

Your guide to Obsolete Tariffs



Which obsolete tariffs end on 1 July 2021?

Obsolete tariffs ended on 1 July 2021 and customers are being moved to a suitable alternative tariff.

The tariffs that ended on 1 July 2021 are: 21, 20L, 22 (Large), 37, 62, 65 and 66.

These tariffs are ending as part of government-driven tariff reform in Queensland, aimed at reflecting the real cost of providing electricity. Tariff reform has been ongoing for a number of years and will see seven 'obsolete' tariffs end on 1 July 2021.



What will happen on 1 July 2021 when these tariffs end?

If you have not requested a change from an obsolete tariff, Ergon Energy Retail will automatically move you to a suitable standard tariff on 1 July 2021.

Can I change the tariff I've been moved to as of 1 July 2021?

- Yes. And it's free to change your tariff.
- Changing tariffs sometimes entails an upgrade to the meter box requirements or changing to a digital meter. If the tariff you choose will require this kind of work, you can discuss this with your electrical contractor who will provide a quote for this work.
- You can change your tariff via My Account and Energy Analysis - ergon.com.au/myaccount
- Or you can talk to us and our business support team on 1300 554 029, Monday - Friday 8.00am - 5.00pm. Press '2' for business and then provide your ABN/ACN number if you have it handy. Alternatively, you can send your enquiry via our online contact form - ergon.com.au/enquiry

Are you going to tell me which tariff I've been moved to on 1 July 2021?

Yes, Ergon Energy Retail has written to all obsolete tariff customers in June 2021.

This letter/email will advise which obsolete tariffs have ended, and your new standard tariffs.

If you didn't receive this letter/email you can get in touch with us or take a look at your accounts on Energy Analysis in My Account - ergon.com.au/myaccount.

I'm drought affected, what do the new tariffs mean for eligibility?

Some customers have been receiving drought relief with their obsolete tariff under the Drought Relief from Electricity Charges Scheme (DRECS).

Your Daily Service Charge will continue to be waived under your replacement tariff/s, as long as you continue to meet the DRECS eligibility requirements.

See detailed sections for more information including Drought Relief from Electricity Charges Scheme (DRECS), and control load tariffs.

Is there any further transition support available?

The Queensland Government has announced an initiative to assist regional farms and businesses transitioning from obsolete to standard, cost-reflective electricity tariffs where they will have significant increases to their electricity bill costs.

This is the Electricity Tariff Adjustment Scheme (ETAS) - qld.gov.au/transition-rebate

You can read more about Ergon Energy Retail's support of this initiative at ergon.com.au/transition-rebate

More information on Obsolete Tariffs

Why are some tariffs ending?

These tariffs are ending as part of government-driven tariff reform in Queensland, aimed at reflecting the real cost of providing electricity. Tariff reform has been ongoing for a number of years and will see seven 'obsolete' tariffs end on 1 July 2021. **The tariffs ending on 1 July 2021 are: 21, 20L, 22 (Large), 37, 62, 65 and 66.**

What will happen on 1 July 2021 when these tariffs are no longer available?

If you have not requested a change from an obsolete tariff, it will automatically be moved to a suitable tariff on 1 July 2021 by Ergon Energy Retail.

While every effort has been made to find the best possible tariff to transition to, you can change your tariff at any time without cost if you prefer another option.

Changing tariffs sometimes entails an upgrade to the meter box requirements or changing to a digital meter. If the tariff you choose will require this kind of work, you can discuss this with your electrical contractor who will provide a quote for this work.

How many customers are on obsolete tariffs in regional Queensland?

There are around 13,000 customers on obsolete tariffs with Ergon Energy Retail.

More information on bill changes

What will happen to my bill after 1 July 2021?

For some customers currently on obsolete tariffs, the change to a new tariff will mean a decrease in annual costs, for others a slight rise.

Some rises can potentially be offset by changes in equipment or operational behaviours (such as changing the timing of some activities or upgrading basic equipment, or even changing to a more suitable tariff).

Customers with a significant change in their electricity bill may be eligible for the Queensland Government's transition rebate (see below for more information) which will help offset these rises for up to nine years. Ergon Energy Retail will proactively contact you and let you know if you're eligible - there are no applications to make or forms to fill out. See more at qld.gov.au/transition-rebate

How can I see if my bill will go up or down or which tariff is best for me?

The easiest way to compare or find the best tariff for your business is to register for My Account, which includes Energy Analysis.

This powerful online tool will tell you the cheapest tariff based on your past usage and allow you to create and compare your own energy usage scenarios to help you select the best tariff for the future.

Best of all, it's free. To access Energy Analysis, login or register (if you haven't already) for My Account -

ergon.com.au/myaccount

More information on drought relief

Will my new tariff still be eligible for drought relief?

Some customers have been receiving drought relief with their obsolete tariff under the Drought Relief from Electricity Charges Scheme (DRECS).

Your Daily Service Charge will continue to be waived under your replacement tariff/s, as long as you continue to meet the DRECS eligibility requirements.

If your NMI/s are eligible for both DRECS and ETAS, you receive the full benefit of the DRECS waiver and if the ETAS transition rebate is greater than the DRECS waiver, the difference will be paid under ETAS. For example, if you are on quarterly billing, and your DRECS benefit for that quarter was \$300, and your ETAS transition rebate payment for the same quarter was \$600, you would receive \$600 made up of \$300 for DRECS and \$300 for the transition rebate.

Will my DRECS benefit be impacted by ETAS eligibility?

If your NMI/s are eligible for both DRECS and ETAS, you receive the full benefit of the DRECS waiver and if the ETAS transition rebate is greater than the DRECS waiver, the difference will be paid under ETAS, including any backdating of DRECS

More information on alternative / replacement tariffs

What are the alternative tariffs?

| Obsolete Tariff | Type of business | Tariff type | Alternatives to consider |
|-----------------|------------------|-------------|---|
| 21 | Small or large | Anytime use | 20 (most common), 22A, 24, 41, 44, 45, 46, 50 |
| 20L | Large | Anytime use | 44, 45, 46, 50 |
| 22L | Small or large | Time of use | 20, 22A, 24, 41, 44, 45, 46, 50 |
| 37 | Small or large | Time of use | 20, 22A, 24, 44, 45, 46, 50 |
| 62^ | Farming | Time of use | 20, 22A, 24, 41, 44, 45, 46, 50, 62A^ |
| 65^ | Farming | Time of use | 20, 22A, 24, 41, 44, 45, 46, 50, 65A^ |
| 66^ | Farming | Time of use | 20, 22A, 24, 41, 44, 45, 46, 50, 66A^ |

^Tariffs 62A, 65A and 66A are limited-access obsolete tariffs and only available for existing small business customers who accessed the relevant obsolete retail tariff at some point between 1 July 2017 and 30 June 2020.

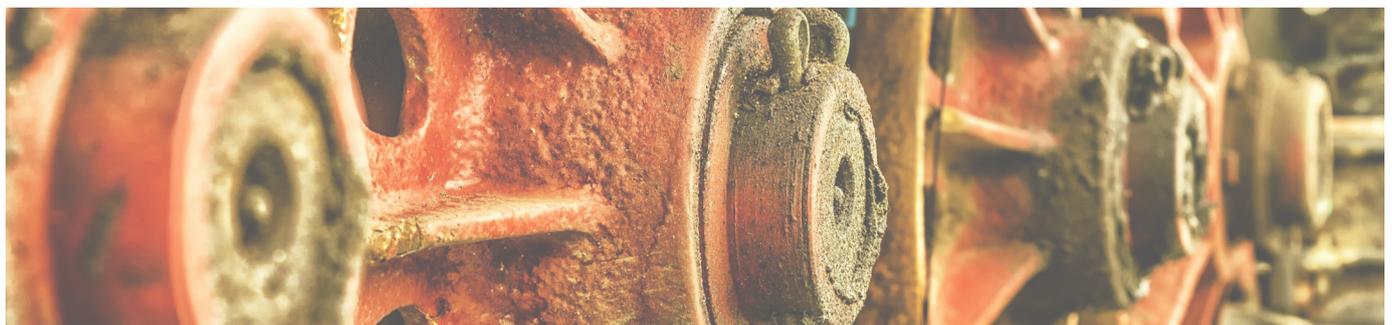
The easiest way to compare or find the best tariff for your business is to register for My Account, which includes Energy Analysis. This powerful online tool will tell you the cheapest tariff based on your past usage and allow you to create and compare your own energy usage scenarios to help you plan for the future. Best of all, it's free. To access Energy Analysis, login or register for My Account - [ergon.com.au/myaccount](https://www.ergon.com.au/myaccount) today.

You can also call our business support team on 1300 554 029, Monday – Friday 8.00am – 5.00pm. Press '2' for business and then provide your ABN/ACN number if you have it handy. Alternatively, you can send your enquiry via our online contact form - [ergon.com.au/enquiry](https://www.ergon.com.au/enquiry).

Full tariff descriptions and prices are available on Ergon Energy Retail's web site - [ergon.com.au/businessstariffs](https://www.ergon.com.au/businessstariffs).

This includes web pages on obsolete tariffs, tariff facts, small business tariffs, and large business tariffs.

Information and comparisons are available to help customers find the most suitable tariff for their situation.



How do I know if my premises is eligible for a particular tariff?

Full tariff descriptions and prices are available on Ergon Energy Retail's web site - [ergon.com.au/businessstariffs](https://www.ergon.com.au/businessstariffs). This includes web pages on obsolete tariffs, tariff facts, small business tariffs, and large business tariffs.

However, there are some extra eligibility criteria for a few tariffs. These are:

- **62A, 65A and 66A** are available to small customers in any zone/region and do not need a digital meter to operate. However, customers will need to have been on the equivalent tariff (62, 65 or 66) at some point between 2017 and 2020 to be eligible.
- **T22B/24A/24B** tariffs are available to 'small' classification customers with a digital meter in any zone.
- **T43** is only available to large customers who do not have a demand register or digital meter. T43 is assigned to the customer by Ergon Energy Network.
- **T60A and T60B** are only available in areas where Ergon Energy Network's load control equipment is operating. Please check if your region is fitted with this equipment here: <https://www.ergon.com.au/network/network-management/demand-management/load-control-tariffs-for-business-customers>.

You can also check in Energy Analysis in My Account - [ergon.com.au/myaccount](https://www.ergon.com.au/myaccount). In the tariff optimisation tool, it will only show you alternative tariffs that you are currently eligible for.

How long will all these alternative tariffs be available for?

Ergon Energy Retail offers the tariff structures and prices set for it by the Queensland Competition Authority which are listed in the Queensland Government Gazette.

Generally, changes to tariffs and prices happen once a year, with the changes taking effect on 1 July each year.

Sometimes changes happen on an ad-hoc basis.

Do I have to change my meter because my tariff has been changed?

Some tariffs require a digital meter, but to be on those tariffs you will need to upgrade to a digital meter first.

There are tariffs available for customers of all sizes who don't have digital meters, however; you may find that tariff options that require a digital meter might be more cost effective.

If you've made the decision to use a tariff that requires a digital meter, contact your licenced electrical contractor to discuss the details and get a quote.

In some cases, a basic meter can be fitted with a Demand Register to enable access to demand-based tariffs.

And where load control tariffs are available, these tariffs can sometimes be accessed with a basic meter and with all digital meters.

Which tariffs require a digital meter?

The kVA demand-based tariffs and the new time-of-use tariffs introduced in January 2021, such as Tariff 22B require a digital meter.

Digital meters are able to measure usage in half hour blocks as well as register the full amount of energy being used within that half hour block allowing more scope to vary charges and lower them in off-peak/lower demand times.

This can lower bills for customers who can make some changes to their usage patterns.

This table sets out the metering requirements for Ergon Energy Retail standard retail tariffs. Alternative tariffs to obsolete tariffs are highlighted.

| Tariff | Basic meter | Digital meter |
|------------|-------------|---------------|
| 20 | YES | YES |
| 20A | YES | YES |
| 22A | | YES |
| 22B | | YES |
| 24 | | YES |
| 24A | | YES |
| 24B | | YES |
| 33 | YES | YES |
| 34 | YES | YES |
| 41 | | YES |
| 43 | YES | |
| 44 | YES | YES |
| 45 | YES | YES |
| 46 | YES | YES |
| 47 | YES | YES |
| 48 | YES | YES |
| 50 | | YES |
| 50A | | YES |
| 60A | YES | YES |
| 60B | YES | YES |
| 62A | YES | YES |
| 65A | YES | YES |
| 66A | YES | YES |

^Tariffs 62A,65A and 66A are limited-access obsolete tariffs and only available for existing small business customers who accessed the relevant obsolete retail tariff at some point between 1 July 2017 and 30 June 2020.

What about demand-based tariffs?

Due to policy changes in the National Electricity Market, business customers are being moved to demand and capacity-based tariff charges on 1 July 2021. You can find the latest pricing of these types of tariffs for small businesses and large businesses on our business tariff web page -

[ergon.com.au/businessstariffs](https://www.ergon.com.au/businessstariffs)

More information on how to understand and make the most of kVA tariffs is also available at

www.ergon.com.au/kva

In some cases, a basic meter can be fitted with a Demand Register to enable access to demand-based tariffs.

More information on load control tariffs

Can I switch to a load control tariff? And if it does not suit, can I change back?

Yes, there are load control tariff options for both small and large farm and business customers in regional Queensland.

These tariffs are cheaper because the supply on this tariff is interruptible (Ergon Energy Network can turn off your power for pre-agreed times and durations). The times of day this will occur may change from day to day and vary in duration depending on the load control tariff selected and you will need to make sure they are workable for your farm/business.

For more information about load control tariffs, please visit Ergon Energy Retail's web site - [ergon.com.au/businessstariffs](https://www.ergon.com.au/businessstariffs)

If you find the load control tariff does not suit you, you can change back to a non-interruptible supply tariff.

Please note, if your equipment requires an uninterrupted electricity supply 24 hours per day, load control tariffs will not be suitable for you. If your operations could manage some power interruptions, these tariffs may be an economical option for you to consider.

Ergon Energy Network also has a load control tariff Pros and Cons web page with more information- <https://www.ergon.com.au/network/network-management/demand-management/load-control-tariffs-for-business-customers>

What are the load control tariffs?

For Small Customers (less than 100,000 kWh (100MWh) / year) the control load tariff options are:

Tariff 33 – Small Customer Secondary Load Control

Tariff 34 – Small Customer Primary Load Control

And for Large Customers (greater than 100,000 kWh (100MWh) / year) the control load tariff options are:

Tariff 60A – Large Business Primary Load Control

Tariff 60B – Large Business Secondary Load Control

More information about Energy Analysis

What can Energy Analysis via My Account do to help me manage my electricity costs?

Do you want to see your energy usage including demand, change a tariff, model different tariff options and find the cheapest tariff for you, update your contact details, set up reports and alerts - all at a time that suits you?

Then Ergon Energy Retail's Energy Analysis is for you.

Logging in to Energy Analysis will help you understand tariffs and usage patterns, where you can see demand data, manage your account and even predict your usage forward in time to see which will be the best tariff for your business.

It's accessible through My Account - ergon.com.au/myaccount And it's free.

Business customers with single or multiple sites can:

- See the best value tariff for your premises based on your usage history
- Find the best value tariff for the future by changing usage scenarios
- Monitor demand and power factor to reduce your costs and make your operations more efficient
- Track the performance of your solar system
- Keep ahead of your bills by setting up alerts straight to your phone or email
- Keep track of your usage with reports emailed regularly
- Easily check your past bills or usage history
- Easily request an extension to your payment due date (small businesses only)
- Keep track of your CO2 outputs
- Quickly kick off a tariff change online
- Update your account details online with a few clicks
- 24/7 anytime, anywhere access.

To access these powerful tools, including online tutorials to guide you, simply login or register for My Account - ergon.com.au/myaccount

Where to get more information

Information regarding obsolete tariffs, new tariffs, My Account including Energy Analysis, tariff facts, plus case studies, tariff suitability comparisons, and frequently asked questions can be found at

ergon.com.au/businesstariffs

For more information on the Queensland Government's ETAS/transition rebate, visit

www.qld.gov.au/transition-rebate

Want to talk to us?

If you'd like to talk to us, you can call our business support team on 1300 554 029, Monday – Friday 8.00am – 5.00pm. Press '2' for business and then provide your ABN/ACN number if you have it handy. Alternatively, you can send your enquiry via our online contact form.

Are your tariffs right for your business?

We encourage you to make sure your tariffs are right for your business.

To understand your tariff options, we recommend using our Energy Analysis tool which is located within our My Account - ergon.com.au/myaccount - self-service portal.

There you can do your own tariff comparison and even request a tariff change. It's a straightforward process and you'll get lots of helpful information and analysis about your tariff suitability and usage patterns as well as the ability to manage your bills and accounts in one place.