annual energy usage generally exceeds 100MWh.

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

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

The chargeable demand charge for peak and shoulder periods in any summer month (December, January or February) will be applied to the kW amount by which a customer's metered monthly maximum demand is greater than the demand threshold of 20 kW.

The chargeable demand charge for all other months (ie from March through to November) will be applied to the kW amount by which a customer's metered monthly maximum demand is greater than the demand threshold of 40 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 time period of that month.

'Demand' shall mean the average demand in kilowatts over a period of 30 minutes, as measured on the meters at that NMI.

Demand Charges –

Summer Demand (December, January and February)
Weekdays 10:00am to 8:00pm

\$61.353 per kilowatt per month of maximum metered demand exceeding 20 kilowatts.

Non-summer demand (March to November)

\$14.801 per kilowatt per month of maximum metered demand exceeding 40 kilowatts.

Energy Charge –

All usage during summer months (December, January and February) **11.577 c/kWh**

All usage during non-summer months (March to November) **14.849 c/kWh**

plus a Service Fee per metering point
per day of **4,524.329 c**

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

This tariff cannot be accessed by small customers.

All usage **34.416 c/kWh**

plus a Service Fee per metering point
per day of **70.357 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, 22A, 24 or 62.

First 100 kilowatt hours per month	46.125 c/kWh
Next 9,900 kilowatt hours per month	43.338 c/kWh
Remaining kilowatt hours per month	32.992 c/kWh
plus a Minimum Payment per day of	67.876 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 used between the hours of 7.00 am and 9.00 pm, Monday to Friday inclusive -

All usage	45.606 c/kWh
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For electricity used at other times -

All usage	16.059 c/kWh
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plus a Service Fee per metering point per day of	169.092 c
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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 used between the hours of 4.30 pm and 10.30 pm	49.930 c/kWh
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For electricity used between the hours of 10.30 pm and 4.30 pm	19.963 c/kWh
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Minimum Payment per day of	28.032 c
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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, 22 22A or 24 at the same NMI.

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

First 10,000 kilowatt hours per month	43.470 c/kWh
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Remaining kilowatt hours	36.761 c/kWh
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For electricity used at other times -

All usage	15.371 c/kWh
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plus a Service Fee per metering point per day of	73.314 c
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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 used in a fixed 12 hour daily pricing period (as agreed between the retailer 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 usage	34.676 c/kWh
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For electricity used at other times –

All usage	19.100 c/kWh
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plus a Service Fee per metering point per day of	73.314 c
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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	\$35.249 per kW
Remaining kilowatts	\$105.982 per kW

Energy Charge –

All usage	18.175 c/kWh
plus a Service Fee per metering point per day of	161.582 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.

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; or
 - 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 usage will be determined in accordance with the metrology procedure issued by the Australian Energy Market Operator.

All usage	33.465 c/kWh
plus a Service Fee per lamp per day of	0.630 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 usage determined by the distribution entity.

All usage	23.020 c/kWh
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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

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

Tariffs are applied to the electricity used 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 retailer 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 to a customer, the customer may request the retailer to arrange for the required meter to be installed at the customer's cost.

For all tariffs customers have the option, on application in writing or another form acceptable to the retailer, of changing to any other tariff that the retailer 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 retailer 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 change does not require a change to the customer's network tariff and 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) in their distribution area will be supplied under other tariffs appropriate to their installations.

The date of effect of a tariff change will be:

- for customers previously supplied under tariffs which have now been discontinued or redesignated (whether by number, letter or name) - the date the tariff is discontinued or redesignated; or
- 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:

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

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

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 an excluded customer (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 retailer, that the electricity used 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 used by a customer at premises is being measured and charged by means of a card-operated meter, the electricity used 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 usage shall be charged at the 'All usage' rate (**23.911 cents/kWh**), plus a Service Fee of **89.549 cents** per day shall apply;
 - (ii) for Tariff 31 (Night Rate – Super Economy), all usage shall be charged at the 'All usage' rate (**13.865 cents/kWh**); and

- (iii) for Tariff 33 (Controlled Supply – Economy), all usage shall be charged at the ‘All usage’ rate (**19.343 cents/kWh**).
- (b) If electricity supplied to a business customer is measured and charged by means of a card operated meter, all usage shall be charged at the ‘All usage’ rate under Tariff 20 (General Supply) (**25.424 cents/kWh**), plus a Service Fee of **127.856 cents** per day shall apply.

Other Retail Fees and Charges

A retailer may charge its Standard Contract Customers the following:

- (a) if, at a customer’s request, the retailer provides historical billing data which is more than two years old – a maximum of **\$30**;
- (b) retailer’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 retailer.

Part 5

CONCESSIONAL APPLICATIONS OF TARIFFS 11, 12A and 14 (RESIDENTIAL)

In Ergon Energy Corporation Limited’s distribution area Tariffs 11, Tariff 12A and Tariff 14 are available to customers where they satisfy the criteria set out in any one of A, B or C, below:

A. Those separately metered installations where all electricity used 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 Standard Contract 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 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. 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 applies to all eligible fixed charges applicable to any account being used for pumping water for farm or irrigation purposes. The waiver 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 usage.

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 retailers

Customers of retailers 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 reimbursement of the fixed charge components of the customer's electricity charges.

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 reimbursement applies to all eligible fixed charges applicable to any account being used for pumping water for farm or irrigation purposes and ceases once the drought declaration is revoked.