



WELCOME TO Ergon Retail for your business.

A guide to managing your electricity

Effective from 1 July 2018



RETAIL



**THANK YOU for
choosing Ergon
Retail for your
business.**



We're here to provide you with **GREAT SERVICE** and support your **retail electricity needs.**

As your electricity retailer, we're ready to help you:

- Find the right electricity tariffs
- Manage your energy use
- Pay your bills the way you prefer
- Subscribe to Clean Energy
- Donate to the Royal Flying Doctor Service
- Update your contact details

For more information on how we can help you manage your account and ways to better manage your electricity use, visit our website at **ergon.com.au/business**



OUR SERVICE promises to you

We'll put you, our customer, first

We believe in making it as convenient as possible to contact us in ways that suit you. We'll listen and respond to your needs and concerns, be courteous, friendly, and professional, respect your privacy and use plain language in all our communications with you.

We'll deliver simple electricity accounts and flexible payment options

We've set out your billing information in clearly labelled sections, so you can easily see your account details, your usage information, the amount to pay and when it's due.

You have the flexibility to pay your electricity bill weekly, fortnightly, monthly or quarterly with your choice of payment method. And if you're having difficulty paying your electricity bill, we're here to help.

We'll provide expert advice

We're committed to helping you understand your energy use with advice on choosing the right products for your business and ways to use them more efficiently. We can also help you compare your tariff options.

We'll listen to your feedback

Please let us know if you have any feedback relating to our service, products, staff or complaints process. We welcome your feedback to better understand your needs and priorities and improve the way we serve you. Our feedback form is available online at [ergon.com.au/feedback](https://www.ergon.com.au/feedback)

Our business customers using up to 160 megawatt hours (MWh) of electricity per year also have access to a free, fair and independent dispute resolution service operated by the Energy and Water Ombudsman Queensland by calling **1800 662 837**.

RIGHTS and obligations

The contract between us

The relationship you have with us comes with certain responsibilities and obligations on both sides, which are outlined in the Standard Retail Contract or Standard Large Non-Market Customer Retail Contract, the National Energy Retail Law and the National Energy Retail Rules. We sell electricity to you at prices that are set by the Queensland Competition Authority and the Australian Energy Regulator.

You will have a separate contract with your electricity distributor that deals with the physical connection and/or supply of electricity to your premises.

These contracts apply without the need for you to complete or sign any documents. They begin when you start using electricity at your premises.

Further detail is available in the Standard Retail Contract and Standard Large Non-Market Customer Retail Contract which you can view and download at [**ergon.com.au/contracts**](https://www.ergon.com.au/contracts)



Choosing the right TARIFF for your business.



TARIFF FAQs

What is a retail tariff?

Retail tariffs are the prices for electricity that Ergon Retail uses to calculate your electricity bill. The structure of each tariff is different, depending on what it's designed for.

Most include charges for the electricity you use. Some also include charges to cover the cost of supplying and maintaining your electricity service.

Who sets electricity prices?

The Queensland Competition Authority sets tariff prices and supply charges, while the Australian Energy Regulator sets meter services charges.

What are meter services charges?

These charges cover the cost of providing your meters and the ongoing costs of operating and maintaining your meters.

What are supply charges?

Supply charges cover the costs of supplying and maintaining your electricity service, including costs for poles and wires, billing and administration. More information about how tariff prices are set, including supply charges, can be found on the Queensland Competition Authority website at qca.org.au

What are demand charges?

Your demand for electricity is a measure of how much electricity you use at a point in time. The way demand charges are applied will vary between tariffs - some are based on your greatest demand for electricity at any one time, while others are based on your demand over certain durations.

What's the difference between large and small classifications?

Ergon Network classifies customers as large or small, depending on how much electricity they use annually.

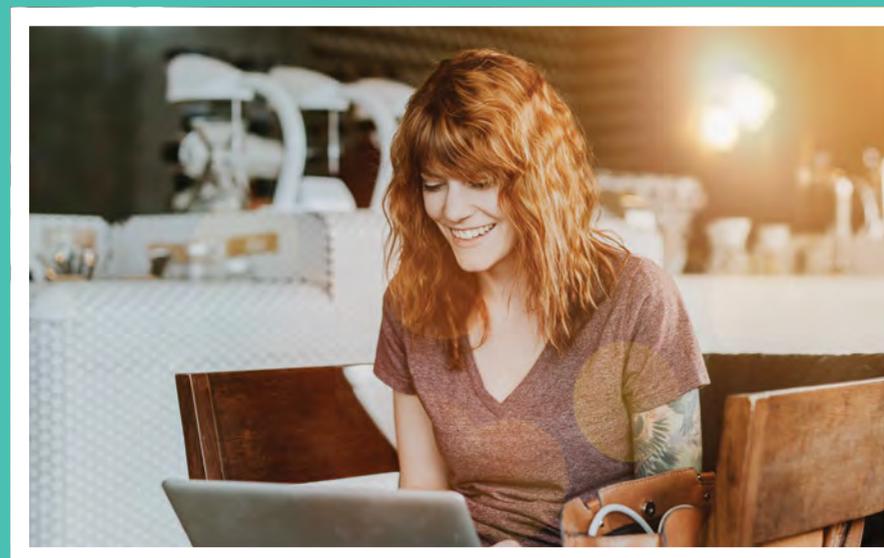
Small customers use less than 100 megawatt hours of electricity per year, which includes most of our small and medium-sized business customers. Large customers use more than this, which is the case for many of our large commercial or industrial customers.

What are transitional or obsolescent tariffs?

These tariffs will only be available for a limited period of time, and some are not available to new customers.

View our energy price fact sheets at energymadeeasy.gov.au.

Find out more about our tariffs online at ergon.com.au/business/tariffs



SMALL BUSINESS tariffs

Tariff 20 is the most common tariff for small businesses. It provides a constant supply of electricity day and night and is suitable for most small businesses that use most of their electricity during the daytime. You pay a flat rate for the electricity you use plus a daily supply charge.

| | COST/KWH | COST/DAY |
|-----------------------|-----------|-----------|
| All usage | \$0.29086 | |
| Daily supply charge | | \$1.35259 |
| Meter services charge | | \$0.12000 |

Alternatives are **Tariff 22A**, **Tariff 24** and **Tariff 41**, which are more complicated tariffs involving demand charges and/or time of use pricing. Electricity is charged at different rates depending on when and how much you use during specific periods of the day and year.

Tariff 31 and **Tariff 33** are great for appliances like hot water systems, which don't need a constant supply of power. The times of day that power is available on these economy tariffs may change from day to day and vary in duration. Power is available each day for a minimum of 8 hours on Tariff 31 and for a minimum of 18 hours on Tariff 33.

LARGE BUSINESS tariffs

Most large business tariffs are demand-based, but the way demand charges apply can vary between tariffs. Generally, it involves a measure of the largest amount of electricity you use at a point in time, during set hours, days or months.

On **Tariff 44**, **Tariff 45** and **Tariff 46** you pay a flat rate for the electricity you use plus a demand charge and a daily supply charge. The demand threshold for these tariffs varies between 30kW and 400kW.

An alternative is **Tariff 50**, which is a more complicated tariff involving demand charges and time of use pricing. Electricity is charged at different rates depending on when and how much you use during specific periods of the day and year.

VERY LARGE BUSINESS tariffs

High-voltage tariffs are for our Connection Asset Customers and Individually Calculated Customers, who use a very large amount of electricity each year.

On **Tariffs 51A to 51D** and **53**, you're charged at a flat rate all year for the electricity you use, along with charges for demand, capacity, excess reactive demand, connection and a daily supply charge.

Tariffs 52A to 52D include time of use pricing for electricity usage, plus charges for excess reactive demand, connection and a daily supply charge. Time of use demand charges apply during set hours on weekdays in summer and capacity charges apply at all other times.

FARMING tariffs

Managing your farm can be energy intensive, which is why there is a range of tariffs designed especially for our rural customers.

Our three rural tariffs are **Tariff 62, 65** and **66**, which may be suitable for irrigation, pumping, stock watering, dairy refrigeration or similar. All of these tariffs will be phased out no later than 30 June 2020.

UNMETERED SUPPLY tariffs

Unmetered electricity supply is available for streetlights and other small loads, with charges based on usage determined by Ergon Network. Charges may also apply for installation, maintenance and removal of supply.

Tariff 71 is for street lights on roads controlled by local governments and state-controlled roads as defined under the Transport Infrastructure Act (1994), while

Tariff 91 is for other small loads.





MANAGING your
account has
never been
easier.



Get your bill by **email**

e-Bill is the fast, convenient and secure way to get your electricity bill and other information from Ergon Retail.

We send it straight to your email inbox, attached as a PDF that looks exactly like your paper bill.

Register today at ergon.com.au/ebill

e-Bill is a great way to receive and manage your bills:

- 1. It's fast** – no more waiting for the snail mail
- 2. It's convenient** – receive and check your bill whenever and wherever you are
- 3. It's secure** – save and store your bills electronically
- 4. It's paperless** – better for you and the environment



Access to your **meter**

You may not know this, but you need to provide safe and convenient access to your electricity meter at all reasonable times. This is essential for us to check and maintain your meter,

even if you have a digital meter that is read electronically.

You can help us access your meter by:

01



Using a lock authorised by Ergon Energy

02



Keeping dogs restrained or in a separate area to your meter

03



Clearing away vegetation, vehicles and other equipment

04

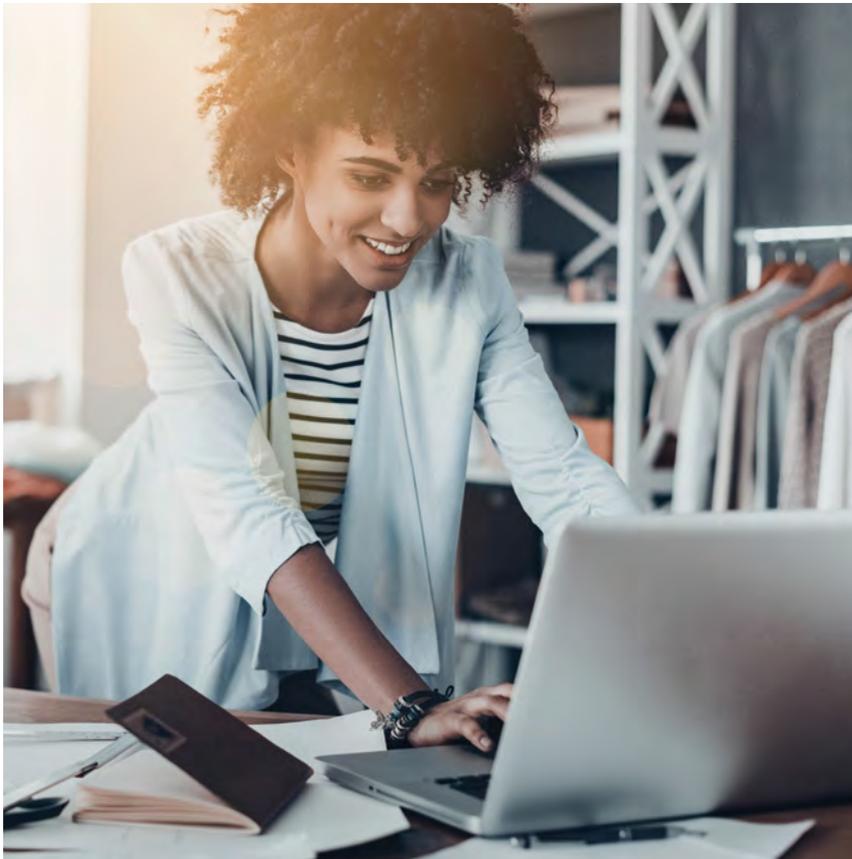


Relocating your meter – talk to a licensed electrical contractor

If your meter is read manually, we let you know the estimated date of your next reading on your electricity bill.

For more information or to help identify options available for you, call us today on **1300 135 210** or visit ergon.com.au/access

WE OFFER a number of convenient payment options to suit your individual needs.



Easy ways to **pay**

Online with credit card

Pay online using Mastercard or Visa via our BPOINT at ergon.com.au/bpoint. BPOINT is a convenient and secure payment method, supported by the Commonwealth Bank and available 24/7.

Direct Debit

Choose to pay weekly, fortnightly, monthly or on the due date, with payments transferred from your nominated account automatically. To setup or change a direct debit on your bank account, visit ergon.com.au/directdebit

BPAY®

Pay your electricity bill any time of the day or night from your bank account, using your internet or phone banking. You can also view and pay your bills online through your internet banking with BPAY View™. For more information, visit bpay.com.au

Electronic Funds Transfer (EFT)

Transfer money directly from your bank account to ours. To arrange an EFT, please call us on **1300 135 210**.

By phone with credit card

Call us on **1300 363 214** and have your credit card and bill ready. We accept Mastercard and Visa for payments between \$20 and \$10,000.

Cheque/money order by mail

Tear off the bottom portion of your electricity bill and mail it to us with your cheque or Australia Post money order. Please include the bottom portion of each bill if you're paying multiple bills with one cheque or Australia Post money order. Cheques may take three to seven days to clear.

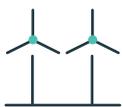
Pay in person

Visit your local Australia Post outlet to pay over the counter.

Clean Energy is a smart move for **your business**

When you subscribe to Clean Energy, you pay an extra amount on your bill which enables us to purchase more renewable energy certificates from renewable energy generators.

Clean Energy is drawn from **three renewable energy sources:**



Wind



Hydro



Biomass

Where does Clean Energy come from?

It comes from renewable energy sources in regional Queensland with zero net greenhouse gas emissions.

We purchase renewable energy certificates from generators, including wind farms near Ravenshoe and on Thursday Island, hydro stations at Paradise Dam and Tinaroo Dam, and biomass plants at a number of sugar mills.

How much do I pay for Clean Energy?

As a business, you can subscribe to have 2.5% - 100% of your electricity purchased as renewable energy certificates from renewable energy generators. Simply choose the subscription level that suits you best.

For details, go to ergon.com.au/businesscleanenergy

Donate to the **Royal Flying Doctor Service**

We've been a proud partner of the Royal Flying Doctor Service (RFDS) in Queensland since 2000. During that time, our customers and employees have donated more than \$13 million to help improve emergency and routine medical care facilities throughout the state.

Around 140,000 customers and employees regularly donate through their electricity bills to help support the RFDS.

Every cent of your donation is passed on to the RFDS to assist in their aircraft replacement program and updating crucial medical equipment.

If you would like to show your support, register to donate at ergon.com.au/flyingdoctors



Contact us

If you have any questions about your electricity, feel free to contact us.

Ergon Energy Retail

Customer service

1300 135 210

7am – 6:30pm, Mon to Fri

ergon.com.au/contact

Ergon Energy Queensland Pty Ltd
ABN 11 121 177 802

Ergon Energy Network

Faults only

13 22 96

24 hours a day, 7 days a week

Network general enquiries

13 74 66

7am – 6:30pm, Mon to Fri

Life-threatening emergencies only

Triple Zero 000 or 13 16 70

24 hours a day, 7 days a week

Ergon Energy Corporation Ltd
ABN 50 087 646 062



RETAIL