



## Customer Impact Analysis

### **Customer Impact Analysis**

This Customer Impact Analysis is provided for Standard Asset Customers (Small and Large) in Energex.

Specifically for SAC Small, customers have expressed a desire to understand the implications of the 10,000kWh wide band IBT (for residential customers) and 20,000kWh wide band IBT (for small business customers). Therefore, this analysis commences by demonstrating bill impact around this first block.

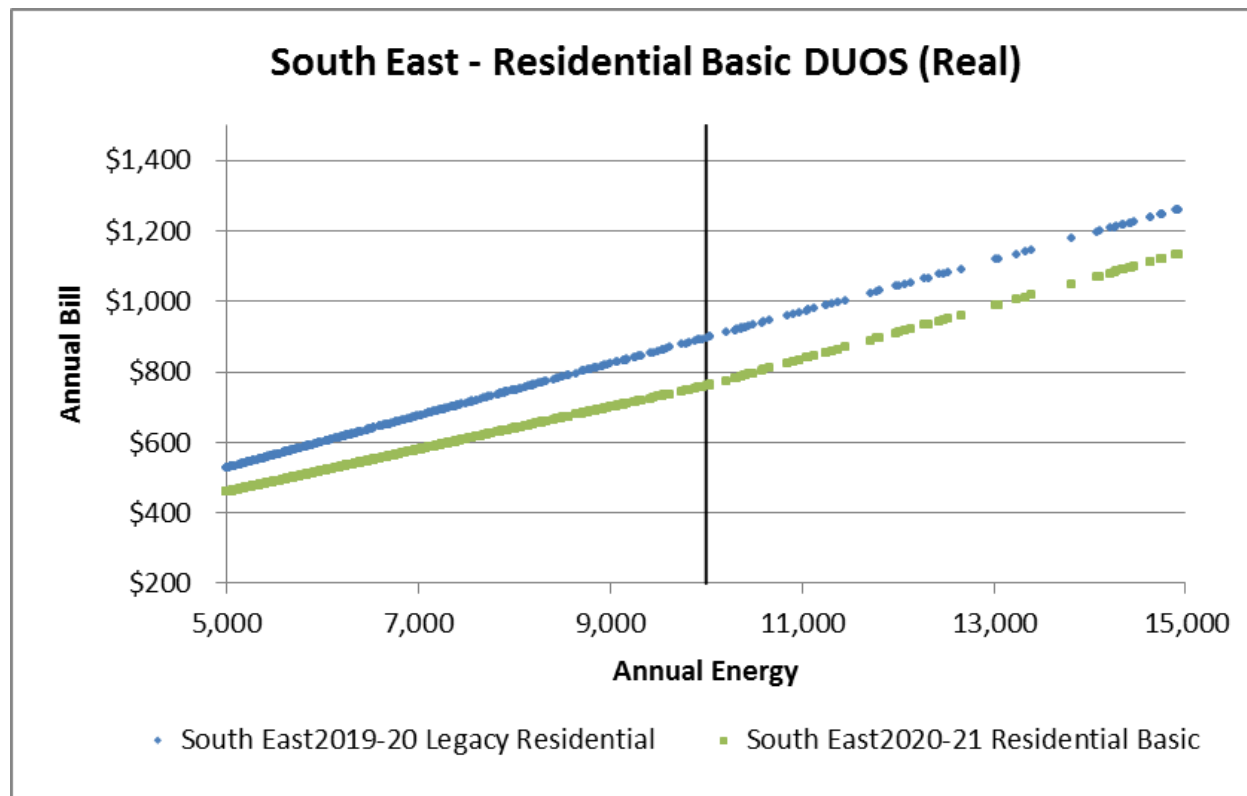
The remaining Customer Impact analysis for SAC Small provides population impact for Basic, Demand and Capacity expressed first as dollar impact should they change from their legacy 2019-20 tariff to the new tariff suite, and both tariffs plotted together.

## Energex Residential and Small Business Customer Impact

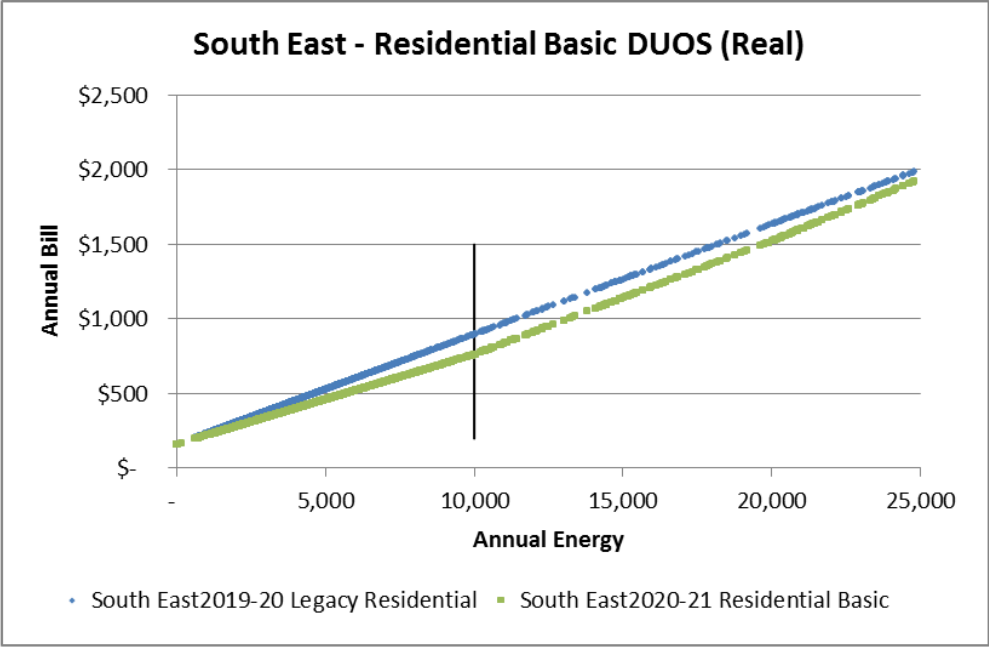
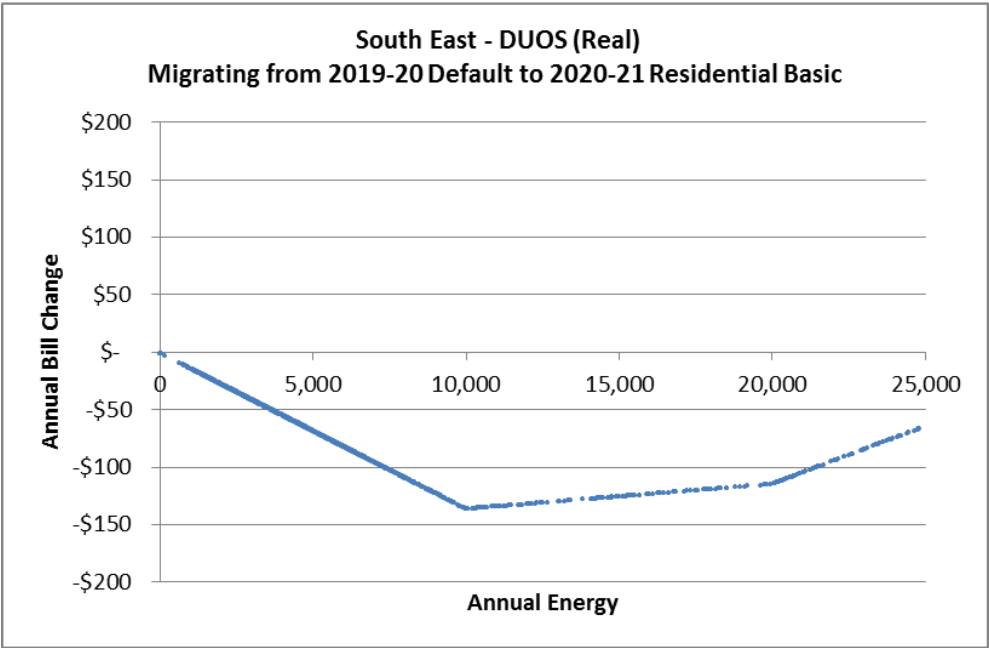
### South East Residential

#### IBT Cross Over at 10,000kWh

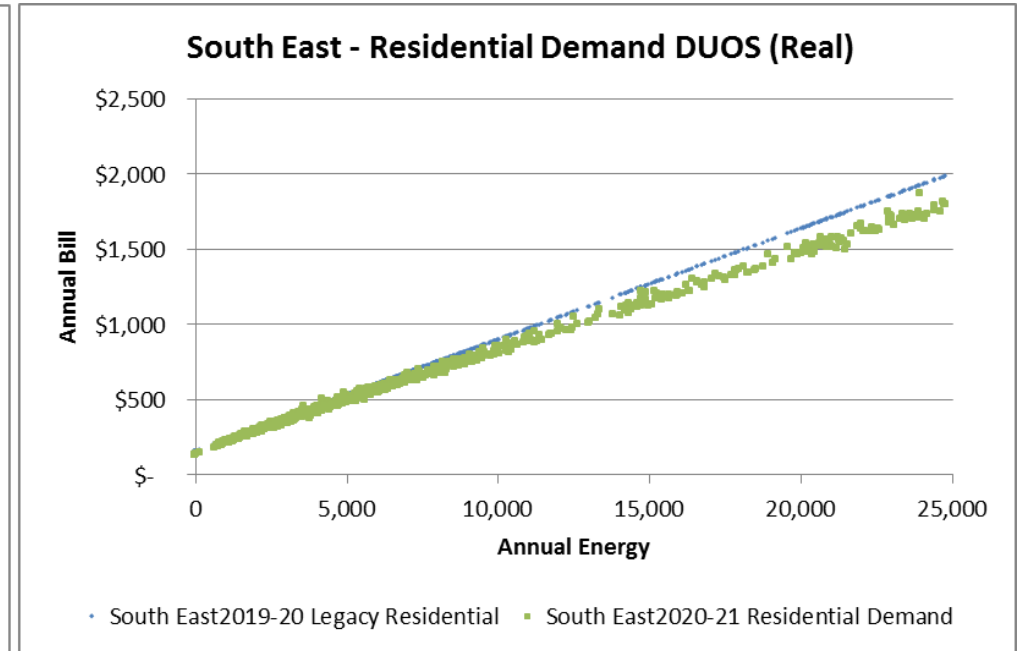
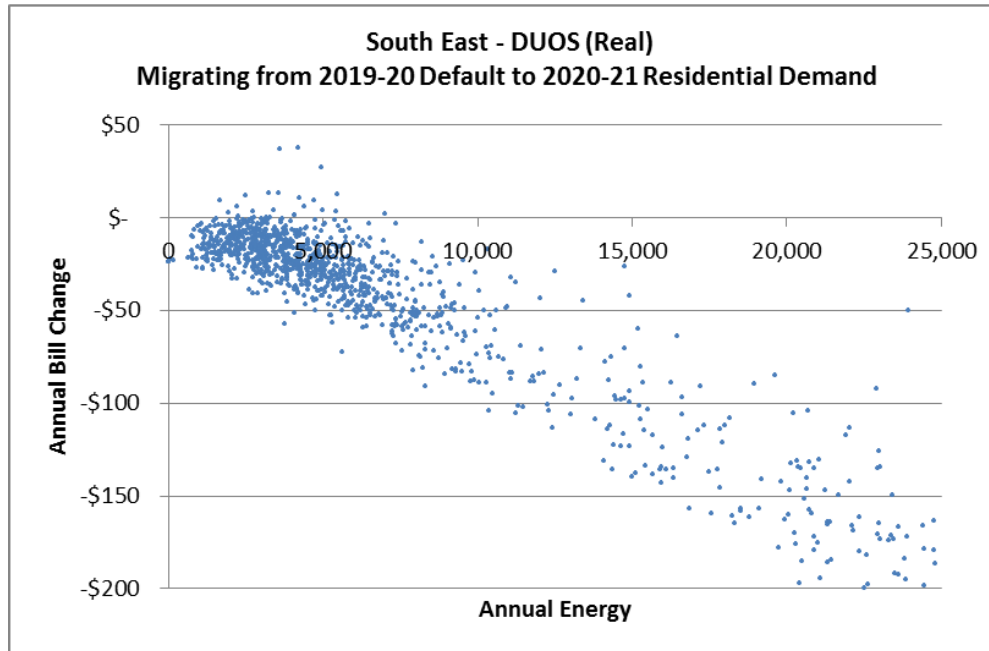
Note, of Residential Customers currently on Residential Flat (NTC8400) under 100MWh, 94% are under 10,000kWh and therefore will see a tariff structure largely similar to their legacy tariff.



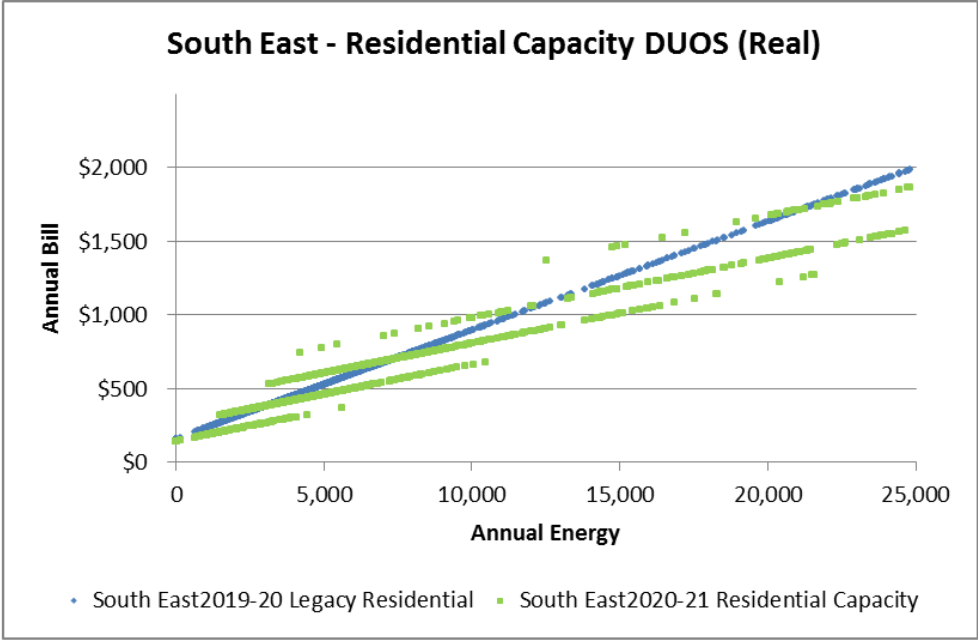
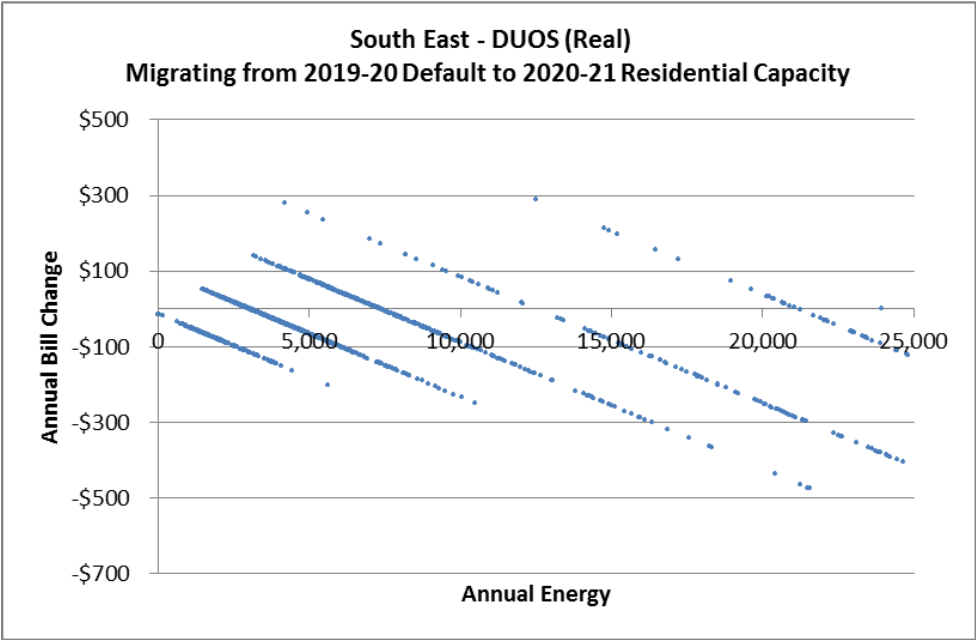
Residential Basic



## Residential Demand



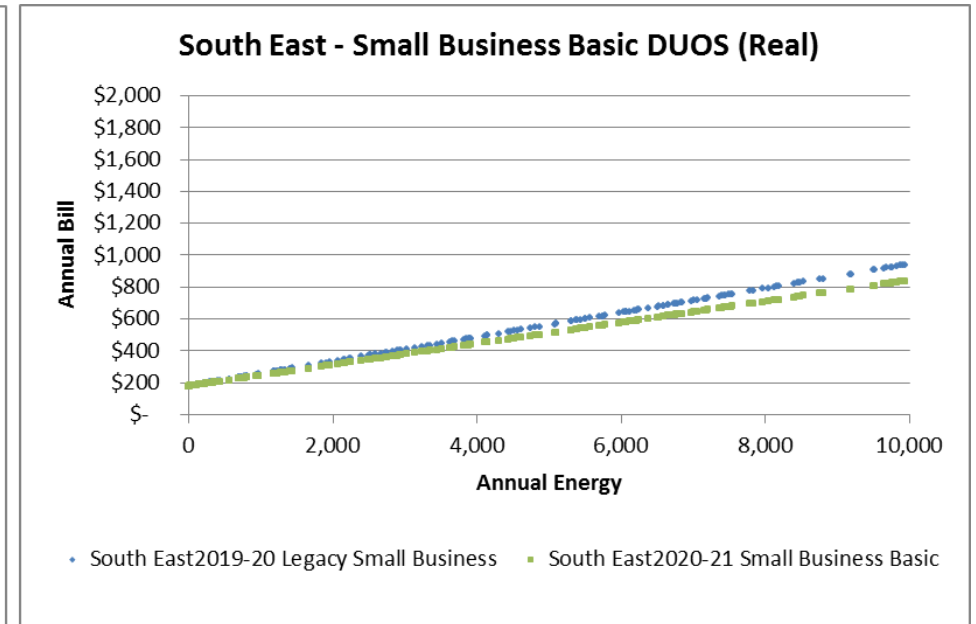
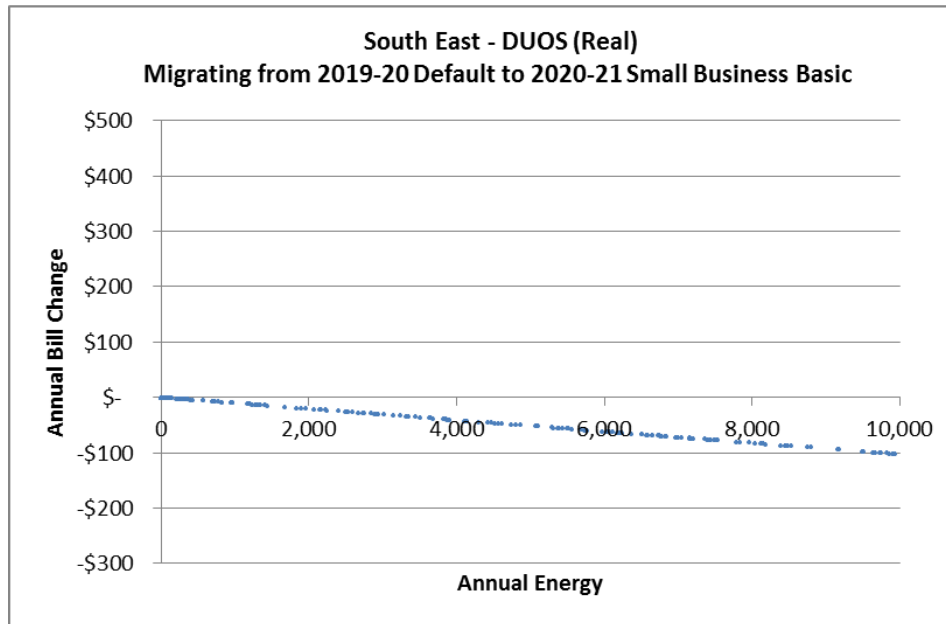
Residential Capacity



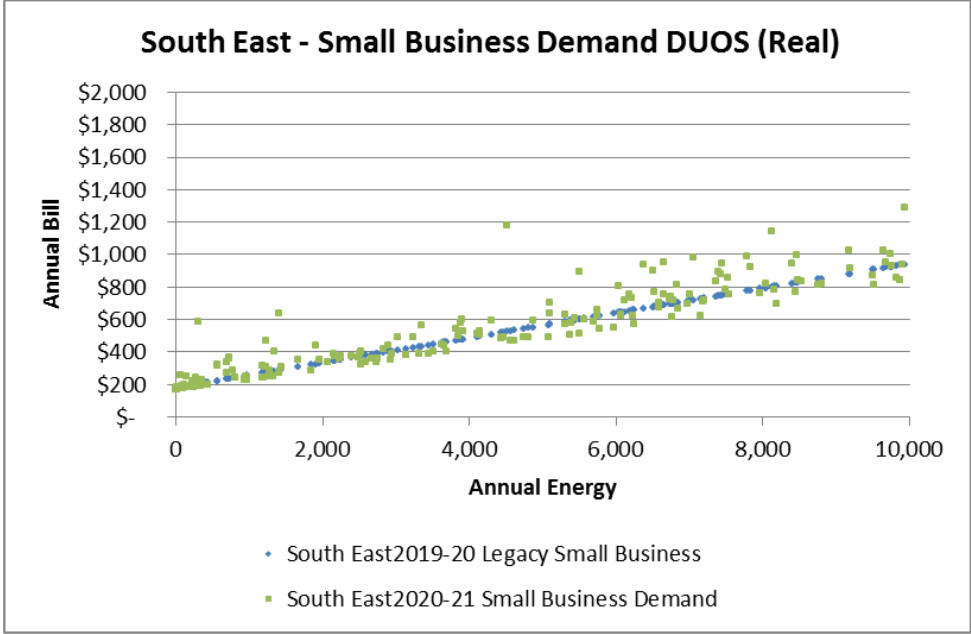
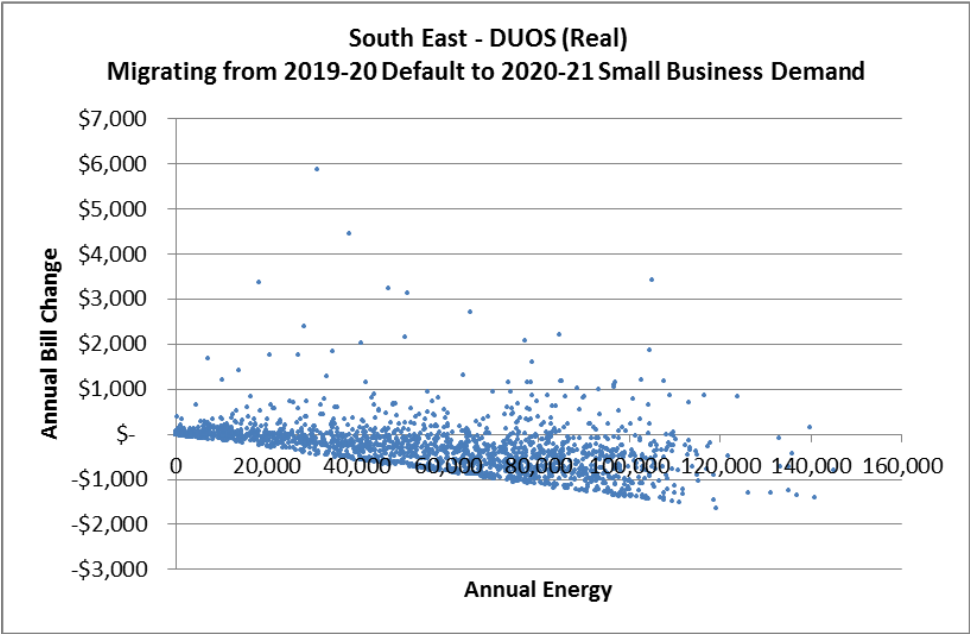
## South East Small Business

### Small Business Basic

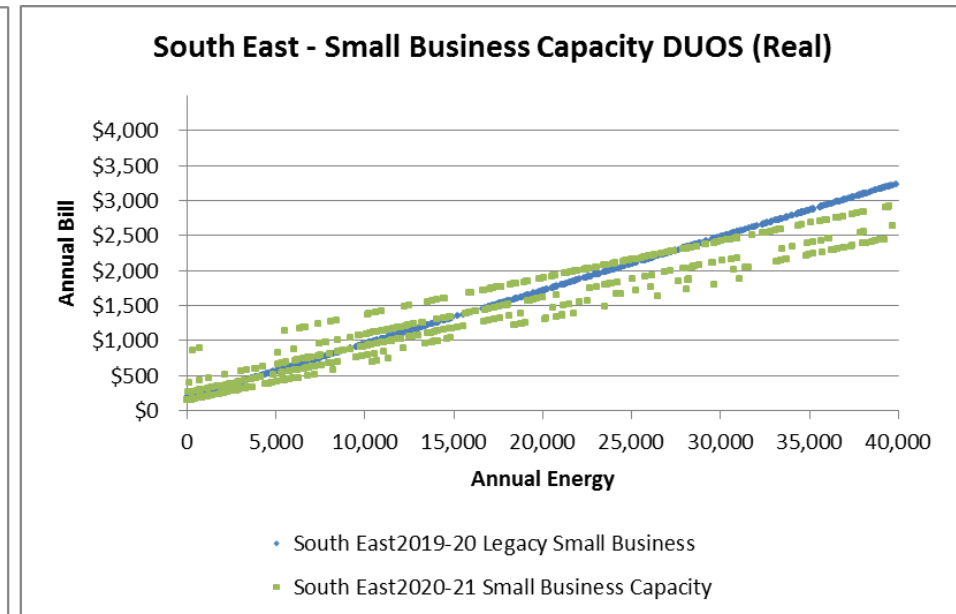
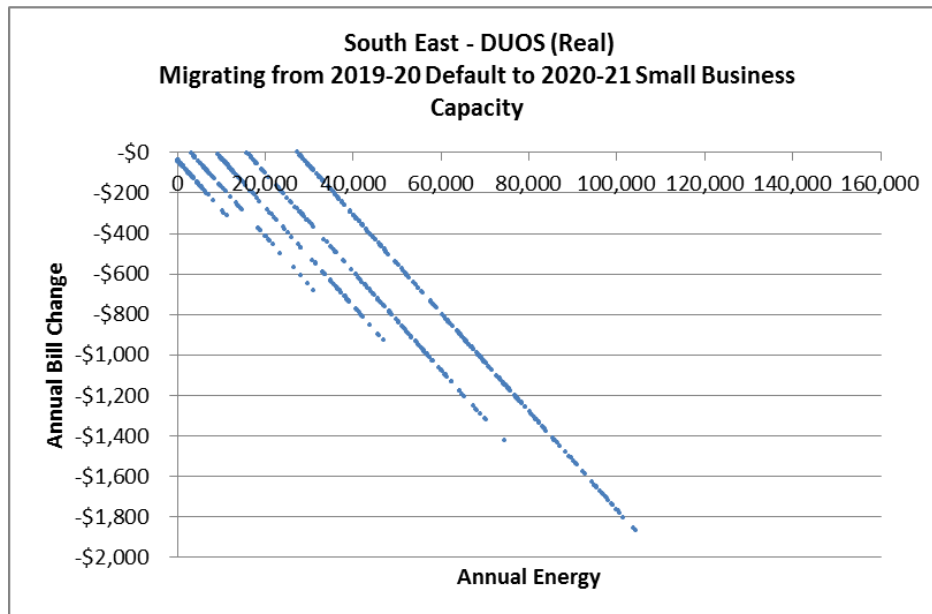
Note, of Small Business Customers currently on Small Business Flat under 100MWh, 77% are under 20,000kWh and therefore will see a tariff structure largely similar to their legacy tariff.



Small Business Demand



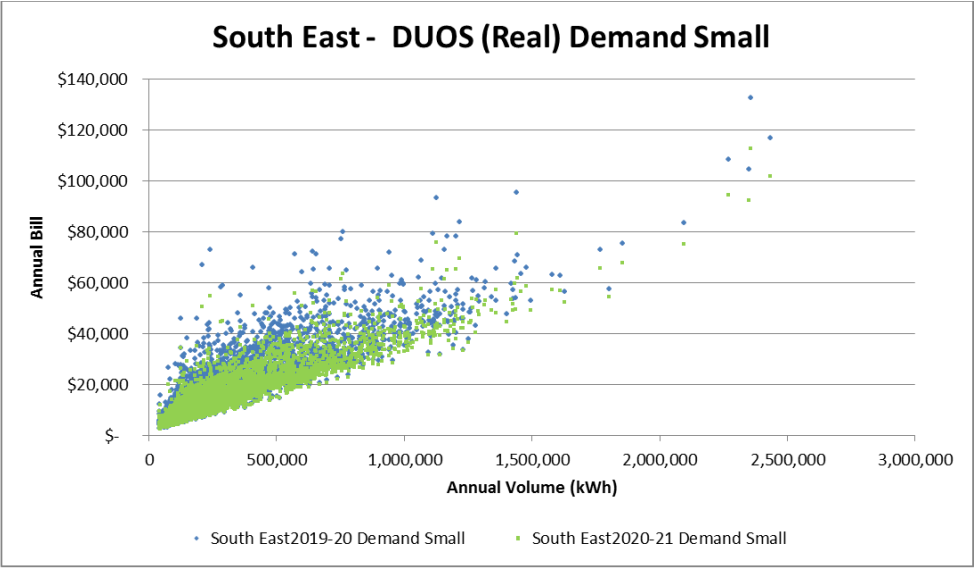
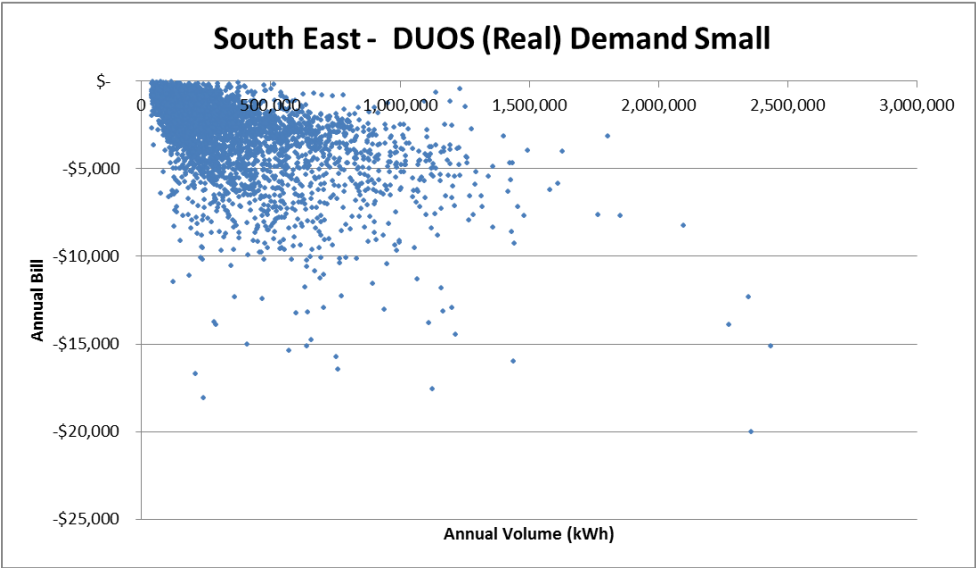
## Small Business Capacity





South East Large Business

Demand Small



Demand Large

