

Ausgrid Retailer Newsletter

May 2022



Retailer forum

As mentioned in the April newsletter we look forward to sharing with you early insights from our 2024-2029 Draft Plan ahead of its publication in August 2022.

The forum will be held online on:

**20th June
10am – 12pm**

We hope you and your colleagues can join us.

At this forum we will also provide information about the **1st July 2022 price change** and provide the opportunity for questions.

Register now at:

Retailer forum registration or through the yoursay.ausgrid.com.au retailer website page.

Once registered:
JOIN FORUM



Request for mobile data

Customers have told us how important it is to be kept informed about upcoming planned outages and the progress of repair and restoration during unplanned outages.

We rely on the customer data provided by retailers to send outage SMS notifications. To ensure we can keep customers informed, and reduce the numbers of calls made to retailers during outages, **please do ensure a mobile number is recorded for customers where possible**, in the correct number format.

In coming months we plan to share dashboards to track the quality of customer contact information from each retailer to help us better serve our and your customers.

ANS fee changes

We are unlikely to propose the current list of ancillary network services (ANS) currently provided to retailers from 1st July 2024.

We will propose around 30 fees, with the majority being fixed fees, applicable to services delivered by Ausgrid to retailers.

The changes to existing services are expected to be minor, and may include:

- changes in descriptions to more clearly define the service. This includes listing the service as a “fixed fee” where this is already happening (instead of “quoted/per hr”)
- some services to be removed from the list where they are either no longer applicable or are proposed to combine with another fee
- the addition of a small number of new fees for specific services relating to distributor arranged outage for the purpose of replacing metering.

Tariff Trials

On 1 July 2022, Ausgrid will introduce 3 new tariffs.

We will be introducing trial tariffs within period to test new approaches to incentivise customers for flexible use of the grid.



Our three tariffs are:



Residential two way tariff – which will send price signals for electricity exports. Customers that export electricity between 2pm and 8pm will see large rewards while customers exporting electricity between 10am and 2pm will see small charges.



Residential flexible load (EV) tariff – which will allow customers to charge their electric vehicle (or other flexible load device) for a fixed distribution charge. In return we may ask customers not to charge their vehicles for 2 hours, 20 times a year. We will always give customers 24-hours notice.



Community battery tariff – which will support community batteries to reduce network costs for all customers and support community sharing of solar generation.

Retailers wanting to join the trials should contact: pricing@ausgrid.com.au and customers should contact our partners: *Discover Energy, EnergyAustralia, Energy Locals and Tesla.*

CALD program

Ausgrid is developing a culturally and linguistically diverse (CALD) customer strategy and program to enable us to better serve our uniquely diverse community. In developing this program, we would like to engage with energy retailers that have implemented, or are planning to implement, a CALD customer strategy for their customers. Please reach out to us on how we can work together to support our CALD customers.



Contact us

For further information contact feedback.B2B@ausgrid.com.au

Visit yoursay.ausgrid.com.au

For information or feedback on our Regulatory Proposal contact kate.hawke@ausgrid.com.au