Addendum to the Report "Customer Impact Analysis for Energy Queensland's Revised Tariff Structure Statement 2020-25"

This report should be read as an addendum to the report "Customer Impact Analysis for Energy Queensland's Revised Tariff Structure Statement 2020-25". The method and data used here are identical to those used in that report, except for the tariffs from 2022/23 to 2024/25, which were not in that report, and are taken from Energy Queensland's Revised Tariff Structure Statement 2020-25.

1 Customer Impacts of Tariffs from 2019/20 to 2024/25

1.1 South East Residential

Figure 1 shows how the average annual DUOS bills under the Flat, TOU Energy, Transitional Demand and Demand tariffs change from 2020/21 to 2024/25. The 2019/20 Flat tariff is added in all years for reference. Figure 2 shows the same chart but for NUOS.

Figure 3 shows the same bills as Figure 1, but as column charts, and so shows how the components of the bills change over time. Figure 4 shows the same chart but for NUOS.

Figure 5 to Figure 8 show the equivalent charts as Figure 3 but for each tariff separately, for both DUOS and NUOS.

Figure 9 shows what happens to average customers DUOS bills in moving from the Flat 2019/20 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs. Figure 10 shows the same chart but for NUOS.

Figure 11 shows what happens to average customers DUOS bills in moving from the Flat 2020/21 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs. Figure 12 shows the same chart but for NUOS.

Key Points:

- From 2020/21 to 2024/25 the TOU Energy average bill increases the most, followed by the bills under the Flat tariff then the Transitional Demand tariff. The average bill under the Demand tariff stays relatively flat over the period.
- Thus, by 2024/25, the Transitional Demand tariff still results in the lowest average bills, followed by the TOU Energy tariff. The Demand tariff bills are by then lower than the Flat tariff bills. All the 2020/21 tariffs still result in lower average bills than the 2019/20 Flat tariff.

- The increase in the average bills under the Flat, TOU Energy, Transitional Demand and Demand tariffs is mainly due to the daily charge. For both the Transitional Demand and Demand tariffs, the decrease in the energy charge more than cancels out the increase in the demand charge (with the overall increase due to the increasing daily energy charge).
- The scatter charts in Figure 9 and Figure 10 show customers clearly being better off on the 2024/25 TOU Energy and Transitional Demand tariffs compared to the 2019/20 Flat tariff, with only the Demand tariff being worse for low electricity use customers with poor load factors. The results in Figure 11 and Figure 12 reflect these findings, with the benefits of the more cost-reflective tariffs being reduced simply because the 2020/21 Flat tariff results in lower bills than the 2019/20 Flat tariff.

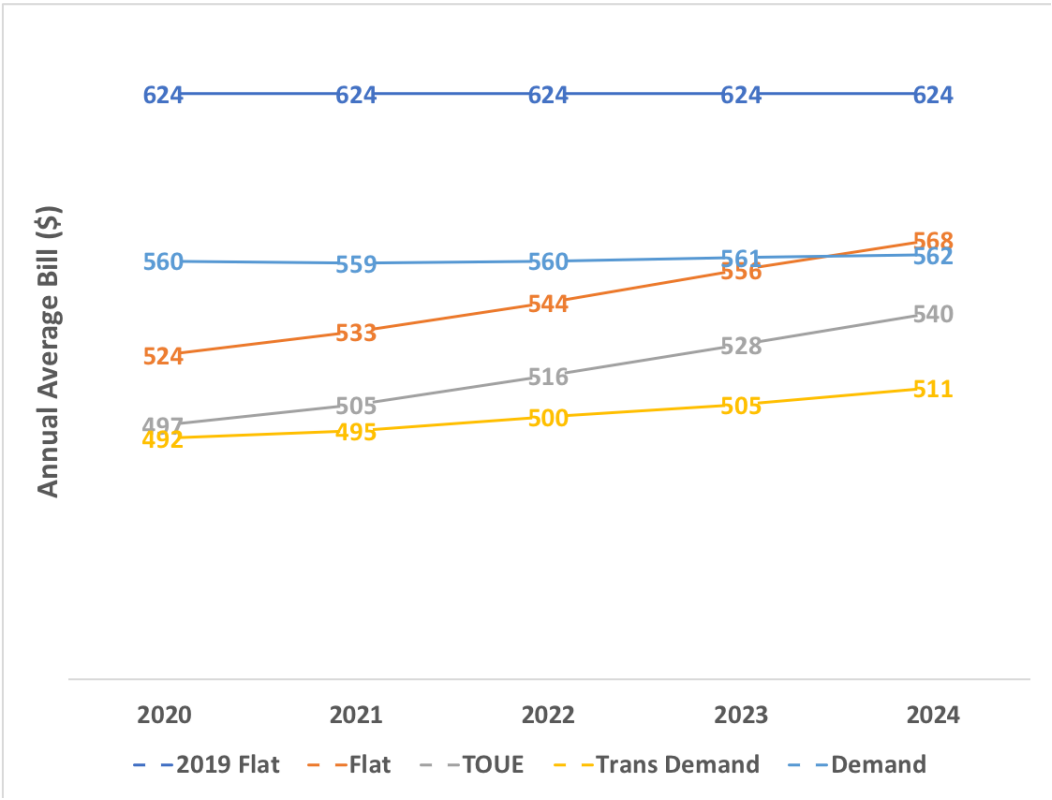


Figure 1. Comparison of Average Annual DUOS Bills from 2020/21 to 2024/25, South East Residential

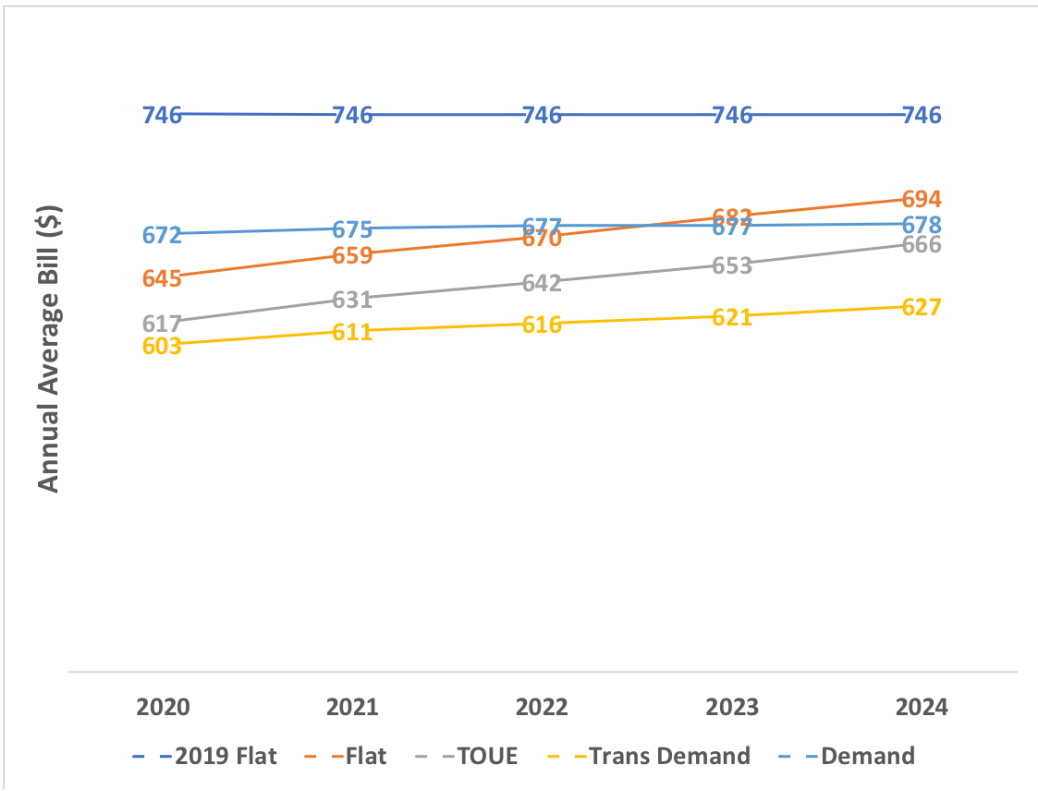


Figure 2. Comparison of Average Annual NUOS Bills from 2020/21 to 2024/25, South East Residential

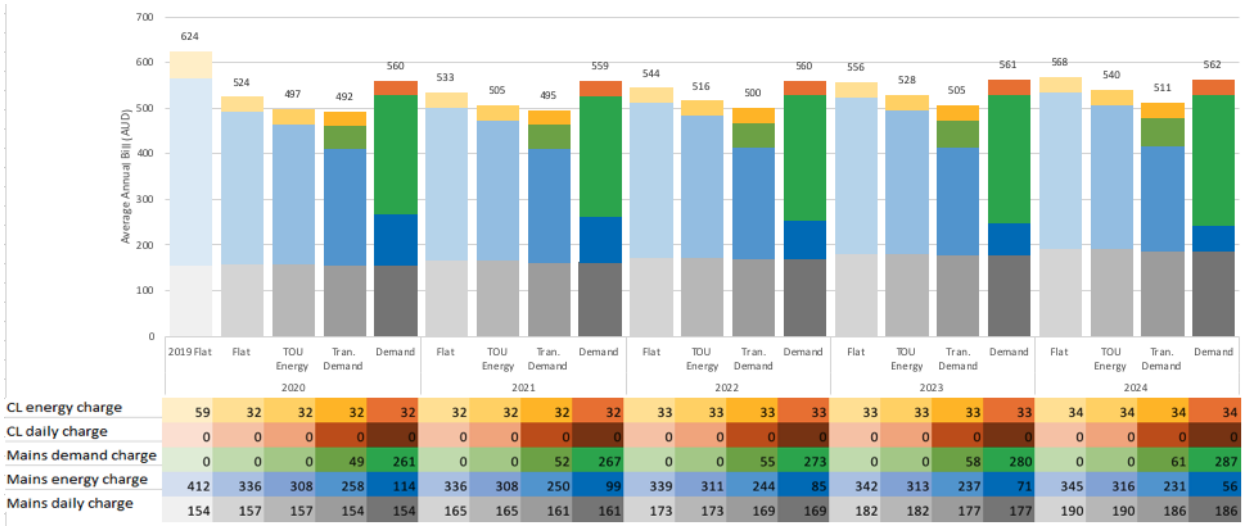
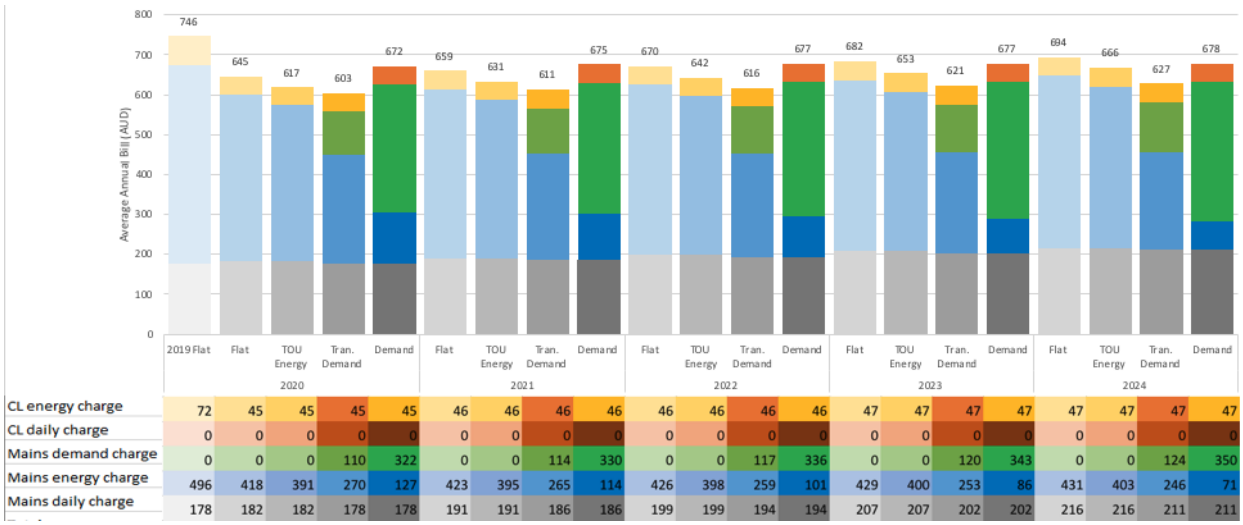
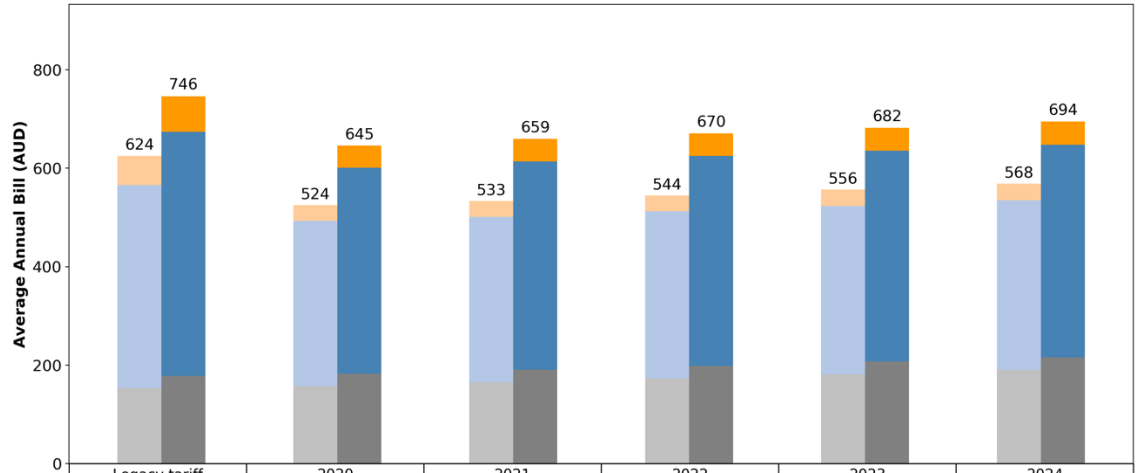


Figure 3. Comparison of Average Annual DUOS Bills Under all Tariffs from 2020/21 to 2024/25, South East Residential



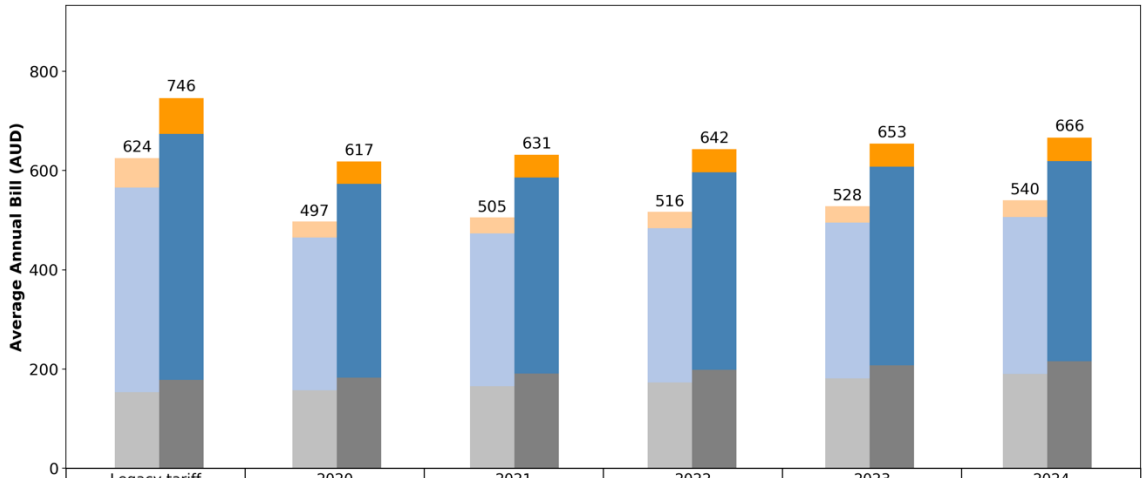
	2019 Flat	2020 Flat	2020 TOU Energy	2020 Tran. Demand	2020 Demand	2021 Flat	2021 TOU Energy	2021 Tran. Demand	2021 Demand	2022 Flat	2022 TOU Energy	2022 Tran. Demand	2022 Demand	2023 Flat	2023 TOU Energy	2023 Tran. Demand	2023 Demand	2024 Flat	2024 TOU Energy	2024 Tran. Demand	2024 Demand
CL energy charge	72	45	45	45	45	46	46	46	46	46	46	46	46	47	47	47	47	47	47	47	47
CL daily charge	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mains demand charge	0	0	0	110	322	0	0	114	330	0	0	117	336	0	0	120	343	0	0	124	350
Mains energy charge	496	418	391	270	127	423	395	265	114	426	398	259	101	429	400	253	86	431	403	246	71
Mains daily charge	178	182	182	178	178	191	191	186	186	199	199	194	194	207	207	202	202	216	216	211	211

Figure 4. Comparison of Average Annual NUOS Bills Under all Tariffs from 2020/21 to 2024/25, South East Residential



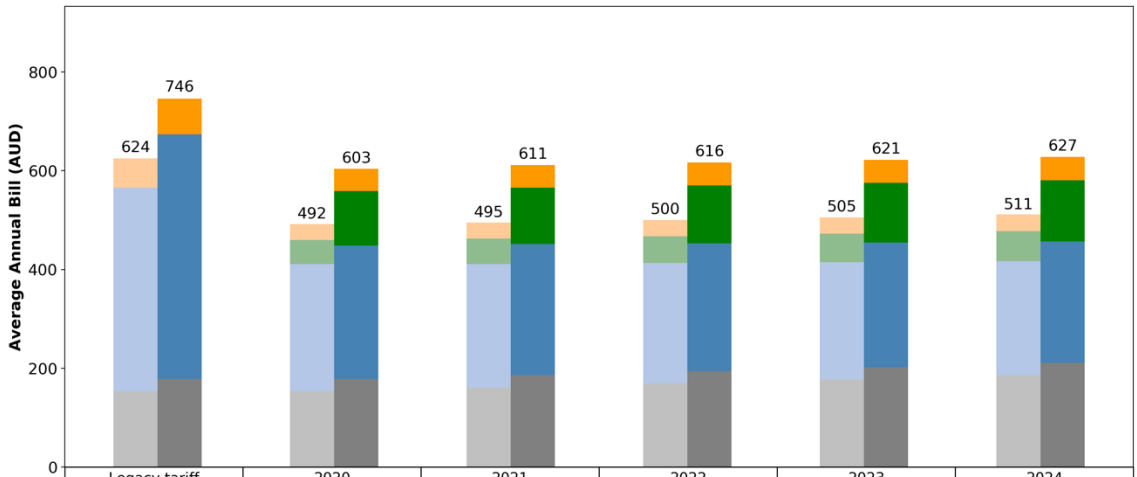
	Legacy tariff		2020		2021		2022		2023		2024	
	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS
CL Energy Charge	59	72	32	45	32	46	33	46	33	47	34	47
CL Daily Charge	0	0	0	0	0	0	0	0	0	0	0	0
Main Demand Charge	0	0	0	0	0	0	0	0	0	0	0	0
Main Energy Charge	412	496	336	418	336	423	339	426	342	429	345	431
Main Daily Charge	154	178	157	182	165	191	173	199	182	207	190	216

Figure 5. Comparison of Average Annual Bills from 2020/21 to 2024/25, Flat Tariff, South East Residential



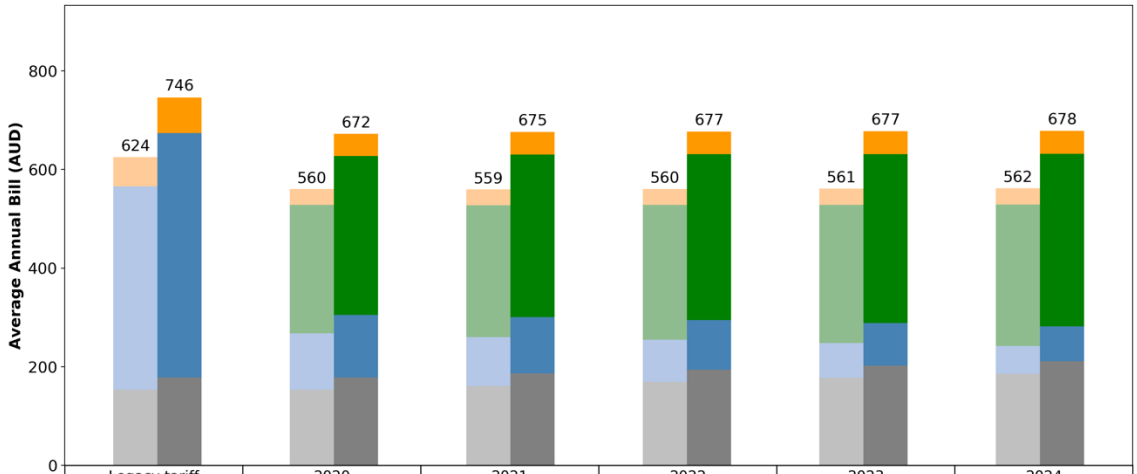
	Legacy tariff		2020		2021		2022		2023		2024	
	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS
CL Energy Charge	59	72	32	45	32	46	33	46	33	47	34	47
CL Daily Charge	0	0	0	0	0	0	0	0	0	0	0	0
Main Demand Charge	0	0	0	0	0	0	0	0	0	0	0	0
Main Energy Charge	412	496	308	391	308	395	311	398	313	400	316	403
Main Daily Charge	154	178	157	182	165	191	173	199	182	207	190	216

Figure 6. Comparison of Average Annual Bills from 2020/21 to 2024/25, TOU Energy Tariff, South East Residential



	Legacy tariff		2020		2021		2022		2023		2024	
	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS
CL Energy Charge	59	72	32	45	32	46	33	46	33	47	34	47
CL Daily Charge	0	0	0	0	0	0	0	0	0	0	0	0
Main Demand Charge	0	0	49	110	52	114	55	117	58	120	61	124
Main Energy Charge	412	496	258	270	250	265	244	259	237	253	231	246
Main Daily Charge	154	178	154	178	161	186	169	194	177	202	186	211

Figure 7. Comparison of Average Annual Bills from 2020/21 to 2024/25, Transitional Demand Tariff, South East Residential



	Legacy tariff		2020		2021		2022		2023		2024	
	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS
CL Energy Charge	59	72	32	45	32	46	33	46	33	47	34	47
CL Daily Charge	0	0	0	0	0	0	0	0	0	0	0	0
Main Demand Charge	0	0	261	322	267	330	273	336	280	343	287	350
Main Energy Charge	412	496	114	127	99	114	85	101	71	86	56	71
Main Daily Charge	154	178	154	178	161	186	169	194	177	202	186	211

Figure 8. Comparison of Average Annual Bills from 2020/21 to 2024/25, Demand Tariff, South East Residential

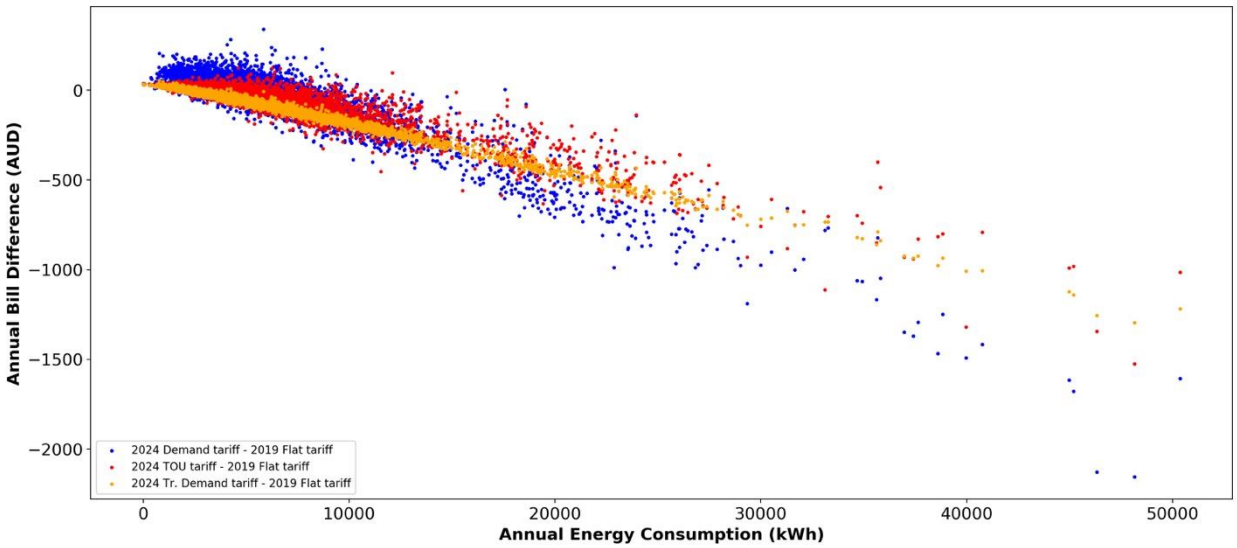


Figure 9. Difference in Average Customer DUOS Bills in moving from the Flat 2019/20 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs, all versus Annual Electricity Use, South East Residential

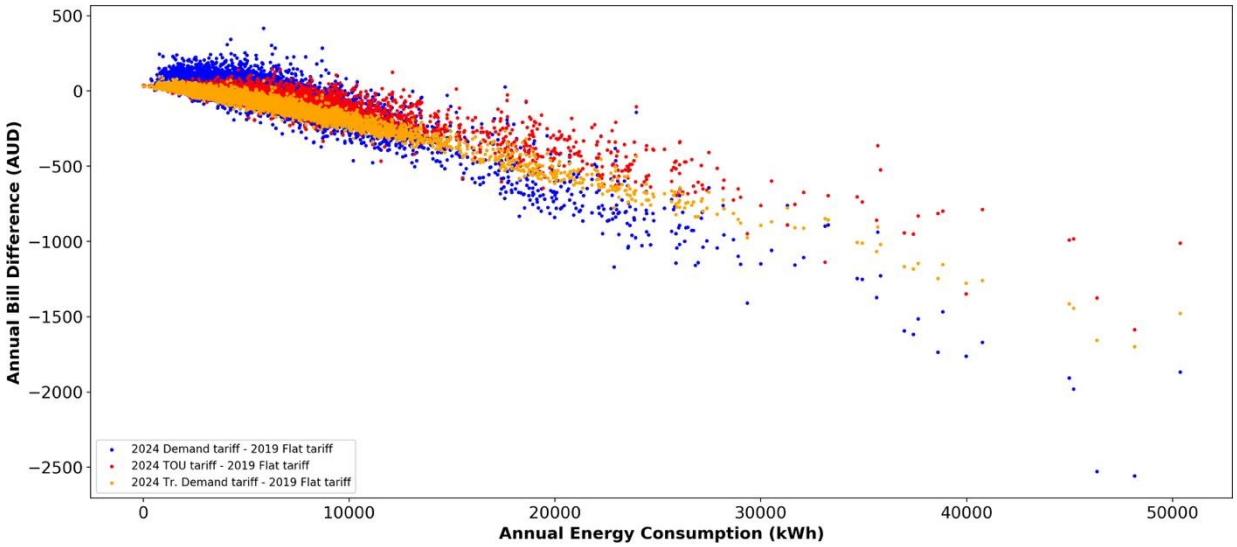


Figure 10. Difference in Average Customer NUOS Bills in moving from the Flat 2019/20 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs, all versus Annual Electricity Use, South East Residential

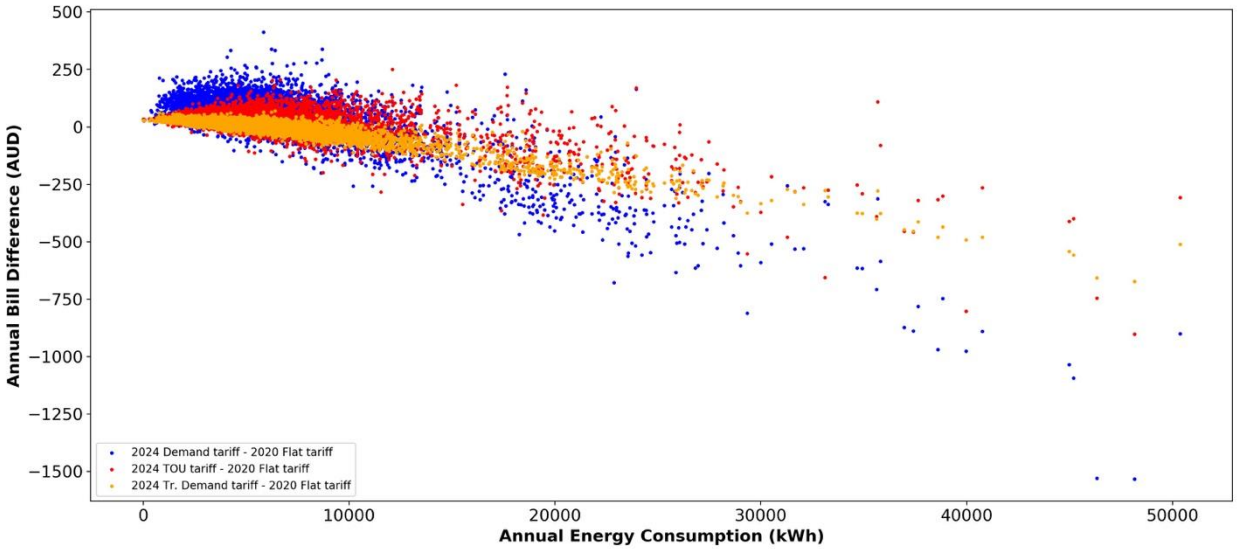


Figure 11. Difference in Average Customer DUOS Bills in moving from the Flat 2020/21 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs, all versus Annual Electricity Use, South East Residential

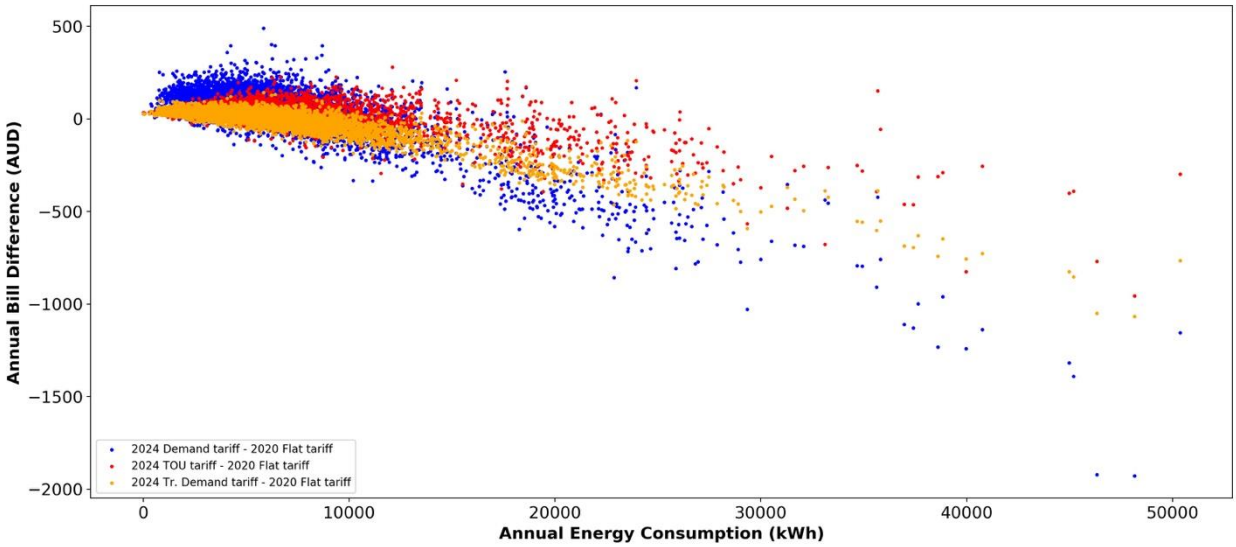


Figure 12. Difference in Average Customer NUOS Bills in moving from the Flat 2020/21 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs, all versus Annual Electricity Use, South East Residential

1.2 South East Small Business

Customers using 20MWh/year or less

Figure 13 shows how the average annual DUOS bills under the Flat, TOU Energy, Transitional Demand and Demand tariffs change from 2020/21 to 2024/25. The 2019/20 Flat tariff is added in all years for reference. Figure 14 shows the same chart but for NUOS.

Figure 15 shows the same bills as Figure 13, but as column charts, and so shows how the components of the bills change over time. Figure 16 shows the same chart but for NUOS.

Figure 17 to Figure 20 show the equivalent charts as Figure 15 but for each tariff separately, for both DUOS and NUOS.

Figure 21 shows what happens to average customers DUOS bills in moving from the Flat 2019/20 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs. Figure 22 shows the same chart but for NUOS.

Figure 23 shows what happens to average customers DUOS bills in moving from the Flat 2020/21 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs. Figure 24 shows the same chart but for NUOS.

Key Points:

- From 2020/21 to 2024/25 the Flat and TOU Energy average bills increase the most, followed by those under the Transitional Demand tariff then the Demand tariff.
- Thus, by 2024/25, the DUOS average bills are slightly lower under the TOU Energy tariff than under the Transitional Demand tariff, with the bills under the Flat tariff being essentially the same as under the 2019/20 Flat tariff. The average bills under the Demand tariff stay the highest. The NUOS average bills are again lower under the TOU Energy tariff but are essentially the same under the Flat and Transitional Demand tariffs (reaching the level of the 2019/20 Flat tariff). Again, the average bills under the Demand tariff stay the highest.
- The increase in the average bills under the Flat, TOU Energy, Transitional Demand and Demand tariffs is mainly due to the daily charge, although under the under the Flat and TOU Energy tariffs the energy charge component increases almost as much. Under the Demand tariff the

energy charge component decreases slightly, but not enough to counteract the increases in the energy and demand charges.

- The scatter charts in Figure 21 and Figure 22 show customers generally being better off on the 2024/25 TOU Energy and Transitional Demand tariffs compared to the 2019/20 IBT tariff, with the Demand tariff (and to a lesser extent the Transitional Demand tariff) being worse for customers with poor load factors. The results in Figure 23 and Figure 24 reflect these findings, with the benefits of the more cost-reflective tariffs being reduced simply because the 2020/21 IBT tariff results in lower bills than the 2019/20 IBT tariff.

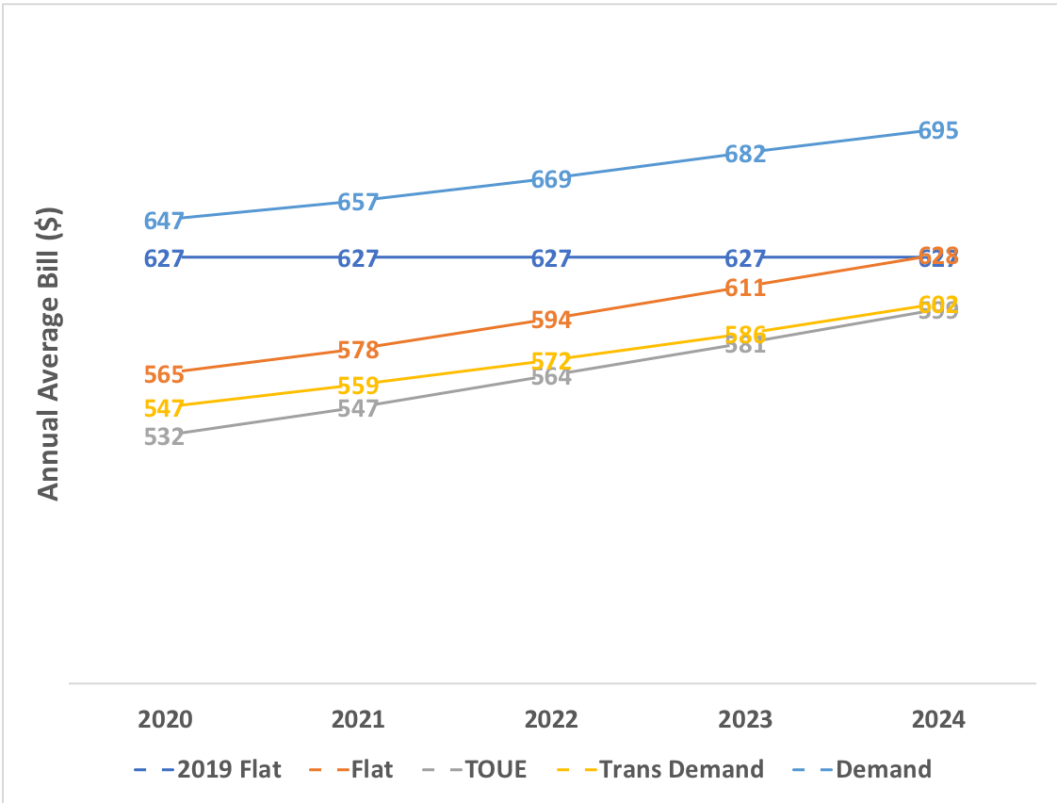


Figure 13. Comparison of Average Annual DUOS Bills from 2020/21 to 2024/25, South East Small Business, 20MWh/yr or less

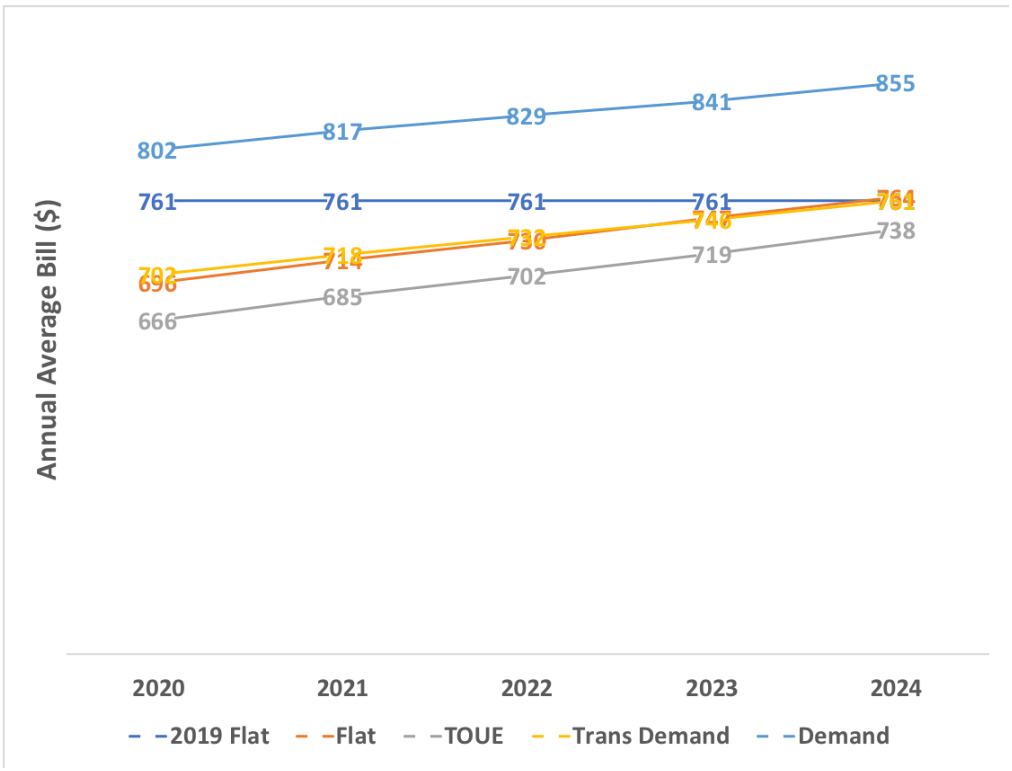


Figure 14. Comparison of Average Annual NUOS Bills from 2020/21 to 2024/25, South East Small Business, 20MWh/yr or less

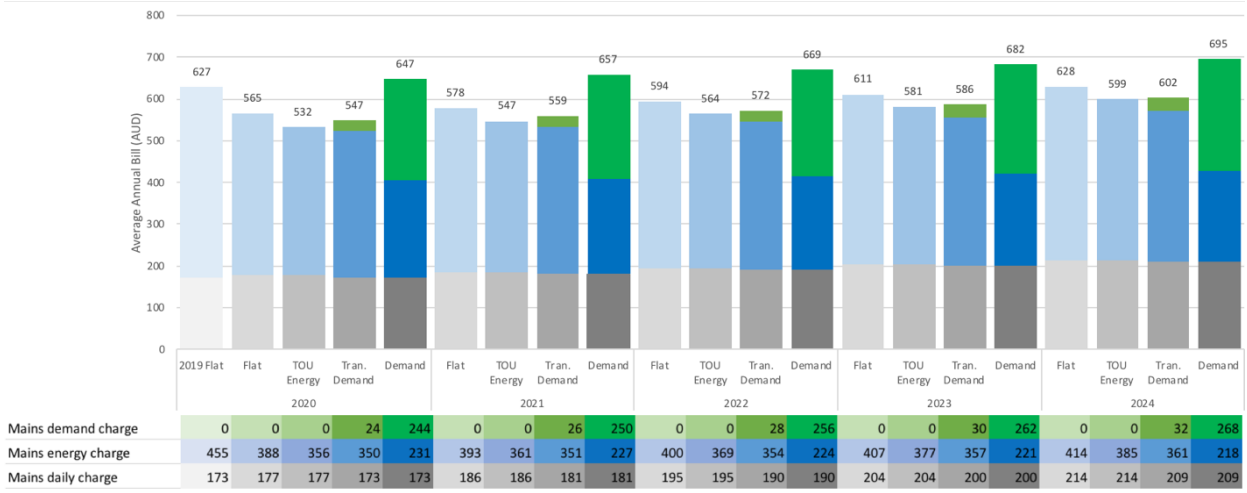
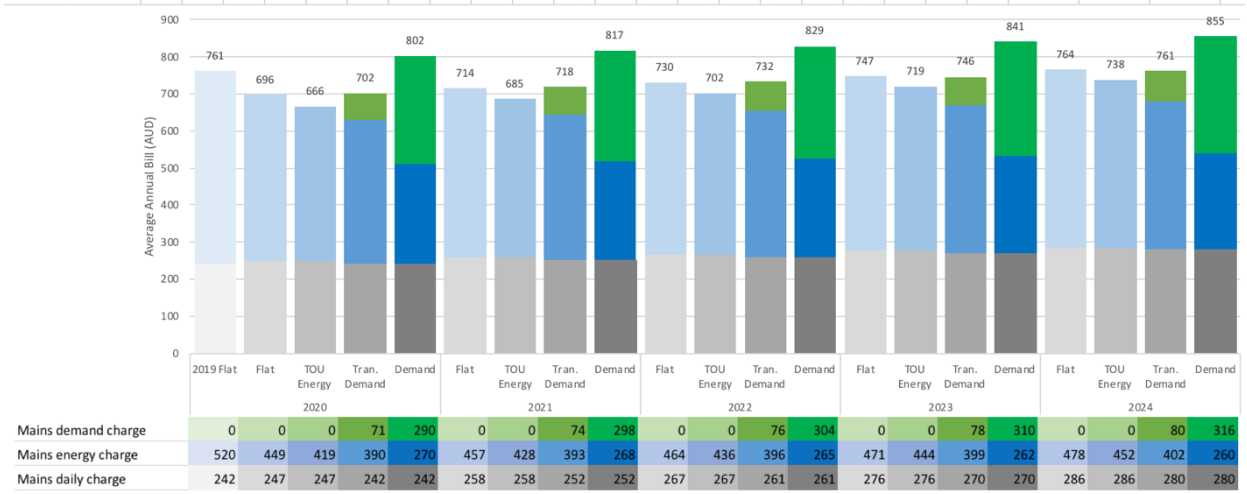
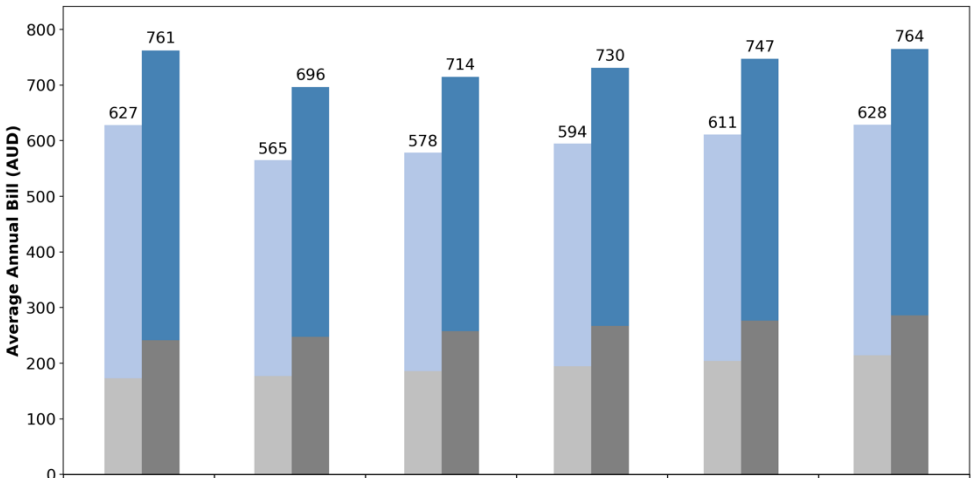


Figure 15. Comparison of Average Annual DUOS Bills Under all Tariffs from 2020/21 to 2024/25, South East Small Business, 20MWh/yr or less



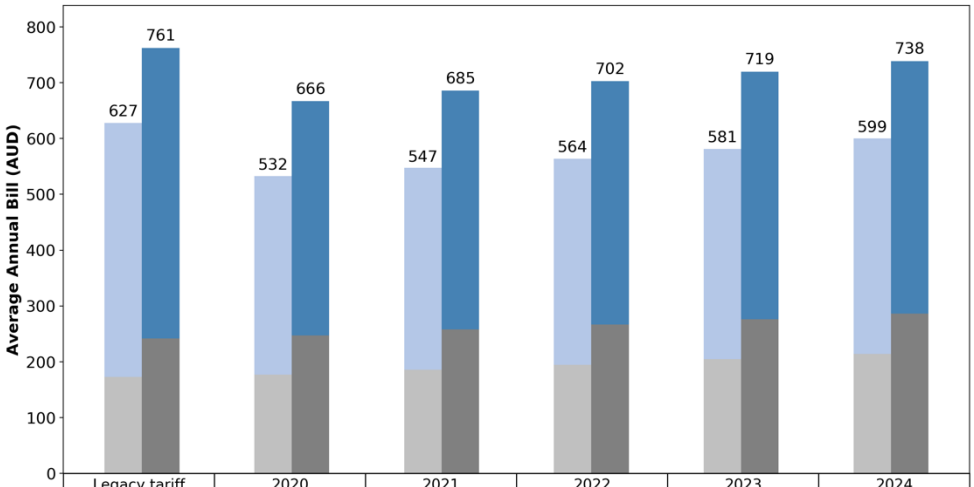
	2019 Flat	2020 Flat	2020 TOU Energy	2020 Tran. Demand	2020 Demand	2021 Flat	2021 TOU Energy	2021 Tran. Demand	2021 Demand	2022 Flat	2022 TOU Energy	2022 Tran. Demand	2022 Demand	2023 Flat	2023 TOU Energy	2023 Tran. Demand	2023 Demand	2024 Flat	2024 TOU Energy	2024 Tran. Demand	2024 Demand
Mains demand charge	0	0	0	71	290	0	0	74	298	0	0	76	304	0	0	78	310	0	0	80	316
Mains energy charge	520	449	419	390	270	457	428	393	268	464	436	396	265	471	444	399	262	478	452	402	260
Mains daily charge	242	247	247	242	242	258	258	252	252	267	267	261	261	276	276	270	270	286	286	280	280

Figure 16. Comparison of Average Annual NUOS Bills Under all Tariffs from 2020/21 to 2024/25, South East Small Business, 20MWh/yr or less



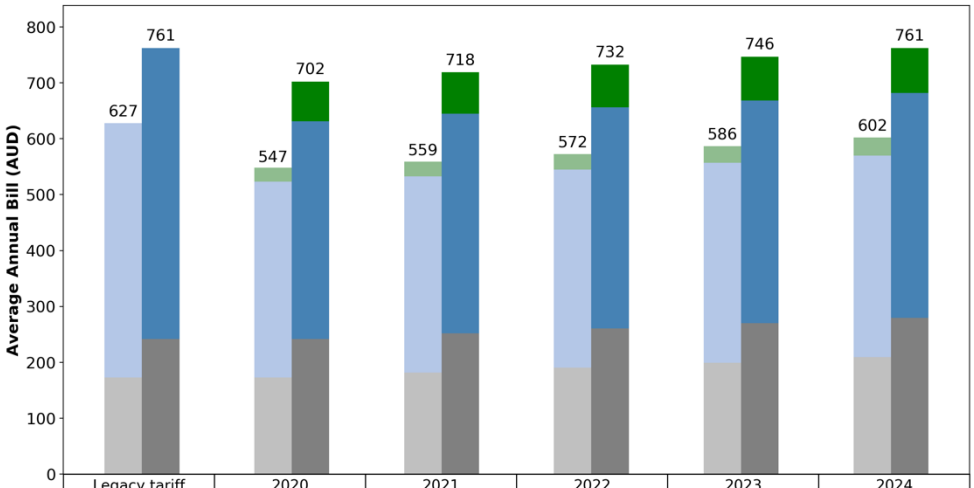
	Legacy tariff		2020		2021		2022		2023		2024	
	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS
Main Demand Charge	0	0	0	0	0	0	0	0	0	0	0	0
Main Energy Charge	455	520	388	449	393	457	400	464	407	471	414	478
Main Daily Charge	173	242	177	247	186	258	195	267	204	276	214	286

Figure 17. Comparison of Average Annual Bills from 2020/21 to 2024/25, Flat Tariff, South East Small Business, 20MWh/yr or less



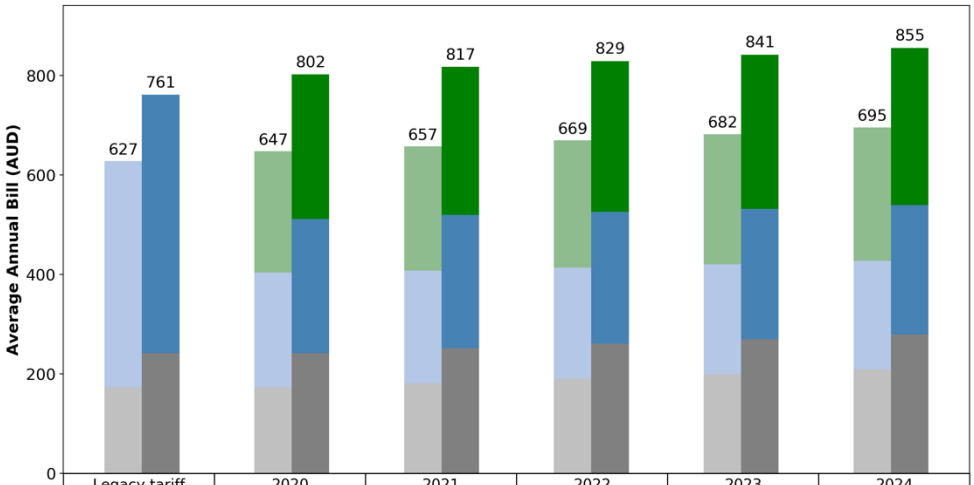
	Legacy tariff		2020		2021		2022		2023		2024	
	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS
Main Demand Charge	0	0	0	0	0	0	0	0	0	0	0	0
Main Energy Charge	455	520	356	419	361	428	369	436	377	444	385	452
Main Daily Charge	173	242	177	247	186	258	195	267	204	276	214	286

Figure 18. Comparison of Average Annual Bills from 2020/21 to 2024/25, TOU Energy Tariff, South East Small Business, 20MWh/yr or less



	Legacy tariff		2020		2021		2022		2023		2024	
	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS
Main Demand Charge	0	0	24	71	26	74	28	76	30	78	32	80
Main Energy Charge	455	520	350	390	351	393	354	396	357	399	361	402
Main Daily Charge	173	242	173	242	181	252	190	261	200	270	209	280

Figure 19. Comparison of Average Annual Bills from 2020/21 to 2024/25, Transitional Demand Tariff, South East Small Business, 20MWh/yr or less



	Legacy tariff		2020		2021		2022		2023		2024	
	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS
Main Demand Charge	0	0	244	290	250	298	256	304	262	310	268	316
Main Energy Charge	455	520	231	270	227	268	224	265	221	262	218	260
Main Daily Charge	173	242	173	242	181	252	190	261	200	270	209	280

Figure 20. Comparison of Average Annual Bills from 2020/21 to 2024/25, Demand Tariff, South East Small Business, 20MWh/yr or less

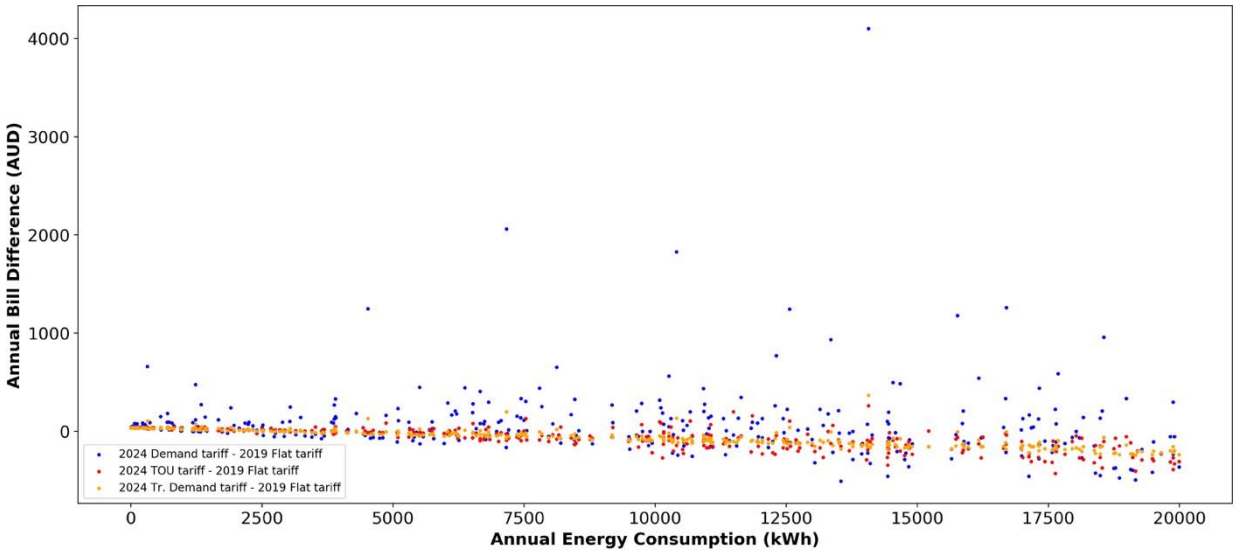


Figure 21. Difference in Average Customer DUOS Bills in moving from the Flat 2019/20 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs, all versus Annual Electricity Use, South East Small Business, 20MWh/yr or less

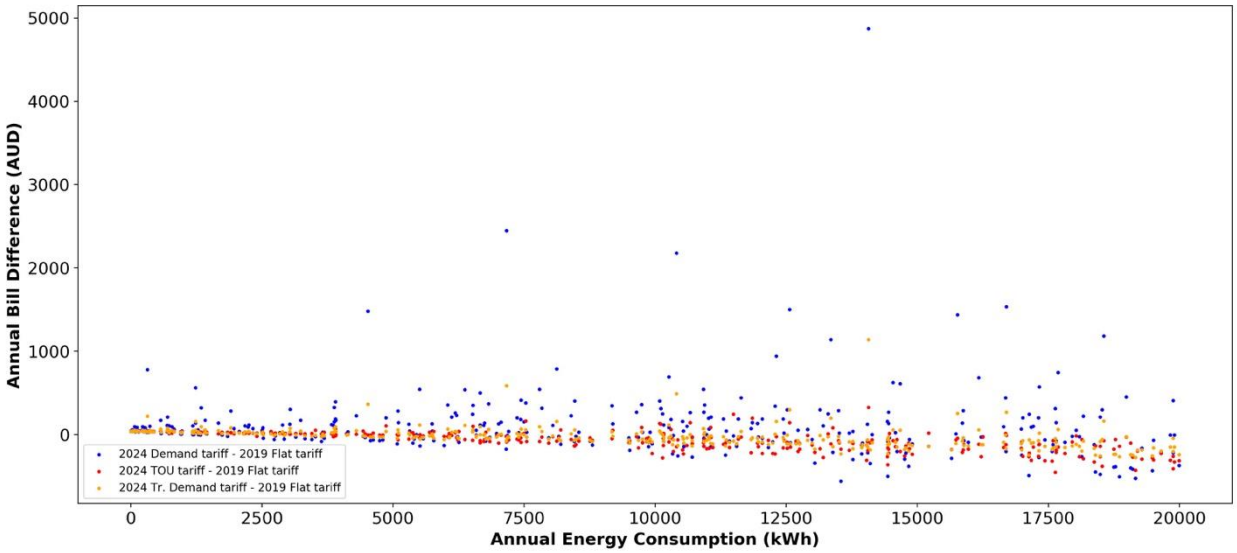


Figure 22. Difference in Average Customer NUOS Bills in moving from the Flat 2019/20 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs, all versus Annual Electricity Use, South East Small Business, 20MWh/yr or less

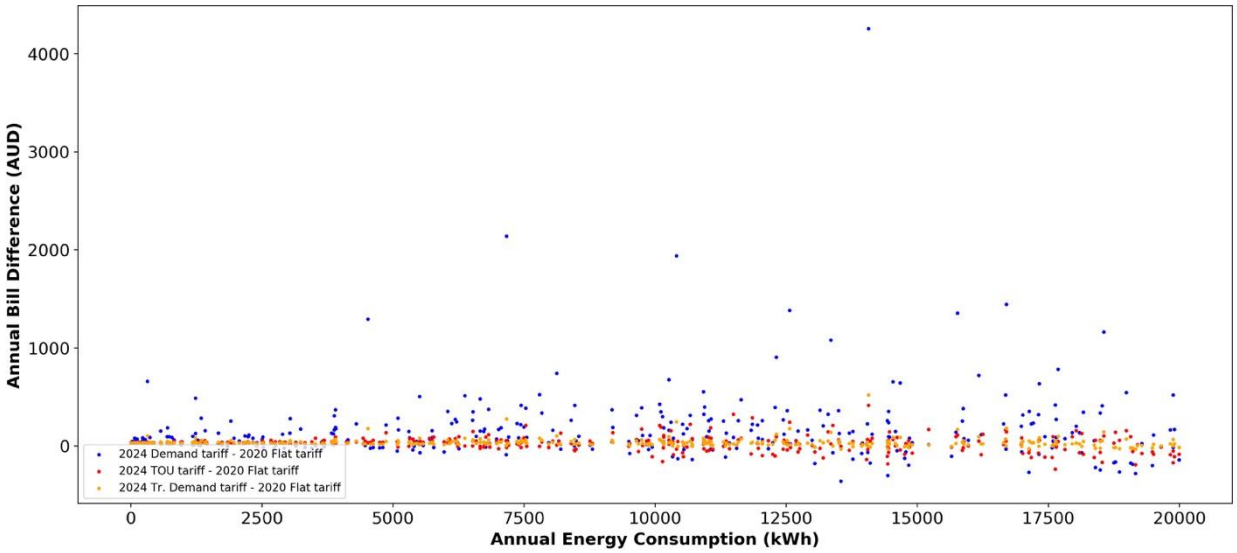


Figure 23. Difference in Average Customer DUOS Bills in moving from the Flat 2020/21 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs, all versus Annual Electricity Use, South East Small Business, 20MWh/yr or less

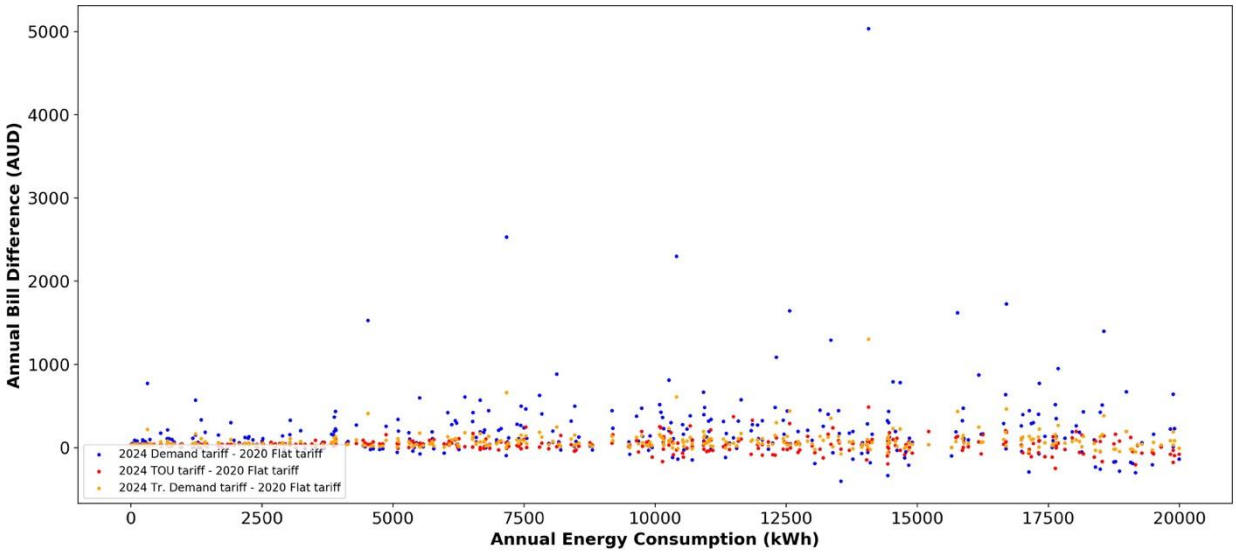


Figure 24. Difference in Average Customer NUOS Bills in moving from the Flat 2020/21 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs, all versus Annual Electricity Use, South East Small Business, 20MWh/yr or less

Customers using more than 20MWh/year

Figure 25 shows how the average annual DUOS bills under the Flat, TOU Energy, Transitional Demand and Demand tariffs change from 2020/21 to 2024/25. The 2019/20 Flat tariff is added in all years for reference. Figure 26 shows the same chart but for NUOS.

Figure 27 shows the same bills as Figure 25, but as column charts, and so shows how the components of the bills change over time. Figure 28 shows the same chart but for NUOS.

Figure 29 to Figure 32 show the equivalent charts as Figure 27 but for each tariff separately, for both DUOS and NUOS.

Figure 33 shows what happens to average customers DUOS bills in moving from the Flat 2019/20 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs. Figure 34 shows the same chart but for NUOS.

Figure 35 shows what happens to average customers DUOS bills in moving from the Flat 2020/21 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs. Figure 36 shows the same chart but for NUOS.

Key Points:

- From 2020/21 to 2024/25 the TOU Energy and Wide IFT average bills increase the most, followed by the Transitional Demand tariff then the Demand tariff.
- Thus, by 2024/25, the Transitional Demand and Demand tariffs result in the lowest average bills, followed by the TOU Energy then the Wide IFT tariff. All the 2020/21 tariffs still result in lower bills than the 2019/20 Flat tariff.
- The increase in average bills under the Flat, TOU Energy and Transitional Demand tariffs is mainly due to the energy charge, with the increase under the Demand tariff being mainly due to the demand charge component, with the energy charge component of the average bill actually decreasing over time.
- The scatter charts in Figure 33 and Figure 34 show customers generally being better off on the 2024/25 TOU Energy, Transitional Demand and Demand tariffs compared to the 2019/20 IBT tariff, with the results under the Demand tariff being much more variable (with the higher charges reflecting customers with a poor load factor). The results in Figure 35 and Figure 36

reflect these findings, with the benefits of the more cost-reflective tariffs being reduced simply because the 2020/21 Wide IFT tariff results in lower bills than the 2019/20 Flat tariff.

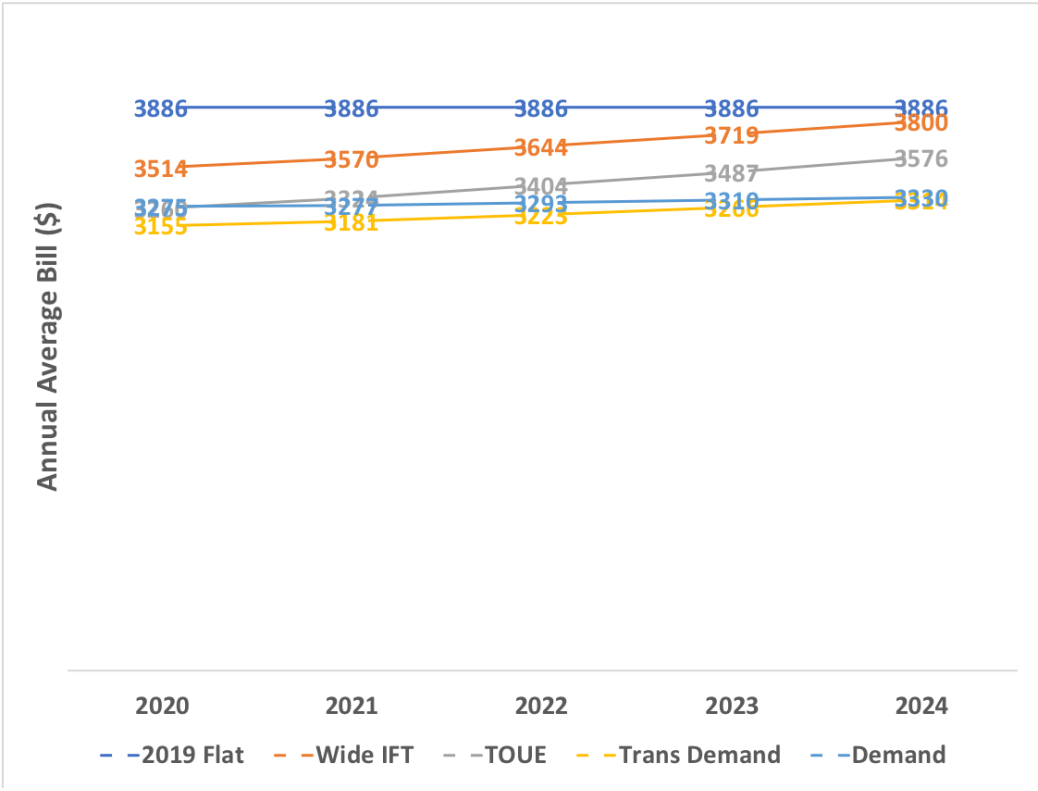


Figure 25. Comparison of Average Annual DUOS Bills from 2020/21 to 2024/25, South East Small Business, More than 20MWh/yr

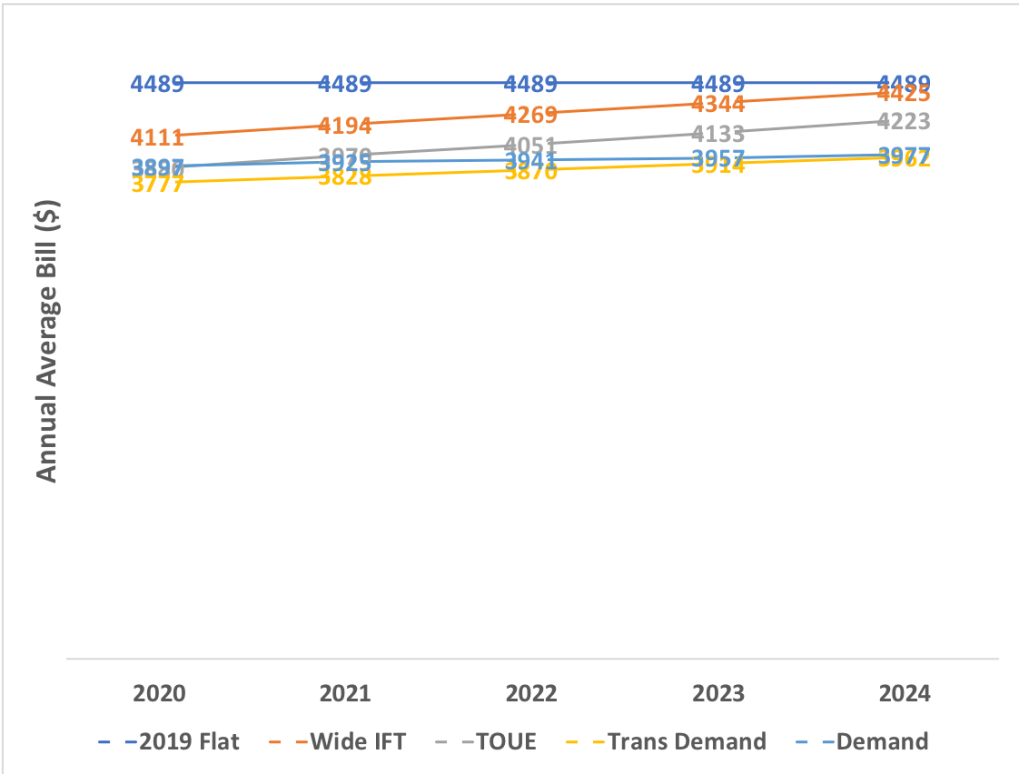
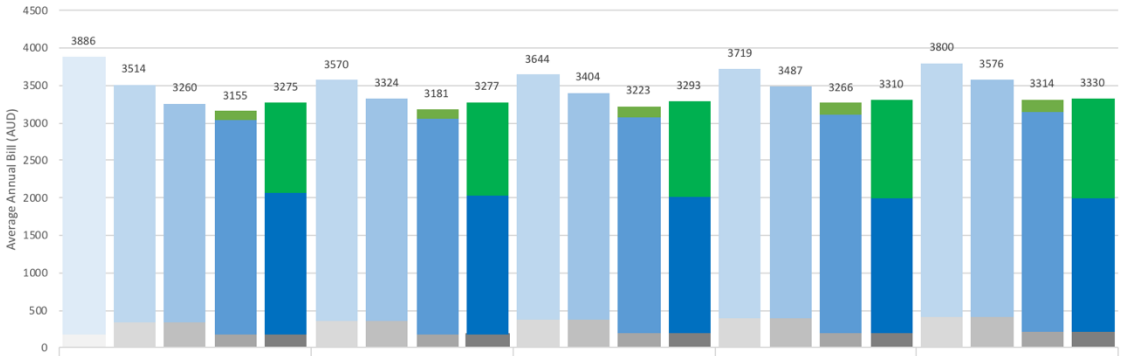
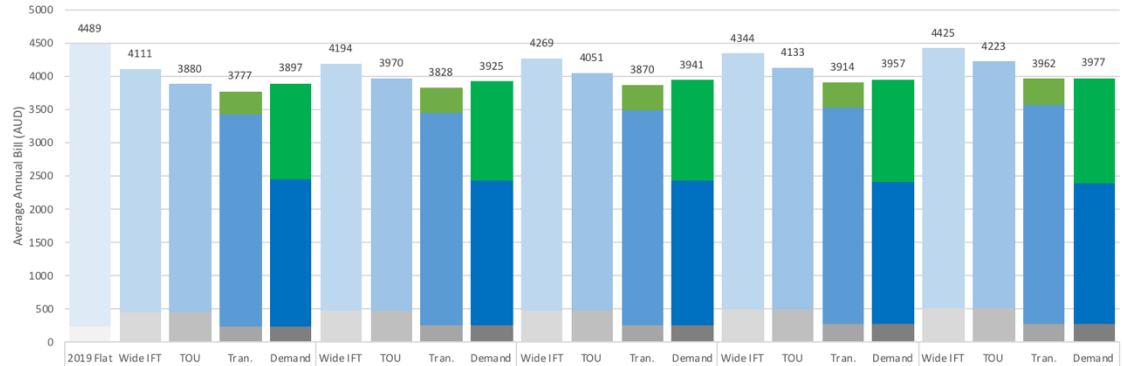


Figure 26. Comparison of Average Annual NUOS Bills from 2020/21 to 2024/25, South East Small Business, More than 20MWh/yr



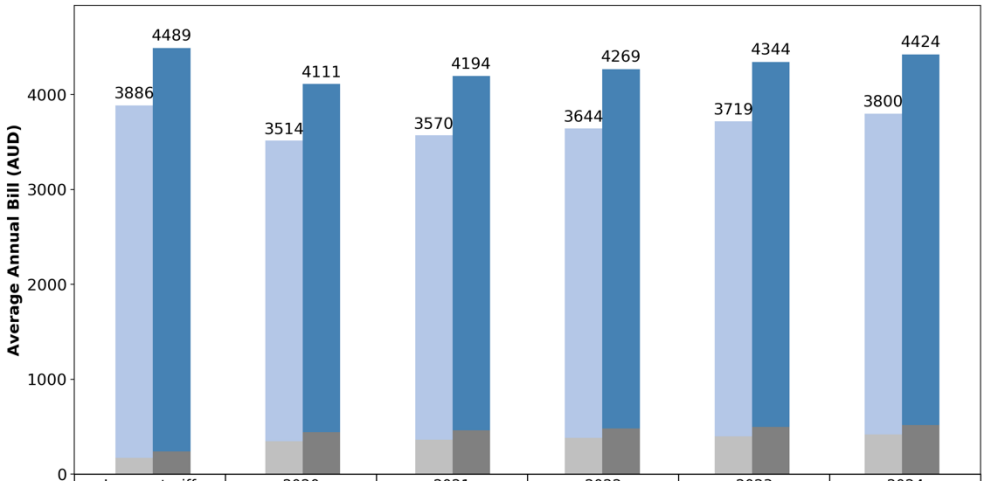
	2020					2021				2022				2023				2024			
Mains demand charge	0	0	0	122	1217	0	0	131	1246	0	0	140	1277	0	0	150	1308	0	0	161	1339
Mains energy charge	3714	3168	2914	2861	1886	3206	2961	2869	1850	3263	3023	2892	1827	3320	3088	2917	1803	3380	3157	2945	1782
Mains daily charge	173	347	347	173	173	364	364	181	181	382	382	190	190	400	400	200	200	420	420	209	209

Figure 27. Comparison of Average Annual DUOS Bills Under all Tariffs from 2020/21 to 2024/25, South East Small Business, More than 20MWh/yr



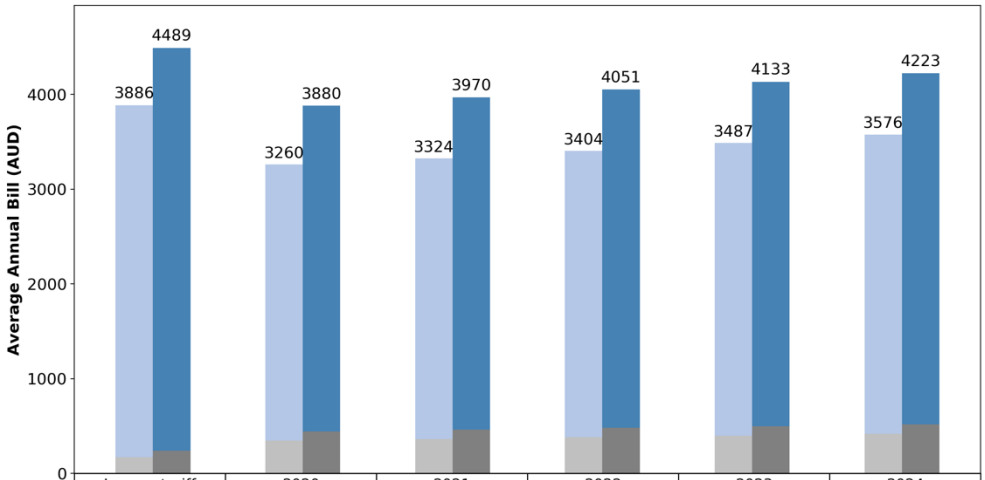
	2020					2021				2022				2023				2024			
Mains demand charge	0	0	0	355	1450	0	0	370	1485	0	0	379	1516	0	0	389	1546	0	0	400	1578
Mains energy charge	4248	3667	3437	3181	2205	3731	3507	3207	2188	3788	3570	3231	2165	3844	3634	3255	2142	3905	3704	3283	2120
Mains daily charge	242	444	444	242	242	463	463	252	252	481	481	261	261	500	500	270	270	519	519	280	280

Figure 28. Comparison of Average Annual NUOS Bills Under all Tariffs from 2020/21 to 2024/25, South East Small Business, More than 20MWh/yr



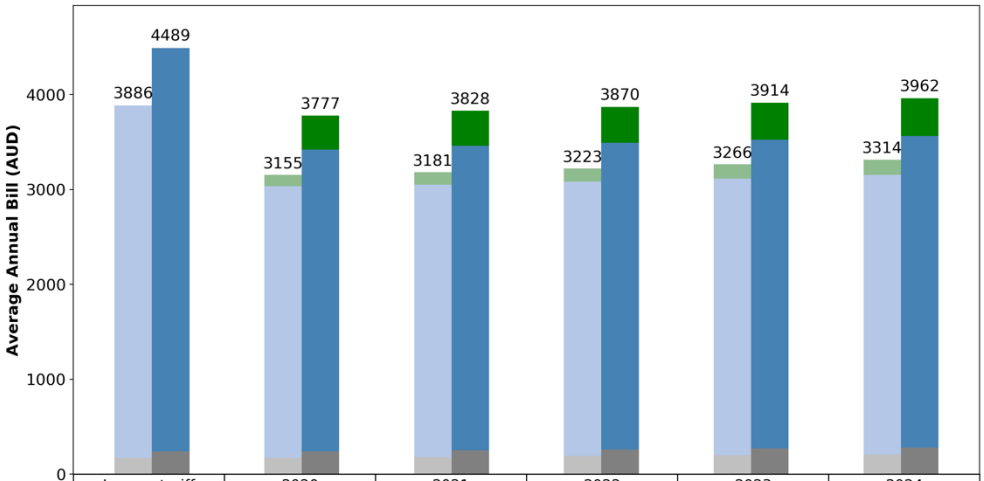
	Legacy tariff		2020		2021		2022		2023		2024	
	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS
Main Demand Charge	0	0	0	0	0	0	0	0	0	0	0	0
Main Energy Charge	3714	4248	3168	3667	3206	3731	3263	3788	3320	3844	3380	3905
Main Daily Charge	173	242	347	444	364	463	382	481	400	500	420	519

Figure 29. Comparison of Average Annual Bills from 2020/21 to 2024/25, Wide IFT Tariff, South East Small Business, More than 20MWh/yr



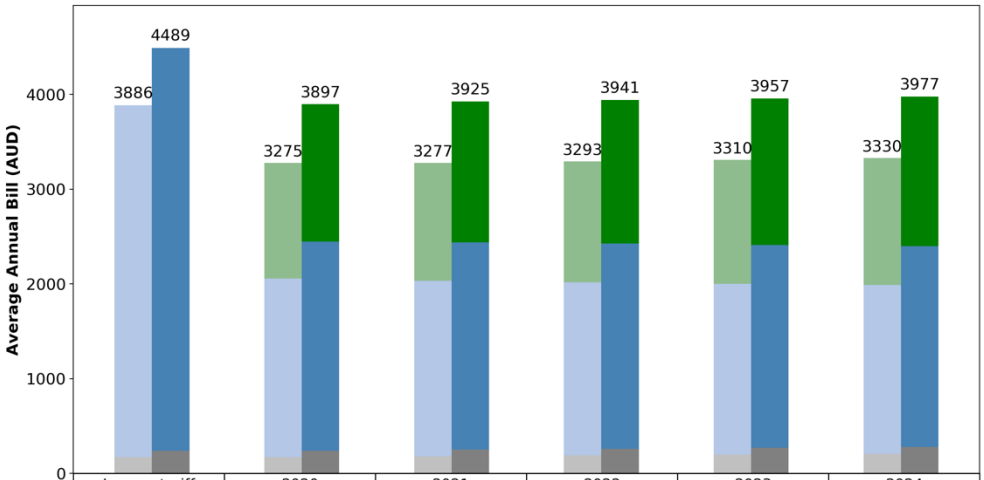
	Legacy tariff		2020		2021		2022		2023		2024	
	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS
Main Demand Charge	0	0	0	0	0	0	0	0	0	0	0	0
Main Energy Charge	3714	4248	2914	3437	2961	3507	3023	3570	3088	3634	3157	3704
Main Daily Charge	173	242	347	444	364	463	382	481	400	500	420	519

Figure 30. Comparison of Average Annual Bills from 2020/21 to 2024/25, TOU Energy Tariff, South East Small Business, More than 20MWh/yr



	Legacy tariff		2020		2021		2022		2023		2024	
	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS
Main Demand Charge	0	0	122	355	131	370	140	379	150	389	161	400
Main Energy Charge	3714	4248	2861	3181	2869	3207	2892	3231	2917	3255	2945	3283
Main Daily Charge	173	242	173	242	181	252	190	261	200	270	209	280

Figure 31. Comparison of Average Annual Bills from 2020/21 to 2024/25, Transitional Demand Tariff, South East Small Business, More than 20MWh/yr



	Legacy tariff		2020		2021		2022		2023		2024	
	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS
Main Demand Charge	0	0	1217	1450	1246	1485	1277	1516	1308	1546	1339	1578
Main Energy Charge	3714	4248	1886	2205	1850	2188	1827	2165	1803	2142	1782	2120
Main Daily Charge	173	242	173	242	181	252	190	261	200	270	209	280

Figure 32. Comparison of Average Annual Bills from 2020/21 to 2024/25, Demand Tariff, South East Small Business, More than 20MWh/yr

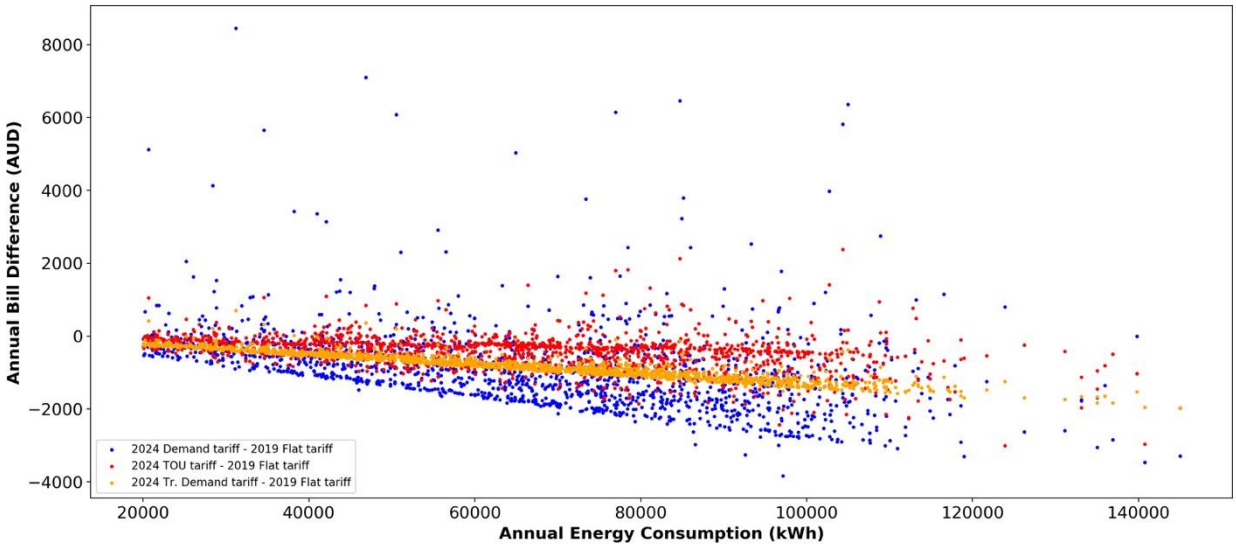


Figure 33. Difference in Average Customer DUOS Bills in moving from the Flat 2019/20 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs, all versus Annual Electricity Use, South East Small Business, More than 20MWh/yr

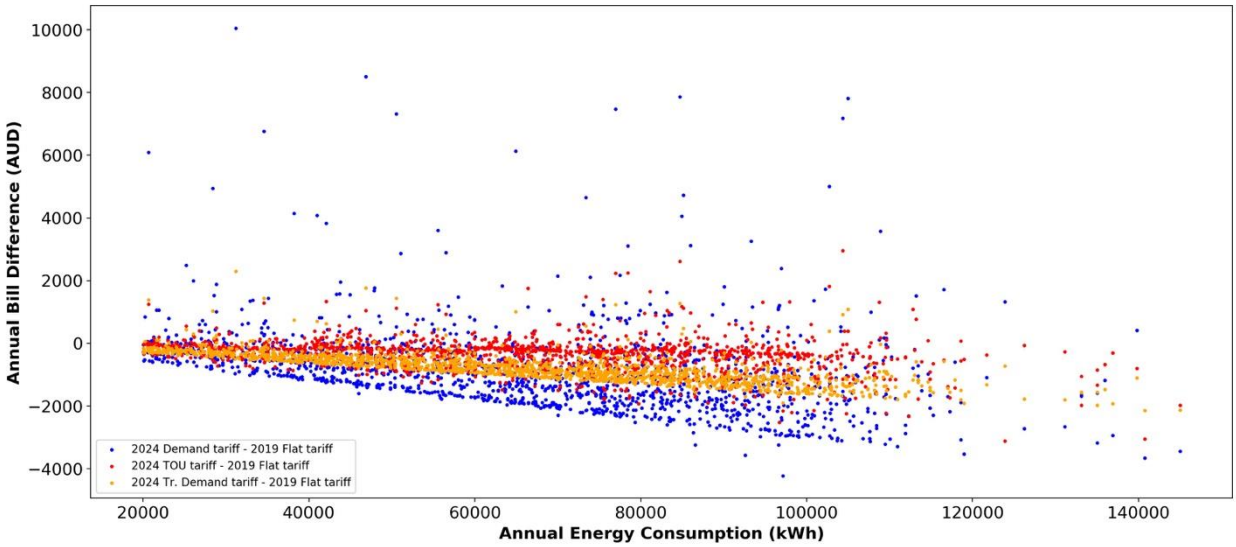


Figure 34. Difference in Average Customer NUOS Bills in moving from the Flat 2019/20 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs, all versus Annual Electricity Use, South East Small Business, More than 20MWh/yr

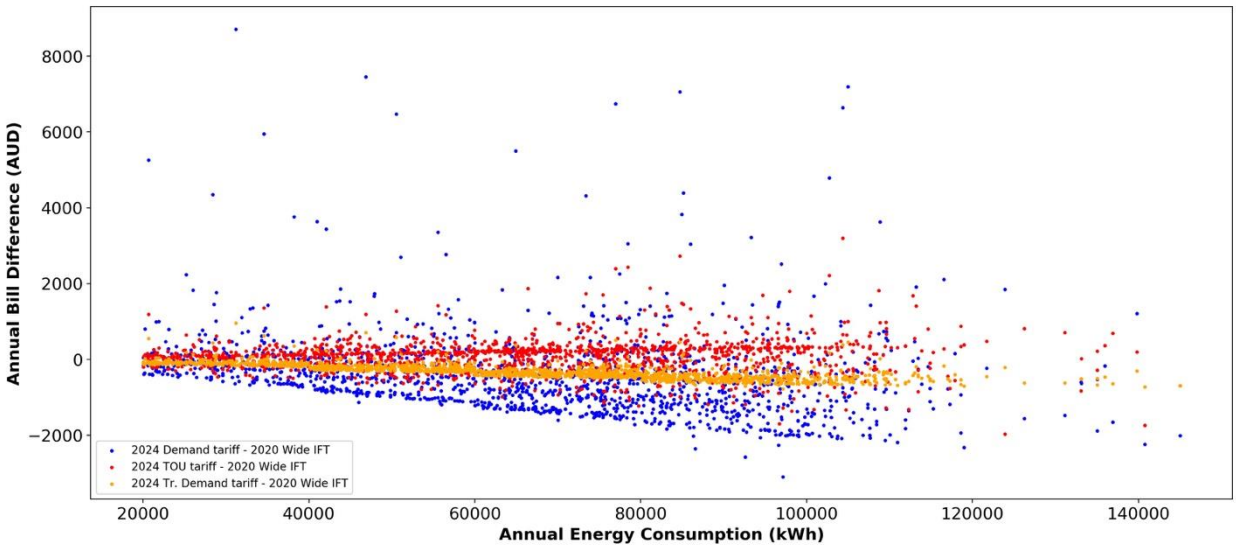
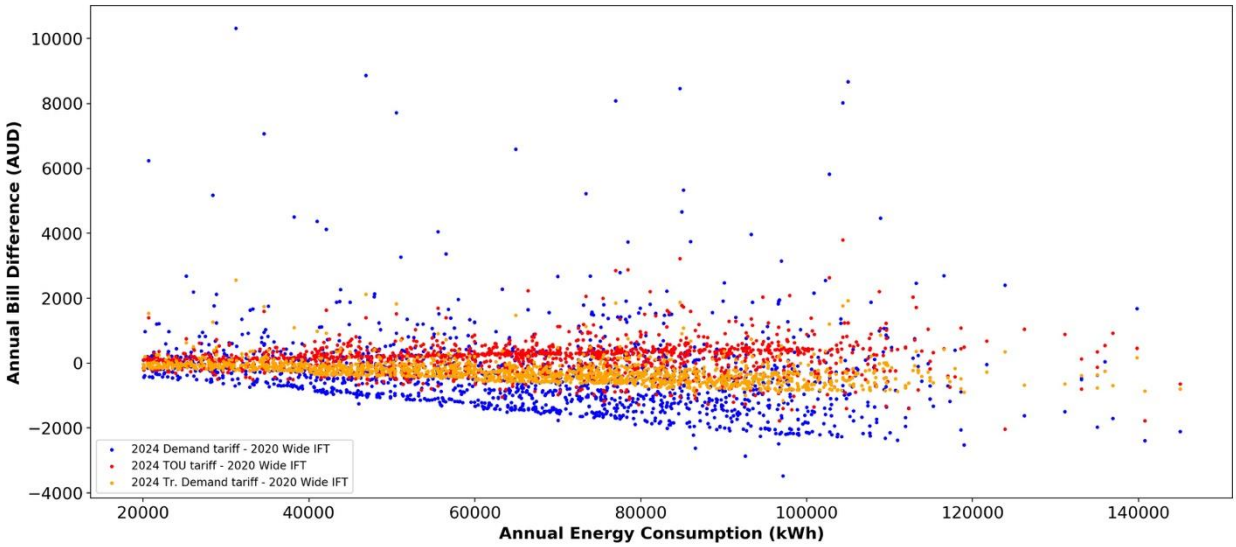


Figure 35. Difference in Average Customer DUOS Bills in moving from the Wide IFT 2020/21 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs, all versus Annual Electricity Use, South East Small Business, More than 20MWh/yr

Figure 36. Difference in Average Customer NUOS Bills in moving from the Wide IFT 2020



/21 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs, all versus Annual Electricity Use, South East Small Business, More than 20MWh/yr

1.3 Ergon East Residential

Figure 37 shows how the average annual DUOS bills under the Flat, TOU Energy, Transitional Demand and Demand tariffs change from 2020/21 to 2024/25. The 2019/20 IBT tariff is added in all years for reference. Figure 38 shows the same chart but for NUOS.

Figure 39 shows the same bills as Figure 37, but as column charts, and so shows how the components of the bills change over time. Figure 40 shows the same chart but for NUOS.

Figure 41 to Figure 44 show the equivalent charts as Figure 39 but for each tariff separately, for both DUOS and NUOS.

Figure 45 shows what happens to average customers DUOS bills in moving from the Flat 2019/20 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs. Figure 46 shows the same chart but for NUOS.

Figure 47 shows what happens to average customers DUOS bills in moving from the Flat 2020/21 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs. Figure 48 shows the same chart but for NUOS.

Key Points:

- From 2020/21 to 2024/25 the Demand tariff average bill increases the most, followed by the bills under the TOU Energy tariff, then the IBT and Transitional Demand tariffs.
- Thus, by 2024/25, the Transitional Demand tariff still results in the lowest average bills, followed by the TOU Energy tariff, then the IBT then the Demand tariff. All the 2020/21 tariffs result in lower NUOS bills than the 2019/20 Flat tariff, although the Demand tariff bills are only just lower.
- The increase in the average bills under the Flat, TOU Energy, Transitional Demand and Demand tariffs is mainly due to the daily charge. Under the Transitional Demand tariff, both the energy charge and the demand charge increased slightly over time. Under the Demand tariff, the demand charge increased at a greater rate than the energy charge.
- The scatter charts in Figure 45 and Figure 46 show customers generally being better off on the 2024/25 TOU Energy and Transitional Demand tariffs compared to the 2019/20 IBT tariff, with only the Demand tariff being somewhat worse for low electricity use customers. High electricity use customers where better off under all three tariffs, except for those with poor load factors. The results in Figure 47 and Figure 48 reflect these findings, with the benefits of the more cost-reflective tariffs being reduced simply because the 2020/21 IBT tariff results in lower bills than the 2019/20 IBT tariff.

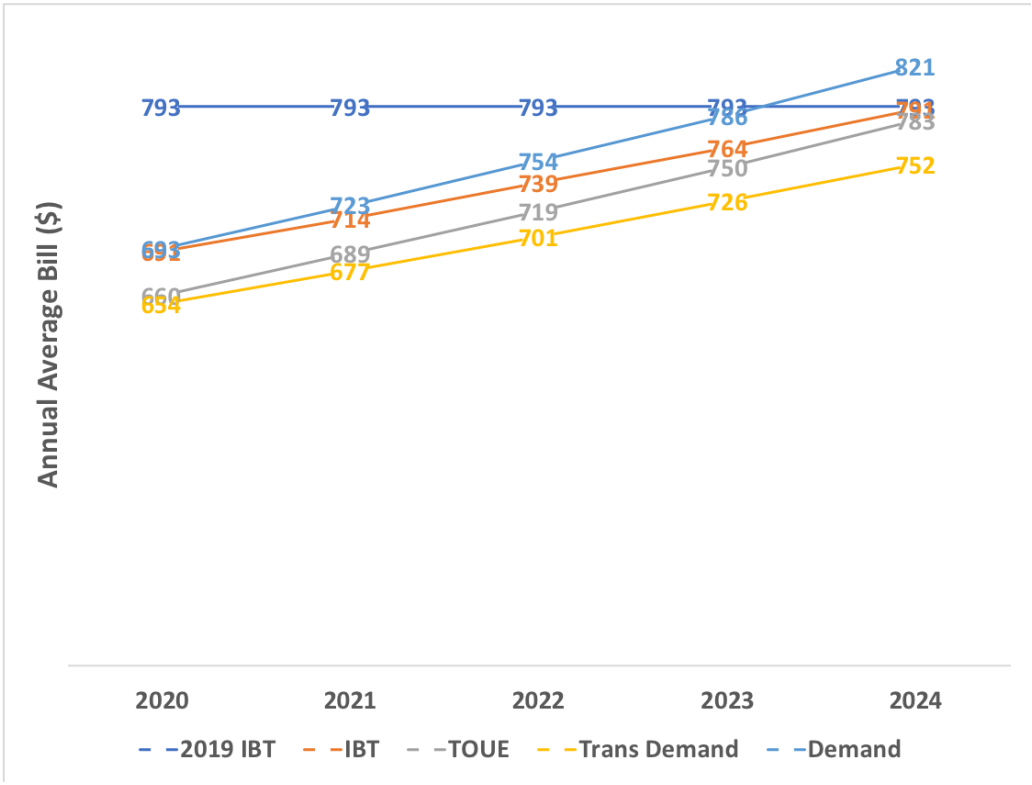


Figure 37. Comparison of Average Annual DUOS Bills from 2020/21 to 2024/25, Ergon East Residential

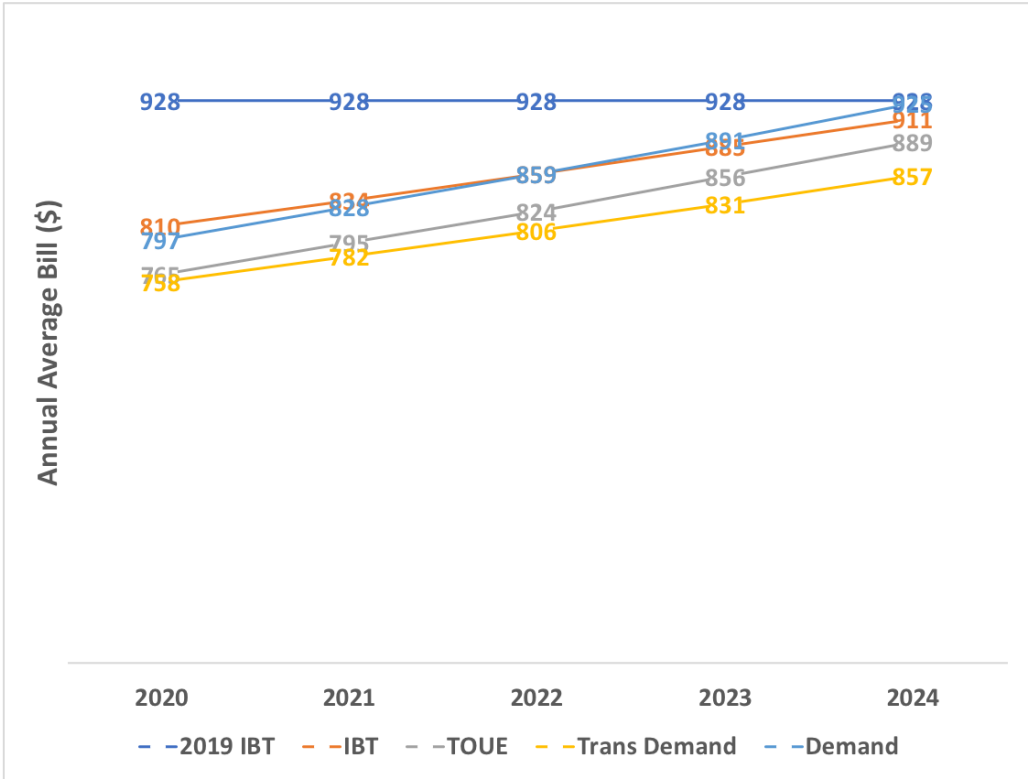
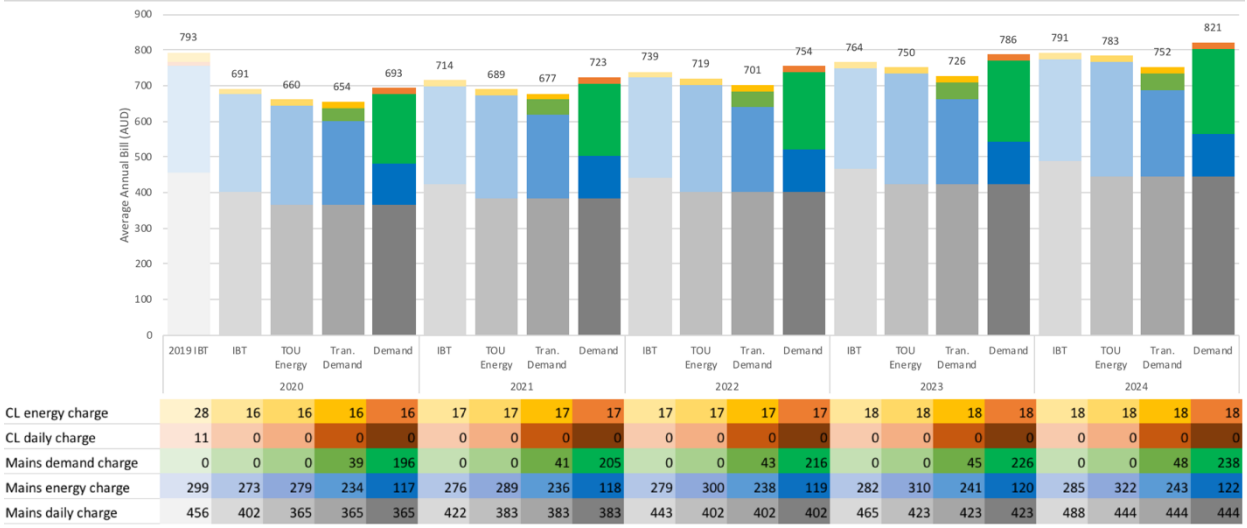
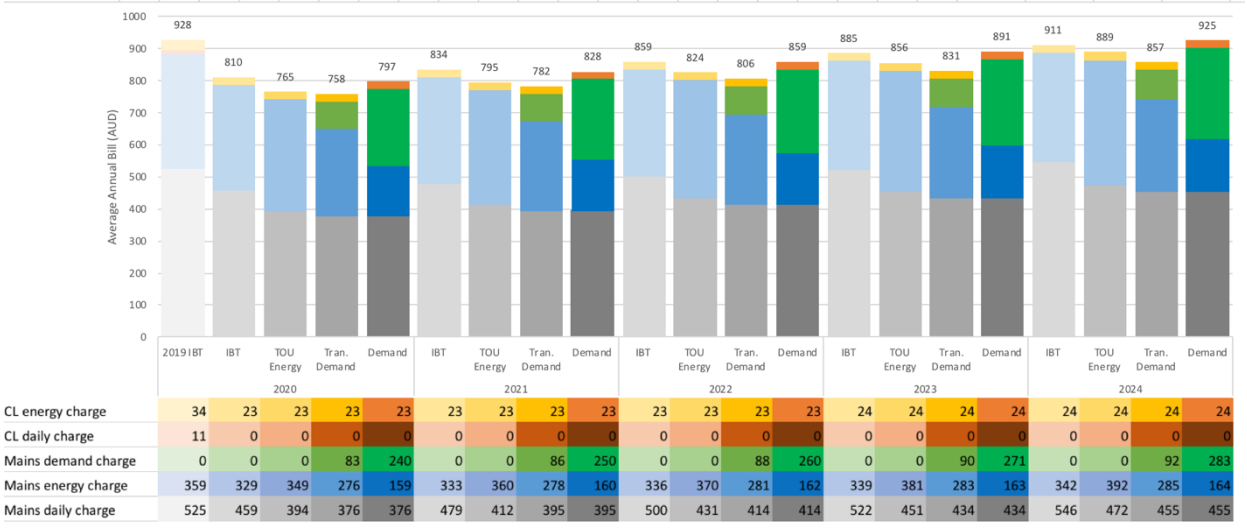


Figure 38. Comparison of Average Annual NUOS Bills from 2020/21 to 2024/25, Ergon East Residential



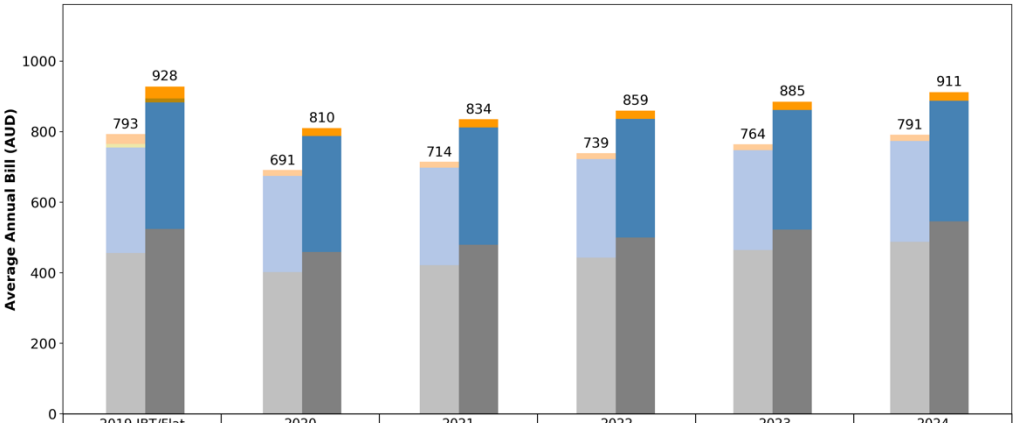
	2019 IBT	2020 IBT	2020 TOU Energy	2020 Tran. Demand	2020 Demand	2021 IBT	2021 TOU Energy	2021 Tran. Demand	2021 Demand	2022 IBT	2022 TOU Energy	2022 Tran. Demand	2022 Demand	2023 IBT	2023 TOU Energy	2023 Tran. Demand	2023 Demand	2024 IBT	2024 TOU Energy	2024 Tran. Demand	2024 Demand
CL energy charge	28	16	16	16	16	17	17	17	17	17	17	17	17	18	18	18	18	18	18	18	18
CL daily charge	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mains demand charge	0	0	0	39	196	0	0	41	205	0	0	43	216	0	0	45	226	0	0	48	238
Mains energy charge	299	273	279	234	117	276	289	236	118	279	300	238	119	282	310	241	120	285	322	243	122
Mains daily charge	456	402	365	365	365	422	383	383	383	443	402	402	402	465	423	423	423	488	444	444	444

Figure 39. Comparison of Average Annual DUOS Bills Under all Tariffs from 2020/21 to 2024/25, Ergon East Residential



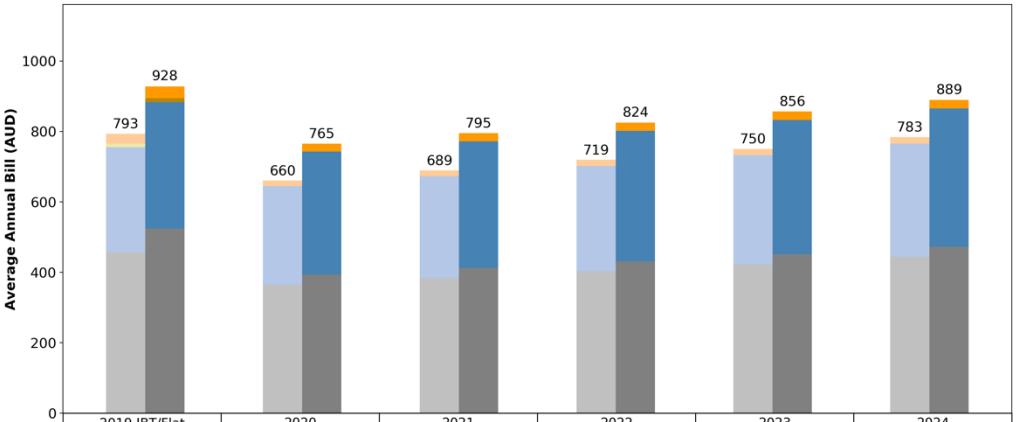
	2019 IBT	2020 IBT	2020 TOU Energy	2020 Tran. Demand	2020 Demand	2021 IBT	2021 TOU Energy	2021 Tran. Demand	2021 Demand	2022 IBT	2022 TOU Energy	2022 Tran. Demand	2022 Demand	2023 IBT	2023 TOU Energy	2023 Tran. Demand	2023 Demand	2024 IBT	2024 TOU Energy	2024 Tran. Demand	2024 Demand
CL energy charge	34	23	23	23	23	23	23	23	23	23	23	23	23	24	24	24	24	24	24	24	24
CL daily charge	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mains demand charge	0	0	0	83	240	0	0	86	250	0	0	88	260	0	0	90	271	0	0	92	283
Mains energy charge	359	329	349	276	159	333	360	278	160	336	370	281	162	339	381	283	163	342	392	285	164
Mains daily charge	525	459	394	376	376	479	412	395	395	500	431	414	414	522	451	434	434	546	472	455	455

Figure 40. Comparison of Average Annual NUOS Bills Under all Tariffs from 2020/21 to 2024/25, Ergon East Residential



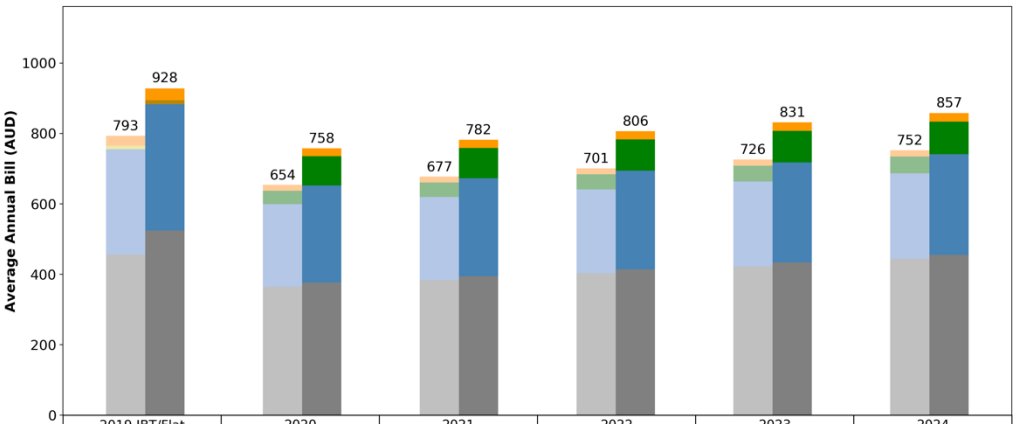
	2019 IBT/Flat		2020		2021		2022		2023		2024	
	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS
CL Energy Charge	28	34	16	23	17	23	17	23	18	24	18	24
CL Daily Charge	11	11	0	0	0	0	0	0	0	0	0	0
Main Demand Charge	0	0	0	0	0	0	0	0	0	0	0	0
Main Energy Charge	299	359	273	329	276	333	279	336	282	339	285	342
Main Daily Charge	456	525	402	459	422	479	443	500	465	522	488	546

Figure 41. Comparison of Average Annual Bills from 2020/21 to 2024/25, IBT Tariff, Ergon East Residential



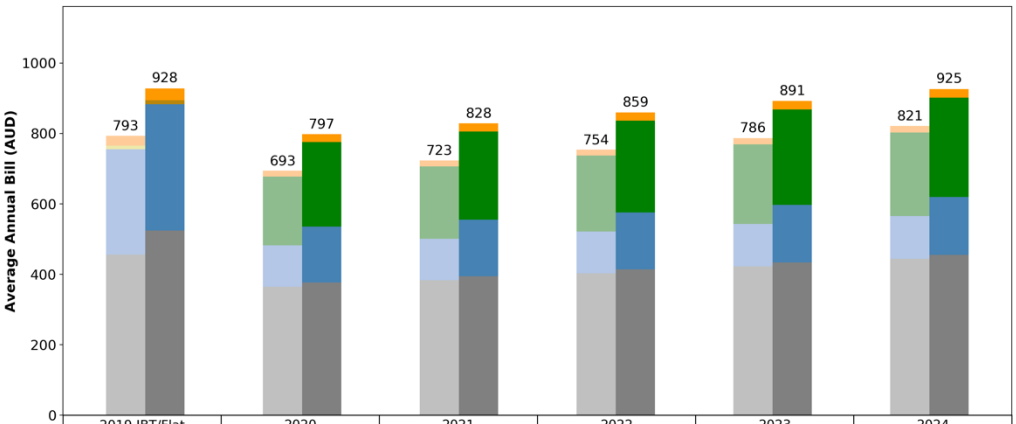
	2019 IBT/Flat		2020		2021		2022		2023		2024	
	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS
CL Energy Charge	28	34	16	23	17	23	17	23	18	24	18	24
CL Daily Charge	11	11	0	0	0	0	0	0	0	0	0	0
Main Demand Charge	0	0	0	0	0	0	0	0	0	0	0	0
Main Energy Charge	299	359	279	349	289	360	300	370	310	381	322	392
Main Daily Charge	456	525	365	394	383	412	402	431	423	451	444	472

Figure 42. Comparison of Average Annual Bills from 2020/21 to 2024/25, TOU Energy Tariff, Ergon East Residential



	2019 IBT/Flat		2020		2021		2022		2023		2024	
	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS
CL Energy Charge	28	34	16	23	17	23	17	23	18	24	18	24
CL Daily Charge	11	11	0	0	0	0	0	0	0	0	0	0
Main Demand Charge	0	0	39	83	41	86	43	88	45	90	48	92
Main Energy Charge	299	359	234	276	236	278	238	281	241	283	243	285
Main Daily Charge	456	525	365	376	383	395	402	414	423	434	444	455

Figure 43. Comparison of Average Annual Bills from 2020/21 to 2024/25, Transitional Demand Tariff, Ergon East Residential



	2019 IBT/Flat		2020		2021		2022		2023		2024	
	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS
CL Energy Charge	28	34	16	23	17	23	17	23	18	24	18	24
CL Daily Charge	11	11	0	0	0	0	0	0	0	0	0	0
Main Demand Charge	0	0	196	240	205	250	216	260	226	271	238	283
Main Energy Charge	299	359	117	159	118	160	119	162	120	163	122	164
Main Daily Charge	456	525	365	376	383	395	402	414	423	434	444	455

Figure 44. Comparison of Average Annual Bills from 2020/21 to 2024/25, Demand Tariff, Ergon East Residential

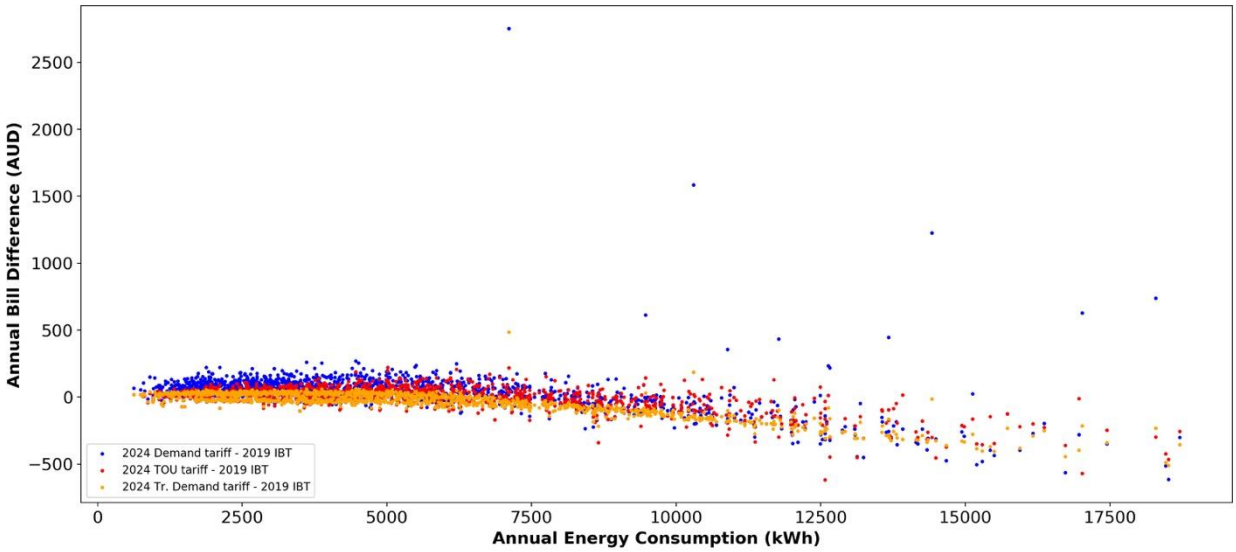


Figure 45. Difference in Average Customer DUOS Bills in moving from the IBT 2019/20 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs, all versus Annual Electricity Use, Ergon East Residential

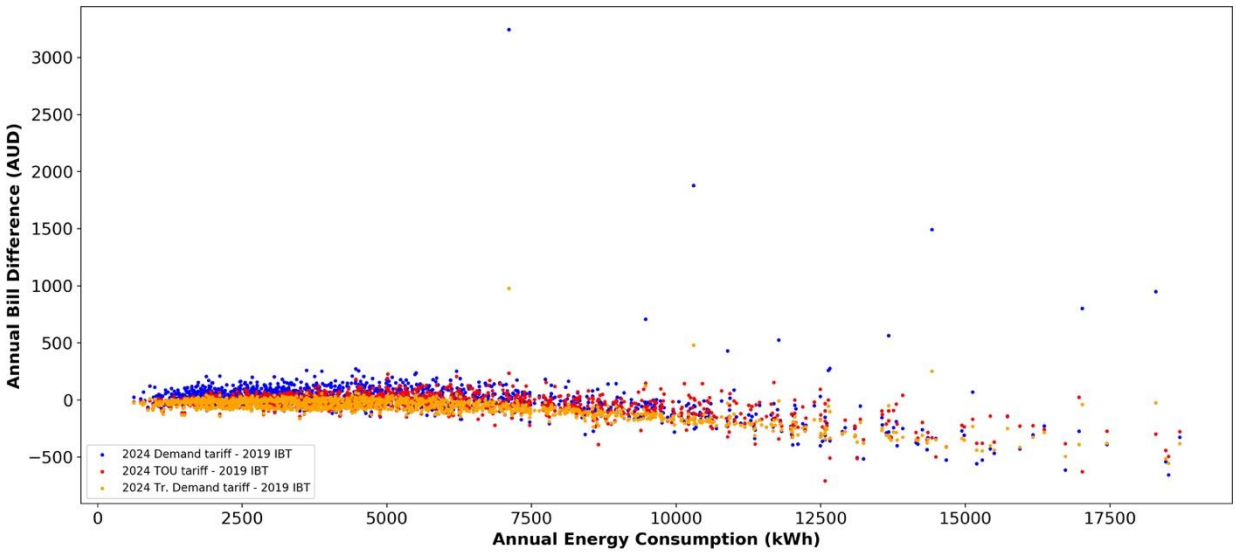


Figure 46. Difference in Average Customer NUOS Bills in moving from the IBT 2019/20 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs, all versus Annual Electricity Use, Ergon East Residential

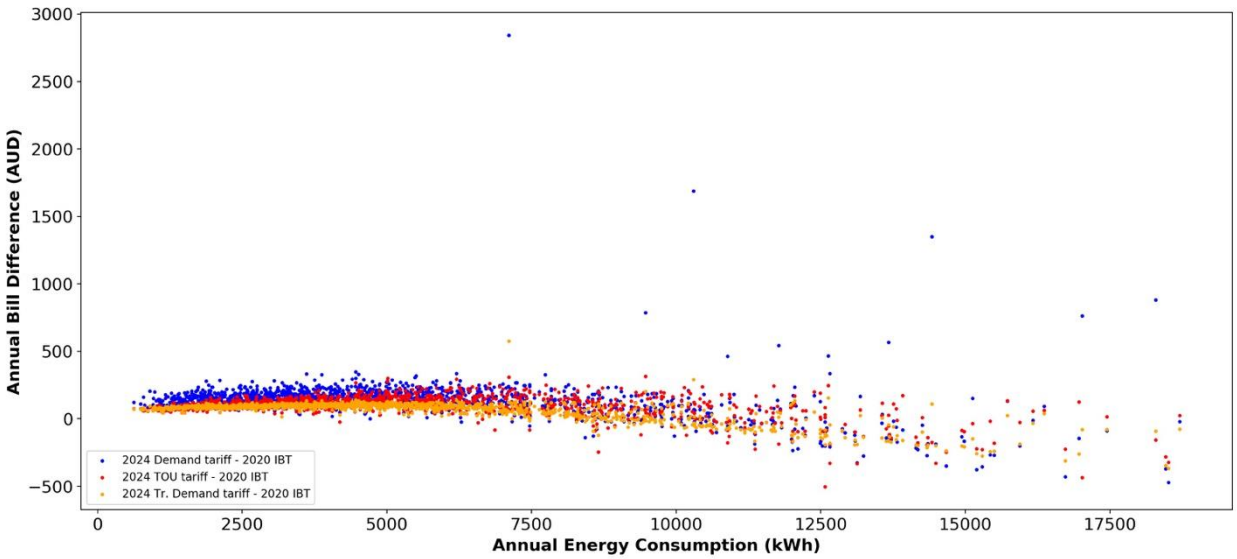


Figure 47. Difference in Average Customer DUOS Bills in moving from the IBT 2020/21 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs, all versus Annual Electricity Use, Ergon East Residential

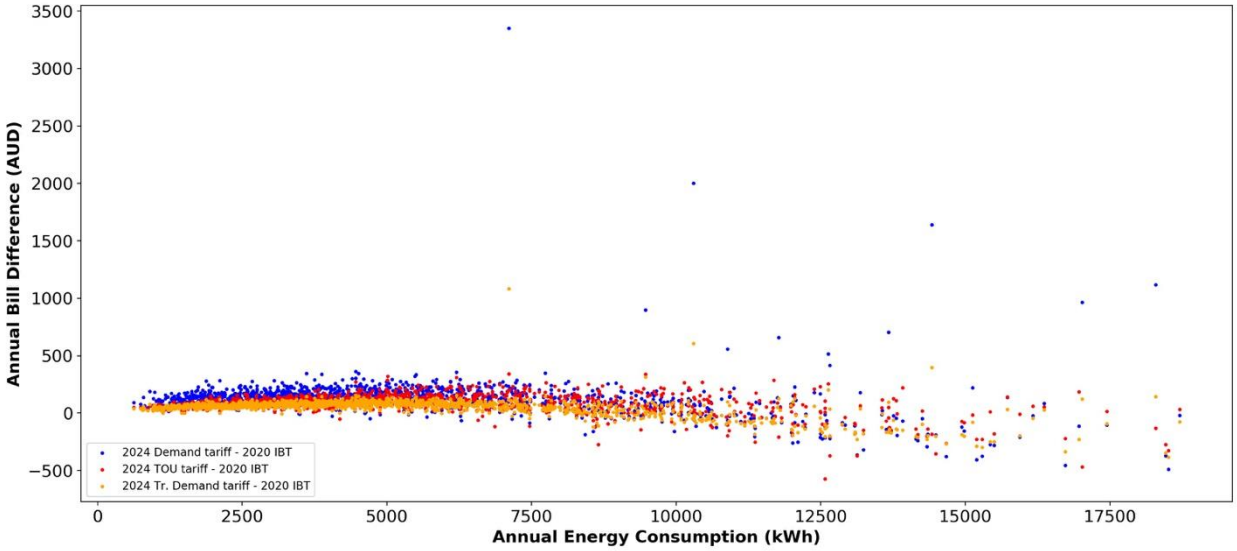


Figure 48. Difference in Average Customer NUOS Bills in moving from the IBT 2020/21 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs, all versus Annual Electricity Use, Ergon East Residential

1.4 Ergon East Small Business

Customers using 20MWh/year or less

Figure 49 shows how the average annual DUOS bills under the Flat, TOU Energy, Transitional Demand and Demand tariffs change from 2020/21 to 2024/25. The 2019/20 IBT tariff is added in all years for reference. Figure 50 shows the same chart but for NUOS.

Figure 51 shows the same bills as Figure 49, but as column charts, and so shows how the components of the bills change over time. Figure 52 shows the same chart but for NUOS.

Figure 53 to Figure 56 show the equivalent charts as Figure 51 but for each tariff separately, for both DUOS and NUOS.

Figure 57 shows what happens to average customers DUOS bills in moving from the Flat 2019/20 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs. Figure 58 shows the same chart but for NUOS.

Figure 59 shows what happens to average customers DUOS bills in moving from the Flat 2020/21 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs. Figure 60 shows the same chart but for NUOS.

Key Points:

- From 2020/21 to 2024/25 the average bills under the IBT, TOU Energy and Demand tariffs increase the most, with the bills under the Transitional Demand tariff increasing the least.
- Thus, by 2024/25, the DUOS average bills are lower under the Transitional Demand tariff than under the TOU Energy tariff, with the bills under the IBT tariff being essentially the same as under the 2019/20 IBT tariff. The average bills under the Demand tariff stay the highest, being higher than the 2019/20 IBT tariff from 2022/23 onwards. The NUOS average bills are again lowest under the Transitional Demand tariff, followed by the TOU Energy then IBT tariffs, which are just lower than under the 2019/20 IBT tariff. The average bills under the Demand tariff stay the highest, being higher than the 2019/20 IBT tariff by 2024/25.
- The increase in the average bills under the Flat, TOU Energy and Transitional Demand tariffs out to 2024/25 is mainly due to the daily charge. Under the Demand tariff the demand charge component increases at a slightly greater rate than the daily charge.
- The scatter charts in Figure 57 and Figure 58 show customers generally being better off on the 2024/25 Transitional Demand tariffs compared to the 2019/20 IBT tariff, with the results under the TOU Energy tariff, and especially the Demand tariff, being much more variable (with the higher charges reflecting customers with a poor load factor). The results in Figure 59 and Figure 60 reflect these findings, with the benefits of the more cost-reflective tariffs being reduced simply because the 2020/21 IBT tariff results in lower bills than the 2019/20 IBT tariff.

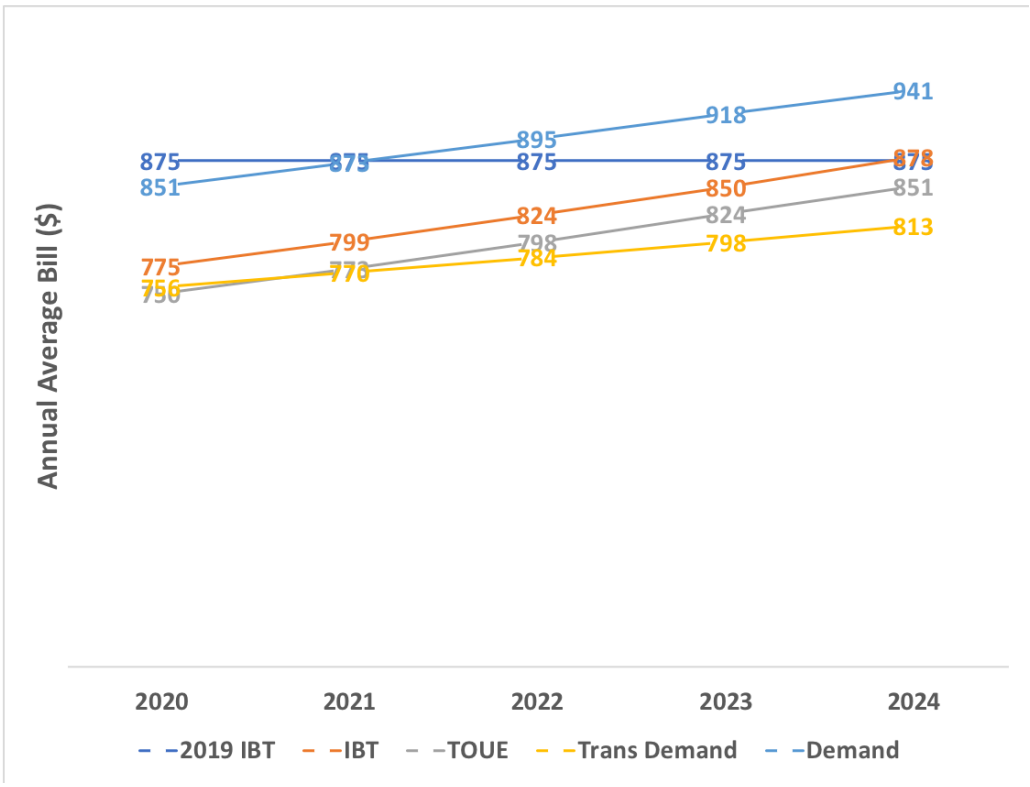


Figure 49. Comparison of Average Annual DUOS Bills from 2020/21 to 2024/25, Ergon East Small Business, 20MWh/yr or less

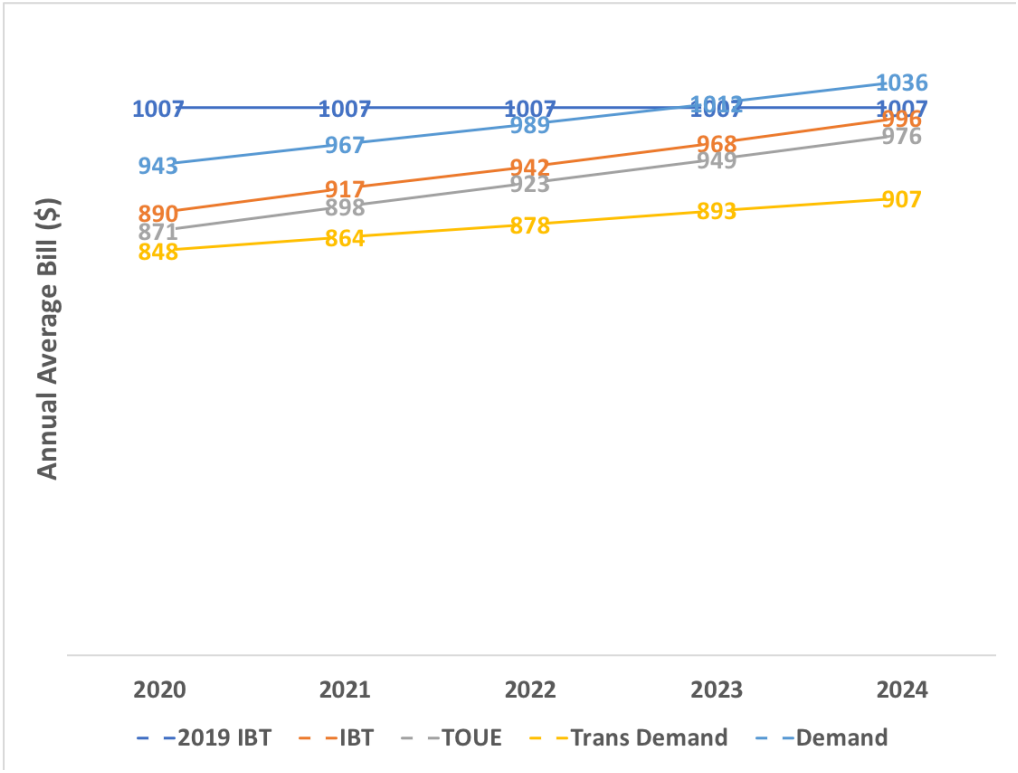
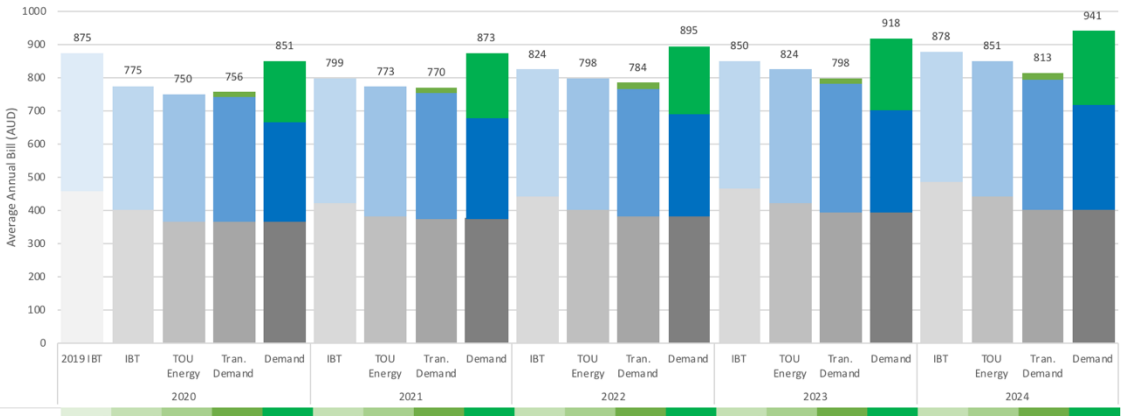
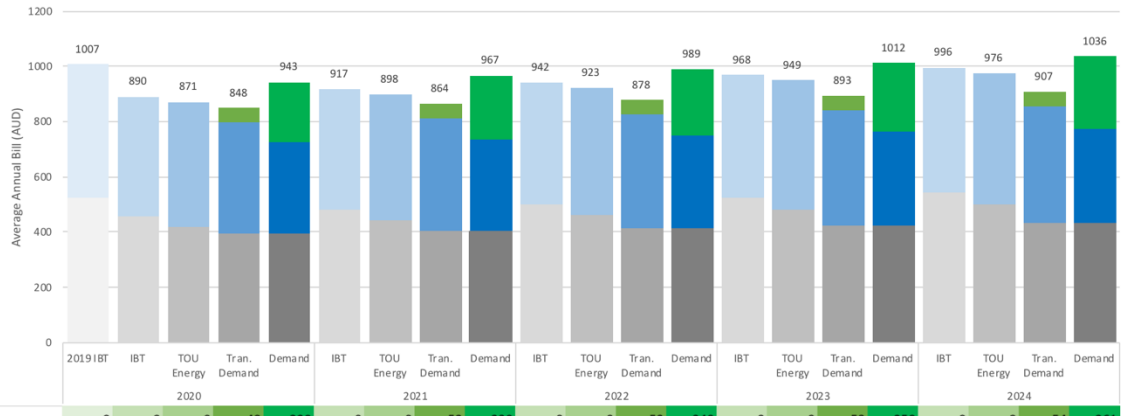


Figure 50. Comparison of Average Annual NUOS Bills from 2020/21 to 2024/25, Ergon East Small Business, 20MWh/yr or less



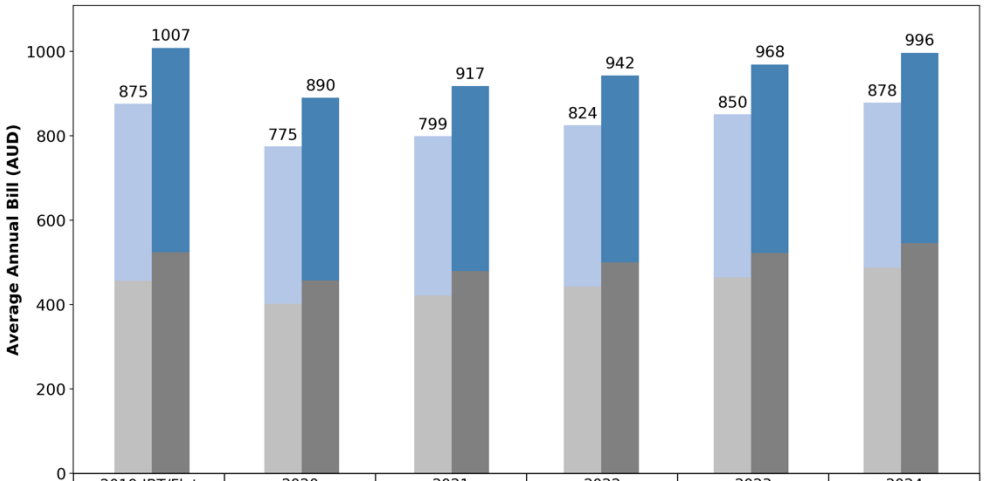
	2020					2021				2022				2023				2024			
Mains demand charge	0	0	0	15	186	0	0	16	195	0	0	17	205	0	0	18	215	0	0	19	226
Mains energy charge	419	374	385	376	301	378	391	380	304	382	396	384	307	386	402	388	310	390	408	392	313
Mains daily charge	456	402	365	365	365	422	383	374	374	443	402	383	383	465	423	393	393	488	444	403	403

Figure 51. Comparison of Average Annual DUOS Bills Under all Tariffs from 2020/21 to 2024/25, Ergon East Small Business, 20MWh/yr or less



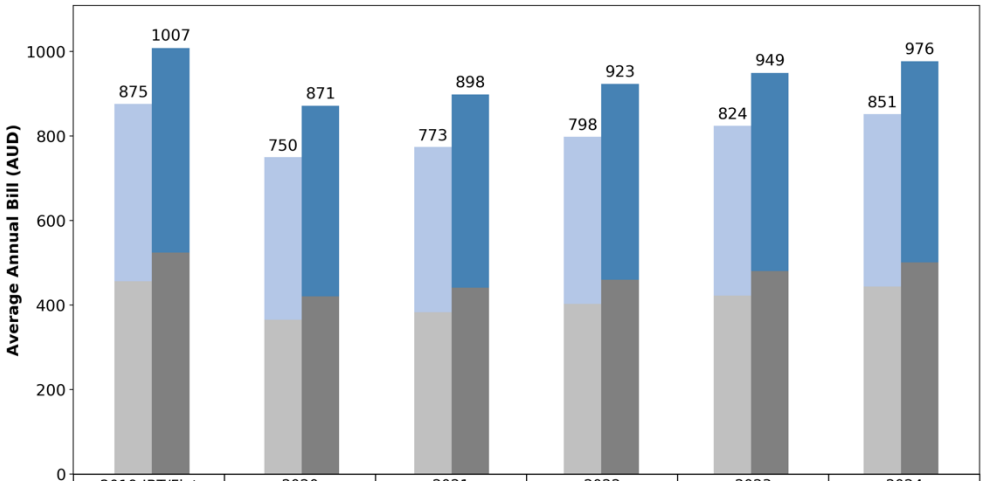
	2020					2021				2022				2023				2024			
Mains demand charge	0	0	0	49	220	0	0	52	230	0	0	52	240	0	0	53	250	0	0	54	261
Mains energy charge	483	433	451	406	331	438	458	410	334	442	463	414	337	446	469	418	340	451	475	422	343
Mains daily charge	525	457	421	393	393	479	441	403	403	500	460	412	412	522	480	422	422	546	501	432	432

Figure 52. Comparison of Average Annual NUOS Bills Under all Tariffs from 2020/21 to 2024/25, Ergon East Small Business, 20MWh/yr or less



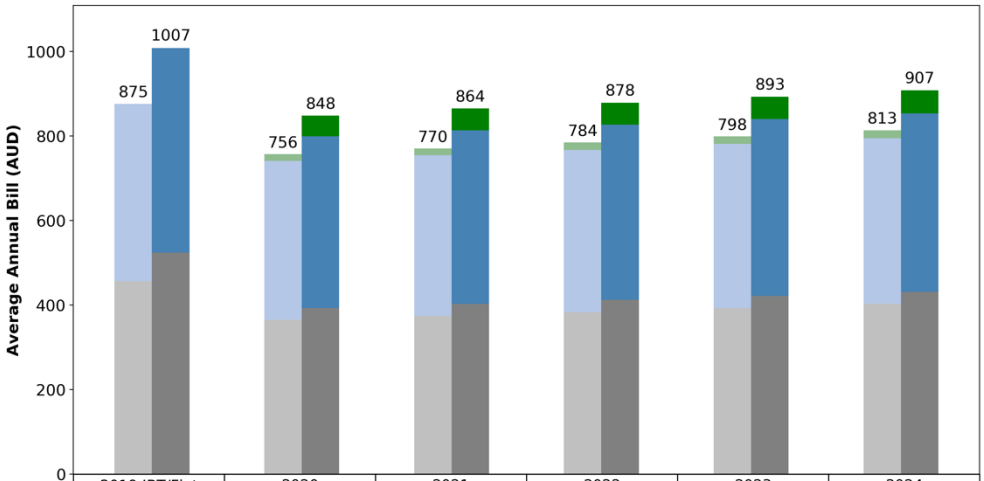
	2019 IBT/Flat		2020		2021		2022		2023		2024	
	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS
Main Demand Charge	0	0	0	0	0	0	0	0	0	0	0	0
Main Energy Charge	419	483	374	433	378	438	382	442	386	446	390	451
Main Daily Charge	456	525	402	457	422	479	443	500	465	522	488	546

Figure 53. Comparison of Average Annual Bills from 2020/21 to 2024/25, IBT Tariff, Ergon East Small Business, 20MWh/yr or less



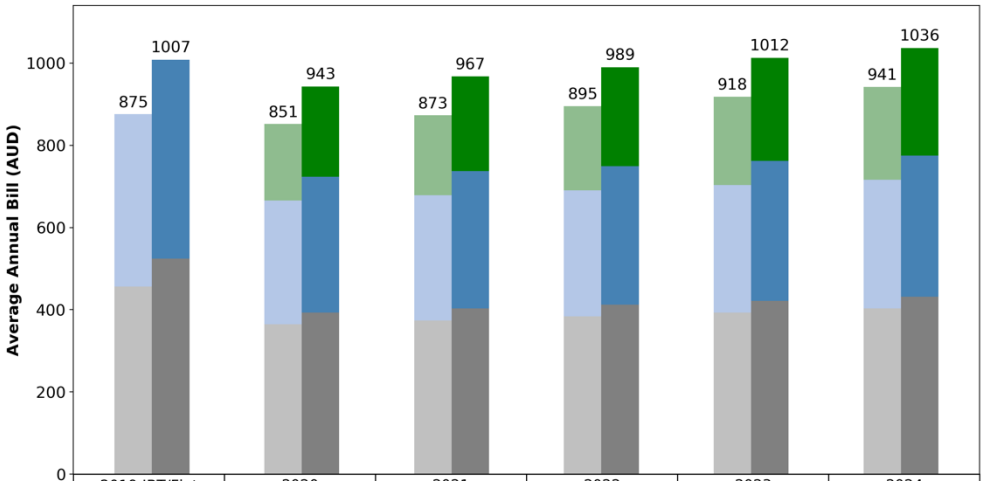
	2019 IBT/Flat		2020		2021		2022		2023		2024	
	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS
Main Demand Charge	0	0	0	0	0	0	0	0	0	0	0	0
Main Energy Charge	419	483	385	451	391	458	396	463	402	469	408	475
Main Daily Charge	456	525	365	421	383	441	402	460	423	480	444	501

Figure 54. Comparison of Average Annual Bills from 2020/21 to 2024/25, TOU Energy Tariff, Ergon East Small Business, 20MWh/yr or less



	2019 IBT/Flat		2020		2021		2022		2023		2024	
	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS
Main Demand Charge	0	0	15	49	16	52	17	52	18	53	19	54
Main Energy Charge	419	483	376	406	380	410	384	414	388	418	392	422
Main Daily Charge	456	525	365	393	374	403	383	412	393	422	403	432

Figure 55. Comparison of Average Annual Bills from 2020/21 to 2024/25, Transitional Demand Tariff, Ergon East Small Business, 20MWh/yr or less



	2019 IBT/Flat		2020		2021		2022		2023		2024	
	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS
Main Demand Charge	0	0	186	220	195	230	205	240	215	250	226	261
Main Energy Charge	419	483	301	331	304	334	307	337	310	340	313	343
Main Daily Charge	456	525	365	393	374	403	383	412	393	422	403	432

Figure 56. Comparison of Average Annual Bills from 2020/21 to 2024/25, Demand Tariff, Ergon East Small Business, 20MWh/yr or less

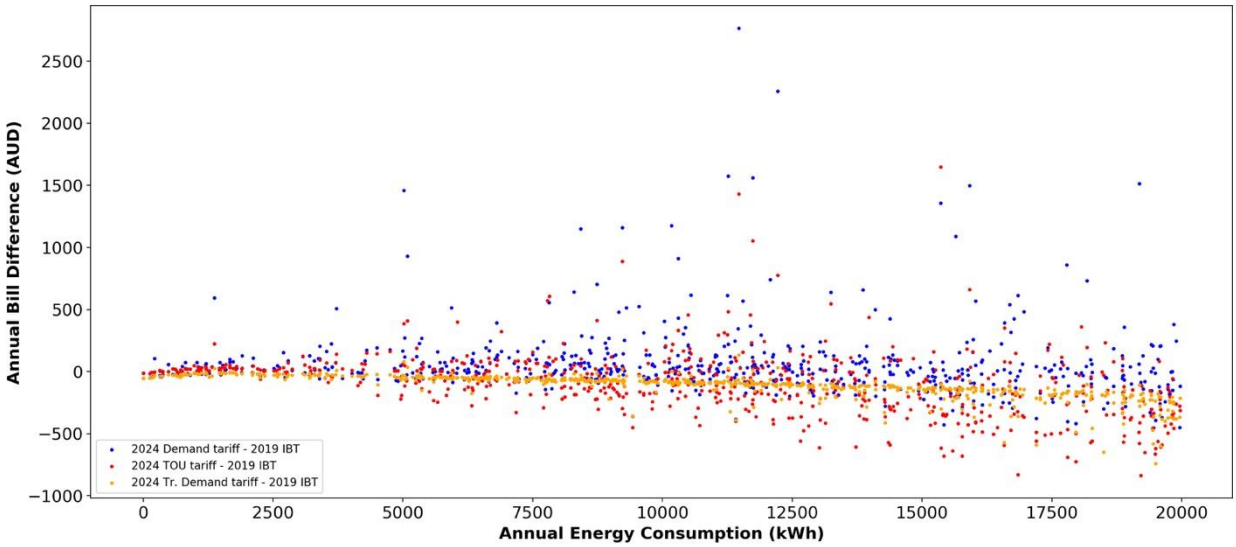


Figure 57. Difference in Average Customer DUOS Bills in moving from the IBT 2019/20 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs, all versus Annual Electricity Use, Ergon East Small Business, 20MWh/yr or less

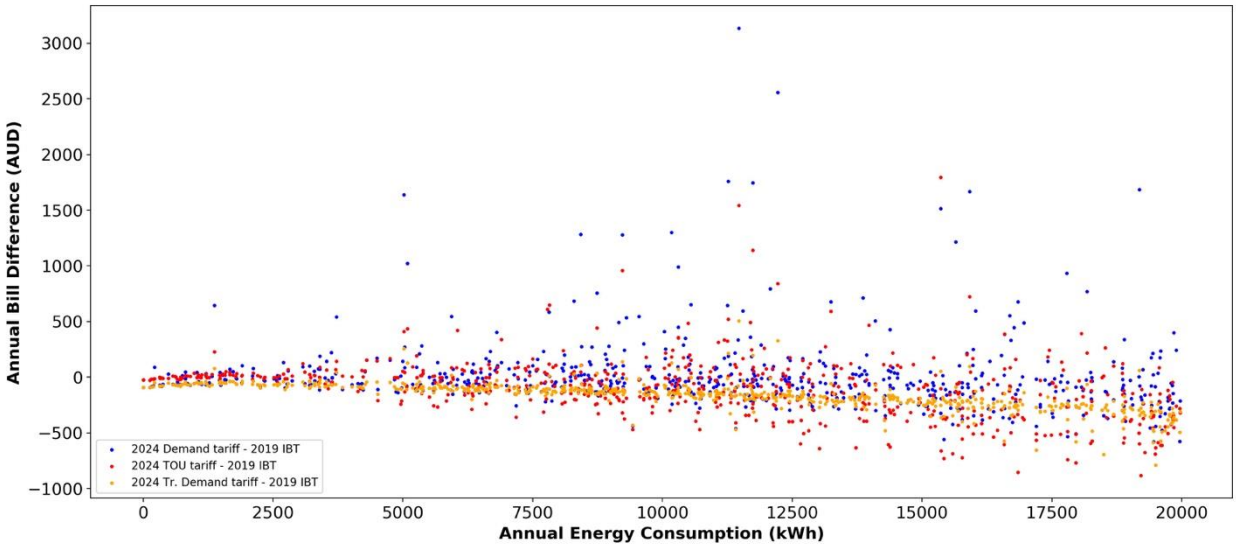


Figure 58. Difference in Average Customer NUOS Bills in moving from the IBT 2019/20 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs, all versus Annual Electricity Use, Ergon East Small Business, 20MWh/yr or less

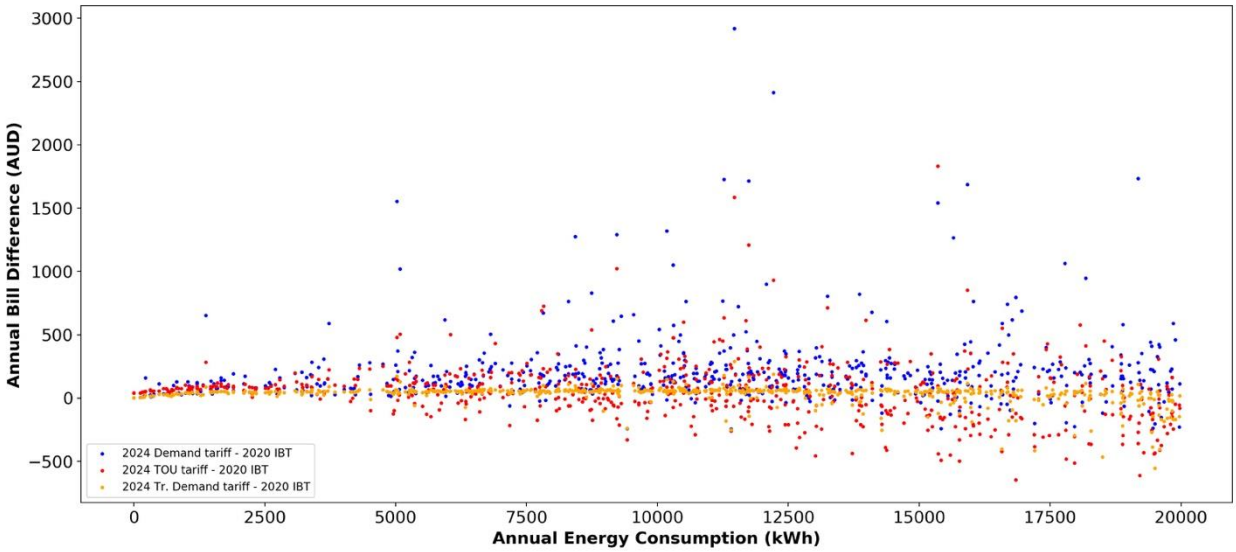


Figure 59. Difference in Average Customer DUOS Bills in moving from the IBT 2020/21 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs, all versus Annual Electricity Use, Ergon East Small Business, 20MWh/yr or less

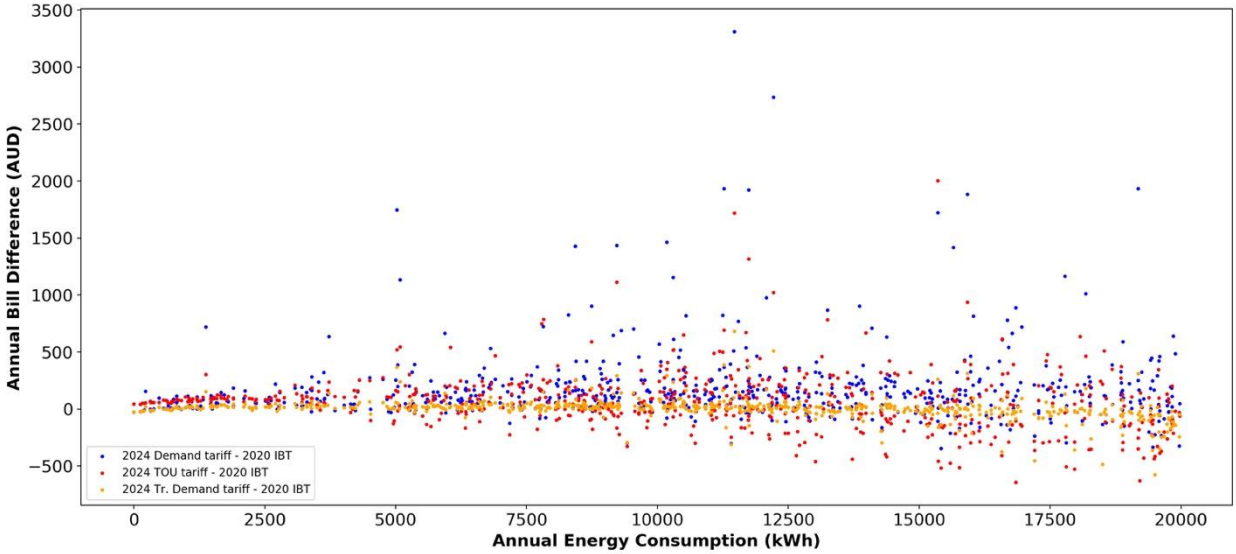


Figure 60. Difference in Average Customer NUOS Bills in moving from the IBT 2020/21 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs, all versus Annual Electricity Use, Ergon East Small Business, 20MWh/yr or less

Customers using more than 20MWh/year

Figure 61 shows how the average annual DUOS bills under the Flat, TOU Energy, Transitional Demand and Demand tariffs change from 2020/21 to 2024/25. The 2019/20 IBT tariff is added in all years for reference. Figure 62 shows the same chart but for NUOS.

Figure 63 shows the same bills as Figure 61, but as column charts, and so shows how the components of the bills change over time. Figure 64 shows the same chart but for NUOS.

Figure 65 to Figure 68 show the equivalent charts as Figure 63 but for each tariff separately, for both DUOS and NUOS.

Figure 69 shows what happens to average customers DUOS bills in moving from the Flat 2019/20 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs. Figure 70 shows the same chart but for NUOS.

Figure 71 shows what happens to average customers DUOS bills in moving from the Flat 2020/21 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs. Figure 72 shows the same chart but for NUOS.

Key Points:

- From 2020/21 to 2024/25 the IBT, TOU Energy and Demand tariff average bills increase the most, followed by the Transitional Demand tariff.
- Thus, by 2024/25, the DUOS average bills are lowest under the Transitional Demand tariff, then the TOU Energy and Demand tariffs, with the bills under the IBT tariff being highest, but with all less than under the 2019/20 IBT tariff. The NUOS average bills are again lowest under the Transitional Demand tariff, followed by the TOU Energy and Demand tariffs, which are essentially the same. The average bills under the IBT tariff stay the highest, with all 2024/25 tariff bills being lower than under the 2019/20 IBT tariff.
- The increase in the average bills under the Flat, TOU Energy and Transitional Demand tariffs is mainly due to the energy charge. Under the Demand tariff, most of the increase is due to the demand charge component, with the energy charge contributing about half as much to the increase as the demand charge component.
- The scatter charts in Figure 69 and Figure 70 show customers almost all being better off on the 2024/25 TOU Energy, Transitional Demand and Demand tariffs compared to the 2019/20 IBT tariff, with the exceptions being customers with poor load factor under the TOU Energy and Demand tariffs. The results in Figure 71 and Figure 72 reflect these findings, with the benefits of the more cost-reflective tariffs being reduced simply because the 2020/21 IBT tariff results in lower bills than the 2019/20 IBT tariff.

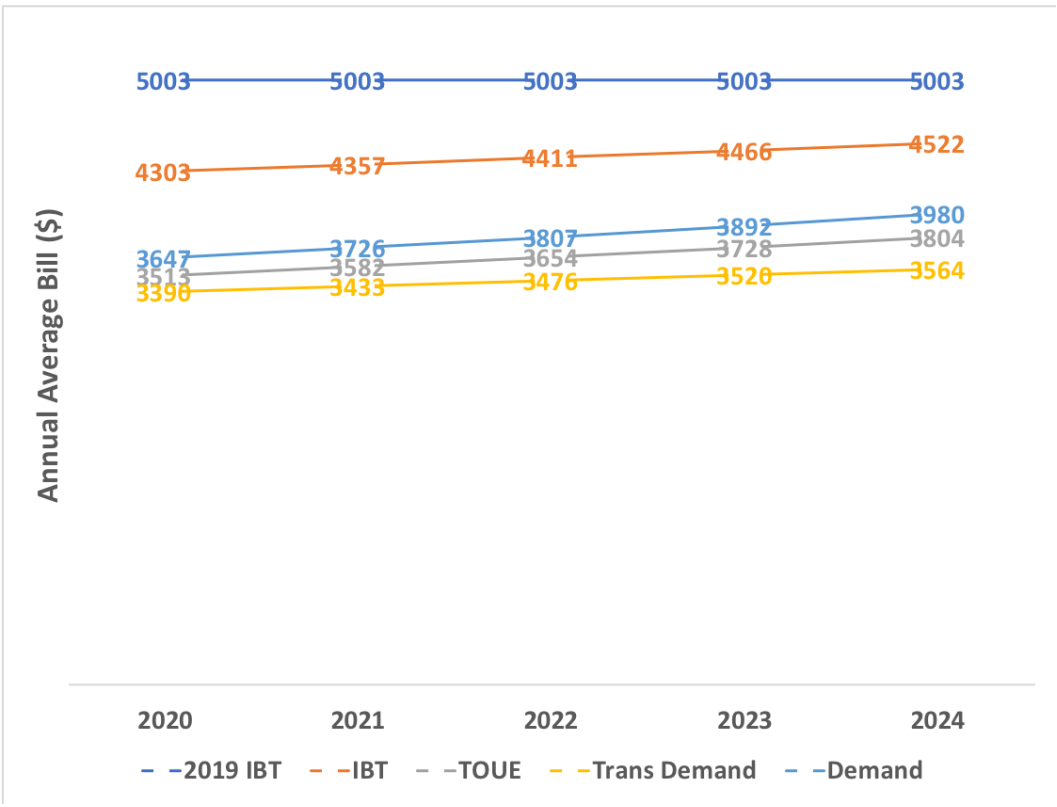


Figure 61. Comparison of Average Annual DUOS Bills from 2020/21 to 2024/25, Ergon East Small Business, More than 20MWh/yr

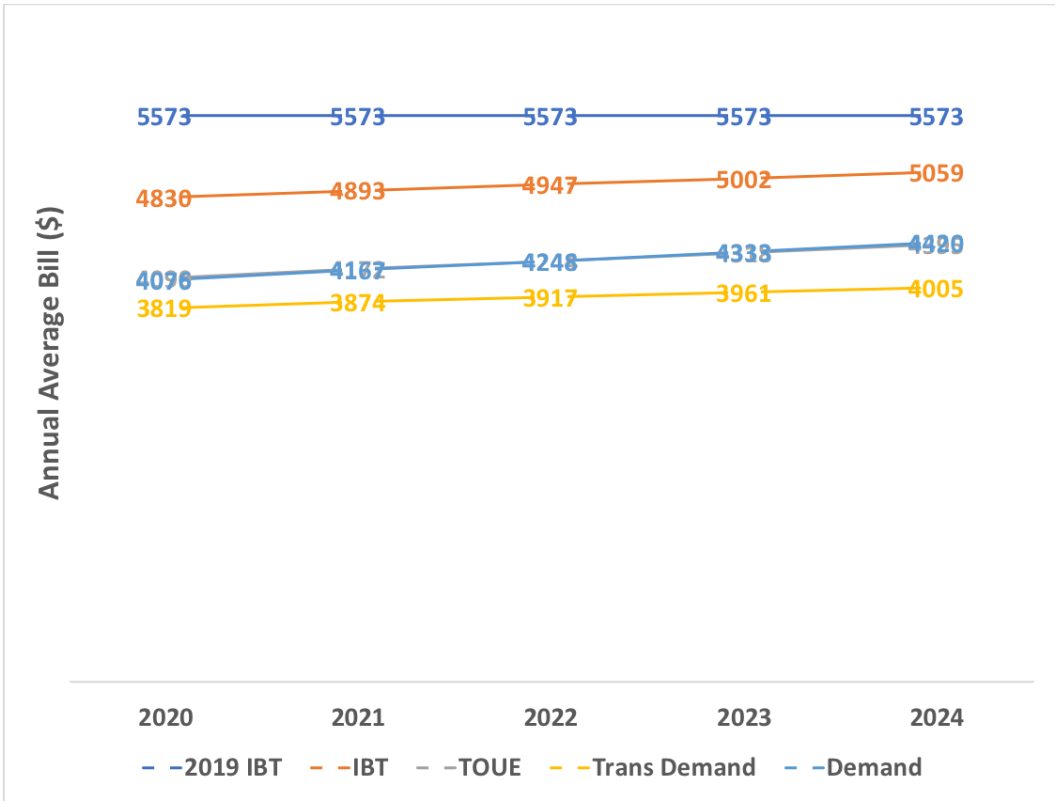
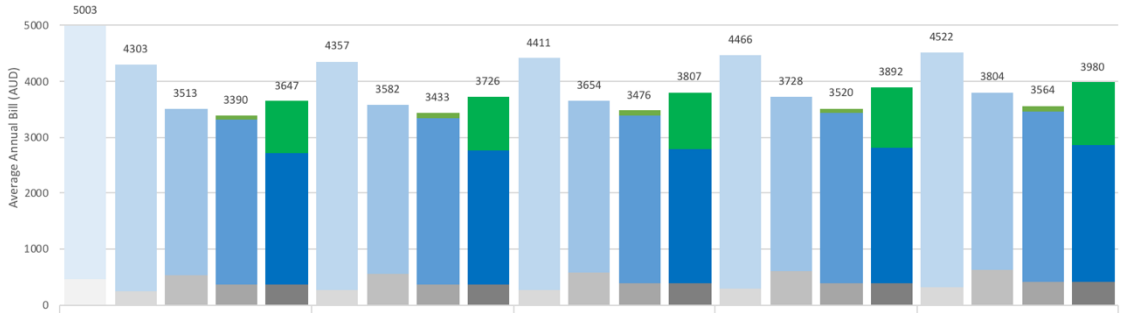
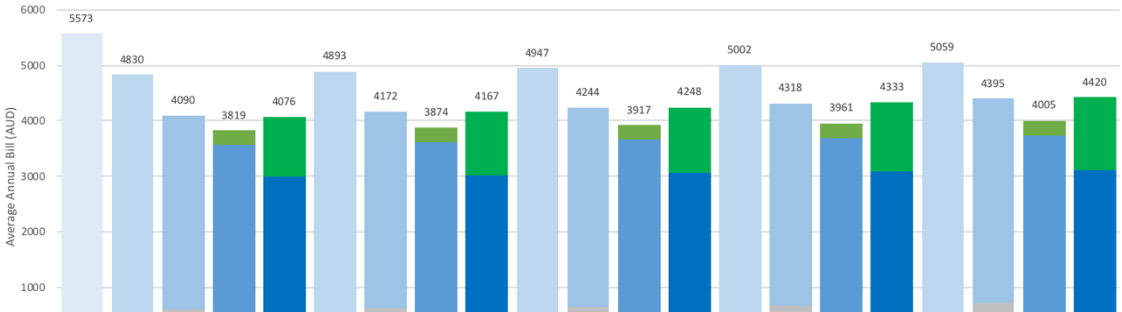


Figure 62. Comparison of Average Annual NUOS Bills from 2020/21 to 2024/25, Ergon East Small Business, More than 20MWh/yr



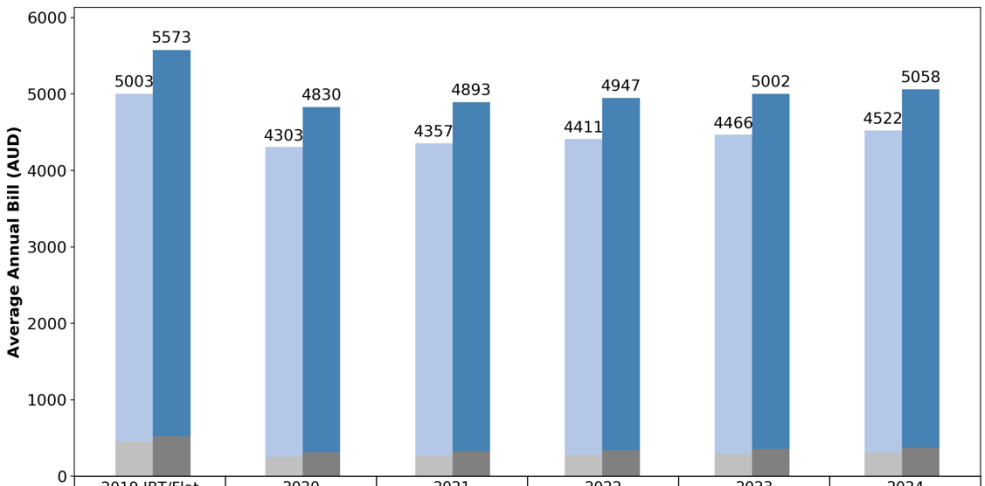
	2019 IBT	2020 Wide IFT	2020 TOU Energy	2020 Tran. Demand	2020 Demand	2021 Wide IFT	2021 TOU Energy	2021 Tran. Demand	2021 Demand	2022 Wide IFT	2022 TOU Energy	2022 Tran. Demand	2022 Demand	2023 Wide IFT	2023 TOU Energy	2023 Tran. Demand	2023 Demand	2024 Wide IFT	2024 TOU Energy	2024 Tran. Demand	2024 Demand
Mains demand charge	0	0	0	77	923	0	0	81	970	0	0	85	1018	0	0	89	1069	0	0	94	1122
Mains energy charge	4547	4053	2988	2949	2359	4093	3031	2978	2383	4134	3075	3008	2406	4176	3121	3038	2430	4217	3167	3068	2455
Mains daily charge	456	251	525	365	365	264	551	374	374	277	579	383	383	291	608	393	393	305	638	403	403

Figure 63. Comparison of Average Annual DUOS Bills Under all Tariffs from 2020/21 to 2024/25, Ergon East Small Business, More than 20MWh/yr



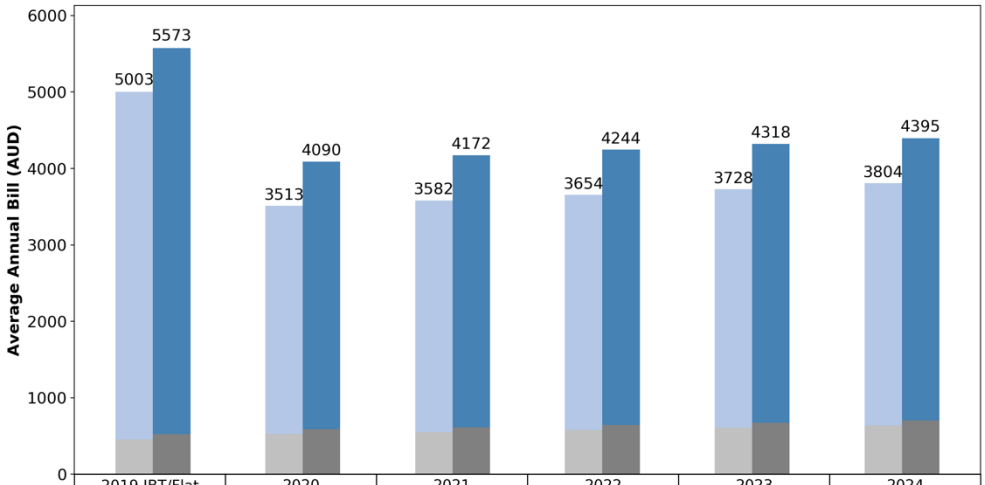
	2019 IBT	2020 Wide IFT	2020 TOU Energy	2020 Tran. Demand	2020 Demand	2021 Wide IFT	2021 TOU Energy	2021 Tran. Demand	2021 Demand	2022 Wide IFT	2022 TOU Energy	2022 Tran. Demand	2022 Demand	2023 Wide IFT	2023 TOU Energy	2023 Tran. Demand	2023 Demand	2024 Wide IFT	2024 TOU Energy	2024 Tran. Demand	2024 Demand
Mains demand charge	0	0	0	246	1092	0	0	257	1146	0	0	261	1194	0	0	265	1245	0	0	270	1298
Mains energy charge	5049	4517	3503	3181	2591	4565	3557	3214	2619	4606	3601	3244	2642	4648	3647	3274	2666	4689	3693	3304	2691
Mains daily charge	525	313	587	393	393	328	615	403	403	341	643	412	412	355	672	422	422	370	702	432	432

Figure 64. Comparison of Average Annual NUOS Bills Under all Tariffs from 2020/21 to 2024/25, Ergon East Small Business, More than 20MWh/yr



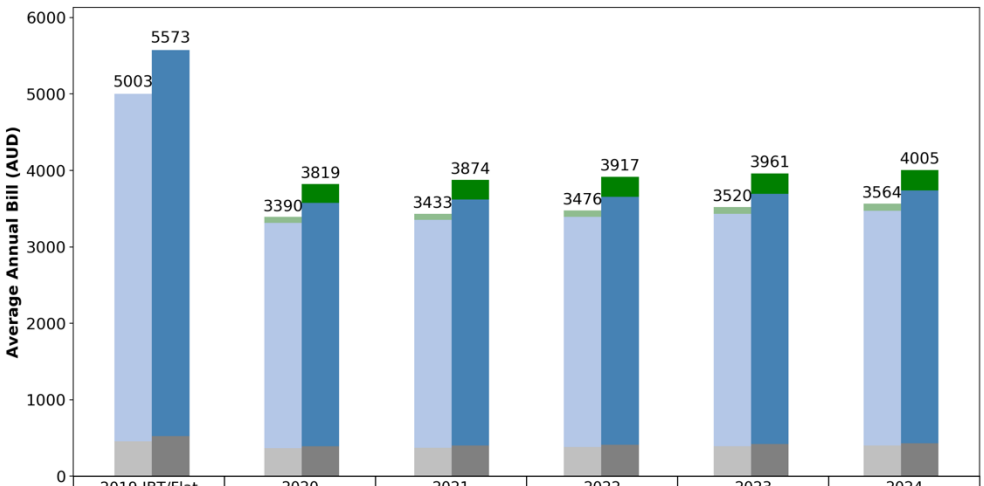
	2019 IBT/Flat		2020		2021		2022		2023		2024	
	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS
Main Demand Charge	0	0	0	0	0	0	0	0	0	0	0	0
Main Energy Charge	4547	5049	4053	4517	4093	4565	4134	4606	4176	4648	4217	4689
Main Daily Charge	456	525	251	313	264	328	277	341	291	355	305	370

Figure 65. Comparison of Average Annual Bills from 2020/21 to 2024/25, Wide IFT Tariff, Ergon East Small Business, More than 20MWh/yr



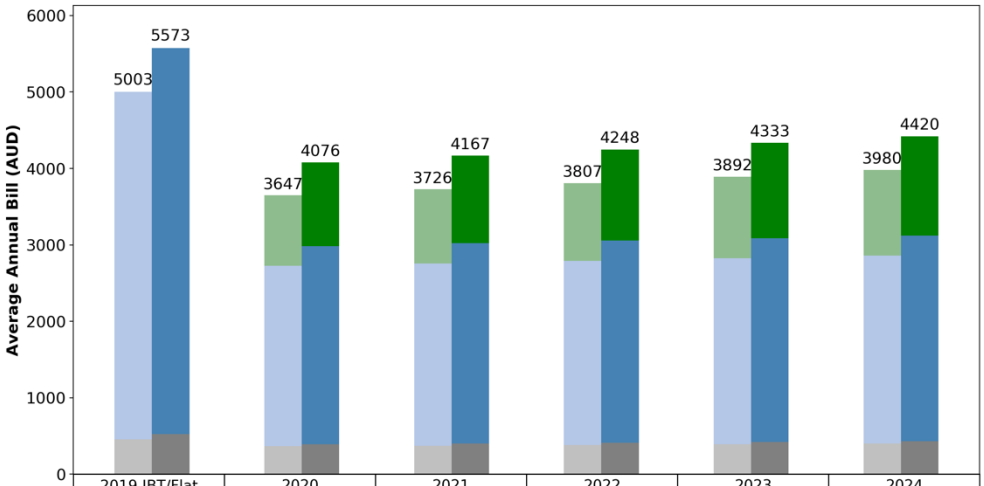
	2019 IBT/Flat		2020		2021		2022		2023		2024	
	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS
Main Demand Charge	0	0	0	0	0	0	0	0	0	0	0	0
Main Energy Charge	4547	5049	2988	3503	3031	3557	3075	3601	3121	3647	3167	3693
Main Daily Charge	456	525	525	587	551	615	579	643	608	672	638	702

Figure 66. Comparison of Average Annual Bills from 2020/21 to 2024/25, TOU Energy Tariff, Ergon East Small Business, More than 20MWh/yr



	2019 IBT/Flat		2020		2021		2022		2023		2024	
	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS
Main Demand Charge	0	0	77	246	81	257	85	261	89	265	94	270
Main Energy Charge	4547	5049	2949	3181	2978	3214	3008	3244	3038	3274	3068	3304
Main Daily Charge	456	525	365	393	374	403	383	412	393	422	403	432

Figure 67. Comparison of Average Annual Bills from 2020/21 to 2024/25, Transitional Demand Tariff, Ergon East Small Business, More than 20MWh/yr



	2019 IBT/Flat		2020		2021		2022		2023		2024	
	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS	DUOS	NUOS
Main Demand Charge	0	0	923	1092	970	1146	1018	1194	1069	1245	1122	1298
Main Energy Charge	4547	5049	2359	2591	2383	2619	2406	2642	2430	2666	2455	2691
Main Daily Charge	456	525	365	393	374	403	383	412	393	422	403	432

Figure 68. Comparison of Average Annual Bills from 2020/21 to 2024/25, Demand Tariff, Ergon East Small Business, More than 20MWh/yr

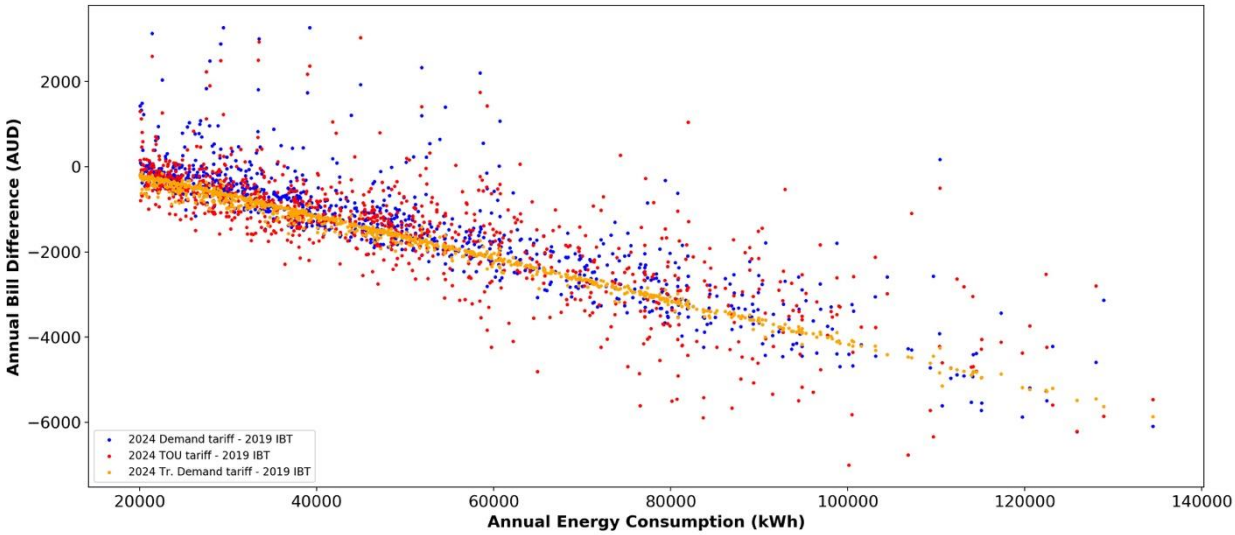


Figure 69. Difference in Average Customer DUOS Bills in moving from the Wide IFT 2019/20 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs, all versus Annual Electricity Use, Ergon East Small Business, More than 20MWh/yr

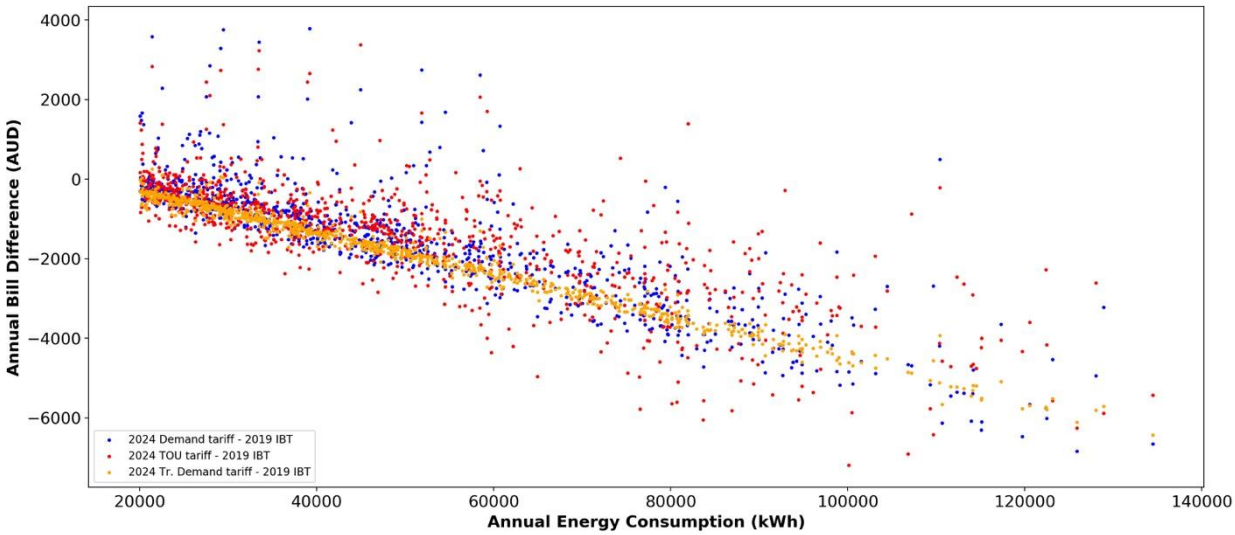


Figure 70. Difference in Average Customer NUOS Bills in moving from the Wide IFT 2019/20 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs, all versus Annual Electricity Use, Ergon East Small Business, More than 20MWh/yr

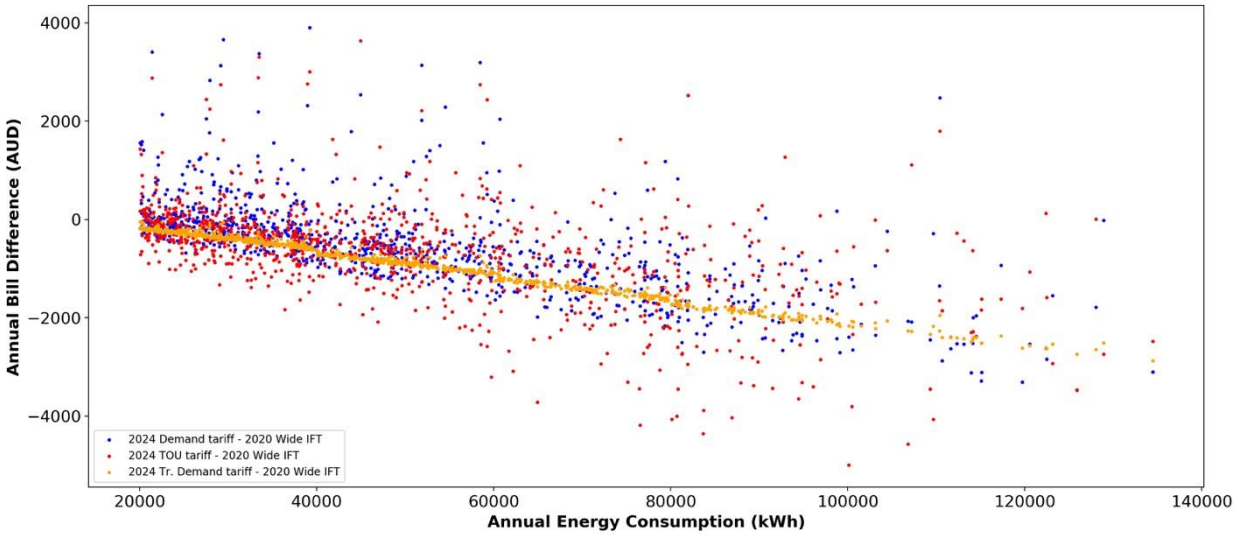


Figure 71. Difference in Average Customer DUOS Bills in moving from the Wide IFT 2020/21 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs, all versus Annual Electricity Use, Ergon East Small Business, More than 20MWh/yr

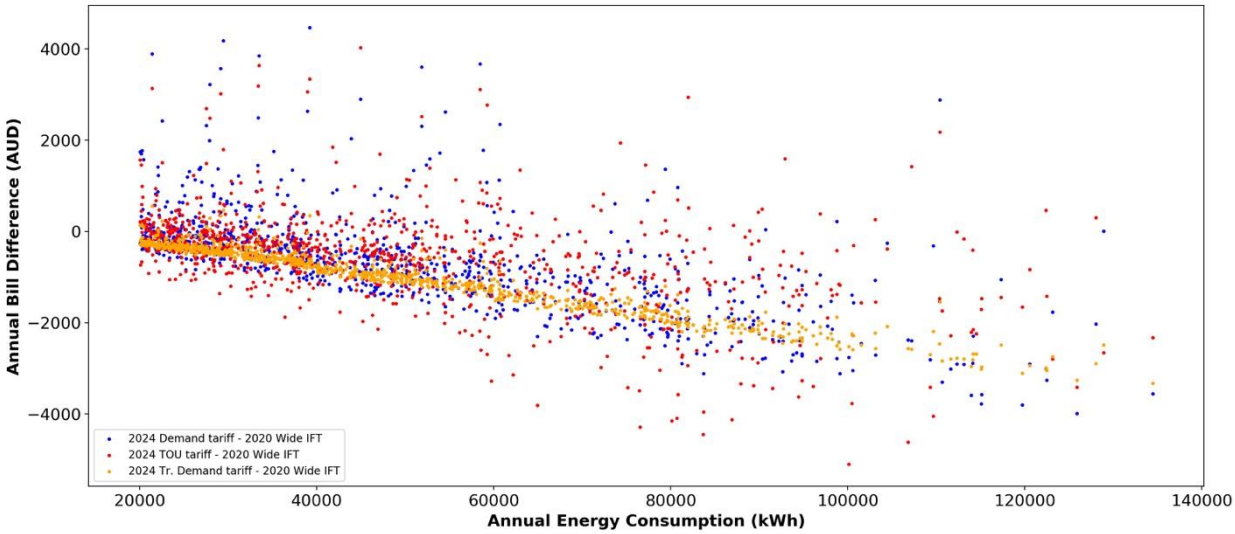


Figure 72. Difference in Average Customer NUOS Bills in moving from the Wide IFT 2020/21 tariff to the 2024/25 TOU Energy, Transitional Demand and Demand tariffs, all versus Annual Electricity Use, Ergon East Small Business, More than 20MWh/yr