Ergon Energy Network Tariff Guide

01 July 2025 to 30 June 2026

Part of Energy Queensland

Version	Date	Description
V1.0	13 June 2025	First version published on website covering the period 1 July 2025 to 30 June 2026

Contents

1. INTRODUCTION

1.1 Purpose

This document is Ergon Energy Network's Tariff Guide (Guide). It supports Ergon Energy Network's 2025-26 Pricing Proposal and has been prepared to assist in the interpretation of our network tariffs and tariff assignment processes for the period from 1 July 2025 to 30 June 2026.

Each year Ergon Energy Network are required to submit a pricing proposal to the Australian Energy Regulator (AER) for approval. The pricing proposal sets out Ergon Energy Network's proposed tariffs and demonstrates compliance with Chapter 6 of the National Electricity Rules (NER). Our 2025-26 Pricing Proposal was developed in accordance with the requirements set out in our 2025-30 Tariff Structure Statement (TSS).

This Guide aligns with our AER approved 2025-30 TSS and 2025-26 Pricing Proposal. These documents, in conjunction with Ergon Energy Network's 2025-26 Network Price List, are available on our website www.ergon.com.au/network/our-network/network-pricing-and-tariffs.

1.2 Supporting network pricing documentation

In addition to this Guide, we have published a number of related network pricing documents to assist network users, retailers and interested parties understand the development and application of tariffs and connection charges.[1] These documents are outlined in Table 1.

Table 1: Supporting network pricing documentation

Document	Overview
Tariff Structure Statement	• Sets out the proposed tariff classes, tariffs and tariff structures for the 2020-25 regulatory control period • Details on how the proposed tariff classes, tariffs and tariff structures comply with the pricing principles • Provides details on Ergon Energy Network's tariff assignment policy • Provides indicative prices for the 2025-30 regulatory control period • Approved by the AER as part of the 2025-30 Distribution Determination
Pricing Proposal	• Explains Ergon Energy Network's tariff classes, tariffs and tariff structures for Standard Control Services and Alternative Control Services in compliance with the requirements set out in Chapter 6 of the NER, the AER's Distribution Determination and our TSS • Submitted annually to the AER for approval
Network Tariff Schedule	• Provides Ergon Energy Network's prices for Standard Control Services and Alternative Control Services developed in accordance with the requirements set out in the NER, the AER's Distribution Determination and our TSS • Submitted annually to the AER as part of the Pricing Proposal

[1] Link to Ergon Energy's website: www.ergon.com.au/network/our-network/network-pricing-and-tariffs.

Document	Overview
Network Tariff Guide	• An operational document for customers, retailers, and consultants, setting out the tariff assignment and reassignment procedures • Provides a description of the network tariffs • Provides an explanation of the application of network tariff charging components • Published annually and updated as required
Connection Policy	• Sets out when a connection charge may be payable by retail customers or real estate developers and the aspects of the connection service for which a charge may be applied • Details on how Ergon Energy Network calculates the capital contributions to be paid • Approved by the AER in 2025 as part of the 2025-30 Distribution Determination

1.3 Background

1.3.1 Network tariff charging components

The total network charges that customers are charged for their use of the network (i.e. for Standard Control Services) are known as Network Use of System (NUOS) charges.

NUOS charges are comprised of the following three components:

- Distribution Use of System (DUOS) charge – this charge refers to the network charge attributable to the use of Ergon Energy Network's distribution network.
- Designated Pricing Proposal Charge (DPPC) – this charge refers to the charges incurred for the use of Powerlink's transmission network. It was previously referred to as the Transmission Use of System (TUOS) charge.
- Jurisdictional scheme charges – these charges relate to costs imposed on Ergon Energy Network, usually through legislation or regulation, on the expectation that these costs are passed through to customers through network tariffs.

2. PRICING ZONES

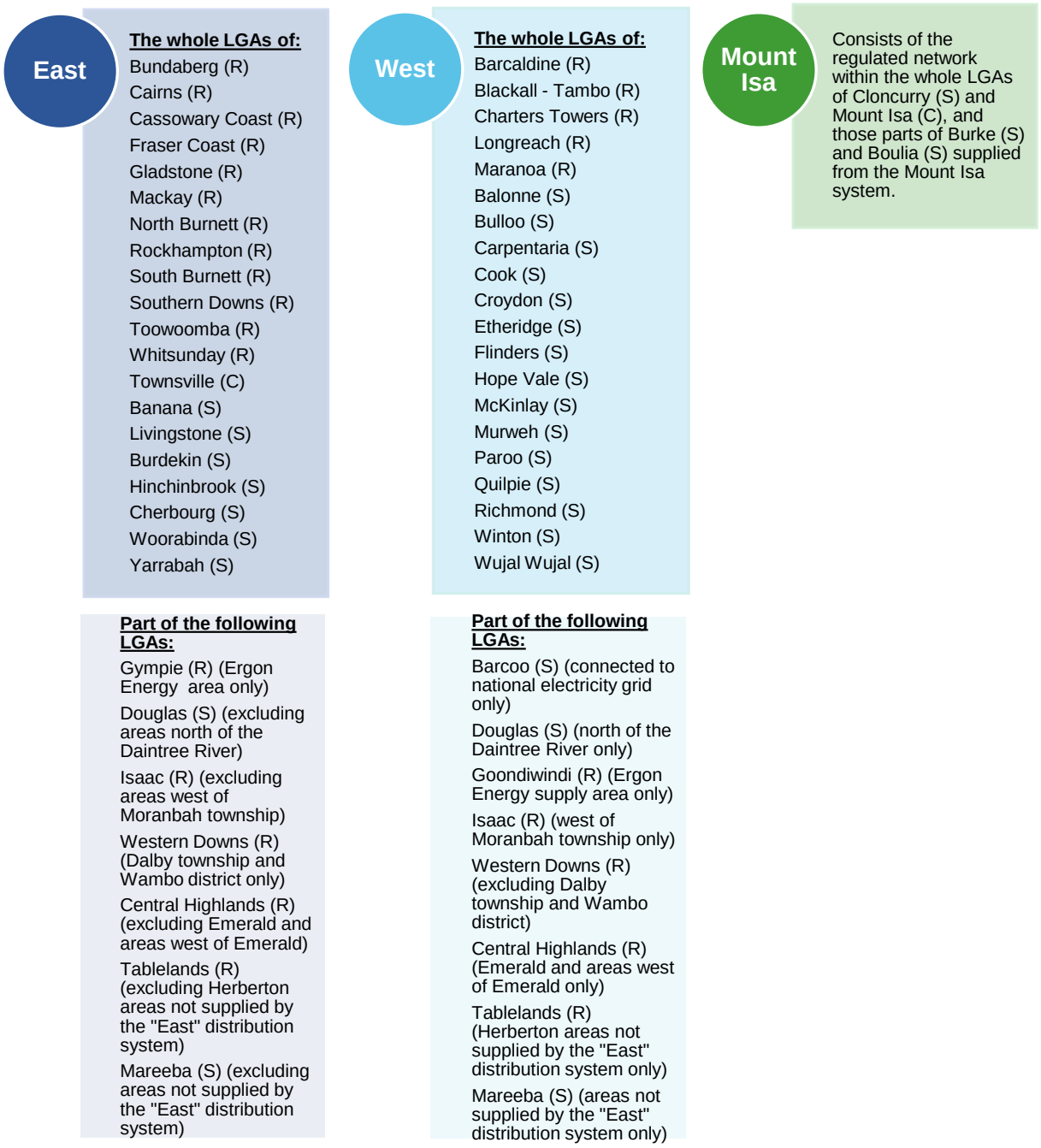
There are 3 pricing zones that have been delineated in the Ergon Energy Network distribution area, broadly they are based on Queensland's local government areas. The distribution network electrical connection is the final determinant of which zone applies. Zone pricing impacts the DUOS component of the NUOS charges only (DPPC charges and jurisdictional scheme charges are not impacted by pricing zones).

Ergon Energy Network's three pricing zones are:

- East Zone – those areas where the network users are supplied from the distribution system connected to the national grid and have a relatively low distribution cost to supply.
- West Zone – those areas outside the East Zone and connected to the national grid, which have a significantly higher distribution cost of supply than the East Zone.
- Mount Isa Zone – broadly defined as those areas supplied from the isolated Mount Isa system. This zone is not connected to the national grid and, as such, would normally be excluded from the application of the NER. However, under the Electricity – National Scheme (Queensland) Act 1997, the Queensland Government has transferred responsibility for the economic regulation of the Mount Isa – Cloncurry supply network to the AER.

The local government areas covered in each of the three regions are listed in Figure 1.

Figure 1: Distirbution pricing zones coverage



Note: (LGA) = Local Government Area, (R) = Regional Council, (S) = Shire Council and (C) = City Council

3. ASSIGNING AND REASSIGNING CUSTOMERS TO NETWORK TARIFF CLASSES AND TARIFFS

This chapter sets out Ergon Energy Network's procedures for assigning new customers[2] to a default network tariff and for reassigning existing customers to an alternative network tariff. This chapter should be read in conjunction with our approved 2025-30 TSS and the AER's 2025-30 TSS Decision.

New customer assignment and existing customer reassignment to Ergon Energy Network's default network tariff involves 2 steps:

1) assigning new customers or reassigning existing customers to the applicable tariff class based on their connection characteristics, and
2) assigning new customers or reassigning existing customers to the applicable network tariff within their correct tariff class.

3.1 Assigning new customers

3.1.1 Assignment to tariff class

Consistent with our TSS, Ergon Energy Network will assign customers into one of 3 tariff classes, mainly based on the voltage level at which customers are connected to the network. Ergon Energy Network's tariff classes and eligibility criteria are explained in Table 2.

Table 2: Tariff classes

Tariff class	Eligibility criteria
	Customers connected at Low Voltage (LV) are classified as SAC. Customers allocated to the SAC tariff class include residential customers, small to medium businesses and unmetered supply customers. SAC customers are further classified as Small or Large customers, depending on their energy consumption: • SAC Small – A small customer is defined as an LV customer with annual energy consumption **up to 100 MWh.** • SAC Large – A large customer is defined as an LV customer with annual energy consumption greater than that of a small customer as determined in Section 7 of the *National Energy Retail Regulations*, that is customers with annual energy consumption of **100 MWh or more**.
	Customers coupled to the network voltage from 11kV who are not allocated to the ICC tariff class are allocated to the CAC tariff class.
	Customers are allocated to the ICC tariff class if they are coupled to the network at 33kV or above. At the discretion of the network, we may assign customers coupled

[2] In this Guide, a new customer means a new connection to the distribution network.

Tariff class	Eligibility criteria
	from 11kV to the ICC tariff class where there are no higher voltages available from the bulk supply point.

Note:

Some existing customers coupled to the HV network at low voltage levels will remain allocated to the ICC tariff class for legacy reasons.

No reference is made to customer's export load in assigning customers to Ergon Energy Network's tariff classes (or network tariffs).

3.1.2 Assignment to default primary tariff

If a retailer does not specify its preferred network tariff for a new customer, Ergon Energy Network will assign the new customer to the relevant default network tariff in accordance with Table 3. It should be noted that all new customers are assumed to have smart meters.

Table 3: Default tariff assignment for new customers

Tariff class	Customer type	Connection Characteristics	Default network tariff
SAC	Residential	Residential	• Basic Meter – Residential Flat (NTC RIB) • Smart Meter – Residential TOU Energy (NTC RTOUE)
	Small Business	Below 100 MWh per annum	• Basic Meter – Small Business Flat (NTC BIB) • Smart Meter – Small Business TOU Energy (NTC BTOUE)
	Large Business	Above 100 MWh per annum	• Basic Meter – Large Business Energy (NTC LTOUD) • Smart Meter – Large TOU Demand & Energy (NTC BEST)
CAC	Customers connected at 11 kV (or 22 kV) line		• 22/11 kV Line
	Customers connected at 11 kV (or 22 kV) bus		• 22/11 kV Bus
	Customers connected at 66 kV		• 66 kV
	Customers connected at 33 kV		• 33 kV
ICC	All ICC customers		• ICC tariff

Ergon Energy Network tariffs do not support a mixed tariff situation (for example, where one NMI has both residential and business retail tariffs). The determination of the appropriate SAC network tariff will be based on the retailer's classification of the NMI as either business or residential in accordance with the National Energy Retail Rules.

If a customer classification is not received from the retailer for move-in SAC small customers, the retail customer moving-in to the existing premises will inherit the existing customer classification and existing network tariff. Move-in customers are not considered as a new customer to Ergon Energy Network, as these customers are not a new connection to the distribution network.

3.2 Reassigning existing customers

In accordance with our TSS, Ergon Energy Network will initiate network tariff reassignment of customers in the following instances:

- when SAC customers change from a basic accumulation meter to a smart (Type 4) meter,
- when a SAC customer reaches the end of applicable grace provisions (i.e. a meter failure or end of life meter replacement),
- to transition SAC customers that already have a smart meter from a flat tariff to the default tariff,
- as a result of our review and assessment of customer assignment to ensure customers are assigned to the correct tariff class and tariff, and
- any other provisions outlined in our TSS.

The Ergon Energy Network initiated tariff re-assignment procedure for existing customers is further explained in the sections below.

3.2.1 Tariff reassignment for SAC customers

SAC customers with consumption below 100 MWh changing to a smart meter

End-of-life meter replacement for customers with a basic meter

SAC Small residential and small business customers that have their basic accumulation meter replaced due to end of life reasons after 30 June 2020 may remain on the legacy Inclining Block tariffs for a period of 12 months from the date of the replacement.

At the end of this 12 month grace period, these customers will be reassigned to the applicable Residential or Small Business Time of Use Energy tariff (RTOUE or BTOUE), unless their retailers have already voluntarily requested reassignment to a Time of Use Energy or Time of use Demand & Energy network tariff prior to the end of the grace period.

Customer initiated meter upgrade from basic meter to smart meter

SAC Small residential and small business customers that upgrade from a basic accumulation meter to a smart meter will be immediately assigned to the applicable Residential or Business Time of Use Energy tariff (RTOUE or BTOUE).

Customers with Type 4A meters

As per the advice received from the AER, existing customers with communication-disabled smart meters (also known as Type 4A meters) will be automatically reassigned to the Residential or Small Business Time of Use Energy tariff (RTOUE or BTOUE) at the end of the 12 month grace period for end of life scenarios. The rationale for this approach is as follows:

- Type 4A meters are smart meters recording interval data which can be billed on a kW basis; and
- The benefits associated with peak demand reduction will be available to customers with this type of metering.

Considering that Residential and Small Business Time of Use Energy tariffs are charged on a monthly cycle, customers who have their meter read on a quarterly basis will be invoiced estimated monthly bills until the actual meter reading is available. When the actual consumption and demand data is received, the estimated invoices will be cancelled, and new monthly invoices based on the actual readings will be issued.

Summary of network initiated tariff reassignments for residential and small business customers

Table 4 summarises network initiated tariff reassignment for residential and small business customers.

Table 4: Reassignment of existing SAC small customers after meter change

Customer	Initiator	Existing Tariff	Tariff Assignment	Reassignment Date
	Customer	Residential Flat (NTC RIB)	Residential TOU Energy (NTC RTOUE)	Immediately after meter change
		Residential Flat (NTC RIB)	Residential TOU Energy (NTC RTOUE)	12 months following the meter change
		Small Business Flat (NTC BIB)	Small Business TOU Energy (NTC BTOUE)	Immediately after meter change
		Small Business Flat (NTC BIB)	Small Business TOU Energy (NTC BTOUE)	12 months following the meter change
Large Business	Customer	Large Business Energy (NTC BEST	Large TOU Demand & Energy (NTC LTOUD)	Immediately after meter change
	Retailer	Large Business Energy (NTC BEST	Large TOU Demand & Energy (NTC LTOUD)	Immediately after meter change

SAC Large customers with a basic meter

All basic meter customers with consumption above 100 MWh will be reassigned to the Large Business Energy tariff. These customers will not be permitted to access any other SAC Large tariffs unless they change from a basic meter to a smart (Type 4) meter.

3.2.2 Periodic review and assessment

Ergon Energy Network will review the assignment of customers to tariffs to ensure customers are assigned to the correct tariff class and tariff. There are a number of circumstances where the review may identify that an existing customer is no longer eligible to remain assigned to their existing network tariff, including when:

- CAC or ICC customers change their voltage level of supply or there is a material change in connection assets to the extent that they are no longer able to remain on their existing tariff, or
- SAC customers have changed their usage to the extent that they are no longer eligible to remain assigned to their existing customer classification and network tariff.

Electricity consumption levels for all eligible[3] SAC customers are reviewed every 12 months to assess if their annualised consumption falls below/above the 100 MWh consumption threshold. As a safeguard, a 15 per cent tolerance is applied on an annualised consumption basis to mitigate frequent tariff re-assignment.

- For SAC Small customers with a smart meter that exceed the 100 MWh per year threshold we will initiate a network tariff change to reassign the customer to the Large Time of Use Demand and Energy tariff (LTOUD). SAC customers with basic metering who become SAC Large (i.e. consumption greater than 100 MWh per year) will be reassigned to the SAC Large Business Energy tariff.

- For SAC Large customers, where our review identifies that their annualised consumption is under the 100 MWh threshold, we will initiate a network tariff change to reassign the customer to the applicable SAC Small Time of Use Energy tariff (or back to the IBT in case of basic meter customers).

In accordance with our TSS, Ergon Energy Network will notify the retail customer prior to the proposed network tariff re-assignment occurring.

If a network tariff is discontinued or no longer available to a customer, Ergon Energy Network may initiate a change to the customer's network tariff. This change will also be undertaken in accordance with procedures outlined in our TSS.

3.2.3 Retailer requested reassignment or reclassification

In accordance with our TSS, existing customers requesting a tariff re-assignment are allowed only one tariff change per 12-month period,[4] which is free of charge to customers.

For retailer initiated reclassification and network tariff code change process refer to our TSS, specifically Section 2.2.

[3] Typically a NMI must have a minimum of six months of available consumption data in order to be reviewed
[4] This condition will not apply to customers who have opted in to the Small Business Primary Load Control Tariff, the Large Business Primary Load Control Tariff and the Large Business Secondary Load Control Tariff. Customers on these tariffs will be permitted to opt out of their load control tariffs within the 12-month period.
For new CAC and ICC customers: During the testing/commissioning stage of the connection process customers may be given the opportunity for a tariff reclassification within the 12-month period, in line with the requirements of the Customer Connection Agreement.

3.3 Notice of proposed reassignment and objections review process

In accordance with our TSS, Ergon Energy Network will notify the retail customer or their retailer prior to the proposed network tariff re-assignment occurring to inform them about the proposed change, the reason for the change, how the customer can dispute the decision and the date the change will take effect. For further information about Ergon Energy Network's tariff reassignment process, including customer notification process and tariff assignment objection review, refer to our TSS, Sections 2.2 and Appendix 2.

4. DESCRIPTION OF NETWORK TARIFFS AND APPLICATION OF CHARGES

This chapter describes Ergon Energy Network's tariffs to assist retailers, customers, and other stakeholders understand our Network Price List, particularly the tariff structures and the application of tariff components.

4.1 Different types of network charges

Each network tariff comprises a combination of tariff components (also referred to as charging parameters) that are applied to recover costs.[5] This section explains the different tariff components used by Ergon Energy Network.

4.1.1 Tariff components

Different types of tariff components (or charges) and their application are described below.

Fixed charge

- A fixed $/day charge is applied to each energised connection point where energy or demand is recorded.
- In some situations, daily pro-rating will apply in the calculation and billing of fixed charges.

Volume charge

A volume charge may be a flat or variable charge for energy consumed at a connection point, calculated in $/kWh:

- Flat volume charge - A flat or single volume charge, meaning the same price is charged for energy consumed regardless of when the energy is consumed. These charges are designed to recover the costs related to the volume (or amount) of electricity consumed by customers.
- Time of Use (TOU) volume charge - A variable volume charge, meaning the price charged for energy consumed changes at different times of the day. Prices are lower during day time (Off Peak) hours and higher during evening time (Peak) hours. Overnight (Shoulder) prices apply in-between the evening and day time periods. These charges are designed to reduce demand on the network during peak times by encouraging customers to switch non-essential electricity consumption to other periods.

[5] Network tariffs are applied to the electricity used at the connection point, as measured by the meter (or meters) at that connection point. Customers with multiple network connections will pay network charges for each connection point. This approach is consistent with the National Metering Identifier (NMI) Procedure issued by the Australian Energy Market Operator.

Demand charge

- A monthly demand charge calculated as a $/kVA/month or $/kW/month, for demand recorded at a connection point. These charges are applied to the maximum half hourly kW (or kVA for large customers) power reading that occurred at a connection point during either:[6]
    - a single peak recorded anytime in the month, or
    - the maximum demand recorded within a time of use charging window (specific timeframes apply to certain tariffs – refer to tables 5 and 6).

  In some situations, daily pro-rating will apply in the calculation and billing of demand charges[7].
- These charges are designed to reflect the future augmentation costs associated with providing sufficient network capacity to customers to cater for their maximum network demand. This means that customers who put more pressure on the network are charged more. As a result, these charges encourage customers to reduce their electricity costs by reducing their maximum demand.

Connection unit charge (only applicable to CAC customers)

Legacy connection costs are recovered via a standard daily connection unit charge, with individual customers allocated a site specific number of connection units.

The number of connection units allocated reflects the value of the customers dedicated connection assets and whether these assets were paid upfront by the customer. A customers individual connection unit charges is calculated as:

Connection unit charge = number of connection units X connection unit charge ($/day) X number of days

The number of connection units assigned to a customer remains unchanged unless there is a significant change in the customers connection arrangements.

Capacity charge (only applicable to CAC and ICC customers)

- A capacity charge is a monthly charge calculated as a $/kVA/month for the network capacity provided for a connection point.
- These charges assign a cost to providing network capacity, that reflects the amount of capacity set aside for a specific customer.

[6] The maximum half hourly kW (kVA) is average of a 30 minute period, not the highest instantaneous demand within the half hour period.
[7] The Queensland Market Participant Handbook provides further guidance on network billing arrangements.

Metering service charges (only applicable to SAC customers)

SAC customers accessing Ergon Energy Network's tariffs will be charged metering service charges. Metering service charges are applied through a fixed $/day charge. From 1 July 2025 legacy metering services (type 5 and 6 metering) will be reclassified from Alternative Control Services to a Standard Control Services. Metering service charges are applied through a fixed $/day charge, applicable to primary tariffs

Each primary tariff will attract a uniform metering increment to the fixed charge. The uniform fixed charge metering increment will be calculated as the annual metering revenue requirement divided by the sum of customers on each primary tariff within the SAC tariff class.

4.2 Overview of tariff components by tariff

The tariff components that apply to Ergon Energy Network's 2025-26 network tariffs are shown in Table 5.

Table 5: Tariffs and their components

Network Tariff	Network tariff code[8]	Fixed charge ($/day)	Volume charge ($/kWh)		Demand charge ($/kW/month or S/kVA/month)		Capacity charge ($/kVA)	Connection unit ($/day/ unit)	Metering services charge ($/day)
			Flat	Time of Use	Anytime	Time of Use			
Residential Flat	RIB	√	√						√
Residential TOU Energy	RTOUE	√		√					√
Residential Time of Use Demand and Energy	RTDEM	√		√		√			√
Small Business Flat	BIB	√	√						√
Small Business Time of Use Energy	BTOUE	√		√					√

[8] It is intended that a network tariff code will apply to each meter data stream. In the case where a NMI has multiple meters (and data streams), metering data may be aggregated to calculate network charges. The Queensland Market Participant Handbook provides further guidance on how network tariffs are applied to aggregate data streams.

Network Tariff	Network tariff code[8]	Fixed charge ($/day)	Volume charge ($/kWh)		Demand charge ($/kW/month or S/kVA/month)		Capacity charge ($/kVA)	Connection unit ($/day/ unit)	Metering services charge ($/day)
			Flat	Time of Use	Anytime	Time of Use			
Small Business Time of Use Demand and Energy	BTDEM	√		√		√			√
Small Business Primary Load Control	BPLC	√	√						√
Transitional Network Time of Use Energy Tariff 1	EBFRM	√		√ Inclining					√
Transitional Network Time of Use Energy Tariff 2	EBIRR	√		√					√
Transitional Network Dual Rate Demand Tariff 3	EBPMP	√	√		√				√
Volume Night Controlled	VN	√	√						
Volume Controlled	VC	√	√						
Large Business Time of Use Demand and Energy	LTOUD	√		√	√	√			√
Large Business Energy	BEST	√	√ Inclining						√
Demand Small	DST	√	√		√				√

Network Tariff	Network tariff code[8]	Fixed charge ($/day)	Volume charge ($/kWh)		Demand charge ($/kW/month or S/kVA/month)		Capacity charge ($/kVA)	Connection unit ($/day/unit)	Metering services charge ($/day)
			Flat	Time of Use	Anytime	Time of Use			
Large Time of Use Energy	LTOUE	√		√					√
Large Dynamic Flex Storage	LFLEX	√		√					√
Large Business Primary Load Control	LPLC	√	√						√
Large Business Secondary Load Control	LSLC	√	√						
Unmetered Supply	UM		√						
33kV*	C33	√	√		√		√	√	
66kV*	C66	√	√		√		√	√	
22/11kV Bus*	C22B	√	√		√		√	√	
22/11kV Line*	C22L	√	√		√		√	√	
CAC HV Bus TOU Demand	CHBTOUD	√	√		√	√		√	
CAC HV Line TOU Demand	CHLTOUD	√	√		√	√		√	
CAC 33kV TOU Demand	C33TOUD	√	√		√	√		√	
66kV TOU Demand	C66TOUD	√	√		√	√		√	

Network Tariff	Network tariff code[8]	Fixed charge ($/day)	Volume charge ($/kWh)		Demand charge ($/kW/month or S/kVA/month)		Capacity charge ($/kVA)	Connection unit ($/day/unit)	Metering services charge ($/day)
			Flat	Time of Use	Anytime	Time of Use			
CAC Dynamic Flex Storage	CFLEX	√		√					
ICC tariff*	ICC	√	√		√		√		

* CAC and ICC tariffs are not offered in Mount Isa region

Table 6: Tariffs and their charging timeframes

Network Tariffs	Charging timeframes	Weekdays	Weekends
Residential			
Residential Time of Use Energy (RTOUE)	Peak volume	4pm – 9pm	4pm – 9pm
	Shoulder volume	9pm – 11am	9pm – 11am
	Off-peak volume	11am – 4pm	11am – 4pm
Residential Time of Use Demand and Energy (RTDEM)	Peak volume and demand	4pm – 9pm	4pm – 9pm
	Shoulder volume	9pm – 11am	9pm – 11am
	Off-peak volume	11am – 4pm	11am – 4pm
Business			
Small Business Time of Use Energy (BTOUE), Large Time of Use Energy (LTOUE) SAC Dynamic Flex Storage (LFLEX), CAC Dynamic Flex Storage (CFLEX)	Peak volume	5pm – 8pm	No peak charging
	Shoulder volume	8pm – 11am 1pm – 5pm	1pm – 11am
	Off-peak volume	11am – 1pm	11am – 1pm
Small Business Time of Use Demand and Energy (BTDEM)	Peak volume and demand	5pm – 8pm	No peak charging
	Shoulder volume	9pm – 11am 1pm – 5pm	1pm – 11am
	Off-peak volume	11am – 1pm	11am – 1pm
Large Time of Use Demand and Energy (LTOUD)	Peak volume and demand	5pm – 9pm	No peak charging
	Shoulder volume and demand	9pm – 11am 1pm – 5pm	1pm – 11am

Network Tariffs	Charging timeframes	Weekdays	Weekends
	Off-peak volume and demand	11am – 1pm	11am – 1pm
CAC HV Line Time of Use Demand (CHLTOUD), CAC HV Bus Time of Use Demand (CHBTOUD), CAC 33kV TOU Demand (C33TOUD), CAC 66kV TOU Demand (C66TOUD),	Peak demand	5pm – 9pm	No peak charging
	Shoulder demand	9pm – 11am 1pm – 5pm	1pm – 11am
	Off-peak demand	11am – 1pm	11am – 1pm
Transitional Network TOU Tariff 1	Peak volume	7am – 9pm	Not charged
	Off-peak volume	All other times	All usage all times
Transitional Network TOU Tariff 2	Peak volume	As agreed between the retailer and the customer one of the following periods: 7am – 7pm 7:30am – 7:30pm 8am – 8pm	As agreed between the retailer and the customer one of the following periods: 7am – 7pm 7:30am – 7:30pm 8am – 8pm
	Off-peak volume	All other times	All other times

The following definitions of common time periods are provided below:

- Weekdays –Days of Monday to Friday. For the avoidance of doubt, this includes public holidays and bank holidays for state, regional and local.
- Weekends –Days of Saturday and Sunday. For the avoidance of doubt, this includes public holidays and bank holidays for state, regional and local.
- Daily – All days. For the avoidance of doubt, this includes public holidays and bank holidays for state, regional and local.

4.3 Tariff specific information

4.3.1 Default SAC Tariffs

Table 7: Default primary tariffs for SAC Small Residential customers

Tariff class: Standard Asset Customers (SAC)	
Customer Type:	**Residential customer consuming up to 100 MWh per year**
Tariff:	**Residential Flat (Tariff code: RIB)**
Tariff description	This tariff has a flat structure, which allows the customer to pay the same price per kWh whatever time of the day they use energy. Secondary load control tariffs can be accessed with this primary tariff. This tariff cannot be used in conjunction with any other primary residential tariff.
Opt in / opt out arrangements	This tariff is the default tariff for residential customers with basic (Type 6) meters consuming up to 100 MWh per year. Arrangements for customers with a smart meter during 2025-30: - default tariff for residential customers who upgraded from basic to smart metering for end of life replacement reasons in the previous 12 months. - not available to any other residential customers with a smart meter.
Tariff components and application	Fixed charge: $/day applies to each energised connection point for each day in the billing period.
	Volume charge: A flat volume charge, $/kWh, applies based on kWh energy usage in the billing period.
Tariff:	**Residential Time of Use Energy (Tariff code: RTOUE)**
Tariff description	This is a Time of Use tariff, with the price of electricity changing at different times of the day. Secondary load control tariffs can be accessed with this primary tariff.
Opt in / opt out arrangements	This tariff is the default tariff for new and existing residential customers with a smart meter consuming up to 100 MWh per annum. Customers initiating a change from a basic meter to a smart meter will be immediately reassigned to this tariff. Customers changing from a basic meter to a smart meter due to a retailer-initiated meter change (i.e. meter failure or end-of-life meter replacement) will be reassigned to this tariff **12 months after the smart meter installation** (unless they chose to voluntarily opt-in to this tariff or the TOU Demand and Energy tariff during the 12 month grace period).
Tariff components and application	Fixed charge: $/day applies to each energised connection point for each day in the billing period
	Volume charge: A variable charge, calculated in $/kWh, with different prices applying to the energy used at a connection point at different times of the day. The following time periods apply to volume charges: Peak window: 4pm to 9pm on weekdays and weekends Off Peak window: 11am to 4pm on weekdays and weekends Shoulder window: 9pm to 11am on weekdays and weekends

Table 8: Default primary tariffs for SAC Small Business customers

Tariff class: Standard Asset Customers (SAC)	
Customer Type:	**Small business customers consuming up to 100 MWh per year**
Tariff:	**Small Business Flat (Tariff code: BIB)**
Tariff description	This tariff has a flat structure, which allows the customer to pay the same price per kWh whatever time of the day they use energy. Secondary load control tariffs can be accessed with this primary tariff. This tariff cannot be used in conjunction with any other primary business tariff.
Opt in / opt out arrangements	This tariff is the default tariff for small business customers with a basic (Type 6) meter. Arrangements for customers with a smart meter during 2025-30: - default tariff for residential customers who upgraded from basic to smart metering for end of life replacement reasons in the previous 12 months. - not available to any other small business customers with a smart meter.
Tariff components and application	Fixed charge: $/day applies to each energised connection point for each day in the billing period.
	Volume charge: A flat volume charge, $/kWh, applies based on kWh energy usage in the billing period.
Tariff:	**Small Business Time of Use Energy (Tariff code: BTOUE)**
Tariff description	This is a Time of Use tariff, with the price of electricity changing at different times of the day. Secondary load control tariffs can be accessed with this primary tariff.
Opt in / opt out arrangements	This tariff is the default tariff for new and existing residential customers with a smart meter consuming up to 100 MWh per annum. Customers initiating a change from a basic meter to a smart meter will be immediately reassigned to this tariff. Customers changing from a basic meter to a smart meter due to a retailer-initiated meter change (i.e meter failure or end-of-life meter replacement) will be reassigned to this tariff **12 months after the smart meter installation** (unless they chose to voluntarily opt-in to a demand or Time of Use volume based tariff during the 12 month grace period).
Tariff components and application	Fixed charge: $/day applies to each energised connection point for each day in the billing period.
	Volume charge: A variable charge, calculated in $/kWh, with different prices applying to the energy used at a connection point at different times of the day. The following time periods apply to volume charges: Peak window: 5pm to 8pm on weekdays Shoulder window: 1pm to 5pm and 8pm to 11am on weekdays; 1pm to 11am on weekends Off-peak window: 11am to 1pm on weekdays and weekends

Table 9: Default tariff for SAC Large customers

Tariff class: Standard Asset Customers (SAC)	
Customer Type:	**Large customers consuming 100 MWh or above per year**
Tariff:	**Large Business Time of Use Demand and Energy (Tariff code: LTOUD)**
Tariff description	This tariff has time varying demand and energy charges. Demand elements of the SAC Large default tariff (Large TOU Demand and Energy) are offered under a kVA charging unit as default. In instances where the smart meter is unable to publish underpinning interval data for the purposes of determining kVA quantity for billing, a kW variant of the demand charge will be provided.
Opt in / opt out arrangements	This tariff is the default tariff for new SAC large customers (consuming 100 MWh or above per year). Optional tariff for all existing SAC large customers with a smart meter. Note: Existing SAC Small Business customers with appropriate smart metering and consumption of 100 MWh or above per year, will be assigned by default to the Large Time of Use Demand and Energy tariff (NTC LTOUD) tariff.
Tariff components and application	Fixed charge: $/day applies to each energised connection point for each day in the billing period.
	Volume charge: A variable charge, calculated in $/kWh, with different prices applying to the energy used at a connection point at different times of the day. The following time periods apply to volume charges: Peak window: 5pm to 8pm on weekdays Shoulder window: 1pm to 5pm and 8pm to 11am on weekdays; 1pm to 11am on weekends Off-peak window: 11am to 1pm on weekdays and weekends
	Demand charge: A monthly charge calculated as $/kVA/month, based on the maximum kVA demand measured as a single peak over a 30 minute period during the peak demand charging window/timeframe. Peak demand window: 5pm to 8pm weekdays Shoulder demand window: 1pm to 5pm and 8pm to 11am on weekdays; 1pm to 11am on weekends Off-peak demand window: 11am to 1pm on weekdays and weekends
Tariff:	**Large Business Energy (Tariff code: BEST)**
Tariff description	The Large Business Energy tariff is a volumetric tariff designed to encourage SAC Large basic meter customers to upgrade to a smart meter.
Opt in / opt out arrangements	Default tariffs for SAC Large customers with a basic meter consuming 100 MWh or above per year. Tariffs not available to smart meter customers. SAC Small basic meter customers with annual consumption >100 MWh will be reassigned to this tariff.

<table>
<tr><th colspan="2">Tariff class: Standard Asset Customers (SAC)</th></tr>
<tr><td>Customer Type:</td><td>Large customers consuming 100 MWh or above per year</td></tr>
<tr><td></td><td>Fixed charge: $/day applies to each energised connection point for each day in the billing period

Volume charge: inclining volume charge, $/kWh, applies based on kWh energy usage in the billing period. The volume charge is charged according to two blocks.

The inclining blocks are triggered once a customer exceeds each nominated consumption threshold. For network billing and operational purposes, the tariff is denominated and applied on a daily basis.

The following consumption blocks apply:

<table>
<tr><th>Block</th><th>Daily kWh</th><th>Annual equivalent kWh</th></tr>
<tr><td>Block 1</td><td><265.75 kWh</td><td><97,000 kWh per year</td></tr>
<tr><td>Block 2</td><td>>or =265.75 kWh</td><td>>or =97,000 kWh per year</td></tr>
</table>
</td></tr>
</table>

Table 10: Unmetered supply tariff

Tariff class: Standard Asset Customers (SAC)	
Customer Type:	**Unmetered supplies for facilities**
Tariff:	**Unmetered (Tariff code: UM)**
Tariff description	This tariff is available for small uniform loads that have no meter at the connection point, such as public lighting, traffic lights, security lights and other types of unmetered public amenities (e.g., illuminated signs, phone boxes and public barbeques). Ergon Energy Network only provides a connection to the network for these services.
Opt in / opt out arrangements	The unmetered supply network tariff applies to all loads approved to be unmetered by Ergon Energy Network.[9] No other tariffs are available for unmetered supplies.
Tariff components and application	Volume charge: A flat volume charge, $/kWh, applies based on kWh energy usage in the billing period

[9] The NER prescribes which metering installations do not require a meter (Type 7)

4.3.2 Optional SAC Tariffs

Table 11: SAC Residential customer optional primary tariffs

	This is a Time of Use tariff, with different energy consumption and demand charges applied at different times of the day. Secondary load control tariffs can be accessed with this primary tariff. This tariff cannot be used in conjunction with Residential Flat.
	This tariff is the optional for new residential customers, and for existing residential customers with a smart meter, consuming up to 100 MWh per annum.
	Fixed charge: $/day applies to each energised connection point for each day in the billing period.
	Volume charge: A variable charge, calculated in $/kWh, with different prices applying to the energy used at a connection point at different times of the day. The following time periods apply to volume charges: Peak window: 4pm to 9pm on weekdays and weekends Shoulder window: 9pm-11am on weekdays and weekends Off-peak window: 11am to 4pm on weekdays and weekends
	Demand charge: A monthly charge calculated as $/kW/month, based on the maximum kW demand measured as a single peak over a 30 minute period during the peak demand charging window/timeframe. Peak demand window: 4pm to 9pm weekdays and weekends

Table 12: SAC Small Business customer optional primary tariffs

Tariff class: Standard Asset Customers (SAC)	
Customer Type:	**Small business customer consuming up to 100 MWh per year**
Tariff:	**Small Business Time of Use Demand and Energy (Tariff code: BTDEM)**
Tariff description	This is a Time of Use tariff, with different energy consumption and demand charges applied at different times of the day. Secondary load control tariffs can be accessed with this primary tariff. This tariff cannot be used in conjunction with the Small Business Flat tariff.
Opt in / opt out arrangements	This tariff is an optional tariff for new and existing small business customers who initiate an upgrade to a smart meter, consuming up to 100 MWh per annum.
Tariff components and application	Fixed charge: $/day applies to each energised connection point for each day in the billing period.
	Volume charge: A variable charge, calculated in $/kWh, with different prices applying to the energy used at a connection point at different times of the day. The following time periods apply to volume charges: Peak window: 5pm to 8pm on weekdays Shoulder window: 1pm to 5pm and 8pm to 11am on weekdays; 1pm to 11am on weekends Off-peak window: 11am to 1pm on weekdays and weekends

Tariff class: Standard Asset Customers (SAC)	
Customer Type:	**Small business customer consuming up to 100 MWh per year**
	Demand charge: A monthly charge calculated as $/kW/month, based on the maximum kW demand measured as a single peak over a 30 minute period during the peak demand charging window/timeframe. Peak demand window: 5pm to 8pm weekdays
Tariff:	**Small Business Primary Load Control Tariff (Tariff code: BPLC)**
Tariff description	On this tariff electricity supply will be available for a minimum of 18 hours per day during time periods set at the absolute discretion of Ergon Energy Network. This tariff is available for customers that meet certain connection requirements. For the terms and conditions of eligibility and operational arrangements relating to this tariff refer to Appendix A. More information on how load control tariffs operate and how to move to a load control tariff can be found at www.ergon.com.au/loadcontroltariffs.
Opt in / opt out arrangements	This tariff is optional for eligible small business customers with a basic or smart meter consuming up to 100 MWh.
Tariff components and application	Fixed charge: $/day applies to each energised connection point for each day in billing period
	Volume charge: A flat volume charge, $/kWh, applies based on kWh energy usage in billing period
Tariff:	**Transitional Network TOU Energy Tariff 1**
Tariff description	This is a transitional tariff available to eligible customers only (see below)
Opt in / opt out arrangements	Transitional tariff available in 2025-26 only and closed to new customers. Tariff will be withdrawn from 1 July 2026.
Tariff components and application	Fixed charge: $/day applies to each energised connection point for each day in the billing period
	Volume charge: A variable charge, calculated in $/kWh, with different prices applying to the energy used at a connection point at different times of the day The following time periods apply to volume charges: Peak: 7am to 9pm on weekdays Off-peak: All other times
Tariff:	**Transitional Network TOU Energy Tariff 2**
Tariff description	This is a transitional tariff available to eligible customers only (see below)
Opt in / opt out arrangements	Transitional tariff available in 2025-26 only and closed to new customers. Tariff will be withdrawn from 1 July 2026.
	Fixed charge: $/day applies to each energised connection point for each day in the billing period

Tariff class: Standard Asset Customers (SAC)	
Customer Type:	**Small business customer consuming up to 100 MWh per year**
Tariff components and application	Volume charge: A variable charge, calculated in $/kWh, with different prices applying to the energy used at a connection point at different times of the day The following time periods apply to volume charges: Peak: As agreed between the retailer and the customer one of the following periods: 7am – 7pm or 7:30am – 7:30pm or 8am – 8pm Off-peak: All other times
Tariff:	**Transitional Network Dual Rate Demand Tariff 3**
Tariff description	This is a transitional tariff available to eligible customers only (see below)
Opt in / opt out arrangements	Transitional tariff available in 2025-26 only and closed to new customers. Tariff will be withdrawn from 1 July 2026.
Tariff components and application	Fixed charge: $/day applies to each energised connection point for each day in the billing period
	Volume charge: A flat volume charge, $/kWh, applies based on kWh energy usage in billing period
	Demand charge: A monthly charge calculated as $/kW/month. Application of charges: Minimum demand charge: Charge for pump size up to 7.5kW Remaining demand charge: Charge for pump size > 7.5kW This monthly $ per kW charge is applied to the larger of the customer's pump size capacity, or 7.5kW.

Table 13: SAC Large customer optional primary tariff

Tariff class: Standard Asset Customers (SAC)	
Customer Type:	**Large customers consuming 100 MWh or above per year**
Tariff:	**Demand Small (Tariff code: DST)**
Tariff description	The Demand Small tariff is an anytime demand tariff (i.e., this tariff does not have a peak charging window for demand).
Opt in and opt out arrangements	Optional tariff for new and existing SAC large customers with a smart meter consuming 100 MWh or above per year.
Tariff components and application	Fixed charge: $/day applies to each energised connection point for each day in the billing period.
	Volume charge: A flat volume charge, $/kWh, applies based on kWh energy usage in the billing period.

Tariff class: Standard Asset Customers (SAC)	
Customer Type:	**Large customers consuming 100 MWh or above per year**
	Demand charge: A monthly charge calculated as $/kVA/month applied to the kVA amount by which a customer's actual monthly maximum demand measured as a single peak over a 30 minute period during the month is greater than the demand threshold applicable to the customer's network tariff. Where the monthly metered maximum demand is less than the demand threshold, the chargeable demand for that month is set to zero and no demand charge is payable for that month. The demand threshold applicable to Demand Small tariff is 35 kVA. A kW denominated version of the tariff is not available.
Tariff:	**Large Business Primary Load Control (Tariff code: LPLC)**
Tariff description	Total connected load is controlled by network equipment so supply will be permanently available for a minimum period of 18 hours per day during time periods set at the absolute discretion of Ergon Energy Network. This tariff is available for customers that meet certain connection requirements. For the terms and conditions of this tariff refer to Appendix A. More information on how load control tariffs operate and how to move to a load control tariff can be found at www.ergon.com.au/loadcontroltariffs
Opt in and opt out arrangements	Optional tariff for existing and new SAC large customers with a smart or basic meter consuming 100 MWh or above per year.
Tariff components and application	Fixed charge: $/day applies to each energised connection point for each day in the billing period.
	Volume charge: A flat volume charge, $/kWh, applies based on kWh energy usage in the billing period.
Tariff:	**Large Time of Use Energy (Tariff code: LTOUE)**
Tariff description	This is a Time of Use tariff, with the price of electricity changing at different times of the day. Access to this tariff is limited to smart meter customers with annual energy consumption between 100-160MWh and monthly peak demand greater than 120kVA.
Opt in and opt out arrangements	Optional tariff eligible for customers with monthly peak demand greater than 120kVA and consumption less than 160MWh per annum. Eligibility for the tariff will be reviewed on an annual basis. If the annual review indicates that a customer no longer meets the eligibility criteria, the customer will be reassigned to the default Large Time of Use Demand and Energy tariff.
Tariff components and application	Fixed charge: $/day applies to each energised connection point for each day in the billing period.
	Volume charge: A variable charge, calculated in $/kWh, with different prices applying to the energy used at a connection point at different times of the day. The following time periods apply to volume charges: Peak window: 5pm to 8pm on weekdays Shoulder window: 1pm to 5pm and 8pm to 11am on weekdays; 1pm to 11am on weekends Off-peak window: 11am to 1pm on weekdays and weekends
Tariff:	**Large Dynamic Flex Storage (Tariff code: LFLEX)**
Tariff description	This is a tariff for storage customers, importing electricity from the network for the purpose of exporting. Customers meeting the criteria for the tariff (provided below) may request assignment to this tariff.

Tariff class: Standard Asset Customers (SAC)	
Customer Type:	**Large customers consuming 100 MWh or above per year**
Opt in and opt out arrangements	Customers will be eligible for the tariff if they are on a Dynamic Connection Agreement (which stipulates network determined Dynamic Operating Envelopes) and only import electricity from the network with the purpose of exporting. That is, electricity exported at the connection point may only be sourced from stored energy via electricity previously imported at the connection or pre-existing at time of connection. For example, storage connected with additional import load behind the same connection point would not be eligible.
Tariff components and application	Fixed charge: $/day applies to each energised connection point for each day in the billing period.
	Volume charge: A variable charge, calculated in $/kWh, with different prices applying to the energy used at a connection point at different times of the day. The following time periods apply to volume charges: Peak window: 5pm to 8pm on weekdays Shoulder window: 1pm to 5pm and 8pm to 11am on weekdays; 1pm to 11am on weekends Off-peak window: 11am to 1pm on weekdays and weekends

Secondary Tariffs for SAC customers

Secondary tariffs can generally only be accessed in conjunction with a primary tariff. For example, a residential customer, in addition to their primary tariff, may elect to have some appliances (e.g., hot water system) subject to a secondary 'controlled load' network tariff. Secondary tariffs are only available to SAC customers. Available secondary tariffs are described in Table 14.

Table 14: Secondary tariffs

Tariff class: Standard Asset Customers (SAC)	
Customer Type:	**SAC Residential and Small business customer consuming up to 100 MWh per year**
Tariff:	**Volume Controlled (Tariff code: VC)**
Tariff description	This tariff applies to connection arrangements where specified connected appliances[10] are controlled by network equipment. Under these connection arrangements supply will be permanently available for a minimum period of 16 hours per day during time periods set at the absolute discretion of Ergon Energy Network. This tariff can be used in conjunction with any primary SAC small tariff, except Small Business Primary Load Controlled tariff. This tariff is available for customers that meet certain connection requirements. For the terms and conditions of eligibility and operational arrangements relating this tariff refer to Appendix A. More information on how load control tariffs operate and how to move to a load control tariff can be found www.ergon.com.au/loadcontroltariffs.

[10] Approval of equipment to connect to controlled load network tariffs is at the absolute discretion of Ergon Energy. Where Ergon Energy's load control equipment exists, this may not be disconnected without Ergon Energy's prior written consent.

Opt in / opt out arrangements	This tariff is available for eligible new and existing customers with basic or smart meters.
Tariff components and application	Fixed charge: $/day applies to each energised connection point for each day in the billing period.
	Volume charge: A flat volume charge, $/kWh, applies based on kWh energy usage in the billing period.
Tariff:	**Volume Night Controlled (Tariff code: VN)**
Tariff description	This tariff applies to connection arrangements where specified connected appliances are controlled by network equipment. Under these connection arrangements supply will be permanently available for a minimum period of 8 hours per day during time periods set at the absolute discretion of Ergon Energy Network. This tariff is available for customers that meet certain connection requirements. For the terms and conditions of eligibility and operational arrangements relating this tariff refer to Appendix A. More information on how load control tariffs operate and how to move to a load control tariff can be found www.ergon.com.au/loadcontroltariffs. This tariff can be used in conjunction with any primary SAC Small tariff, except Small Business Primary Load Controlled tariff.
Opt in / opt out arrangements	This tariff is available for eligible new and existing customers with basic or smart meters.
Tariff components and application	Fixed charge: $/day applies to each energised connection point for each day in the billing period
	Volume charge: A flat volume charge, $/kWh, applies based on kWh energy usage in the billing period
Customer Type:	**Large customers consuming 100 MWh or above per year**
Tariff:	**Large Business Secondary Load Control Tariff (Tariff code: LSLC)**
Tariff description	This tariff applies to connection arrangements where total connected load is controlled by network equipment. Under these connection arrangements supply will be permanently available for a minimum period of 18 hours per day during time periods set at the absolute discretion of Ergon Energy Network. This tariff is available for customers that meet certain connection requirements. For the terms and conditions of eligibility and operational arrangements relating this tariff refer to Appendix A. More information on how load control tariffs operate and how to move to a load control tariff can be found at www.ergon.com.au/loadcontroltariffs.
Opt in / opt out arrangements	This tariff is available for eligible new and existing customers with basic or smart meters consuming 100 MWh or above per year.
Tariff components and application	Fixed charge: $/day applies to each energised connection point for each day in the billing period
	Volume charge: A flat volume charge, $/kWh, applies based on kWh energy usage in billing period

4.3.4 Default Major Customer Tariffs

Table 15: Default CAC tariffs

Tariff class: Connection Asset Customers (CAC)	
Customer Type:	**Customers with a network coupling point at 66 kV, 33 kV, 22 kV, 11 kV**
Tariffs:	**66kV (Tariff code: C66)** **33kV (Tariff code: C33)** **22/11 kV Bus (Tariff code: C22B)** **22/11 kV Line (Tariff code: C22L)**
Tariff description	These tariffs are designed for large commercial and industrial customers, typically with demand 1,000 kVA and above. CAC tariffs have site specific aspects which are required to calculate network charges (e.g., authorised demand, number of connection units).
Opt in / opt out arrangements	Default for new and existing CAC customers connected at high voltage, with the appropriate network coupling point.
Tariff components and application	Fixed charge: $/day applies to each energised connection point for each day in the billing period.
	Connection unit charge: Connection unit charges apply for customers who have connected to our network under legacy arrangements. The number of connection units varies for each customer depending on the customer's connection assets and funding arrangements. The connection unit charge calculation multiplies the connection unit charge ($/day) by the customer's site-specific number of connection units by the number of days in the billing period. Refer to Appendix B for an example.
	Volume charge: A flat volume charge, $/kWh, applies based on kWh energy usage in the billing period.
	Demand charge: A monthly charge calculated as $/kVA/month, based on the maximum kVA demand measured as a single peak over a 30 minute period during the month.
	Capacity charge: Capacity charge is the greater of the authorised kVA demand or maximum kVA demand recorded in any 30 minute period during the billing month. Where CACs have an alternate supply (in addition to their primary supply), the authorised kVA demand will be set at zero for the alternate supply.

Table 16: ICC tariff

Tariff class: Individually Calculated Customers (ICC)	
Customer Type:	**Customers assigned to the ICC tariff class**
Tariffs:	**ICC tariff (Tariff code: ICC)**
Tariff description	ICC tariffs are site specific and are calculated on an individual basis to reflect the specific site's load requirements. ICC tariffs are confidential – they are provided directly to the customers and/or the customer's retailer (they are not published on our website).
Opt in / opt out arrangements	All customers classified as an ICC must be on a site-specific ICC tariff. No other tariff options are available.

Tariff class: Individually Calculated Customers (ICC)	
Customer Type:	**Customers assigned to the ICC tariff class**
Tariff components and application	Fixed charge: $/day - These charges vary for each customer depending on the customer's connection assets and funding arrangements. Connection assets are the assets required to connect an electrical installation to the shared network and are all the assets from the connection point back up to and including the network coupling point. In circumstances where the network coupling point, and/or identification of dedicated connection assets, is unclear or contested, Ergon Energy Network will consider other information, including but not limited to, the customer's metering point to determine the network coupling point.
	Volume charge: A flat volume charge, $/kWh, applies based on kWh energy usage in the billing period.
	Demand charge: A monthly charge calculated as $/kVA/month, based on the maximum kVA demand measured as a single peak over a 30 minute period during the month.
	Capacity charge: $/kVA/month The capacity charge is the greater of the authorised demand (in kVA) or on the maximum kVA demand measured as a single peak over a 30 minute period during the month.

4.3.5 Optional CAC tariffs

Table 17: CAC optional tariffs

Tariff class: Connection Asset Customers (CAC)	
Customers with a network coupling point at 66 kV, 33 kV, 22 kV, 11 kV	
Tariff:	**CAC HV Bus TOU Demand (CHBTOUD)**
Tariff description	This is a tariff for customers with a network coupling point at an 11kV or 22kV zone substation bus via a dedicated 11 kV or 22kV feeder that is not shared with any other customer.
Opt in / opt out arrangements	Optional tariff for new and existing customers that share an 11kV or 22kV feeder with other customers.
Tariff components and application	Fixed charge: $/day applies to each energised connection point for each day in the billing period
	Connection unit charge: Connection unit charges apply for customers who have connected to our network under legacy arrangements. The number of connection units vary for each customer depending on the customer's connection assets and funding arrangements. . The connection unit charge calculation multiplies the connection unit charge ($/day) by the customer's site-specific number of connection units by the number of days in the billing period. Refer to Appendix B for an example.
	Volume charge: A flat volume charge, $/kWh, applies based on kWh energy usage in the billing period.

Tariff class: Connection Asset Customers (CAC)	
Customers with a network coupling point at 66 kV, 33 kV, 22 kV, 11 kV	
	Demand charge: A monthly charge calculated as $/kVA/month, based on the maximum kVA demand measured as a single peak over a 30 minute period during the peak demand charging window/timeframe. Peak demand window: 5pm to 8pm weekdays Shoulder demand window: 1pm to 5pm and 8pm to 11am on weekdays; 1pm to 11am on weekends Off-peak demand window: 11am to 1pm on weekdays and weekends, and Also a monthly charge calculated as $/kW/month, based on the maximum kW demand measured as a single peak over a 30 minute period during the month.
Tariff:	**CAC HV Line TOU Demand (CHLTOUD)**
Tariff description	This is a Time of Use demand tariff for customers with a network coupling point at 11kV or 22kV feeders shared with other customers.
Opt in / opt out arrangements	Optional tariff for new and existing customers that share an 11kV or 22kV feeder with other customers.
Tariff components and application	Fixed charge: $/day applies to each energised connection point for each day in the billing period
	Connection unit charge: Connection unit charges apply for customers who have connected to our network under legacy arrangements. The numbers of connection units vary for each customer depending on the customer's connection assets and funding arrangements. The connection unit charge calculation multiplies the connection unit charge ($/day) by the customer's site-specific number of connection units by the number of days in the billing period. Refer to Appendix B for an example.
	Volume charge: A flat volume charge, $/kWh, applies based on kWh energy usage in the billing period
	Demand charge: Monthly charge calculated as $/kVA/month, based on the maximum kVA demand measured as a single peak over a 30 minute period in the peak demand charging window/timeframe. Peak demand window: 5pm to 8pm weekdays Shoulder demand window: 1pm to 5pm and 8pm to 11am on weekdays; 1pm to 11am on weekends Off-peak demand window: 11am to 1pm on weekdays and weekends, and A monthly anytime charge calculated as $/kW/month, based on the maximum kW demand measured as a single anytime peak over a 30 minute period during the month.
Tariff:	**CAC 33kV TOU Demand (NTC C33TOUD)** **CAC 66kV TOU Demand (NTC C66TOUD)**
Tariff description	These tariffs are designed for very large commercial and industrial customers.
Opt in / opt out arrangements	Optional tariffs for new and existing CAC customers connected at 33kV or 66kV.
	Fixed charge: $/day applies to each energised connection point for each day in the billing period

Tariff class: Connection Asset Customers (CAC)	
Customers with a network coupling point at 66 kV, 33 kV, 22 kV, 11 kV	
Tariff components and application	Connection unit charge: Connection unit charges apply for customers who have connected to our network under legacy arrangements. The number of connection units vary for each customer depending on the customer's connection assets and funding arrangements. Connection assets are the assets required to connect an electrical installation to the shared network and are all the assets from the connection point back up to and including the network coupling point. Dedicated connection assets are generally for the sole use of a single connection and are typically not shared by multiple connections. The connection unit calculation multiplies the connection unit charge ($/day) by the customer's site-specific number of connection units by the number of days in the billing period. Refer to Appendix B for example.
	Volume charge: A flat volume charge, $/kWh, applies based on kWh energy usage in the billing period
	Demand charge: Monthly charge calculated as $/kVA/month, based on the maximum kVA demand measured as a single peak over a 30 minute period in the peak demand charging window/timeframe. Peak demand window: 5pm to 8pm weekdays Shoulder demand window: 1pm to 5pm and 8pm to 11am on weekdays; 1pm to 11am on weekends Off-peak demand window: 11am to 1pm on weekdays and weekends, and A monthly anytime charge calculated as $/kW/month, based on the maximum kW demand measured as a single peak over a 30 minute period anytime during the month.
Tariff:	**CAC Dynamic Flex Storage (Tariff code: CFLEX)**
Tariff description	This is a tariff for storage customers, importing electricity from the network for the purpose of exporting. Customers meeting the criteria for the tariff (provided below) may request assignment to this tariff.
Opt in / opt out arrangements	Customers will be eligible for the tariff if they are on a Dynamic Connection Agreement (which stipulates network determined Dynamic Operating Envelopes) and only import electricity from the network with the purpose of exporting. That is, electricity exported at the connection point may only be sourced from stored energy via electricity previously imported at the connection or pre-existing at time of connection. For example, storage connected with additional import load behind the same connection point would not be eligible.
Tariff components and application	Fixed charge: $/day applies to each energised connection point for each day in the billing period.
	Volume charge: A variable charge, calculated in $/kWh, with different prices applying to the energy used at a connection point at different times of the day. The following time periods apply to volume charges: Peak window: 5pm to 8pm on weekdays Shoulder window: 1pm to 5pm and 8pm to 11am on weekdays; 1pm to 11am on weekends Off-peak window: 11am to 1pm on weekdays and weekends

5. AUTHORISED DEMAND FOR CAC AND ICC'S

- Where there is no connection agreement in place defining an ICC or CAC's Authorised Demand (AD), Ergon Energy Network will determine an AD value to apply in network tariff calculations. Generally, this will be based on the annual maximum demands in the previous full pricing period prior to the setting of prices. Under certain circumstances, a more recent demand may be substituted (e.g., where there has been a significant change in demand after the previous full pricing period).
- Where there is no connection agreement, or where the connection agreement defines a ICCs or CACs AD in kW, Ergon Energy Network will convert the AD to a kVA measure as part of our annual price setting process. This conversion uses a compliant Power factor. Details of the customer's AD in kVA will be set out in the customer's site-specific tariff schedule.

  For CACs that have a primary and alternate supply (as deemed by Ergon Energy Network), the AD will be set to zero on the alternate supply NMI for the purpose of calculating TUOS capacity charges.

6. DISTRIBUTION LOSS FACTORS

6.1 Background

The NER require Ergon Energy Network to calculate Distribution Loss Factors (DLFs) annually, for each network tariff[11]. DLFs are approved by the AER and published by the Australian Energy Market Operator on their website.

DLFs are used by retailers in the energy trading and market settlement process to increase the customer's meter energy amount to account for electrical losses in the distribution network.

Network charges are calculated on the metered quantities and are not subject to DLF.

For more information on Ergon Energy's methodology for calculating DLFs, refer to the DLF methodology document on our website:
https://www.ergon.com.au/network/our-network/regulation/distribution-loss-factors-methodology

[11] Average DLFs are calculated for each significant supply level in the network, whereas DLFs for major customers are calculated individually to determine the losses directly attributable to their loads.

7. AVOIDED TUOS PAYMENTS TO EMBEDDED GENERATORS

7.1 Background

In accordance with the NER, Ergon Energy Network is required to pay Avoided Transmission Use of System (Avoided TUOS) to eligible Embedded Generators (EG) in Ergon Energy's distribution network. Avoided TUOS payments recognise that energy supplied to the electricity distribution network by the embedded generator would have otherwise been supplied from the transmission network.

Generally, to be eligible for Avoided TUOS payments the EGs must have:

- sought access to Ergon Energy Network's distribution network under Chapter 5 of the NER,
- a generator Connection Agreement with Ergon Energy Network and
- registered or intend to register with AEMO as a Generator Market Participant.[12]

If an exemption applies, or there is no intention for the EG to register as a Participant, we will not make Avoided TUOS payments.

In specific circumstances, Avoided TUOS payments may be allowed to be received by another entity other than the EG (for example where an intermediary is appointed and registered as a Generator under the NER).

7.2 Methodology for calculating avoided TUOS

In accordance with the NER, to calculate the avoided TUOS payments for eligible EGs, we:

(a) Determine the charges for the locational component of prescribed DPPC services that would have been payable by Ergon Energy Network had the EG not injected any energy at its connection point during that financial year.

(b) Determine the amount by which the charges calculated in (a) exceeds the amount for the locational component of prescribed DPPC services actually payable by Ergon Energy Network.

(c) Credit the value from (b) to the EG account.

Reverse flow and net load

Where electricity produced by the generator flows back into the transmission network at the transmission connection point (TCP), this is known as excess export, or reverse flow. Where there is reverse flow at the TCP level, that generation does not reduce our net load downstream of that TCP. Accordingly, we remove the reverse flowing electricity from the calculations of Avoided TUOS. This means, our calculation of Avoided TUOS for a particular EG will be based on the difference between:

[12] Some embedded generating units are required to register as a Generator Rules Participant under the NER.

1) The actual net load at the TCP (and the relevant locational component of prescribed TUOS charges) and
2) The net load at the TCP if the EG was not there (and the relevant locational component of prescribed TUOS charges).

In the event that multiple EGs are connected to the same TCP, and there is reverse flow through the TCP, Ergon Energy Network will apportion the reverse flow attributable to each EG in line with the proportion of each EG's generation into the distribution network. For example, if Generator A exports 100 MWh in a month and Generator B exports 200 MWh in a month, and there is 30 MWh of excess export/reverse flow into the transmission network in that month, we will attribute 10 MWh to Generator A (100/300 x 30 = 10) and 20 MWh to Generator B (200/300 x 30 = 20).

Avoided TUOS calculation

We use the below methodology to calculate Avoided TUOS:

1) determine the amount of energy sent out by the EG in the relevant financial year (kWh)
2) convert this to an equivalent amount of energy at the TCP, by adjusting the export energy by the DLF of the EG
3) determine the net generator output (i.e., the generator output that is utilised by the local distribution network, by subtracting the actual metered energy that flows back into the transmission network at the TCP). Where multiple generators are operating in the same local area, the reverse flow is apportioned to each EG using the principles outlined above
4) add the net generation output to the TCP actual metered data for the financial year
5) determine the TUOS that would have been charged if the generator was not connected, by recalculating the customer TUOS usage charges (demand and energy)
6) subtract the actual TUOS payment from the amount calculated in step 5
7) arrange payment of the resultant value from step 6 to the EG (or intermediary).

7.3 Payment of Avoided TUOS

Avoided TUOS payments to EGs following the end of the relevant financial year will be made as agreed between Ergon Energy Network and the particular EG (or intermediary) and will generally be remitted in the form of a lump sum payment after 30 June.

7.4 Recovery of Avoided TUOS

In accordance with the NER, Ergon Energy Network is able to recover costs associated with Avoided TUOS through DPPC charges in the network tariffs. Where we are to pay an Avoided TUOS payment to an EG, the payment amount is recovered as part of the DPPC volume charges passed through to customers at the same connection point as the EG.

Appendix A: Terms and conditions for load control tariffs

Table 18: Load control tariff eligibility and technical requirements

	SAC Small		SAC Large	
	Primary Load Control Tariff Business	**Secondary Load Control Tariffs Business or Residential**	**Primary Load Control Tariff Business**	**Secondary Load Control Tariff Business**
	• Electricity supply will be available for a minimum period of 18 hours per day during time periods set at the absolute discretion of the Distribution Network Provider (DNSP). • In high network demand or other emergency conditions , we reserve the right to control the load for periods in excess of the times stated in the tariff conditions.	• Electricity supply will be available for either a minimum period of 16 hours per day (Volume Controlled tariff) or a minimum of 8 hours per day, (Volume Night Controlled tariff) depending on which load control tariff option is chosen. Times when supply is available is subject to variation at the absolute discretion of the Distribution Network Provider (DNSP). • In high network demand or other emergency conditions, we reserve the right to control the load for periods in excess of the times stated in the tariff conditions.	• Electricity supply will be available for a minimum period of 18 hours per day during time periods set at the absolute discretion of the Distribution Network Provider (DNSP). • In high network demand or other emergency conditions, we reserve the right to control the load for periods in excess of the times stated in the tariff conditions.	• Electricity supply will be available for a minimum period of 18 hours per day during time periods set at the absolute discretion of the Distribution Network Provider (DNSP). • In high network demand or other emergency conditions, we reserve the right to control the load for periods in excess of the times stated in the tariff conditions.
	• Any business customer, regardless of their metering type, can access the tariff. • Standard connection times apply in accordance with the Guaranteed Service Levels or as agreed.	• Any customer, regardless of their metering type, can access the tariff. • Standard connection times apply in accordance with the Guaranteed Service Levels or as agreed.	• Any customer, regardless of their metering type, can access the tariff. • Customer MUST be in an area that the relevant DNSP is able to remove / reinstate supply through the DNSPs standard load control signalling technology. • Eligibility for this tariff may require a network assessment. If a network assessment is required to identify any adverse impact on the network, it may delay the approval process. The impact assessment may include but is	• Any customer, regardless of their metering type, can access the tariff. • Customer MUST be in an area that relevant DNSP is able to remove / reinstate supply through the DNSPs standard load control signalling technology. • Eligibility for this tariff may require a network assessment. If a network assessment is required by the DNSP to identify any adverse impact on the network, it may delay the approval process. The impact assessment may include but is not limited to the nature / size of the load or in

	SAC Small		SAC Large	
	Primary Load Control Tariff Business	**Secondary Load Control Tariffs Business or Residential**	**Primary Load Control Tariff Business**	**Secondary Load Control Tariff Business**
			not limited to the nature / size of the load or in consideration of existing load control capacity in the same network area. • Standard connection times apply in accordance with the Guaranteed Service Levels or as agreed. •	consideration of existing load control capacity in the same network area. • Standard connection times apply in accordance with the Guaranteed Service Levels or as agreed. •
Technical and Wiring Requirements	• The premises must have been wired in accordance with the requirements of the Queensland Electricity Connection Manual (QECM) at the time of requesting access to the tariff and must comply with jurisdictional metering requirements. • Hard wired and non-hard wired permitted • The equipment to be connected to load control tariff must be suitable to be controlled through interface with the standard network device, supplied by us. Where a contactor is required, it shall be supplied by the customer (as per QECM) • Any additions and alterations to the electrical installation to enable load control equipment to be installed, as per the QECM requirements, is the responsibility of the customer eg contactors and meter wiring.	• The premises must have been wired in accordance with the requirements of the Queensland Electricity Connection Manual (QECM) at the time of requesting access to the tariff and must comply with jurisdictional metering requirements. • Hard wired only, except for the exemptions outlined below • The equipment to be connected to load control tariff must be suitable to be controlled through interface with the standard network device, supplied by us. Where a contactor is required, it shall be supplied by the customer. (as per QECM) • This tariff will be removed from any premises where the customer has the ability to supply the appliance or equipment via another tariff (eg changeover switch to a primary tariff). The primary tariff rate will apply until the defect is rectified. • Any additions and alterations to the electrical installation to enable load control equipment to be installed, as per the requirements of the QECM, is the responsibility of the customer eg contactors and meter wiring.	• The premises must have been wired in accordance with the requirements of the Queensland Electricity Connection Manual (QECM) at the time of requesting access to the tariff and must comply with jurisdictional metering requirements. • Hard wired and non-hard wired permitted • The equipment to be connected to load control tariff must be suitable to be controlled through interface with the standard network device, supplied by us. Where a contactor is required, it shall be supplied by the customer. (as per QECM) • Any additions and alterations to the electrical installation to enable load control equipment to be installed, as per requirements of the QECM, is the responsibility of the customer eg contactors and meter wiring.	• The premises must have been wired in accordance with the requirements of the Queensland Electricity Connection Manual (QECM) at the time of requesting access to the tariff and must comply with jurisdictional metering requirements. • Hard wired only except for the exemptions outlined below • The equipment to be connected to load control tariff must be suitable to be controlled through interface with the standard network device , supplied by Ergon Energy Network. Where a contactor is required, it shall be supplied by the customer. (as per QECM) • This tariff will be removed from any premises where the customer has the ability to supply the appliance or equipment via another tariff (eg changeover switch to a primary tariff). The primary tariff rate will apply until the defect is rectified. • Any additions and alterations to the electrical installation to enable load control equipment to be installed, as per the requirements

	SAC Small		SAC Large	
	Primary Load Control Tariff Business	**Secondary Load Control Tariffs Business or Residential**	**Primary Load Control Tariff Business**	**Secondary Load Control Tariff Business**
				of the QECM, is the responsibility of the customer eg contactors and meter wiring.
Eligible Equipment to be connected to load control tariffs	• Customers can connect general light and power, including the following equipment or appliances to this tariff: (i) Electric storage water heaters with thermostatically controlled or continuously operating heating units. (ii) Boost elements of solar-heated water heaters. (iii) Electric Vehicle Supply Equipment (EV Chargers). (iv) Pool filtration systems. (v) Heat pump water heaters. (vi) Other appliances (e.g. washing machines and dishwashers) (vii) Pumping and irrigation equipment (viii) Battery Energy Storage Systems (BESS) (ix) Solar PV (x) Other equipment as approved by Ergon Energy Network.	• Electricity supply must be permanently connected to the items on the approved list, (except for pool filtration systems). (i) Electric storage water heaters with thermostatically controlled or continuously operating heating units. (ii) Boost elements of solar-heated water heaters. (iii) Electric Vehicle Supply Equipment (EV Chargers). (iv) Pool filtration systems. (v) Heat pump water heaters. (vi) Other appliances (e.g. washing machines and dishwashers). (vii) Pumping and irrigation equipment. (viii) Battery Energy Storage Systems (BESS) (ix) Solar PV (x) Other equipment as approved by us (non-domestic premises only)	• Customers can connect all light and power, including the following equipment or appliances to this tariff: (i) Electric storage water heaters with thermostatically controlled or continuously operating heating units. (ii) Boost elements of solar-heated water heaters. (iii) Electric Vehicle Supply Equipment (EV Chargers). (iv) Pool filtration systems. (v) Heat pump water heaters. (vi) Other appliances (e.g. washing machines and dishwashers). (vii) Pumping and irrigation equipment. (viii) Battery Energy Storage Systems (BESS). (ix) Solar PV. (x) Other equipment as approved by Ergon Energy Network	• Electricity supply must be permanently connected to the items on the approved list, except for pool filtration systems which may be supplied through a dedicated socket outlet: (i) Electric storage water heaters with thermostatically controlled or continuously operating heating units. (ii) Boost elements of solar-heated water heaters. (iii) Electric Vehicle Supply Equipment (EV Chargers). (iv) Pool filtration systems. (v) Heat pump water heaters. (vi) Other appliances (e.g. washing machines and dishwashers). (vii) Pumping and irrigation equipment. (viii) Battery Energy Storage Systems (BESS). (ix) Solar PV (x) Other equipment as approved by Ergon Energy Network

Appendix B: CAC connection unit charge examples

Note: Amounts included in the worked examples below relate to DUOS charges only

Network Tariff Code	Default DLF	DUOS charges (GST exclusive)				
		Connection Unit Charge	Fixed Charge	Capacity Charge	Actual Demand Charge	Volume Charge
	Value	$/day / connection unit	$/day	$/kVA of AD per month	$/kVA per month	$/kWh
EC66T1	Site specific	$9.209	$121.200	$3.283	$2.388	$0.00421

Example 1:

Where the customer's:

Authorised Demand = 3,500 kVA

Connection Units = 11

Actual Demand for the month = 3,000 kVA

Energy for the month = 1,400,000 kWh

Calculation

Connection Unit Charge = $9.209 x 30 days x 11 connection units = $3,038.97

Fixed Charge = $121.200 x 30 = $3,636.00

Capacity Charge = $3.283 x 3,500 kVA = $11,490.50

Actual Demand Charge = $2.388 x 3,000 kVA = $7,164.00

Volume Charge = $0.00421 x 1,400,000 kWh = $5,894.00

Total monthly DUOS = $31,223.47

Example 2:

Where the customer's:

Authorised Demand = 4,000 kVA

Connection Units = 0

Actual Demand for the month = 3,900 kVA

Energy for the month = 1,900,000 kWh

Calculation

Connection Unit Charge = $9.209 x 30 days x 0 connection units = $0
Fixed Charge = $121.200 x 30 = $3,636.00
Capacity Charge = $3.283 x 4,000 kVA = $13,132.00
Actual Demand Charge = $2.388 x 3,900 kVA = $9,313.20
Volume Charge = $0.00421 x 1,900,000 kWh = $7,999.00
Total monthly DUOS = $34,080.20

Appendix C: Transitional Network Dual Rate Demand Tariff 3 - Demand Charge calculation methodology

The Demand Charge within the Transitional Network Dual Rate Demand Tariff 3 is a monthly charge calculated as $/kW/month with a minimum demand charge of 7.5kW.

Application of Demand Charges	Block	Monthly kW
Minimum Demand Charge	Step 1	up to 7.5 kW
Remaining Demand Charge Above Minimum	Step 2	> 7.5 kW

Demand Charges will be calculated as follows:

Component	Calculation
Minimum	If demand pump size is less than or equal to minimum demand value of 7.5kW, then:
Demand	minimum demand value of 7.5kW multiplied by 12 months
Charge	divided by 365.25 days
	multiplied by days in meter reading period – (*The resulting value will be displayed in the Quantity field of the Statement of Charge*)
	multiplied by minimum demand rate
	Or, if pump size exceeds the minimum demand value of 7.5kW, then:
	minimum demand charge calculation applied
	proceed to Remaining Demand Charge calculation
Remaining	For remaining demand charges
Demand	Demand pump size less minimum demand value of 7.5kW, multiplied by 12 months
Charge	divided by 365.25 days
	multiplied by days in meter reading period – (*The resulting value will be displayed in the Quantity field of the Statement of Charge*)
	multiplied by remaining demand rate

The following examples display the proration calculation methodology that will be applied. For Examples 1 to 4, the prices for the DUOS component (excluding GST) of the demand charges are as follows:

Minimum Demand Rate	Remaining Demand Rate
$3.154	$9.522

Example 1:

A customer has a pump demand size of 5kW, and a customer read creates an invoice period of 31 days.

Calculation

Minimum Demand Charge = (7.5 x 12 / 365.25 x 31) x $3.154 = $24.09

NUOS Statement of Charge - Minimum Demand Quantity = 7.639 kW

Example 2:

A customer has a pump demand size of 5kW, and a customer read creates an invoice period of 90 days.

Calculation

Minimum Demand Charge = (7.5 x 12 / 365.25 x 90) x $3.154 = $69.95

NUOS Statement of Charge - Minimum Demand Quantity = 22.177 kW

Example 3:

A customer has a pump demand size of 10kW, and a customer read creates an invoice period of 31 days.

Calculation

Minimum Demand Charge = (7.5 x 12 / 365.25 x 31) x $3.154 = $24.09

Remaining Demand Charge = (2.5 x 12 / 365.25 x 31) x $9.522 = $24.24

NUOS Statement of Charge - Minimum Demand Quantity = 7.639 kW

NUOS Statement of Charge - Remaining Demand Quantity = 2.546 kW

Example 4:

A customer has a pump demand size of 10kW, and a customer read creates an invoice period of 90 days.

Calculation

Minimum Demand Charge = (7.5 x 12 / 365.25 x 90) x $3.154 = $69.95

Remaining Demand Charge = (2.5 x 12 / 365.25 x 90) x $9.522 = $70.39

NUOS Statement of Charge - Minimum Demand Quantity = 22.177 kW

NUOS Statement of Charge - Remaining Demand Quantity = 7.392 kW

For Example 5, the prices for the DUOS component (excluding GST) of the demand charges are as follows:

Rate Period	Minimum Demand Rate	Remaining Demand Rate
01/07/2021 to 30/06/2022	$3.154	$9.522
01/07/2022 to 30/06/2023	$4.444	$9.999

Example 5:

A customer has a pump demand size of 10kW, and a customer read creates an invoice period of 31 days. The invoice period is across a rate change.

Calculation - First Rate Period

11 day period

Minimum Demand Charge = (7.5 x 12 / 365.25 x 11) x $3.154 = $8.55

Remaining Demand Charge = (2.5 x 12 / 365.25 x 11) x $9.522 = $8.60

NUOS Statement of Charge - Minimum Demand Quantity = 2.710 kW

NUOS Statement of Charge - Remaining Demand Quantity = 0.903 kW

Calculation - Second Rate Period

20 day period

Minimum Demand Charge = (7.5 x 12 / 365.25 x 20) x $4.444 = $21.90

Remaining Demand Charge = (2.5 x 12 / 365.25 x 20) x $9.999 = $16.43

NUOS Statement of Charge - Minimum Demand Quantity = 4.928 kW

NUOS Statement of Charge - Remaining Demand Quantity = 1.643 kW

Appendix D: Glossary

Table 19: Definitions of terminology used throughout this document

Term	Definition
Alternative Control Service	Customer specific or customer requested services. These services may also have potential for provision on a competitive basis rather than by the local DNSP.
Anytime Maximum Demand	The demand for some network tariffs is calculated using 'any-time' demand. For these tariffs, the customers chargeable maximum demand is the highest 30 minute demand period, regardless of when that occurs during the month.
Authorised demand	The maximum demand permitted to be imported or exported to the network by a network user, based on the nature of their connection.
Business hours	8 am to 5 pm, Monday to Friday.
Basic meter	Basic accumulation meters are defined as a meter that is only capable to recording the customers' energy consumption during the billing period.
Capacity charge	A type of charge (charging parameter) included in network tariff structures. The capacity charge seeks to reflect the costs associated with providing network capacity required by a customer on a long term basis. It is levied on the basis of either contracted demand or forecasted capacity using prior year information.
Charging parameter	The charges comprising a tariff. Parameters include demand, capacity, fixed and volume (flat or Time of Use) charges.
Connection asset (Contributed or non-contributed)	Related to building connection assets at a customer's premises as well as the connection of these assets to the distribution network. Connection assets can be contributed (customer funded, then gifted to Ergon Energy Network) or non-contributed (Ergon Energy Network funded).
Connection point	The agreed point of supply established between a Network Service Provider and another Registered Participant, Non-Registered Customer or franchise customer. The meter is installed as close as possible to this location.
Customer	Refer to chapter 10 of the NER.
Demand	The amount of electricity energy being consumed at a given time measured in either kilowatts (kW) or kilovolt amperes (kVA). The ratio between the two is the power factor.
Demand charge	A type of charge (charging parameter) included in network tariff structures. This charge accounts for the actual demand a customer places on the electricity network. Different parameters apply to this charge depending on the different tariffs, however in all tariffs, demand is average of a 30 minute period, not the highest instantaneous demand within the half hour period.
Distribution Use of System	This refers to the distribution network charges which recover the costs of providing Standard Control Services.
Energy (or usage)	The amount of electricity consumed by a customer (or all customers) over a period of time. Energy is measured in terms of watt hours (Wh), kilowatt hours (kWh), megawatt hours (MWh) or gigawatt hours (GWh).
Fixed (or access) charge	A type of charge (charging parameter) included in network tariff structures which is levied as a fixed dollar amount per day.
High Voltage	Refers to the network at 11 kV or above.

Term	Definition
Large customer classification	As per tariff class assignment process for customers with consumption greater than 100 MWh per year.
Low Voltage	Refers to the sub-11 kV network
Maximum demand	The maximum demand recorded at a customer's individual meter or the maximum demand placed on the electrical distribution network system at any time or at a specific time or within a specific time period, such as a month. Maximum demand is an indication of the capacity required for a customer's connection or the electrical distribution network.
National Metering Identifier	A unique number assigned to each metering installation.
Network Coupling Point	The point at which connection assets join a distribution network, used to identify the distribution service price payable by a customer.
Network Tariff Code	Ergon Energy Network's nominated code that represents the network tariff being charged to customers for network services.
Power factor	Power factor is the ratio of kW to kVA, and is a useful measure of the efficiency in the use of the network infrastructure. The closer the power factor is to one (1), the more efficiently the network assets are utilised. Power factor = kW / kVA
Site-specific charge	This charge is calculated for a site and is specific to the individual connection point.
Small customer classification	As per tariff class assignment process for customers with consumption less than 100 MWh per year.
Smart meter	Digital, interval and advanced Type 1-4 meters. Meters capable of measuring electricity usage in specific time intervals and enabling tariffs that can vary by time of day.
Standard Control Service	Distribution services that are central to electricity supply and therefore relied on by most (if not all) customers. This service classification includes network services (e.g. construction, maintenance and repair of the network), basic connection services and Type 7 metering services (i.e. unmetered connections such as traffic lights).
Tariff	The set of charges applied to a customer in the respective billing period. A tariff consists of one or more charging parameters that comprise the total tariff rate.
Time of Use	A type of network tariff where the price per kWh varies according to when the consumption occurs. The TOU tariff may apply a different price during peak, shoulder and off-peak periods.
Unmetered supply	A customer who takes supply where no meter is installed at the connection point.
Usage or Volume charge	A type of charge (charging parameter) included in network tariff structures which is calculated using the customer's metered energy (kWh) consumption. It may be based on a flat rate, an inclining block or TOU charging structure (depending on the customer's applicable network tariff). This part of the tariff seeks to reflect costs not directly allocated to network drivers and costs that are proportional to the size of the customer.