Energex

Tariff Structure Statement

1 July 2017 to 30 June 2020

energex

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Version control

Version	Date	Description
V.1	27 November 2015	TSS proposal submitted to the AER for approval
V.2	4 October 2016	Revised TSS proposal submitted to the AER. As requested by the AER, this TSS only contains the elements of the TSS that are listed in clause 6.18.1A of the National Electricity Rules.
V.3	23 February 2017	Corrected cross-references in Table 3.2: • NTC7000, NTC7100 and NTC7200 'refer Section 0 below' changed to 'refer Table 4.8 below' Page 25 - misspelt 'outlineed' replaced with 'outlined' Table 2.8 Changed the NTC7400 fixed charge units from $/day to $/day/$M-CAV and $/day/$M-NCCAV Table 4.4 Changed the NTC7400 fixed charge units from $/day to $/day/$M-CAV and $/day/$M-NCCAV Table 5.1 Added 'or NTC7200' into column 13, Large, Non-Residential, Primary, and, added "These conditions may be waived for trial purposes." to the end of note 1. Table A1 • expanded to show DUOS, Jurisdictional Scheme and DPPC rates by tariff by year as requested by the AER • NTC7400 2017-18 to 2019-20 Excess Demand 'Unit' changed from c/kWh to $/kVA/month • NTC7400 2017-18 to 2018-19 changed 'Volume Flat' to 'Usage Flat' and 2019-20 'Usage peak' changed to 'Usage flat' • NTC7200 2018-19 to 2019-20 Excess Demand 'Unit' changed from c/kWh to $/kVA/month and changed 'Usage peak' to 'Usage flat' • NTC7100 2017-18 to 2019-20 Demand 'Unit' changed from $/kVA/month to $/kW/month Page A.24 - Point 6, ' … or until one of the events listed in (7) occurs …' replaced with ' … or until one of the events listed in (8) occurs …'

Energex Limited (Energex) is a Queensland Government Owned Corporation that builds, owns, operates and maintains the electricity distribution network in the growing region of South East Queensland. Energex provides distribution services to almost 1.4 million domestic and business connections, delivering electricity to a population base of around 3.4 million people.

Energex's key focus is distributing safe, reliable and affordable electricity in a commercially balanced way that provides value for its customers, manages risk and builds a sustainable future.

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1 Introduction

RULE REQUIREMENT

Clause 6.10.3 Submission of revised proposal

(b) [….] The Distribution Network Service Provider may, not more than 45 business days after the publication of the draft distribution determination, submit a […] revised proposed tariff structure statement to the AER.

1.1 Introduction

This document is Energex's revised Tariff Structure Statement (TSS) for the period starting 1 July 2017 and ending 30 June 2020 submitted to the Australian Energy Regulator (AER) as part of the TSS proposal review process.

Energex's TSS contains the constituent elements listed in clause 6.18.1A of the National Electricity Rules (the Rules), namely:

- Tariff classes - Retail customers with similar characteristics such as consumption patterns and voltage levels will be grouped together. Each tariff class includes a number of tariffs.
- Tariff structures - Each network tariff has its own particular tariff structure, representing how customers are charged for their use of the network and reflecting customer preferences. The components of each tariff constitute its tariff structure, for example daily supply charge, usage and/or demand components.
- Charging parameters - A tariff charging parameter represents the components of tariffs and the associated settings (e.g. demand peak period set between 4pm to 8pm on weekdays).
- Demonstration of compliance with the pricing principles.
- Assignment and re-assignment procedures of customers to tariff classes and tariffs.
- Indicative price levels – Cost per kilowatt (kW), kilowatt hour (kWh) or kilovolt-ampere (kVA) calculated for each tariff in accordance with the tariff's specific charging parameters.

Furthermore, this revised TSS incorporates minor amendments which Energex and the AER believe will assist stakeholders with more up to date and accurate information. These updates include the following:[1]

[1] Energex, Response to AER's Issues Paper: Tariff Structure Statement Proposals – Queensland electricity distribution network providers, May 2016; Australian Energy Regulator, Draft Decision – Tariff structure statement proposal - Energex & Ergon Energy, August 2016, page 70.

- Confirmation as to whether a cap used for the Financial Risk Reduction Mechanism (FRRM) will apply to small business customers.
- Adjustments to the strategy for the Connection Asset Customers (CAC) tariffs.
- Removal of the secondary tariff terms and conditions as these are addressed in the annual pricing proposals.
- Update to tariff class and tariff assignment procedures in line with Energex's 2016-17 pricing proposal.
- Reference to the AEMC levy which was approved as a jurisdictional scheme in April 2016.

Energex has submitted an accompanying Explanatory Notes document providing a description of, and justifications for, the approach Energex has taken when developing this 2017-20 TSS.

These documents are available on the AER's and Energex's website.

2 Compliance with pricing principles

RULE REQUIREMENT

Clause 6.10.3(b1) Submission of revised proposal

(b1) A revised proposed tariff structure statement must comply with the pricing principles for direct control services.

The purpose of this chapter is to outline the key requirements of the pricing principles as set out in the Rules and to demonstrate how the TSS complies with the pricing principles. In complying with the pricing principles, Energex must meet the Network Pricing Objective, which is that the tariffs a Distribution Network Service Provider (DNSP) charges in respect of its provision of direct control services to a customer should reflect the DNSP's efficient costs of providing those services.

2.1 Pricing principles and objectives – overview

Clause 6.18.1A(b) of the Rules requires that a TSS must comply with the pricing principles which are set out in clause 6.18.5 of the Rules. The pricing principles require that:

- The revenue to be recovered must lie between an upper bound (stand alone cost) and a lower bound (avoidable cost).
- Tariffs must be based on LRMC of providing the service.
- Tariffs must be designed to recover Energex's efficient costs of providing network services in a way that minimises distortions to the price signals.
- Energex must consider the impact on customers of changes in tariffs from the previous year and may vary from the pricing principles after reasonable period of transition to the extent necessary to mitigate the impact of changes.
- The structure of each tariff must be reasonably capable of being understood by customers having regard to the customer types, feedback resulting from the engagement with customers and compliance with all the other pricing principles.
- A tariff must comply with the Rules and all applicable regulatory instruments.

These are further discussed in the sections below.

2.2 Stand alone and avoidable costs

Clause 6.18.5(e) of the Rules requires that the revenue expected to be recovered from a tariff class must lie on or between:

- An upper bound representing the stand alone cost of serving the retail customers who belong to that class, and

- A lower bound representing the avoidable costs of not serving those retail customers.

The stand alone cost for a tariff class is the theoretical cost of building and operating a network designed solely for that tariff class. By requiring revenue from a tariff class to be below stand-alone costs and above avoidable costs, and by collecting no more than the total allowable revenue for the year, Energex ensures it recovers efficient costs for its services.

The section below describes how the price boundary requirement is met using Energex's revenue allocation methodology.

2.2.1 Applying the Distribution Cost of Service (DCOS) model

Energex's DCOS model that Energex uses to calculate tariffs generates DUoS tariffs based on the full distribution of the building block costs (plus adjustments) that form the total allowed revenue approved by the AER.

The DCOS model is also used to estimate the stand alone and avoidable costs for each tariff class. Table 2.1 shows which of the DCOS model cost categories and tariff charging parameters are used in the calculation of the upper and lower price boundaries.

Table 2.1 - DCOS model cost categories and tariff charging parameters used in price boundary calculations

DCOS model cost category		Pricing boundaries		Tariff charging parameter		
		Avoidable cost	Stand alone cost	Daily supply charge ($/period)	Usage charge[1] (c/kWh)	Capacity / demand charge ($/kVA/ month or $/kW/ month)
O&M[2]	Non-contributed connection assets	✓	✓	✓		
	Contributed connection assets	✓	✓	✓		
	Network assets		✓	✓[4]	✓	✓
Regulatory depreciation	Non-contributed connection assets	✓	✓	✓		
	Contributed connection assets[3]					
	Network assets		✓	✓[4]	✓	✓
Return on capital	Non-contributed connection assets	✓	✓	✓		
	Contributed connection assets[3]					
	Network assets		✓	✓[4]	✓	✓
Common services			✓		✓	
Non-System			✓	✓	✓	

Notes:

1. Usage charges can be structured as a flat rate or a ToU rate.
2. O&M represents the application of the AER Building Block 'Operating Expenditure'.
3. There is no regulatory depreciation or return on capital for contributed connection assets.
4. For SAC customers on usage tariffs the daily supply charge includes a small portion of shared network costs.

2.2.2 Lower bound test (avoidable cost)

The avoidable costs for a tariff class include the cost of non-contributed connections and the O&M costs for that connection. The daily supply charge for the customer includes these costs, making it the floor price.

Any use of the shared network will incur additional charges (in the form of the usage and/or capacity/demand charge parameters), taking the charge paid by any customer above the avoidable cost of supply (the economic cost floor).

2.2.3 Upper bound test (stand alone cost)

In the DCOS model, the infrastructure and O&M costs for upstream assets are shared across multiple customers and tariff classes. For this reason, the allocated cost of supply for each tariff class will be equal to or below the stand alone costs of supply.

In the case of smaller network customers connected at the lower distribution level of the network (11 kV and below), the allocated cost will be well below stand-alone costs as the costs for high voltage assets are shared with larger customers. For larger network customers connected at the sub-transmission level (33 kV and above), the allocated cost model includes a site-specific parameter for supply network costs.

The tariffs for CACs take into account the specific connection costs as well as an allocation of the upstream shared network costs.

ICC tariffs are determined by mapping the actual supply network and allocating the relevant proportion of costs to the customers on the basis of their use of that network. Therefore, as there is an allocation of costs and/or the full network costs are allocated in the case of a single user asset, the revenue recovered from tariffs must be equal to or below the stand alone cost of supply (economic cost ceiling).

2.2.4 Demonstration of compliance with the pricing principle

Table 2.2 below demonstrates that total revenue for 2017-18 from each tariff class falls between the stand alone and avoidable cost estimates.

Table 2.2 - Demonstration of compliance of stand alone and avoidable cost test for 2017-18

Tariff Class	Avoidable Cost ($)	2017-18 Revenue ($)	Stand Alone Costs ($)
ICC	$12,624,194	$38,714,906	$64,644,571
CAC	$13,911,464	$121,563,351	$213,082,599
SAC	$56,943,974	$1,284,761,223	$1,407,756,761
Note: Figures above are GST exclusive			

Table 2.3 below demonstrates that total revenue for 2018-19 from each tariff class falls between the stand alone and avoidable cost estimates.

Table 2.3 - Demonstration of compliance of stand alone and avoidable cost test for 2018-19

Tariff Class	Avoidable Cost ($)	2018-19 Revenue ($)	Stand Alone Costs ($)
ICC	$11,253,561	$36,373,049	$63,362,230
CAC	$13,443,493	$120,219,462	$213,203,297
SAC	$55,010,997	$1,232,454,073	$1,404,213,511
Note: Figures above are GST exclusive			

Table 2.4 below demonstrates that total revenue for 2019-20 from each tariff class falls between the stand alone and avoidable cost estimates.

Table 2.4 - Demonstration of compliance of stand alone and avoidable cost test for 2019-20

Tariff Class	Avoidable Cost ($)	2019-20 Revenue ($)	Stand Alone Costs ($)
ICC	$10,982,164	$34,648,453	$63,143,710
CAC	$13,119,239	$120,736,502	$214,715,454
SAC	$53,703,071	$1,200,635,657	$1,401,026,814
Note: Figures above are GST exclusive			

2.3 Long run marginal cost (LRMC)

Rule 6.18.5(f) requires Energex to base network tariffs on LRMC. The Rules define LRMC in Chapter 10 as "the cost of an incremental change in demand for direct control services provided by a Distribution Network Service Provider over a period of time in which all factors of production required to provide those direct control services can be varied."

2.3.1 Calculating LRMC

Energex has estimated the LRMC values at each major voltage level of its network (sub-transmission, high and low voltage) using the Average Incremental Cost (AIC) method, described in Equation 2-1 below. The AIC approach captures the average change in expenditure arising from increases in peak demand. The adoption of the AIC approach aligns with other electricity distributors in the National Electricity Market (NEM).

Equation 2-1 - LRMC: average incremental cost method

$$\text{LRMC (AIC)} = \frac{\text{PV(Capex)} + \text{PV(Opex)}}{\text{PV(Incremental Demand)}}$$

where:

'PV (Capex)' and *'PV (Opex)'* represent the Present Value (PV) costs associated with meeting future additional demand.

Energex uses its forecast augmentation program (including the 2015-20 program approved by the AER), and the associated forecast operating costs and forecast demand over the same period in calculating LRMC. The steps for calculating LRMC for each tariff are the same as the steps for calculating LRMC for each voltage level. To calculate LRMC for a nominated voltage level, only PV(Capex), PV(Opex), and associated incremental demand at or above the nominated voltage level are included in Equation 2-1.

This calculation method provides an estimate that allows irregular 'lumpy' capital expenditure to be smoothed over time, while providing an indication of the costs associated with the increased demand. Thus, LRMC indicates the level at which future increments of output must be priced to ensure total cost recovery given forecast demand.

Energex's indicative LRMC values for each voltage level per month for the 1 July 2017 to 30 June 2018 period are set out in Table 2.5 below.

Table 2.5 - LRMC values by voltage levels

Voltage level	LRMC demand ($/kVA/month)[1,2]
110kV/33kV	$5.032
11kV	$10.320
LV	$10.840

Note:
1. The figures are exclusive of GST
2. The figures are undiversified

The following process is used to calculate a price for the tariff charge parameter by which LRMC is signalled:

1) Calculate the average diversity for that tariff (average diversity) – refer to Table 6.1 of the Explanatory Notes for the diversity factor values for 2017-20.

2) Calculate the contribution of that tariff (in kVA) towards network peak demand (peak demand (kVA))

3) Calculate the revenue to be collected through the LRMC signal by multiplying LRMC by the average diversity by the peak demand (kVA)

4) Divide the revenue in the previous step by the forecast quantity of the tariff charge parameter.

It should be noted that the rates for 2018-19 and 2019-20 will be escalated by CPI.

2.4 Recovery of annual revenue requirement across tariffs

Clause 6.18.5(g) of the Rules requires that the revenue Energex is expected to recover from each tariff must:

- Reflect the total efficient costs of serving the retail customers that are assigned to that tariff.
- Permit the DNSP to recover the expected revenue for the relevant services in accordance with the applicable distribution determination.
- Minimise distortions to the price signals for efficient usage that would result from tariffs that comply with the pricing principles.

2.4.1 Methodology for the recovery of annual revenue requirement across tariffs

Energex is regulated under a revenue cap and therefore has no scope to recover more from tariffs than the total revenue allowed by the AER. To meet the requirement under clause 6.18.5(g)(2) of the Rules, Energex is required to demonstrate that it has recovered only the expected revenue in accordance with the distribution determination via the annual pricing proposal. Under a revenue cap control mechanism, tariffs are set at the start of each year based on forecast demand and usage. At the end of the year, Energex may under or over recover the allowed revenue due to differences in forecast and actual demand or usage.

As a result, Energex maintains an 'unders and overs' balance to record the allowed revenue shortfalls/over-recoveries prior to the financial balance being cleared through an annual network tariff adjustment. Energex will use the residual charging parameters to manage customer impacts and in doing so will meet its price stability pricing objective. Furthermore, the AER must assess the way in which Energex clears its 'unders and overs' balance as part of its assessment of Energex's annual pricing proposal.

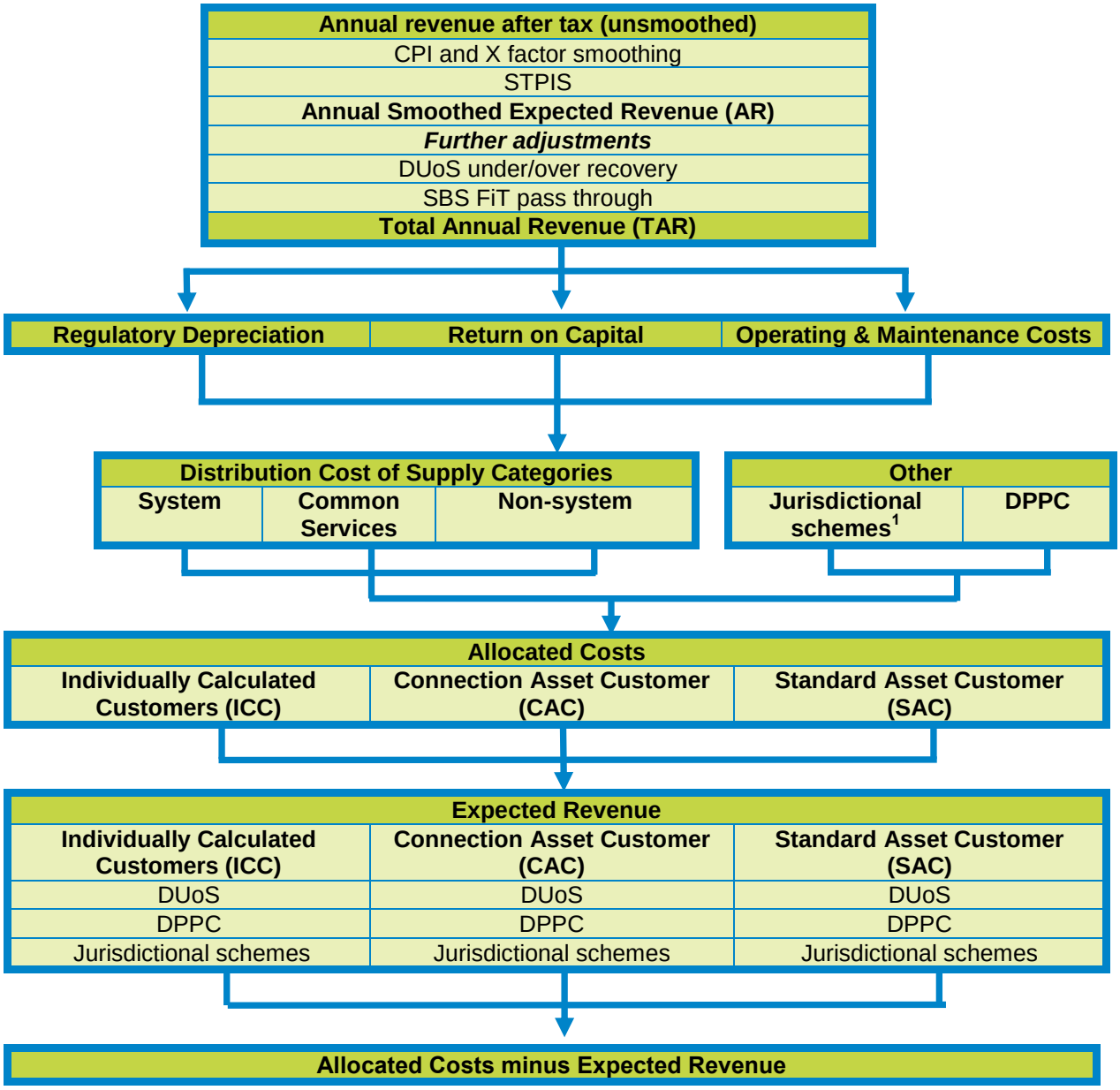
Energex also collects the annual revenue requirements of the transmission network, Powerlink, through its DPPC.

Energex allocates its allowed revenue to its tariff classes using Energex's DCOS model, which allocates network costs to the tariff classes in an economically efficient and cost reflective manner. Energex's revenue allocation process consists of three key steps:

- Step 1 - allocate the AER building blocks to Energex's DCOS model cost groups
- Step 2 - allocate network (system) costs to voltage level
- Step 3 - allocate costs to tariff classes and tariffs.

These steps are illustrated below in Figure 2-1.

Figure 2-1 - Revenue allocation flowchart



Note: 1. Jurisdictional Schemes include SBS Feed-in Tariff (FiT), and the AEMC Levy payments

2.4.2 Recover efficient costs in a way that minimises distortions to price signals

Rule 6.18.5(g)(3) requires that Energex recovers its efficient costs in a way that minimises distortions to price signals. For each tariff, Energex meets this requirement by identifying a tariff charge parameter that will be used to signal LRMC (refer to Table 2.6) and recovering residual revenues through other tariff charge parameters. For example, in tariff NTC7000 - Residential Demand, Energex signals LRMC through only the demand charge ($/kW/month), and does not recover any other revenues through the demand charge. Residual charges are recovered through fixed (supply) charges and volume (usage) charges.

However, it should be noted that, in this transitionary period, for legacy tariffs some residual revenues are recovered through the same tariff charge parameter that signals LRMC. Energex will transition the price of that tariff charge parameter over time to its LRMC based value. For example, in tariff NTC8300 – Small Demand, Energex signals LRMC through the demand charge ($/kVA/month) and will transition the demand charge to its LRMC based value over time.

Table 2.6 - Tariff Charge Parameters

Tariff class	Tariff(s)	Connection Asset Charge Parameters	Shared Network Charge Parameters		Common and Non-system Charge Parameters
			LRMC Charge Parameters	Residual Charge Parameters	
ICC	• NTC 1000	n/a[1]			
CAC	• NTC3000 EG 11 kV • NTC4000 11 kV Bus • NTC4500 11kV Line • NTC8000 HV Demand	Supply charge ($/day)	Demand charge ($/kVA/month)	Demand ($/kVA/month)[3], and Peak and Off-peak Usage charges (c/kWh)	Peak and Off-peak Usage charges (c/kWh)
	• NTC7400 Demand ToU 11kV	Supply NCCAV and CAV charges ($/day/$M-CAV and $/day/$M-NCCAV)	Peak Demand charge ($/kVA/month)	Excess Demand ($/kVA/month) and Usage charges (c/kWh)	Usage charge (c/kWh)
SAC	• NTC8100 Large Demand • NTC8300 Small Demand	Supply charge ($/day)	Demand charge ($/kVA/month)	Demand ($/kVA/month)[3], Usage (c/kWh) and Supply charges ($/day)	Usage charge (c/kWh)
	• NTC7200 LV Demand ToU	Supply charge ($/day)	Peak Demand charge ($/kVA/month)	Excess Demand ($/kVA/month) and Usage charges (c/kWh)	Usage charge (c/kWh)
	• NTC8400 Residential Flat • NTC8500 Business Flat	Supply charge ($/day)	Usage charge (c/kWh)	Usage (c/kWh) and Supply charges ($/day)	Usage charge (c/kWh)
	• NTC7000 Residential Demand • NTC7100 Business Demand	Supply charge ($/day)	Demand charge ($/kW/month)	Usage charge (c/kWh)	Usage charge (c/kWh)
	• NTC8800 Business ToU • NTC8900 Residential ToU	Supply charge ($/day)	Peak Usage charge (c/kWh)	Peak and Off-peak Usage (c/kWh) and Supply charges ($/day)	Peak and Off-peak Usage charges (c/kWh)
	• NTC9600 Unmetered	n/a	Usage (c/kWh)	Usage charge (c/kWh)	Usage charge (c/kWh)
	• NTC9000 Super Economy • NTC9100 Economy • NTC7300 Smart Control	n/a	n/a[2]	Usage charge (c/kWh)	Usage charge (c/kWh)

Notes:
1. ICC's are individually priced.
2. No LRMC (load is switched off during localised peak demand period).
3. Demand charges are used to collect residual revenue as a transitional arrangement only.

2.5 Impact on customers and transitional approach

Clause 6.18.5(h) of the Rules requires that Energex must consider the impact on customers of changes in tariffs and may vary tariffs to the extent the DNSP considers reasonably necessary, having regard to:

- The desirability for tariffs to comply with the pricing principles after a reasonable period of transition.
- The extent to which customers can choose the tariff to which they are assigned.
- The extent to which customers are able to mitigate the impact of changes in tariffs.

Energex understands that a move to new tariff structures and cost reflective prices will impact customers differently. Energex has consulted with customers and stakeholders to seek feedback on how quickly to transition to cost reflective tariffs.[2] As discussed in section 4.5 of the Explanatory Notes, Energex is of the view that an opt-in approach is the most appropriate for the 2017-20 period.

To allow time for customers and stakeholders to understand and adapt to the tariff reform journey, Energex introduced on 1 July 2016 a financial risk reduction mechanism (FRRM) which applies to eligible residential customers adopting a voluntary demand tariff. The FRRM allows residential customers to experience demand tariffs while limiting exposure to bill shock. It is a temporary mechanism designed to provide sufficient time for residential customers to understand their demand and gradually alter their consumption behaviour. The FRRM is not intended to completely remove the pricing signal Energex intends to send to customers with the introduction of a demand tariff.

The idea of a FRRM resulted from engagement with customers and retailers, where stakeholders discussed the risk of introducing demand tariffs that will not be adopted by customers due to the potential impact of bill shock.

The FRRM terms and conditions are provided in Appendix 2 of this revised TSS and further information can be found in section 6.3 of the Explanatory Notes.

2.6 Customer understanding

Clause 6.18.5(i) of the Rules requires that the structure of each tariff must be reasonably capable of being understood by customers.

To support this requirement, Energex has engaged significantly with its customers and stakeholders as outlined in the Engagement Report which accompanied the initial TSS proposal.[3] A summary of stakeholder feedback is also provided in the Explanatory Notes accompanying this revised TSS.

[2] Refer to Energex's Explanatory Notes to the Tariff Structure Statement, Appendix 2.
[3] https://www.aer.gov.au/system/files/Energex%20-%20Tariff%20Structure%20Statement%20-%20Overview%20Paper%20Customer%20Engagement%20-%20November%202015.pdf

Furthermore, as noted in section 3.1, in developing its network tariffs, Energex has ensured that they are clear and easily understood by customers.

Finally, recognising that many customers may find demand charging challenging at first, Energex is proposing to introduce demand based tariffs on an opt-in basis. Furthermore, during 2016, Energex intends to use the findings from the study of a sample of residential customers on cost reflective tariffs to better understand customer behaviour and better inform and test its customer education materials. Refer to section 7.7 of the Explanatory Notes for further details.

2.7 Jurisdictional requirements

Queensland currently has a Uniform Tariff Policy which means that small customers in regional Queensland pay an equivalent price for electricity as customers in South East Queensland. As a result of being the benchmark for the network component of the regulated retail prices for small customers in regional Queensland, Energex does not differentiate LRMC or prices on a locational basis, as doing so could cause confusion for customers.

In addition, engagement with small customers indicated no desire to pursue location specific pricing.

3 Standard Control Service: tariff classes and tariffs

RULE REQUIREMENT

Clause 6.18.1A(1) Tariff structure statement

(a) A tariff structure statement of a Distribution Network Service Provider must include the following elements:

(1) the tariff classes into which retail customers for direct control services will be divided during the relevant regulatory control period

This chapter explains the proposed tariff classes and tariff structures for SCS over the 2017-18 to 2019-20 period.

3.1 Energex's tariff classes

Under chapter 10 of the Rules, tariff classes are defined as 'a class of customers for one or more direct control services who are subject to a particular tariff or particular tariffs'. All customers who take supply from Energex for direct control services are a member of at least one tariff class.

Energex's tariff classes group retail customers on the basis of their usage, voltage level and nature of connection in accordance with clause 6.18.4 of the Rules. Further, in accordance with clause 6.18.3(d) of the Rules, Energex's tariff classes group retail customers together on an economically efficient basis as to avoid unnecessary transaction costs.

Table 3.1 - Tariff Classes for 2017-20

Tariff class	Eligible customers
Standard Asset Customers (SAC)	All customers connected at LV are classified as Standard Asset Customers (SACs). SAC tariffs are based on: • average charges for dedicated connection assets; plus • average charges for use of the shared distribution network, including common and non-system assets.
Connection Asset Customers (CAC)	Customers with a network coupling point at 11 kV who are not allocated to the ICC tariff class (e.g. generators with installed capacity greater than or equal to 30 kVA) are allocated to the CAC tariff class. CAC tariffs are based on: • the actual dedicated connection assets utilised by the customers; plus • average charges for use of the shared distribution network including common and non-system assets by the relevant tariff class.

Tariff class	Eligible customers
Individually Calculated Customers (ICC)	Customers are allocated to the ICC tariff class if they are coupled to the network at 110 kV or 33 kV. Customers with a network coupling point at 11 kV may also be allocated to the ICC tariff class if: • the customer's electricity consumption is greater than 40 GWh per year at a single connection; and/or • the customer's demand is greater than or equal to 10 MVA; and/or • the customer's circumstances mean that the average shared network charge becomes meaningless or distorted. ICC tariffs are based on: • the actual dedicated connection assets utilised by the customers; plus • the customer's specifically identified portion of the shared distribution network utilised for the electricity supply, including common and non-system assets.

3.2 Energex's tariffs

Each tariff class consists of a number of individual tariffs that are established on the same basis as the tariff classes. In grouping customers with similar usage and connection to the network, Energex ensures that there are not an excessive number of tariffs. In doing so, Energex minimises transaction costs that may be incurred as a result of customers switching between tariffs and managing the provision of an excessive number of tariffs. Furthermore, in developing its network tariffs, Energex has ensured that they are clear and easily understood by customers.

The tariffs for SCS for 2017-20 are described in Table 3.2.

Table 3.2 - SCS tariffs for 2017-20

Tariff class	Tariff description		
SAC	This tariff class typically applies to customers connected at LV. A SAC tariff may also apply when the customer's connection point has a meter installed that is capable (and programmed) to measure total electricity usage (kWh) only (applicable in limited circumstances). Tariffs are based on an average shared network price and average connection price. Capital contributions may apply to newly connecting SACs and are sought as prepayment for a revenue shortfall in the case of an uneconomic connection. Energex's connections policy is available on the Energex website. SAC tariffs are:		
	Primary tariffs:		
	Large Demand	NTC8100	This tariff is available to large customers with consumption greater than 100 MWh per year. Small customers may voluntarily access this tariff. Customers must have appropriate Type 1-4 metering to access this tariff.
	Small Demand	NTC8300	This tariff is the default tariff for low voltage customers with consumption greater than 100 MWh per year. Small customers with consumption less than 100 MWh per year may voluntarily access this tariff. Customers must have appropriate Type 1-4 metering to access this tariff.
	LV Demand ToU	NTC7200	This tariff is available to large customers with consumption greater than 100 MWh per year. Small customers may voluntarily access this tariff. Customers must have appropriate Type 1-4 metering to access this tariff. This tariff will not be offered until 1 July 2018. This tariff's demand charging window is outlined in Table 4.8 below.
	Business Flat	NTC8500	This tariff is the default tariff for business customers with consumption less than 100 MWh per year.
	Business ToU	NTC8800	This tariff is available to business customers with consumption less than 100 MWh per year. Customers must have ToU-capable metering installed to access this tariff.
	Business Demand	NTC7100	This tariff is available to business customers classified as small and cannot be used in conjunction with Business flat (NTC8500). Customers must have appropriate Type 1-4 metering to access this tariff. This tariff will not be offered until 1 July 2017. This tariff's demand charging window is outlined in Table 4.8 below.
	Residential Flat	NTC8400	This tariff is the default tariff for residential customers regardless of their size and cannot be used in conjunction with Residential ToU (NTC8900).
	Residential ToU	NTC8900	This tariff is available to residential customers regardless of their size and cannot be used in conjunction with Residential flat (NTC8400). Customers must have a ToU-capable meter to access this tariff.
	Residential Demand	NTC7000	This tariff is available to residential customers regardless of their size and cannot be used in conjunction with Residential flat (NTC8400). Customers must have appropriate Type 1-4 metering to access this tariff. This tariff's demand charging window is outlined in Table 4.8 below.

Tariff class	Tariff description		
	Secondary tariffs:		
	Super Economy	NTC9000	Specified connected appliances are controlled by network equipment so supply will be permanently available for a minimum period of 8 hours per day during time periods set at the absolute discretion of Energex. This tariff cannot be used in conjunction with NTC7000. Full terms and conditions are provided in Energex's Annual Pricing Proposal.
	Economy	NTC9100	Specified connected appliances are controlled by network equipment so supply will be available for a minimum period of 18 hours per day during time periods set at the absolute discretion of Energex. This tariff cannot be used in conjunction with NTC7000. Full terms and conditions are provided in Energex's Annual Pricing Proposal.
	Smart Control	NTC7300	Specified connected appliances are controlled by network equipment so supply will be permanently available for a minimum period of 8 hours per day at the absolute discretion of Energex. This tariff can only be accessed by residential customers with primary tariffs NTC7000 – Residential Demand, NTC7100 – Business Demand, NTC7200 – LV Demand ToU, NTC8100 – Large Demand and NTC8300 – Small Demand Residential customers must have appropriate Type 1-4 metering to access this tariff. Full terms and conditions are provided in Energex's Annual Pricing Proposal.
	Other		
	Unmetered	NTC9600	This tariff is applicable to unmetered supplies. This includes facilities such as street lighting, public telephones, traffic signals, and public barbecues and watchman lights. Energex only provides connection to the network for these services. The unmetered supply tariff therefore seeks to only recover a contribution towards the shared network (use of system charge). For the provision of street lighting services, additional levies may be incurred; these will be recovered as an ACS.
	Solar FiT	NTC9900	This tariff is part of the SBS, and is available to eligible customers participating in the Scheme. The Queensland Government sets the FiT rate (cents per kWh – c/kWh) to be paid for the excess electricity generated and fed back into the electricity grid: A 44 c/kWh FiT rate is available to existing customers until 2028 where they continue to meet eligibility requirements.
CAC	This tariff class typically applies to customers with a network coupling point at 11 kV who are not allocated to the ICC tariff class. Where there is a network on private property and there are site-specific Energex costs associated with operating, maintaining and accessing the network, these costs should be applied directly to the users of those assets when it is economically efficient to do so. From 1 July 2015, large customer connections have been redefined to lower the threshold for embedded generators from 1 MVA to 30kVA. In accordance with the Rules, all generators will receive a charge for connection services regardless of whether they are a net importer or exporter of electricity. However, DUoS charges will not be incurred for the export of electricity generated by the user into the distribution network. Generators who are net importers of electricity will receive appropriate network charges. Customers are allocated to only one of the below tariffs based on the nature of their connection to the network. Tariffs for CACs include a mix of site-specific charging parameters (daily supply charge) and general tariff class charging parameters (demand and usage charges). The daily supply charges for CACs are site-specific and will be provided directly to the customer and/or the customer's retailer. The DUoS demand price applies to the actual maximum demand (kVA) recorded each month.		

Tariff class	Tariff description		
	Tariffs NTC3000 and NTC8000 are no longer offered to new customers.		
	EG 11kV	NTC3000	Previously, this tariff was allocated to customers who were predominantly generation customers with a generation capacity greater than 30 kVA. New customers with these characteristics are allocated to either NTC7400 – Demand ToU 11 kV if they share an 11 kV feeder with other customers or to NTC4000 – 11 kV Bus if they have an 11 kV bus configuration.
	11kV Bus	NTC4000	Customers with a network coupling point at an 11 kV zone substation bus via a dedicated 11 kV feeder that is not shared with any customer.
	11kV Line	NTC4500	Customers with a network coupling point at an 11 kV feeder shared with other customers.
	Demand ToU 11kV	NTC7400	Default ToU demand tariff for new customers with a network coupling point at 11 kV feeder shared with other customers. This tariff is optional for existing 11kV line customers. This tariff's demand charging window is outlined in Table 4.8 below.
	HV Demand	NTC8000	Previously, this tariff was allocated to 11kV customers with energy less than 4 GWh per year and demand less than 1 MVA. New customers with these characteristics are allocated to either NTC7400 – Demand ToU 11 kV if they share an 11 kV feeder with other customers or to NTC4000 – 11 kV Bus if they have an 11 kV bus configuration.
ICC	This tariff class typically applies to customers with a network coupling point at 110 kV or 33 kV, or with a network coupling point at 11 kV with: • electricity consumption greater than 40 GWh per year at a single connection point, and/or • demand greater than or equal to 10 MVA at a single connection point, or • customer circumstances which mean that the allocation of average shared network charge becomes meaningless or distorted. Where there is a network on private property and there are site-specific Energex costs associated with operating, maintaining and accessing the network, these costs should be applied directly to the users of those assets when it is economically efficient to do so. The tariff class also applies to 110 kV and 33 kV connected generators with an installed capacity greater than 30 kVA. Tariffs for connection and access services for generators with a network coupling point at 33 kV or 110 kV will be developed on a similar basis to site-specific customers. This is due to the nature of connections, which are typically non-standard and may require additional embedded generator protection system upgrades. In accordance with the Rules, all generators will receive a charge for connection services regardless of whether they are a net importer or exporter of electricity. However, DUoS charges will not be incurred for the export of electricity generated by the user into the distribution network. Generators who are net importers of electricity will receive appropriate network charges. The tariffs for ICCs are calculated on a site-specific basis and are confidential – they are provided directly to the customer and/or the customer's retailer. • Designated pricing proposal charges (DPPC), previously known as TUoS charge, applies to the electricity delivered to the nominated transmission connection point. For ICCs, the metered quantity at the customer's site will be adjusted by the given distribution loss factor to calculate the total DPPC.		

Tariff class	Tariff description		
	• The nominated capacity is either the contracted demand or the maximum demand. The DUoS demand charge applies to the actual maximum demand (kVA) recorded each month.		
	ICC	NTC1000	Customers in the ICC tariff class are assigned to this tariff

4 Standard Control Services: Tariff structures

RULE REQUIREMENT

Clause 6.18.1A(1) Tariff structure statement

(a) A tariff structure statement of a Distribution Network Service Provider must include the following elements:

(3) the structures for each proposed tariff

(4) the charging parameters for each proposed tariff

The term 'tariff structure' is the combination of the charging parameters within a specific tariff. Charging parameters are structured to provide signals to customers about the efficient use of the network and their impact on future network capacity and costs.

The proposed tariff structures and their constituent charging parameters have been developed to achieve the pricing principles in the Rules as discussed in Chapter 2.

4.1 Tariff structures of Energex's primary tariffs

Energex's tariffs, tariff structures and implementation approach for residential customers are outlined in Table 4.1 below.

Table 4.1 - Tariff structures for residential tariffs

Tariff	Tariff structure	Charging parameter	Implementation
Residential Flat (NTC8400)	Supply charge	Unit: $/day Quantity: days in billing period	Default tariff
	Usage charge	Unit: c/kWh Quantity: kWh in billing period	
Residential ToU (NTC8900)	Supply charge	Unit: $/day Quantity: days in billing period	Optional tariff
	Usage charge	Unit: c/kWh Quantity: kWh in billing period Peak, shoulder and off-peak timeframes defined in Table 4.7	
Residential Demand (NTC7000)	Supply charge	Unit: $/day	Optional tariff

Tariff	Tariff structure	Charging parameter	Implementation
		Quantity: days in billing period	
	Usage charge	Unit: c/kWh Quantity: kWh in billing period	
	Demand charge	Unit: $/kW/month Quantity: Maximum kilowatt demand measured as a single peak over a 30 minute period during peak charging window defined in Table 4.8.[1] For the first 12 months on this tariff, eligible customers' chargeable demand will be capped. Terms and conditions are provided in Appendix 2.	

Note:
1. The average power used during the 30 minute period is used to calculate demand

Energex's tariffs, tariff structures and implementation approach for small business customers with consumption less than 100 MWh per year are outlined in Table 4.2 below.

Table 4.2 - Tariff structures and tariffs for small LV business customers

Tariff	Tariff structure	Charging parameter	Implementation
Business flat (NTC8500)	Supply charge	Unit: $/day Quantity: days in billing period	Default tariff
	Usage charge	Unit: c/kWh Quantity: kWh in billing period	
Business ToU (NTC8800)	Supply charge	Unit: $/day Quantity: days in billing period	Optional tariff
	Usage charge	Unit: c/kWh Quantity: kWh in billing period Peak and off-peak timeframes defined in Table 4.7.	
Business Demand (NTC7100)[1]	Supply charge	Unit: $/day Quantity: days in billing period	Optional tariff offered from 1 July 2017
	Usage charge	Unit: c/kWh Quantity: kWh in billing period	

Tariff	Tariff structure	Charging parameter	Implementation
	Demand charge	Unit: $/kW/month Quantity: Maximum kilowatt demand measured as a single peak over a 30 minute period during peak charging window defined in Table 4.8.	

Note:
1. Proposed new tariff
2. The average power used during the 30 minute period is used to calculate demand

Energex's tariffs, tariff structures and implementation approach for LV customers with consumption greater than 100 MWh per year (SAC Large) are outlined in Table 4.3 below.

Table 4.3 - Tariff structures and tariffs for LV business customers with consumption greater than 100 MWh/year

Tariff	Tariff structure	Charging parameter	Implementation
Large Demand (NTC8100) Small Demand (NTC8300)	Supply charge	Unit: $/day Quantity: days in billing period	NTC8100:Optional tariff NTC8300: Default tariff
	Usage charge	Unit: c/kWh Quantity: kWh in billing period	
	Demand charge	Unit: $/kVA/month Quantity: Maximum kVA demand measured over a 30 minute period during the billing period.[2]	
LV Demand ToU (NTC7200)[1]	Supply charge	Unit: $/day Quantity: days in billing period	Optional tariff offered from 1 July 2018
	Usage charge	Unit: c/kWh Quantity: kWh in billing period	
	Demand charge	Unit: $/kVA/month Quantity: Maximum kVA demand measured as a single peak over a 30 minute period during peak charging window defined in Table 4.8.[2]	
	Excess demand charge	Unit: $/kVA/month Quantity: the maximum of	

Tariff	Tariff structure	Charging parameter	Implementation
		• Zero, • Maximum kilowatt demand measured as a single peak over a 30 minute period outside peak demand window defined in Table 4.8, minus the peak demand quantity as described above.[2]	

Note:
1. Proposed new tariff
2. The average power used during the 30 minute period is used to calculate demand

Energex's tariffs, tariff structures and implementation approach for customers connected at 11 kV (CAC) are outlined in Table 4.4 below.

Table 4.4 - Tariff structures and tariffs for customers connected at 11kV

Tariff	Tariff structure	Charging parameter	Implementation
11kV Bus (NTC4000) 11kV Line (NTC4500) HV Demand (NTC8000) EG – 11kV (NTC3000)	Supply charge	Unit: $/day (these charges vary for each customer)	NTC4000: Default for customers with an 11kV bus configuration. NTC4500: Grandfathered on 1 July 2017. NTC8000: Grandfathered on 1 July 2015. NTC3000: Grandfathered on 1 July 2015.
	Usage charge	Unit: c/kWh Quantity: Peak and off-peak timeframes defined in Table 4.7.	
	Demand charge	Unit: $/kVA/month Quantity: Maximum kVA demand measured over a 30 minute period during the billing period.[2]	
Demand ToU 11kV (NTC7400)[1]	Supply charge	Capital rate x non-contributed connection asset value ($/day/$M-NCCAV) Operating and maintenance allowance rate x connection asset value ($/day/$M-CAV)	Tariff offered from 1 July 2017 on a voluntary basis for all existing customers. This tariff will become the default tariff from 1 July 2017 for new customers that share an 11kV feeder with other customers.
	Usage charge	Unit: c/kWh Quantity: kWh in billing period	
	Peak Demand charge	Unit: $/kVA/month Quantity: Maximum kilowatt demand measured as a single	

Tariff	Tariff structure	Charging parameter	Implementation
		peak over a 30 minute period during charging window defined in Table 4.8.	
	Excess demand charge	Unit: $/kVA/month Quantity: the maximum of • Zero, • Maximum kilowatt demand measured as a single peak over a 30 minute period outside the peak charging windows define in Table 4.8, minus the peak demand quantity as described above.[2] Workdays are weekdays but exclude government specified public holidays.	

Note:
1. Proposed new tariff
2. The average power used during the 30 minute period is used to calculate demand

Energex's tariff structure and implementation approach for customers connected at 33kV and 110kV (ICC) are summarised in Table 4.5 below.

Table 4.5 - Tariff strategy and tariffs for customers connected at 33kV and above

Tariff	Tariff structure	Charging parameter	Implementation
ICC (NTC1000)	Supply charge	Unit: $/day (these charges vary for each customer)	Default tariff
	ToU Usage charge	Unit: c/kWh Peak and off-peak timeframes defined in Table 4.7	
	Demand charge	Unit: $/kVA/month Quantity: Maximum kVA demand measured over a 30 minute period during the billing period.[1]	
	Capacity charge	Unit: $/kVA/month	

Note:
1. The average power used during the 30 minute period is used to calculate demand.

4.2 Tariff structures of Energex's secondary tariffs

Load control tariffs are secondary tariffs for residential customers which can only be used in conjunction with a primary tariff in the SAC tariff class.

Energex is of the view that load control is an important tool in network management and provides benefits to all customers in the form of improved utilisation of network assets. As a result, and in alignment with customers' expectations, Energex's strategy is to offer relevant load control services to customers that complement its existing and proposed demand tariffs.

Energex's tariffs, tariff structures and implementation for load control tariffs is outlined in Table 4.6 below.

Table 4.6 - Tariff strategy for load control tariffs

Tariff	Tariff structure	Charging parameter	Implementation
Super Economy (NTC9000)[1] Economy[1] (NTC9100)	Usage charge	Unit: c/kWh Quantity: kWh in billing period	Optional secondary tariff
Smart Control[2] (NTC7300)	Usage charge	Unit: c/kWh Quantity: kWh in billing period	Optional secondary tariff in conjunction with residential demand tariffs.

Notes:
1 This tariff cannot be used in conjunction with NTC7000
2 Proposed new tariff

4.3 Time of Use charging timeframes

Time of Use (ToU) tariffs offer lower charges during off-peak and shoulder periods and higher charges during peak periods.

The charging timeframes for ToU usage tariffs are included in Table 4.7.

Table 4.7 - ToU usage charging timeframes

Tariff	Network Tariff Code	Charging timeframes	Weekdays[1]	Weekends
Residential ToU	NTC8900	Off-Peak	10pm – 7am	10pm – 7am
		Shoulder	7am – 4pm, 8pm – 10pm	7am – 10pm
		Peak	4pm – 8pm	No peak

Tariff	Network Tariff Code	Charging timeframes	Weekdays[1]	Weekends
Business ToU	NTC8800	Off-Peak	9pm – 7am	Anytime
		Peak	7am – 9pm	No peak
ICC, CAC	NTC1000 NTC4000 NTC4500 NTC8000 NTC3000	Off-Peak	11pm – 7am	Anytime
		Peak	7am – 11pm	No peak

Note:
1. Include government specified public holidays

The charging timeframes for ToU demand tariffs are included in Table 4.8.

Table 4.8 - ToU demand charging windows

Tariff	Network Tariff Code	Charging timeframes	Workdays[1]	Weekends
Residential ToU	NTC7000	Off-Peak	8pm – 4pm	Anytime
		Peak	4pm – 8pm	No peak
Business ToU	NTC7100 NTC7200 NTC7400	Off-Peak	9pm – 9am	Anytime
		Peak	9am – 9pm	No peak

Note:
1. Workdays are weekdays but exclude government specified public holidays

5 Assignment and re-assignment of customers to SCS tariff class and tariffs

RULE REQUIREMENT

Clause 6.18.1A(1) Tariff structure statement

(a) A tariff structure statement of a Distribution Network Service Provider must include the following elements:

(2) the policies and procedures the Distribution Network Service Provider will apply for assigning retail customers to tariffs or reassigning retail customers from one tariff to another (including an applicable restrictions)

Clause 6.18.4 Principles governing assignment or reassignment of retail customers to tariff classes and assessment and review of basis of charging

(a) In formulating provisions of a distribution determination governing the assignment of retail customers to tariff classes or the reassignment of retail customers from one tariff class to another, the AER must have regard to the following principles:

(1) retail customers should be assigned to tariff classes on the basis of one or more of the following factors:

(i) the nature and extent of their usage;

(ii) the nature of their connection to the network;

(iii) whether remotely-read interval metering or other similar metering technology has been installed at the retail customer's premises as a result of a regulatory obligation or requirement;

(2) retail customers with a similar connection and usage profile should be treated on an equal basis;

(3) however, retail customers with micro-generation facilities should be treated no less favourably than retail customers without such facilities but with a similar load profile;

(4) a Distribution Network Service Provider's decision to assign a customer to a particular tariff class, or to re-assign a customer from one tariff class to another should be subject to an effective system of assessment and review.

(b) If the charging parameters for a particular tariff result in a basis of charge that varies according to the usage or load profile of the customer, a distribution determination must contain provisions for an effective system of assessment and review of the basis on which a customer is charged.

FINAL DECISION REQUIREMENT

Energex must demonstrate compliance with the procedures stipulated by the AER in Appendix D of Attachment 14 which relates to the assigning of retail customers to tariff classes or reassigning of retail customers from one tariff class to another.

The principles and provisions governing the assignment and re-assignment of customers to or between tariff classes and tariffs are outlined in clause 6.18.4 of the Rules and the AER's Final Decision on Energex's 2015-20 Determination (Final Decision).[4]

The Final Decision introduced amendments to a number of principles initially outlined in the Preliminary Decision.[5] These amendments include:

[4] Australian Energy Regulator, Final Decision Energex Determination 2015-16 to 2019-20, October 2015.

- Notifications – Energex should notify the customer's retailer (rather than the customer) when a tariff class and tariff assignment and reassignment is proposed.
- Dispute resolution – Energy and Water Ombudsman Queensland is the entity to resolve tariff assignment and reassignment dispute resolution for small customers.
- Tariff adjustments – Adjustments to a customer's tariff should occur at the next network bill if an objection to a tariff assignment or reassignment is upheld.

The process guiding Energex in assigning and re-assigning customers to tariff classes and tariffs is summarised in this Chapter 5 and Appendix 3.

5.1 Tariff class and tariff assignment process

To comply with the Rules and provisions outlined in the Final Decision, Energex's process for tariff class and tariff assignment, as detailed in Table 5.1, ensures no direct control services customer can take supply without being a member of at least one tariff class.

Where a new customer connection request is received and no tariff is nominated, using the tariff assignment process (as shown in Table 5.1), the customer will be allocated first to a tariff class and then to the most appropriate default tariff. In these instances, Energex will take into account the following connection characteristics:

- The nature and extent of the customer's usage.
- The nature of the customer's connection to the network (i.e. significant amount and/or capacity of connection assets).
- Whether remotely-read interval or other similar metering technology has been installed at the customer's premises as a result of a regulatory obligation or requirement.

In addition to the above, the following procedures apply:

- Customers with similar connection and usage profiles are treated equally.
- Allocation of a customer with micro-generation facilities to a tariff will be made on the same basis as other connections in so far as they have similar usage profile. Energex's policy is detailed in Section 5.2.
- Where a new tariff is applied to a customer, Energex's standard practice is to apply the tariff from the next billing period.
- New connections with no previous load history will be assigned to the appropriate default tariff based on their network agreement specifications, expected energy usage, supply voltage and meter type.

[5] Australian Energy Regulator, Preliminary Decision Energex Determination 2015-16 to 2019-20, April 2015.

- Instead of the default tariff, a customer will be assigned to a specific tariff for which they are eligible if requested by their electricity retailer or electrical contractor.

- In accordance with clauses 6.18.4(a)(4) and 6.18.4(b), assignment of customers to tariff classes and tariffs is reviewed periodically to assess if the tariff assignment is still applicable, given potential changes in usage. A change in connection voltage means that the connection is treated as if it is a new connection and the process in Table 5.1 will be followed to assign the customer to a suitable tariff class. Customers who have chosen to participate in a tariff trial will not be subject to this review process.

The process for assigning a customer to a tariff class (and applicable network tariff codes) for SCS is outlined in Table 5.1 below. As depicted, within each tariff class, there are a number of tariffs available. Typically, each tariff class has a default tariff that is applied to customers unless a specific tariff is requested by their electricity retailer or electrical contractor.

Table 5.1 - Assignment and re-assignment process of customers to SCS tariff classes in 2017-20

Voltage	LV												11 kV		110 kV or 33 kV
Tariff Class (SAC, CAC or ICC)	SAC												CAC[2]		ICC[2]
Classification (Small or Large)	Small (consumption < 100 MWh/year)									Large (consumption > 100 MWh/year)			Large		Large
Customer type (Residential, Bus or Line)	Residential				Non-residential					Residential		Non-residential	Bus	Line	N/A
Metering (Type 4, Type 6, Unmetered)	Type 1-4		Type 6		Type 1-4		Type 6		Unmetered	Type 1-4			Type 1-4		Type 1-4
Tariff type (Primary or Secondary)	Primary	Secondary (optional)	Primary	Secondary (optional)	Primary	Secondary (optional)	Primary	Secondary (optional)	Primary	Primary	Secondary (optional)	Primary	Primary	Primary	Primary
Permitted tariffs	At most one from the following list: NTC7000, NTC7100, NTC7200 (from 1 July 2018) NTC8100, NTC8300, NTC8400 or NTC8900	May access one or more of the following: NTC7300[1], NTC9000[3], NTC9100[3] or NTC9900	Must access at least one of the following: NTC8400 or NTC8900. May access one or more from the following list: NTC8500, NTC8800	May access one or more of the following: NTC9000, NTC9100 or NTC9900	At most one from the following list: NTC7100, NTC8300, NTC8500 or NTC8800	May access one or more of the following: NTC9900	Must access at least one of the following: NTC8500 or NTC8800	May access one or more of the following: NTC9000, NTC9100 or NTC9900	Must access NTC9600	At most one from the following list: NTC7000, NTC7100, NTC7200 (from 1 July 2018), NTC8100, NTC8300, NTC8400, NTC8500, NTC8800 or NTC8900	May access one or more of the following: NTC7300[1], NTC9000[3], NTC9100[3] or NTC9900	At most one from the following list: NTC7200, NTC8100 or NTC8300	Must access: NTC4000	Must access: NTC4500 or NTC7400	Must access NTC1000 (default)
Default Tariff	NTC8400	N/A	NTC8400	N/A	NTC8500	N/A	NTC8500	N/A	NTC9600	NTC8400	N/A	NTC8300	NTC4000	NTC4500 (existing 11kV line), or NTC7400 (new 11kV line)	NTC1000

Notes:
1. NTC7300 is only available for residential customers with primary tariffs NTC7000, NTC8100 or NTC8300. NTC7300 is not available for residential customers with primary tariffs NTC8400, NTC8500, NTC8800 or NTC8900. These conditions may be waived for trial purposes.
2. 11kV customers whose connection and usage characteristics mean that average shared network charges are inappropriate, or who consume more than 40 GWh per annum, or with an annual maximum demand greater than 10 MW, are allocated to the ICC tariff class.
3. This tariff cannot be used in conjunction with NTC7000.

5.2 Customers with micro-generation facilities

In accordance with clause 6.18.4(a)(3) of the Rules, it is Energex's policy to treat customers with micro-generation facilities no less favourably than customers without these facilities but with a similar consumption profile. Allocation of a micro-generation customer to a tariff class will be made on the same basis as other customers; this being the extent and nature of usage and the nature of the connection to the network. The network tariff will include fixed and variable components, and if the customer's demand is met entirely by the micro-generator, then the levied charge will only be the fixed connection component.

Energex's compliance with clause 6.18.4(a)(3) of the Rules is demonstrated by the fact that customers participating in the Solar Bonus Scheme (SBS) are treated no less favourably than other customers as the billed consumption of these customers will be unaffected by their participation in the SBS. The tariff class assignment is also unaffected by participation in the SBS.

5.3 Tariff class and tariff re-assignment process

Energex may periodically review the assignment of customers to tariff classes and tariffs to ensure customers are assigned to the correct tariff. For large customers connected at the 11kV network and above, demand and volume characteristics are reviewed annually, while connection assets and network configurations are reviewed periodically or on request.

The decision-making process for tariff class and tariff re-assignment is similar to that used for the assignment of customers to tariff classes and tariffs, and the connection characteristics outlined in Section 5.1. Consistent with clause 6.18.4 of the Rules, Energex ensures customers with similar characteristics are treated equitably by specifically taking into account the nature and extent of their usage, and the nature of their connection to the network.

For customers with demand levels that fluctuate frequently, Energex may apply a reasonable tolerance limit on tariff thresholds to mitigate frequent tariff re-assignment, and subsequently limit customer impact.

Energex's detailed procedures for the re-assignment of tariff classes and tariffs for SAC customers have been included in Appendix 3.

For customer requested tariff re-assignments, customers are only allowed one free of charge tariff change per 12 month period to limit transaction costs and ensure pricing signals are not distorted by constant changes.

5.4 Customer notification process for tariff class and tariff assignment and re-assignment

The Final Decision requires Energex to notify the customer's electricity retailer of the tariff class to which the customer has been assigned or re-assigned. It can be noted, however,

that Energex may elect to continue the practice of notifying both the customer's retailer and the customer. The process for notifying a customer's retailer of a tariff class and/or tariff change is outlined in Table 5.2.

Table 5.2 - Customer notification process for tariff class changes

Input to tariff class assignment process	Notification process
Energex-driven re-assignment based on a change in usage or connection	Based on NMI classification, Energex identifies customers who are assigned to an incorrect tariff class and/or tariff code. The correct tariff class and/or tariff code is determined based on the process outlined in Table 5.1 and Appendix 3. The customer's retailer is notified in writing of the intended tariff class and/or tariff code re-assignment, and the customer is given the opportunity to object to the proposed re-assignment and request a review[1] of the decision be undertaken prior to the change being initiated.
Retailer or customer-driven re-assignment (through Energex Form 1634 - QESI)	Energex receives a completed Form 1634 – QESI from the customer or customer's retailer for tariff re-assignment. A customer is able to submit the QESI request to Energex; however Energex will seek the endorsement from the customer's retailer prior to proceeding with the tariff change. If the request is approved, the customer's retailer is notified in writing of the tariff re-assignment and subsequent tariff class re-assignment. If the request is not approved, the customer's retailer is notified in writing that the tariff re-assignment and subsequent tariff class re-assignment have not been approved. The customer is given the opportunity to object to the decision and request that a review[1] be undertaken.
New connection	Energex receives notification of a new customer connection. For CAC and ICC customers: • The correct tariff class and tariff code are determined by undertaking a network and connection investigation and following the process outlined in Section 5.1 and in Table 5.1. • The customer's retailer and customer are notified of the tariff classification as part of the Connection Agreement, and are given the opportunity to object to the classification and request a review[1] of the decision. For SAC customers: • Where a tariff code is nominated on the connection request thus informing tariff class assignment, Energex will confirm if this is appropriate. • If a tariff code is not nominated on the connection request, the correct tariff class and tariff code are determined based on the process outlined in Section 5.1 and Table 5.1. The customer will thereafter be assigned to the default tariff. • Notification to the retailer will occur electronically by way of a Change Request notice through Market Settlement and Transfer Solution (MSATS) and the customer is given an opportunity to request a review[1] of the decision.
Tariff re-assignment	Energex notifies the affected customer and/or customer's retailer to

Input to tariff class assignment process	Notification process
	inform them about: • The customer's current network tariff class and tariff and what these are changed to. • The reasons for the change. • How the customer can dispute the decision. • The date the change will take effect.
Notes: 1. The process for tariff class and tariff code assignment or re-assignment objection review is outlined in Section 5.5.	

5.5 Tariff class and tariff assignment objections review process

The notification of a tariff class or tariff code assignment or re-assignment will include advice that the customer may request further information from Energex and that they may object to the proposed assignment or re-assignment and request that Energex undertake a review.

This notification will include:

- Advice that if a customer is not satisfied with their tariff class or tariff code assignment or re-assignment they may request a review of the tariff allocation made by Energex.
- A copy of Energex's internal assignment/re-assignment review procedures or the link to where such information is available on the Energex website.
- Advice that if the customer is not satisfied with the review and their objection has not been addressed adequately by Energex's internal review procedures, the next steps include:
  - for small customers – to the extent that resolution of the dispute is within the jurisdiction of the Energy and Water Ombudsman Queensland, the customer is entitled to escalate the matter to such a body.
  - for large customers – the customer is entitled to escalate the matter to the Department of Energy and Water Supply for resolution.
- Advice that if the dispute is still not resolved to the customer's satisfaction, the customer is entitled to seek resolution via the dispute resolution process available under Part 10 of the NEL and enforced by the AER.

If a customer objects to the proposed assignment or re-assignment and requests a review be undertaken, Energex will follow the process set out in Appendix 4. In reviewing a customer's request, Energex will take into account clauses 6.18.4(a)(1)–(3) of the Rules, and the tariff class and tariff assignment process detailed in Table 5.1. Energex will notify the customer and/or their electricity retailer in writing of its decision and the reasons for that decision.

In accordance with the AER's Final Decision, if a customer's objection to an assignment or re-assignment is upheld by an external dispute resolution body, the tariff adjustments deriving from this decision will be made by Energex as part of the next network bill.

6 Alternative control services

RULE REQUIREMENT

Clause 6.18.1A(1) Tariff structure statement

(a) A tariff structure statement of a Distribution Network Service Provider must include the following elements:

(3) the structures for each proposed tariff

(4) the charging parameters for each proposed tariff

In the Final Decision for the 2015-20 regulatory control period, the AER classified a range of distribution services provided by Energex as alternative control services (ACS).

These services can be attributed to a particular customer rather than shared across the entire Energex customer base and therefore Energex allocates the costs of providing these services to the particular customer who requested the service.

Energex is limited in its ability to recover the efficient cost of providing certain ACS due to the operation of Regulation 226 and Schedule 8 of the Electricity Regulation 2006 (Qld). Regulation 226 prevents Energex from applying the AER approved price for certain ACS and instead must apply the Schedule 8 maximum price.

6.1 Tariff classes

Energex's tariff classes for ACS are differentiated according to the AER's Final Decision and classification of services. The ACS tariff classes are defined in Table 6.1.

Table 6.1 - ACS tariff classes

Tariff class	Nature of service
Connection Services	Pre connection (other than general connection enquiry service) Connection (other than small customer connections) Post Connection (other than operating and maintaining connection assets) Accreditation/Certification
Ancillary Network Services	Services provided in relation to the retailer of last resort Other recoverable works
Metering Services	Type 6 Metering Services Auxiliary Metering Services
Public Lighting Services	Provision, construction and maintenance of public lighting Other public lighting Emerging public lighting

6.2 Pricing methodologies

Under clause 6.2.6 of the Rules, the prices and or pricing methodologies for ACS must be established by the AER in the relevant distribution determination. For the purpose of this TSS, the relevant determination is the Final Decision for the 2015-20 regulatory control period. Energex's price capped and quoted connection service prices and/or pricing methodologies were approved by the AER in the Final Decision.

Energex does not propose to make any changes to the price structures of ACS between 2017-18 and 2019-20.

6.2.1 Price capped services

Price capped services are determined via a cost build up approach, either at an individual service level or at a grouped (building block) level for a suite of services as is the case with the type 6 metering and the public lighting charges.

Price cap services relate to activities undertaken by Energex at the request of customers or their agents (e.g. retailers or contractors). The costs for these activities can be directly attributed to customers and service-specific prices can be charged.

Charging parameters

The prices for price capped services are determined using the AER's approved formula-based price cap control mechanisms:

$$p_i^t = p_i^{t-1}(1+\Delta CPI_t)(1-X_i^t)+A_i^t$$

Where:

p_i^t is the price of service i in year t

p_i^{t-1} is the cap on the price of service i in year t-1

ΔCPI_t is the annual percentage change in the Australian Bureau of Statistics (ABS) Consumer Price Index All Groups, Weighted Average of Eight Capital Cities from December in year t–2 to December in year t–1

X_t^i is the X-factor for service i in year t. Refer to Table 6.2 below.

A_t^i is an adjustment factor likely to include, but not limited to, adjustments for residual charges when customers choose to replace assets before the end of their economic life.

Table 6.2 – X Factors to be applied

X factors	2018-19	2019-20
Metering Service Charge – Non Capital	-2.0%	-2.0%
Metering Service Charge - Capital	-1.0%	-1.0%
Upfront Meter Charges	-0.46%	-0.55%
Public Lighting	-0.98%	-0.98%
Other price capped services	-0.76%	-0.91%

The prices included in the 2015–20 Final Decision do not represent a binding capped price. The actual prices for price capped services each year are subject to an annual escalation process.

6.2.2 Quoted services

Prices for quoted services are determined at the time the customer makes an enquiry and therefore reflect the individual nature and scope of the requested service which cannot be known in advance.

Charging parameters

The indicative prices for quoted services are determined using the AER's approved formula based price cap control mechanisms.

Price = Labour + Contractor Services + Materials + Capital Allowance

Where:

- labour (including on costs and overheads) - consists of all labour costs directly incurred in the provision of the service which may include, but is not limited to, labour on costs, fleet on costs and overheads. The labour cost for each service is dependent on the skill level and experience of the employee/s, time of day/week in which the service is undertaken, travel time, number of hours, number of site visits and crew size required to perform the service.

- contractor services (including overheads) - reflects all costs associated with the use of external labour in the provision of the service, including overheads and any direct costs incurred as part of performing the service. The contracted services charge applies the rates under existing contractual arrangements. Direct costs incurred as part of performing the service, for example permits for road closures or footpath access, are passed on to the customer.

- materials (including oncosts and overheads) - reflects the cost of materials directly incurred in the provision of the service, material storage and logistics on costs and overheads.

- capital allowance - represents a return on and return of capital for non-system assets (for example vehicles, IT and tools) used in the provision of the service.

6.3 Compliance with Pricing Principles

6.3.1 Long run marginal costs

Customers requesting ACS are exposed to the future efficient costs of the services they seek and have the ability to respond by modifying their request. As these services are priced on a price path basis, an LRMC based pricing approach is not adopted.

However, it can be noted that by virtue of being customer specific or customer driven services, ACS vary in accordance with the specific needs and requirements of customers who have the ability to respond to the efficient costs of these services.

6.3.2 Estimating avoidable and stand alone costs

The price build up for ACS has been designed to ensure prices will represent the efficient costs of providing and delivering the service, and signal the economic costs of service provision by being subsidy-free.

Prices are cost-reflective, representing costs derived through the same allocation method as that used to determine costs for SCS, in accordance with the AER's approved Cost Allocation Method (CAM). The prices for each tariff class within ACS will be between the bounds of avoidable and stand alone costs due to the economies of scale in providing each service.

The avoidable cost for a particular service is equivalent to the direct labour, contractor cost and materials cost. Overhead costs and capital allowance will be incurred regardless of whether the service is provided.

The stand alone cost is equal to the costs of serving each tariff class within ACS on a stand alone basis. For example, the stand alone cost would require the use of dedicated resources and assets. As these costs can be shared among tariff classes within SCS and ACS, the cost calculated for each individual service will be less than the stand alone cost.

6.3.3 Engagement

Energex has not specifically consulted on the provision and pricing of ACS given the ad hoc and customer requested nature of these services, and the fact that the AER undertook consultation as part of the distribution determination process.

6.4 Assignment and re-assignment of customers to ACS tariff classes and tariffs

Prior to the provision of an ACS, a customer will be assigned to the relevant tariff class based on the type of ACS required. Similar to tariff class membership requirement for SCS, described in Chapter 5, an ACS customer will not receive the service prior to being allocated to the appropriate tariff class. The process for assigning customers to the appropriate ACS tariff class is outlined in Table 6.3.

Table 6.3 - Assignment of customers to ACS tariff classes

ACS Tariff Class	Description	ACS Service	ACS Tariff
Connection services	Services performed in relation to: • A connection of premises to the electricity distribution network • Getting more electricity from the distribution network than is possible at the moment • Extending the network to reach a person's premises.	**Pre-connection**	Connection application services
			Pre-connection consultation services
		Connection	Large customer connections (design and construction)
			Commissioning and energisation of large customer connections
			Real estate development connections (design, construction, commissioning and energisation)
			Removal of network constraints for EGs
			Review, inspection and auditing of design and works carried out by an alternative service provider prior to energisation
			Temporary connection (short term supply)
		Post connection (Connection Management Services)	Supply abolishment
			Rearrangement (including upgrade from overhead to underground service)
			Overhead service line replacement
			Auditing services
			Protection and power quality assessment
			Customer requested works to allow contractor to work close
			Temporary disconnection and reconnection
			Supply enhancement
			Provision of connection services above minimum requirements
			Customer consultation or appointments
			Rectification of illegal connections or damage
			De-energisation
			Re-energisation
			Reading provided for an active site

ACS Tariff Class	Description	ACS Service	ACS Tariff
			Attending loss of supply (customer at fault)
		Accreditation	Accreditation of service providers that meet competency criteria
			Approval of third party design, works and materials
Ancillary network services	Non-routine services provided to individual customers on an 'as needs' basis. Ancillary network services involve work on, or in relation to, parts of the distribution network.	**Ancillary network services**	Services provided in relation to a retailer of last resort (ROLR) event
			Customer requested provision of electricity network data requiring customised investigation, analysis and technical input
			Bundling (conversion) of cables
			Provision of services to extend/augment the network
			Customer requested appointments
			Attendance at customer's premises to perform a statutory right where access is prevented
			Rearrangement of non-connection network assets
			Assessment of parallel generator applications
			Customer requested disconnection and reconnection of supply, coverage of LV mains and/or switching to allow customer / contractor to work close to non-connection network assets
Metering services	Provision, installation and maintenance of Type 6 metering as well as non-routine auxiliary metering services provided on an 'as needs' basis	**Type 6 metering**	Provision, installation, maintenance, reading and data services
		Auxiliary metering services	New and upgraded meter installation
			Off-cycle meter reads
			Customer requested meter accuracy testing
			Customer requested meter inspection and investigation
			Meter reconfiguration
			Meter alteration – meter integrity verification
			Meter removal where not covered by the metering service charge
			Meter data services (non-standard)
			Provision, testing and maintenance of instrument transformers for metering purposes

ACS Tariff Class	Description	ACS Service	ACS Tariff
Public lighting	Activities of provision, construction and maintenance of public lighting assets, including emerging public lighting technology.	**Provision, construction and maintenance of public lighting**	Non-contributed (Energex installed and maintained): • Major (high watt) • Minor (low watt). Contributed (Energex maintained): • Major (high watt) • Minor (low watt).
		Other public lighting	Construction of new street light services (contributed)
			Provision of glare shield, vandal guards, luminaire replacement with aero screens
			Application assessment, design review and audit
			Alteration, repair, relocation, rearrangement or removal of existing street light assets
			Residual asset fee
		Emerging public lighting	New public lighting technologies including trials
			Energy efficient retrofit

It can be noted that in the Final Decision the AER considered that it was not practical for Energex to provide written notification to a customer's retailer for each tariff class assignment or reassignment in relation to ACS. The AER was of the view that customers or customers' retailers essentially assign themselves to a tariff class when requesting the ACS they require.

If a customer makes an objection about the proposed assignment or re-assignment to an ACS tariff class, Energex will follow the procedures set out in Attachment 14 (Appendix D) of the AER's Final Decision and the process used for objection of SCS tariff class assignment as outlined in Section 5.5.

6.5 Indicative Price Schedule

Energex's proposed ACS charges for the 2017-2020 TSS period are set out in the indicative pricing schedule, included in Appendix 1.

Table A. 2 in Appendix 1 provides indicative prices for new metering connections. However, it is expected that, when the Metering Contestability Rule change is introduced, Energex will no longer be responsible for the installation of new meters. For the purposes of this TSS, Energex has included the metering services that are included in the Final Decision.

The AER's Final Decision approved a structure for metering charges which has a capital and non-capital component. This 'two-part tariff' allows for the transition to competition.

APPENDICES

Appendix 1 – Indicative Pricing Schedule

RULE REQUIREMENT

Clause 6.10.3(b1) Submission of revised proposal

(b1) A revised proposed tariff structure statement must […] be accompanied by a revised indicative pricing schedule.

The indicative SCS pricing schedule for each year of the 2017-20 period is included in Table A. 1.[6]

Table A. 1 – 2017-20 SCS tariff charges (NUOS)

Tariff class	Tariff	Year	Tariff charge parameter	Unit	DUOS	JURI	DPPC	NUOS
CAC	**NTC3000** EG 11kV	2017 - 18	Supply	$/Day	Site-specific prices are confidential			
			Demand	$/kVA/month	$10.043	$0.000	$1.326	**$11.369**
			Usage off-peak	c/kWh	0.099	0.358	0.140	**0.597**
			Usage peak	c/kWh	0.099	0.358	0.140	**0.597**
		2018 – 19	Supply	$/Day	Site-specific prices are confidential			
			Demand	$/kVA/month	$9.873	$0.000	$1.392	**$11.265**
			Usage off-peak	c/kWh	0.264	0.378	0.133	**0.775**
			Usage peak	c/kWh	0.264	0.378	0.133	**0.775**
		2019 -20	Supply	$/Day	Site-specific prices are confidential			
			Demand	$/kVA/month	$9.706	$0.000	$1.462	**$11.168**

[6] It should be noted that there are a number of elements that Energex has to forecast to provide these indicative prices and as such customers relying on this information should consider the potential volatility between these indicative prices and the final prices.

Tariff class	Tariff	Year	Tariff charge parameter	Unit	DUOS	JURI	DPPC	NUOS
			Usage off-peak	c/kWh	0.526	0.376	0.128	**1.030**
			Usage peak	c/kWh	0.526	0.376	0.128	**1.030**
	NTC4000 11kV Bus	2017 - 18	Supply	$/Day	Site-specific prices are confidential			
			Demand	$/kVA/month	$7.265	$0.000	$1.326	**$8.591**
			Usage off-peak	c/kWh	0.063	0.228	0.089	**0.380**
			Usage peak	c/kWh	0.063	0.228	0.089	**0.380**
		2018 – 19	Supply	$/Day	Site-specific prices are confidential			
			Demand	$/kVA/month	$6.684	$0.000	$1.392	**$8.076**
			Usage off-peak	c/kWh	0.157	0.146	0.089	**0.392**
			Usage peak	c/kWh	0.157	0.146	0.089	**0.392**
		2019 -20	Supply	$/Day	Site-specific prices are confidential			
			Demand	$/kVA/month	$6.274	$0.000	$1.462	**$7.736**
			Usage off-peak	c/kWh	0.178	0.133	0.089	**0.400**
			Usage peak	c/kWh	0.178	0.133	0.089	**0.400**
	NTC4500 11kV Line	2017 - 18	Supply	$/Day	Site-specific prices are confidential			
			Demand	$/kVA/month	$11.241	$0.000	$1.326	**$12.567**
			Usage off-peak	c/kWh	0.099	0.358	0.140	**0.597**
			Usage peak	c/kWh	0.099	0.358	0.140	**0.597**
		2018 – 19	Supply	$/Day	Site-specific prices are confidential			
			Demand	$/kVA/month	$10.342	$0.000	$1.392	**$11.734**
			Usage off-peak	c/kWh	0.264	0.378	0.133	**0.775**

Tariff class	Tariff	Year	Tariff charge parameter	Unit	DUOS	JURI	DPPC	NUOS
			Usage peak	c/kWh	0.264	0.378	0.133	**0.775**
		2019 -20	Supply	$/Day	Site-specific prices are confidential			
			Demand	$/kVA/month	$9.514	$0.000	$1.462	**$10.976**
			Usage off-peak	c/kWh	0.526	0.376	0.128	**1.030**
			Usage peak	c/kWh	0.526	0.376	0.128	**1.030**
	NTC7400 Demand ToU 11kV	2017 - 18	Supply – CAV	$/Day/$M-CAV	$29.092	$3.526	$0.000	**$32.618**
			Supply - NCCAV	$/Day/$M-NCCAV	$65.437	$7.930	$0.000	**$73.367**
			Peak demand	$/kVA/month	$8.157	$0.000	$2.758	**$10.915**
			Excess demand	$/kVA/month	1.631	0.000	0.552	**2.183**
			Usage flat	c/kWh	1.119	0.382	0.528	**2.029**
		2018 – 19	Supply – CAV	$/Day/$M-CAV	$28.400	$3.421	$0.000	**$31.821**
			Supply - NCCAV	$/Day/$M-NCCAV	$62.920	$7.578	$0.000	**$70.498**
			Peak demand	$/kVA/month	$8.296	$0.000	$2.804	**$11.100**
			Excess demand	$/kVA/month	1.659	0.000	0.561	**$2.220**
			Usage flat	c/kWh	1.017	0.379	0.488	**1.884**
		2019 -20	Supply – CAV	$/Day/$M-CAV	$27.404	$3.246	$0.000	**$30.650**
			Supply - NCCAV	$/Day/$M-NCCAV	$61.746	$7.313	$0.000	**$69.059**
			Peak demand	$/kVA/month	$8.435	$0.000	$2.852	**$11.287**
			Excess demand	$/kVA/month	1.687	0.000	0.570	**2.257**
			Usage flat	c/kWh	1.007	0.376	0.467	**1.850**
	NTC8000	2017 - 18	Supply	$/Day	$25.528	$0.669	$20.116	**$46.313**

Tariff class	Tariff	Year	Tariff charge parameter	Unit	DUOS	JURI	DPPC	NUOS
	HV Demand		Demand	$/kVA/month	$10.728	$0.000	$2.505	**$13.233**
			Usage flat	c/kWh	0.099	0.358	0.440	**0.897**
		2018 – 19	Supply	$/Day	$24.670	$0.642	$20.456	**$45.768**
			Demand	$/kVA/month	$9.870	$0.000	$2.630	**$12.500**
			Usage flat	c/kWh	0.264	0.378	0.333	**0.975**
		2019 -20	Supply	$/Day	$24.075	$0.616	$20.802	**$45.493**
			Demand	$/kVA/month	$9.080	$0.000	$2.762	**$11.842**
			Usage flat	c/kWh	0.526	0.376	0.228	**1.130**
SAC	**NTC8100** Demand Large	2017 - 18	Supply	$/Day	$27.880	$2.039	$5.211	**$35.130**
			Demand	$/kVA/month	$14.812	$0.000	$2.671	**$17.483**
			Usage flat	c/kWh	$0.468	0.642	0.342	**1.452**
		2018 – 19	Supply	$/Day	$28.351	$2.073	$5.299	**$35.723**
			Demand	$/kVA/month	$13.845	$0.000	$2.764	**$16.609**
			Usage flat	c/kWh	0.698	0.656	0.306	**1.660**
		2019 -20	Supply	$/Day	$28.830	$2.108	$5.389	**$36.327**
			Demand	$/kVA/month	$12.920	$0.000	$2.858	**$15.778**
			Usage flat	c/kWh	1.052	0.659	0.280	**1.991**
	NTC8300 Demand Small	2017 - 18	Supply	$/Day	$3.150	$0.318	$1.268	**$4.736**
			Demand	$/kVA/month	$17.398	$0.000	$2.585	**$19.983**
			Usage flat	c/kWh	0.000	0.774	0.587	**1.361**
		2018 – 19	Supply	$/Day	$3.203	$0.323	$1.289	**$4.815**

Tariff class	Tariff	Year	Tariff charge parameter	Unit	DUOS	JURI	DPPC	NUOS
			Demand	$/kVA/month	$16.000	$0.000	$2.676	**$18.676**
			Usage flat	c/kWh	0.000	0.716	0.544	**1.260**
		2019 -20	Supply	$/Day	$3.257	$0.328	$1.311	**$4.896**
			Demand	$/kVA/month	$14.945	$0.000	$2.768	**$17.713**
			Usage flat	c/kWh	0.000	0.660	0.503	**1.163**
	NTC7200 Business Demand	2018 – 19	Supply	$/Day	$4.056	$0.534	$0.000	**$4.590**
			Peak demand	$/kVA/month	$8.441	$0.000	$2.717	**$11.158**
			Excess demand	$/kVA/month	$1.689	$0.000	$0.543	**$2.232**
			Usage flat	c/kWh	2.843	0.682	0.639	**4.164**
		2019 -20	Supply	$/Day	$3.923	$0.542	$0.000	**$4.465**
			Peak demand	$/kVA/month	$8.585	$0.000	$2.762	**$11.347**
			Excess demand	$/kVA/month	$1.717	$0.000	$0.552	**$2.269**
			Usage flat	c/kWh	2.587	0.643	0.612	**3.842**
	NTC8500 Business Flat	2017 - 18	Supply	$/Day	$0.459	$0.010	$0.178	**$0.647**
			Usage flat	c/kWh	8.987	1.239	1.055	**11.281**
		2018 – 19	Supply	$/Day	$0.467	$0.010	$0.181	**$0.658**
			Usage flat	c/kWh	8.645	1.197	1.099	**10.941**
		2019 -20	Supply	$/Day	$0.474	$0.010	$0.185	**$0.669**
			Usage flat	c/kWh	8.464	1.158	1.152	**10.774**
	NTC8800 Business TOU	2017 - 18	Supply	$/Day	$0.459	$0.010	$0.178	**$0.647**
			Usage off-peak	c/kWh	6.940	1.049	0.869	**8.858**

Tariff class	Tariff	Year	Tariff charge parameter	Unit	DUOS	JURI	DPPC	NUOS
			Usage peak	c/kWh	10.733	1.622	1.231	**13.586**
		2018 – 19	Supply	$/Day	$0.467	$0.010	$0.181	**$0.658**
			Usage off-peak	c/kWh	6.739	1.025	0.819	**8.583**
			Usage peak	c/kWh	10.342	1.573	1.362	**13.277**
		2019 -20	Supply	$/Day	$0.474	$0.010	$0.185	**$0.669**
			Usage off-peak	c/kWh	6.689	1.001	0.778	**8.468**
			Usage peak	c/kWh	10.112	1.514	1.502	**13.128**
	NTC7100 Business Demand	2017 - 18	Supply	$/Day	$0.429	$0.000	$0.000	**$0.429**
			Demand	$/kW/month	$6.463	$0.000	$2.123	**$8.586**
			Usage flat	c/kWh	5.065	1.280	0.127	**6.472**
		2018 – 19	Supply	$/Day	$0.436	$0.000	$0.000	**$0.436**
			Demand	$/kW/month	$6.572	$0.000	$2.159	**$8.731**
			Usage flat	c/kWh	4.659	1.238	0.154	**6.051**
		2019 -20	Supply	$/Day	$0.443	$0.000	$0.000	**$0.443**
			Demand	$/kW/month	$6.683	$0.000	$2.196	**$8.879**
			Usage flat	c/kWh	4.411	1.198	0.191	**5.800**
	NTC8400 Residential Flat	2017 - 18	Supply	$/Day	$0.406	$0.010	$0.064	**$0.480**
			Usage flat	c/kWh	7.602	1.144	1.402	**10.148**
		2018 – 19	Supply	$/Day	$0.413	$0.010	$0.065	**$0.488**
			Usage flat	c/kWh	7.120	1.090	1.450	**9.660**
		2019 -20	Supply	$/Day	$0.420	$0.010	$0.066	**$0.496**

Tariff class	Tariff	Year	Tariff charge parameter	Unit	DUOS	JURI	DPPC	NUOS
			Usage flat	c/kWh	6.796	1.040	1.509	**9.345**
	NTC8900 Residential ToU	2017 - 18	Supply	$/Day	$0.406	$0.010	$0.064	**$0.480**
			Usage off-peak	c/kWh	5.384	0.563	0.294	**6.241**
			Usage shoulder	c/kWh	7.013	0.733	1.402	**9.148**
			Usage peak	c/kWh	12.515	1.308	3.794	**17.617**
		2018 – 19	Supply	$/Day	$0.413	$0.010	$0.065	**$0.488**
			Usage off-peak	c/kWh	5.137	0.495	0.322	**5.954**
			Usage shoulder	c/kWh	6.578	0.634	1.448	**8.660**
			Usage peak	c/kWh	12.270	1.182	3.882	**17.334**
		2019 -20	Supply	$/Day	$0.420	$0.010	$0.066	**$0.496**
			Usage off-peak	c/kWh	5.048	0.445	0.361	**5.854**
			Usage shoulder	c/kWh	6.285	0.554	1.506	**8.345**
			Usage peak	c/kWh	12.183	1.073	3.981	**17.237**
	NTC7000 Residential Demand	2017 - 18	Supply	$/Day	$0.370	$0.010	$0.000	**$0.380**
			Peak demand	$/kW/month	$6.001	$0.000	$1.972	**$7.973**
			Usage flat	c/kWh	2.941	1.097	0.240	**4.278**
		2018 – 19	Supply	$/Day	$0.378	$0.010	$0.000	**$0.388**
			Peak demand	$/kW/month	$6.102	$0.000	$2.005	**$8.107**
			Usage flat	c/kWh	2.380	1.049	0.270	**3.699**
		2019 -20	Supply	$/Day	$0.386	$0.010	$0.000	**$0.396**
			Peak demand	$/kW/month	$6.205	$0.000	$2.039	**$8.244**

Tariff class	Tariff	Year	Tariff charge parameter	Unit	DUOS	JURI	DPPC	NUOS
			Usage flat	c/kWh	1.980	1.003	0.312	**3.295**
	NTC9000 Super Economy	2017 - 18	Usage flat	c/kWh	4.145	0.531	1.132	**5.808**
		2018 – 19	Usage flat	c/kWh	4.356	0.541	1.174	**6.071**
		2019 - 20	Usage flat	c/kWh	4.727	0.549	1.227	**6.503**
	NTC9100 Economy	2017 - 18	Usage flat	c/kWh	6.191	1.051	1.132	**8.374**
		2018 – 19	Usage flat	c/kWh	5.537	1.012	1.174	**7.723**
		2019 - 20	Usage flat	c/kWh	5.043	0.971	1.227	**7.241**
	NTC7300 Smart control	2017 - 18	Usage flat	c/kWh	2.291	1.097	0.240	**3.628**
		2018 – 19	Usage flat	c/kWh	1.719	1.049	0.270	**3.038**
		2019 - 20	Usage flat	c/kWh	1.308	1.003	0.312	**2.623**
	NTC9600 Unmetered	2017 - 18	Usage flat	c/kWh	6.958	0.934	1.286	**9.178**
		2018 – 19	Usage flat	c/kWh	6.536	0.877	1.282	**8.695**
		2019 - 20	Usage flat	c/kWh	6.220	0.820	1.279	**8.319**

The indicative ACS pricing schedule for each year of the 2017-20 period is included in Table A. 2-5.

Table A. 2 – Indicative prices for connection price capped services

Service Description	2017-18[1,2] ($/service)	2018-19[1,2] ($/service)	2019-20[1,2] ($/service)
Pre-connection services (connection application services)			
Negotiation services involved in negotiating a connection agreement – simple			
Standard jobs for small customer connections and real estate developments (sub-divisions). Please note that if service is non-standard, a quoted price may apply.	1,584.32	1,623.32	1,665.76
Protection and power quality assessment prior to connection - simple			
Solar PV 30-150 kW	3,960.80	4,058.31	4,164.41
Application assessment, design review and audit real estate (sub-division) connection services - resubmission			
Design assessment and preparation of offer - Resubmission	169.69	173.87	178.42
Pre - connection services (consultation services)			
Site inspection in order to determine nature of connection			
Small or large customer connection	339.39	347.75	356.84
Provision of site-specific connection information and advice for small or large customer connections.			
Protection devices and settings, fault level, network information	678.77	695.48	713.66
Connection services			
Customer request a temporary connection for short term supply (includes metered and unmetered) – simple			
Customer requested temporary connection (short term) and recovery of the temporary builders supply (business hours) - no CT.[3]	1,636.32	1,676.60	1,720.43
Customer requested temporary connection (short term) and recovery of the temporary builders supply (after hours) - no CT.	2,298.62	2,355.21	2,416.78
Customer requested temporary connection (short term) and recovery of the temporary builders supply (any time) - no CT.	2,298.62	2,355.21	2,416.78
Customer requested temporary connection (short term) and recovery of the temporary builders supply (after hours) - no CT. Work requires traffic control due to imposed rules from external authorities.	3,404.77	3,488.59	3,579.79
Customer requested temporary connection (short term) and recovery of the temporary builders supply (any time) - no CT. Work requires traffic control due to imposed rules from external authorities.	3,404.77	3,488.59	3,579.79
Customer requested temporary connection (short term) and recovery of the temporary builders supply (business hours) - CT metering. Includes additional crew.[3]	2,787.98	2,856.62	2,931.30
Customer requested temporary connection (short term) and recovery of the temporary builders supply (after hours) - CT metering. Includes additional crew.	3,942.08	4,039.13	4,144.73
Customer requested temporary connection (short term) and recovery of the temporary builders supply (any time) - CT metering. Includes additional crew.	3,942.08	4,039.13	4,144.73
Customer requested temporary connection (short term) and recovery of the temporary builders supply (after hours) - CT metering. Work requires traffic control due to imposed rules from external authorities and additional crew.	5,048.23	5,172.51	5,307.74

Service Description	2017-18[1,2] ($/service)	2018-19[1,2] ($/service)	2019-20[1,2] ($/service)
Customer requested temporary connection (short term) and recovery of the temporary builders supply (any time) - CT metering. Work requires traffic control due to imposed rules from external authorities and additional crew.	5,048.23	5,172.51	5,307.74
Temporary connection of unmetered equipment to an existing LV supply. [3]	270.63	277.29	284.54
Post - connection services			
Supply abolishment - simple			
Request to de-energise an unmetered supply point.	415.53	425.76	436.89
Retailer requests the service provider to abolish supply at a specific connection point (simple). To be used for single dwellings and the community / unit one of multi-unit residential complexes (business hours).	665.58	681.97	699.80
Retailer requests the service provider to abolish supply at a specific connection point (simple). To be used for single dwellings and the community / unit one of multi-unit residential complexes (after hours).	821.73	841.96	863.97
Retailer requests the service provider to abolish supply at a specific connection point (simple). To be used for single dwellings and the community / unit one of multi-unit residential complexes (any time).	821.73	841.96	863.97
Retailer requests the service provider to abolish supply at a specific connection point (simple). To be used for single dwellings and the community / unit one of multi-unit residential complexes (business hours). Work requires traffic control due to imposed rules from external authorities.	1,771.73	1,815.35	1,862.81
Retailer requests the service provider to abolish supply at a specific connection point (simple). To be used for single dwellings and the community / unit one of multi-unit residential complexes (after hours). Work requires traffic control due to imposed rules from external authorities.	1,927.88	1,975.34	2,026.98
Retailer requests the service provider to abolish supply at a specific connection point (simple). To be used for single dwellings and the community / unit one of multi-unit residential complexes (any time). Work requires traffic control due to imposed rules from external authorities.	1,927.88	1,975.34	2,026.98
Retailer requests the service provider to abolish supply at a specific connection point (simple). To be used for multi-unit residential complexes for all units after the community / unit one (business hours).	125.40	128.49	131.85
Retailer requests the service provider to abolish supply at a specific connection point (simple). To be used for multi-unit residential complexes for all units after the community / unit one (after hours).	179.01	183.42	188.22
Retailer requests the service provider to abolish supply at a specific connection point (simple). To be used for multi-unit residential complexes for all units after the community / unit one (anytime).	179.01	183.42	188.22
Rearrange connection assets at customers request - simple (upgrade from overhead to underground where main connection point is in existence)			
Recovery of the overhead service and connection of the consumer mains to the pre-existing pillar for a customer requested conversion of existing overhead service to underground service (business hours).	253.37	259.61	266.40
Recovery of the overhead service and connection of the consumer mains to the pre-existing pillar for a customer requested conversion of existing overhead service to underground service (after hours).	361.56	370.46	380.15
Recovery of the overhead service and connection of the consumer mains to the pre-existing pillar for a customer requested conversion of existing overhead service to underground service (any time).	361.56	370.46	380.15

Service Description	2017-18[1,2] ($/service)	2018-19[1,2] ($/service)	2019-20[1,2] ($/service)
Overhead service line replacement at customers request (no material change to load)			
Customer requests their existing overhead service to be replaced or relocated, e.g.as a result of point of attachment relocation. No material change to load. Single phase (business hours).	643.15	658.98	676.21
Customer requests their existing overhead service to be replaced or relocated, e.g.as a result of point of attachment relocation. No material change to load. Single phase (after hours).	834.32	854.86	877.21
Customer requests their existing overhead service to be replaced or relocated, e.g.as a result of point of attachment relocation. No material change to load. Single phase (any time).	834.32	854.86	877.21
Customer requests their existing overhead service to be replaced or relocated, e.g.as a result of point of attachment relocation. No material change to load. Single phase (after hours). Work requires traffic control due to imposed rules from external authorities.	1,749.29	1,792.35	1,839.21
Customer requests their existing overhead service to be replaced or relocated, e.g.as a result of point of attachment relocation. No material change to load. Single phase (after hours). Work requires traffic control due to imposed rules from external authorities.	1,940.47	1,988.24	2,040.22
Customer requests their existing overhead service to be replaced or relocated, e.g.as a result of point of attachment relocation. No material change to load. Single phase (any time). Work requires traffic control due to imposed rules from external authorities.	1,940.47	1,988.24	2,040.22
Customer requests their existing overhead service to be replaced or relocated, e.g.as a result of point of attachment relocation. No material change to load. Multi-phase (business hours).	903.17	925.40	949.59
Customer requests their existing overhead service to be replaced or relocated, e.g.as a result of point of attachment relocation. No material change to load. Multi-phase (after hours).	1,144.52	1,172.70	1,203.36
Customer requests their existing overhead service to be replaced or relocated, e.g.as a result of point of attachment relocation. No material change to load. Multi-phase (any time).	1,144.52	1,172.70	1,203.36
Customer requests their existing overhead service to be replaced or relocated, e.g.as a result of point of attachment relocation. No material change to load. Multi-phase (business hours). Work requires traffic control due to imposed rules from external authorities.	2,009.31	2,058.78	2,112.60
Customer requests their existing overhead service to be replaced or relocated, e.g.as a result of point of attachment relocation. No material change to load. Multi-phase (after hours). Work requires traffic control due to imposed rules from external authorities.	2,250.67	2,306.08	2,366.37
Customer requests their existing overhead service to be replaced or relocated, e.g.as a result of point of attachment relocation. No material change to load. Multi-phase (any time). Work requires traffic control due to imposed rules from external authorities.	2,250.67	2,306.08	2,366.37
Auditing services – auditing/re-inspection of connection assets after energisation to network - simple			
Auditing / re-inspection of connection assets after energisation - real estate development (sub-division).	465.29	476.74	489.2
Number of new, modified or recovered sites (i.e. stations numbers excluding street light pits and conduits): 0-6.			
Auditing / re-inspection of connection assets after energisation - real estate development (sub-division).	744.47	762.8	782.74
Number of new, modified or recovered sites (i.e. stations numbers excluding street light pits and conduits): 7-30.			

Service Description	2017-18[1,2] ($/service)	2018-19[1,2] ($/service)	2019-20[1,2] ($/service)
Auditing / re-inspection of connection assets after energisation - real estate development (sub-division).	890.70	912.63	936.49
Number of new, modified or recovered sites (i.e. stations numbers excluding street light pits and conduits): 31-60.			
Auditing / re-inspection of connection assets after energisation - real estate development (sub-division).	992.63	1017.07	1043.66
Number of new, modified or recovered sites (i.e. stations numbers excluding street light pits and conduits): 61+.			
Temporary disconnections and reconnections (which may involve a line drop) - low voltage			
Temporary LV service Disconnection/reconnection - no dismantling (business hours).	363.41	372.36	382.09
Temporary LV service Disconnection/reconnection - no dismantling (after hours).	518.61	531.38	545.27
Temporary LV service Disconnection/reconnection - no dismantling (anytime).	518.61	531.38	545.27
Temporary LV service Disconnection/reconnection - physical dismantling (business hours).	593.74	608.36	624.26
Temporary LV service Disconnection/reconnection - physical dismantling (after hours).	847.29	868.15	890.85
Temporary LV service Disconnection/reconnection - physical dismantling (anytime).	847.29	868.15	890.85
Customer initiated supply enhancement			
Overhead service single phase upgrade (business hours)	1,061.70	1,087.84	1,116.28
Overhead service single phase upgrade (after hours)	1,380.83	1,414.82	1,451.81
Overhead service single phase upgrade (business hours). Work requires traffic control due to imposed rules from external authorities.	2,167.85	2,221.22	2,279.29
Overhead service single phase upgrade (after hours). Work requires traffic control due to imposed rules from external authorities.	2,486.98	2,548.21	2,614.83
Overhead service upgrade to multi-phase (business hours)	1,196.53	1,225.99	1,258.04
Overhead service upgrade to multi-phase (after hours)	1,606.36	1,645.91	1,688.94
Overhead service upgrade to multi-phase (business hours). Work requires traffic control due to imposed rules from external authorities	2,302.68	2,359.37	2,421.05
Overhead service upgrade to multi-phase (after hours). Work requires traffic control due to imposed rules from external authorities	2,712.51	2,779.29	2,851.95
Underground service - upgrade single phase (business hours)	130.52	133.73	137.23
Underground service - upgrade single phase (after hours)	186.25	190.84	195.83
Underground service - upgrade to multi-phase (business hours)	63.98	65.56	67.27
Underground service - upgrade to multi-phase (after hours)	91.30	93.55	96.00
Underground service - upgrade to multi-phase (business hours) CT metering	460.66	472.00	484.34
Underground service - upgrade to multi-phase (after hours) CT metering	657.38	673.56	691.17
Customer consultation or appointment			
A visit to the customer's premises to advise on electrical supply matters (complex)	230.33	236.00	242.17
A visit to the customer's premises to advise on electrical supply matters (simple)	104.93	107.51	110.32
De-Energisation[3]			
Retailer requests de-energisation of the customer's premises where the de-energisation can be performed at the premises by a method other than main switch seal (i.e. at pillar box, pit or pole top) - no CT.	64.14	65.72	67.44

Service Description	2017-18[1,2] ($/service)	2018-19[1,2] ($/service)	2019-20[1,2] ($/service)
Retailer requests de-energisation of the customer's premises where the de-energisation can be performed at the premises by a method other than main switch seal (i.e. at pillar box, pit or pole top) - CT metering.	315.10	322.86	331.30
Retailer requests de-energisation of the customer's premises where the customer has not paid their electricity account and the de-energisation can be performed at the premises by a method other than main switch seal (i.e. at pillar box, pit or pole top) - no CT.	64.14	65.72	67.44
Retailer requests de-energisation of the customer's premises where the customer has not paid their electricity account and the de-energisation can be performed at the premises by a method other than main switch seal (i.e. at pillar box, pit or pole top) - CT metering.	319.51	327.38	335.94
Retailer requests de-energisation of the customer's premises carried out by way of main switch seal (non-payment).	21.01	21.53	22.09
Retailer requests a de-energisation of the customer's premises and it is carried out by way of Main Switch Seal.	21.01	21.53	22.09
Re-Energisation [3]			
Retailer requests re-energisation of the customer's premises where the customer has not paid their electricity account. No visual required, no CT (business hours).	49.00	50.21	51.52
Retailer requests re-energisation of the customer's premises where the customer has not paid their electricity account. No visual required, CT metering (business hours).	49.00	50.21	51.52
Retailer requests re-energisation of the customer's premises where the customer has not paid their electricity account. No visual required, no CT (after hours).	69.48	71.19	73.05
Retailer requests re-energisation of the customer's premises where the customer has not paid their electricity account. No visual required, CT metering (after hours).	69.48	71.19	73.05
Retailer requests re-energisation of the customer's premises where the customer has not paid their electricity account. No visual required, no CT (any time).	69.48	71.19	73.05
Retailer requests re-energisation of the customer's premises where the customer has not paid their electricity account. No visual required, CT metering (any time).	69.48	71.19	73.05
Retailer requests re-energisation for the customer's premises following a main switch seal (no visual required) (business hours).	11.83	12.12	12.44
Retailer requests re-energisation for the customer's premises following a main switch seal (no visual required) (after hours).	79.05	81.00	83.12
Retailer requests re-energisation for the customer's premises following a main switch seal (no visual required) (any time).	71.63	73.39	75.31
Retailer requests re-energisation for the customer's premises following a main switch seal due to non-payment of their electricity account (no visual required) (business hours).	48.48	49.67	50.97
Retailer requests re-energisation for the customer's premises following a main switch seal due to non-payment of their electricity account (no visual required) (after hours).	79.05	81.00	83.12
Retailer requests re-energisation for the customer's premises following a main switch seal due to non-payment of their electricity account (no visual required) (any time).	71.63	73.39	75.31
Retailer requests a visual examination upon re-energisation of the customer's premises - no CT (business hours).	112.56	115.33	118.35
Retailer requests a visual examination upon re-energisation of the customer's premises - no CT (after hours).	160.41	164.36	168.66
Retailer requests a visual examination upon re-energisation of the customer's premises - no CT (anytime).	160.03	163.97	168.26

Service Description	2017-18[1,2] ($/service)	2018-19[1,2] ($/service)	2019-20[1,2] ($/service)
Retailer requests a visual examination upon re-energisation of the customer's premises - CT metering (business hours).	288.68	295.79	303.52
Retailer requests a visual examination upon re-energisation of the customer's premises - CT metering (after hours).	398.94	408.76	419.45
Retailer requests a visual examination upon re-energisation of the customer's premises - CT metering (anytime).	436.09	446.83	458.51
Retailer requests a visual examination upon re-energisation of the customer's premises where the customer has not paid their electricity account. NMI de-energised > 30 days - no CT (business hours).	112.56	115.33	118.35
Retailer requests a visual examination upon re-energisation of the customer's premises where the customer has not paid their electricity account. NMI de-energised > 30 days - no CT (after hours).	160.41	164.36	168.66
Retailer requests a visual examination upon re-energisation of the customer's premises where the customer has not paid their electricity account. NMI de-energised > 30 days - no CT (anytime).	160.03	163.97	168.26
Retailer requests a visual examination upon re-energisation of the customer's premises where the customer has not paid their electricity account. NMI de-energised > 30 days - CT metering (business hours).	288.68	295.79	303.52
Retailer requests a visual examination upon re-energisation of the customer's premises where the customer has not paid their electricity account. NMI de-energised > 30 days - CT metering (after hours).	398.94	408.76	419.45
Retailer requests a visual examination upon re-energisation of the customer's premises where the customer has not paid their electricity account. NMI de-energised > 30 days - CT metering (anytime).	436.09	446.83	458.51
Reading provided for an active site			
Retailer requests that fieldwork be undertaken to obtain a new reading rather than using a deemed meter reading. May also be used for retrospective move-in requests.	10.00	10.25	10.52
Retrospective move in read required.	10.00	10.25	10.52
Attending loss of supply (customer at fault)			
Energex attending LV customers trouble call and found fault in LV customers installation (includes tripped safety switch, internal fault, customers overload) business hours.	230.33	236.00	242.17
Energex attending LV customers trouble call and found fault in LV customers installation (includes tripped safety switch, internal fault, customers overload) anytime.	328.69	336.78	345.58
Energex attending LV customers trouble call and found fault in LV customers installation (includes tripped safety switch, internal fault, customers overload) after hours.	328.69	336.78	345.58
Accreditation / certification			
Accreditation of design consultants			
Desktop management system evaluation - Applicant requests to obtain Energex accreditation to provide design services for real estate development (sub-division), rate 2 public lighting, LCC and distribution works that are reticulated with Energex network (design accreditation).	10,717.58	10,981.43	11,268.53
New applicant has ISO9001 accreditation with no other Energex accreditations in place.			
Desktop management system evaluation - Applicant requests to obtain Energex accreditation to provide design services for real estate development (sub-division), rate 2 public lighting, LCC and distribution works that are reticulated with Energex network (design accreditation).	12,490.13	12,797.62	13,132.20

Service Description	2017-18[1,2] ($/service)	2018-19[1,2] ($/service)	2019-20[1,2] ($/service)
New applicant is not ISO9001 accredited with no other Energex accreditations in place.			
Desktop management system evaluation - Applicant requests to obtain Energex accreditation to provide design services for real estate development (sub-division), rate 2 public lighting, LCC and distribution works that are reticulated with Energex network (design accreditation).	7,323.72	7,504.02	7,700.20
Applicant currently holds accreditation to undertake design services for rate 2 public lighting (design accreditation). Applicant requesting additional Energex accreditations with or without ISO9001 accreditation (priced per additional accreditation).			
Onsite management system evaluation (irrespective of prior accreditations).	709.02	726.47	745.46
Applicant requests to obtain Energex accreditation to provide design services for real estate development (sub-division), rate 2 public lighting, LCC and distribution works that are reticulated with Energex network (design accreditation).			
Capability evaluation (irrespective of prior accreditations).	678.77	695.48	713.66
Applicant requests to obtain Energex accreditation to provide design services for real estate development (sub-division), rate 2 public lighting, LCC and distribution works that are reticulated with Energex network (design Accreditation).			
Accreditation of alternative service providers (construction accreditation)			
Desktop management system evaluation - Applicant requests to obtain Energex accreditation to provide construction services for real estate development (sub-division) works that are reticulated with Energex network (construction accreditation).	5,226.91	5,355.59	5,495.60
New applicant has ISO9001/AS4801/ISO14001 accreditation with no other Energex accreditations in place.			
Desktop management system evaluation - Applicant requests to obtain Energex accreditation to provide construction services for real estate development (sub-division) works that are reticulated with Energex network (construction accreditation).	9,805.29	10,046.68	10,309.34
New applicant is not ISO9001/AS4801/ISO14001 accredited with no other Energex accreditations in place.			
Desktop management system evaluation - Applicant requests to obtain Energex accreditation to provide construction services for real estate development (sub-division) works that are reticulated with Energex network (construction accreditation).	5,226.91	5,355.59	5,495.60
Applicant requesting additional Energex accreditations with or without ISO9001/AS4801/ISO14001 accreditation (price per additional accreditation).			
Onsite management system evaluation (irrespective of prior accreditations).	1,418.04	1,452.95	1,490.94
Applicant requests to obtain Energex accreditation to provide construction services for real estate development (sub-division) works that are reticulated with Energex network (construction accreditation).			
Capability evaluation irrespective of prior accreditations).	1,387.80	1,421.97	1,459.15
Applicant requests to obtain Energex accreditation to provide construction services for real estate development (sub-division) works that are reticulated with Energex network (construction accreditation).			
Management system re-evaluation			
QA process: This is conducted on request from existing service providers and design consultants with the intent to improve their management system score.	7,090.21	7,264.76	7,454.69

Service Description	2017-18[1,2] ($/service)	2018-19[1,2] ($/service)	2019-20[1,2] ($/service)
Shared assets authority			
High Level quality assessment (QA) and capability process: This is conducted to ensure the applicant has adequate safety and QA documentation to meet legislative and Energex WCS requirements. Also involves a capability assessment of the applicant's ability to conduct the work.	5,317.66	5,448.57	5,591.02
Notes: 1. Prices are GST exclusive. 2. Prices are inclusive of overheads and on-costs. 3. Prices for these services are subject to Schedule 8 of the Queensland Electricity Regulation 2006. The prices provided in the table above are sourced from AER's Draft Determination.			

Table A. 3 – Indicative prices for Ancillary Services

Service Description	2017-18[1,2] ($/service)	2018-19[1,2] ($/service)	2019-20[1,2] ($/service)
Other recoverable works			
Customer requested appointments			
Customer requested appointments.	230.33	236.00	242.17
Attendance at customers premises to perform a statutory right where access is prevented[3]			
Energex attends a site at the customer's request and is unable to perform job due to customer's fault (business hours).	92.13	94.40	96.87
Energex attends a site at the customer's request and is unable to perform job due to customer's fault (business hours) 2 crew	184.26	188.80	193.74
Energex attends a site at the customer's request and is unable to perform job due to customer's fault (after hours).	131.48	134.72	138.24
Energex attends a site at the customer's request and is unable to perform job due to customer's fault (after hours) 2 crew	262.96	269.43	276.47
Energex attends a site at the customer's request and is unable to perform job due to customer's fault (anytime).	131.48	134.72	138.24
Energex (non-technical) attends a site at the customer's request and is unable to perform job due to customer's fault (business hours).	10.99	11.26	11.55
Energex (non-technical) attends a site at the customer's request and is unable to perform job due to customer's fault (after hours).	78.75	80.69	82.80
Energex (non-technical) attends a site at the customer's request and is unable to perform job due to customer's fault (anytime).	78.75	80.69	82.80
Notes: 1. Prices are GST exclusive 2. Prices are inclusive of overheads and on-costs 3. Includes faults caused by customer's electrical contractor			

Table A. 4 – Indicative prices for Auxiliary Metering Services

Service Description	2017-18[1,2] ($/service)	2018-19[1,2] ($/service)	2019-20[1,2] ($/service)
Meter installation (upfront capital charge)			
New Permanent Connections (meter installations)			
Upfront capital charge for new permanent meter installation. Single phase single element (Overhead Fox) (business hours)	334.29	341.50	349.18

Service Description	2017-18[1,2] ($/service)	2018-19[1,2] ($/service)	2019-20[1,2] ($/service)
Upfront capital charge for new permanent meter installation. Single phase single element (Overhead) (business hours)	334.29	341.50	349.18
Upfront capital charge for new permanent meter installation. Single phase single element (Underground) (business hours)	334.29	341.50	349.18
Upfront capital charge for new permanent meter installation. Single phase single element (Overhead Fox) (after hours)	471.83	482.43	493.79
Upfront capital charge for new permanent meter installation. Single phase single element (Overhead) (after hours)	437.88	447.64	458.09
Upfront capital charge for new permanent meter installation. Single phase single element (Underground) (after hours)	413.03	422.18	431.97
Upfront capital charge for new permanent meter installation. Single phase dual element (business hours)	417.79	426.80	436.40
Upfront capital charge for new permanent meter installation. Single phase dual element (after hours)	472.07	482.42	493.47
Upfront capital charge for new permanent meter installation. Multi-phase (Overhead Fox) (business hours)	615.01	628.27	642.40
Upfront capital charge for new permanent meter installation. Multi-phase (Overhead) (business hours)	615.01	628.27	642.40
Upfront capital charge for new permanent meter installation. Multi-phase (Underground) (business hours)	615.01	628.27	642.40
Upfront capital charge for new permanent meter installation. Multi-phase (Overhead Fox) (after hours)	764.61	781.55	799.69
Upfront capital charge for new permanent meter installation. Multi-phase (Overhead) (after hours)	721.53	737.41	754.39
Upfront capital charge for new permanent meter installation. Multi-phase (Underground) (after hours)	692.71	707.88	724.09
Upfront capital charge for new permanent meter installation. Multi-phase (Overhead with CT) (business hours)[4]	1,647.36	1,682.89	1,720.73
Upfront capital charge for new permanent meter installation. Multi-phase (Overhead with CT) (after hours) [4]	1,992.28	2,035.25	2,081.01
Upfront capital charge for new permanent meter installation. Multi-phase (Underground with CT) (business hours)[4]	1,647.36	1,682.89	1,720.73
Upfront capital charge for new permanent meter installation. Multi-phase (Underground with CT) (after hours)[4]	1,979.11	2,021.79	2,067.25
Install Controlled Load (meter installations)			
Upfront capital charge for meter installation resulting from the installation of controlled load. Single phase single element (business hours)	334.29	341.50	349.18
Upfront capital charge for meter installation resulting from the installation of controlled load. Single phase dual element (business hours)	417.79	426.80	436.40
Upfront capital charge for meter installation resulting from the installation of controlled load. Multi-phase (business hours)	615.01	628.27	642.40
Upfront capital charge for meter installation resulting from the installation of controlled load. Multi-phase CT (business hours)[4]	1,647.36	1,682.89	1,720.73
Install Controlled Load (meter installations)			
Upfront capital charge for meter installation resulting from the installation of hot water. Single phase single element (business hours)	334.29	341.50	349.18

Service Description	2017-18[1,2] ($/service)	2018-19[1,2] ($/service)	2019-20[1,2] ($/service)
Upfront capital charge for meter installation resulting from the installation of hot water. Single phase dual element (business hours)	417.79	426.80	436.40
Upfront capital charge for meter installation resulting from the installation of hot water. Multi-phase (business hours)	615.02	628.28	642.41
Upfront capital charge for meter installation resulting from the installation of hot water. Multi-phase CT (business hours)[4]	1,647.36	1,682.89	1,720.73
Installation of a new meter at an existing premise (not controlled load) - meter installations)			
Upfront capital charge for additional meter installation. Single phase single element (business hours)	334.29	341.50	349.18
Upfront capital charge for additional meter installation. Single phase single element (after hours)	409.94	419.01	428.72
Upfront capital charge for additional meter installation. Single phase single element (after hours)	398.56	407.35	416.75
Upfront capital charge for additional meter installation. Single phase single element (after hours) – Solar PV	409.94	419.01	428.72
Upfront capital charge for additional meter installation. Single phase single element (anytime)	398.56	407.35	416.75
Upfront capital charge for additional meter installation. Single phase dual element (business hours)	417.79	426.80	436.40
Upfront capital charge for additional meter installation. Single phase dual element (after hours)	493.26	503.90	515.23
Upfront capital charge for additional meter installation. Multi-phase (business hours)	615.01	628.27	642.40
Upfront capital charge for additional meter installation. Multi-phase (after hours) – Solar PV	694.57	709.55	725.50
Upfront capital charge for additional meter installation. Multi-phase (after hours)	737.23	753.13	770.06
Upfront capital charge for additional meter installation. Multi-phase CT (business hours)[4]	1,647.36	1,682.89	1,720.73
Upfront capital charge for additional meter installation. Multi-phase CT (after hours) – Solar PV[4]	1,838.36	1,878.01	1,920.23
Upfront capital charge for additional meter installation. Multi-phase CT (after hours)[4]	2,006.40	2,049.67	2,095.75
Upfront capital charge for additional meter installation. Multi-phase CT (anytime)[4]	2,006.40	2,049.67	2,095.75
Installation of a new meter at an existing premise (not controlled load) - meter installations)			
Upfront capital charge for meter exchange. Single phase single element (business hours)	334.29	341.50	349.18
Upfront capital charge for meter exchange. Single phase single element (after hours)	387.75	396.11	405.02
Upfront capital charge for meter exchange. Single phase single element			

Service Description	2017-18[1,2] ($/service)	2018-19[1,2] ($/service)	2019-20[1,2] ($/service)
(anytime)	387.75	396.11	405.02
Upfront capital charge for meter exchange. Single phase dual element (business hours)	417.79	426.80	436.40
Upfront capital charge for meter exchange. Single phase dual element (after hours)	471.25	481.41	492.23
Upfront capital charge for meter exchange. Multi-phase (business hours)	615.01	628.27	642.40
Upfront capital charge for meter exchange. Multi-phase (after hours)	690.48	705.37	721.23
Upfront capital charge for meter exchange. Multi-phase CT (business hours) [4]	1,647.36	1,682.89	1,720.73
Upfront capital charge for meter exchange. Multi-phase CT (after hours) [4]	2,006.40	2,049.67	2,095.75
Upfront capital charge for meter exchange. Multi-phase CT (anytime)[4]	2,006.40	2,049.67	2,095.75
Meter Maintenance			
After hours removal of meter/s from customer's premises			
After hours removal of meter - no CT (after hours - incremental costs only - base cost included in MSC)	54.38	55.72	57.18
After hours removal of meter - CT metering (after hours - incremental costs only - base cost included in MSC)	173.40	177.67	182.31
Customer requested meter test (physically test meter)[4]			
Testing for type 5 & 6 meters - customer requested meter accuracy testing - no CT	381.72	391.12	401.35
Testing for type 5 & 6 meters - customer requested meter accuracy testing - CT metering	795.92	815.51	836.83
Customer requested meter inspection & investigation (no physical testing of meter)			
Inspection required to check reported or suspected fault and no fault in meter is found. (no physical meter test) - no CT (business hours)	93.75	96.06	98.57
Inspection required to check reported or suspected fault and no fault in meter is found. (no physical meter test) - CT metering (business hours)	348.47	357.05	366.38
Inspection required to check reported or suspected fault and no fault in meter is found. (no physical meter test) - no CT (after hours)	169.14	173.3	177.83
Inspection required to check reported or suspected fault and no fault in meter is found. (no physical meter test) - no CT (anytime)	169.14	173.3	177.83
Inspection required to check reported or suspected fault and no fault in meter is found. (no physical meter test) - CT metering (after hours)	497.27	509.51	522.83
Inspection required to check reported or suspected fault and no fault in meter is found. (no physical meter test) - CT metering (anytime)	497.27	509.51	522.83
Customer requested reconfiguration of meters[3]			
A request to make a change from one tariff to another tariff (controlled load) - no CT	95.61	97.96	100.52
A request to make a change from residential flat (NTC 8400) to residential ToU (NTC 8900) - no CT	145.87	149.46	153.37
A request to make a change from one tariff to another tariff (controlled load) - CT metering	440.19	451.03	462.82
A request to make a change from residential flat (NTC 8400) to residential ToU (NTC 8900) - CT metering	486.26	498.23	511.26

Service Description	2017-18[1,2] ($/service)	2018-19[1,2] ($/service)	2019-20[1,2] ($/service)
A request to make a change from one tariff to another tariff - no CT (business hours)	95.61	97.96	100.52
A request to make a change from residential ToU (NTC 8900) to residential flat (NTC 8400)	95.61	97.96	100.52
A request to make a change from one tariff to another tariff - CT metering (business hours)	440.19	451.03	462.82
Change timeswitch - no CT	127.96	131.11	134.54
Change timeswitch - CT metering.	404.36	414.31	425.14
A request to make a change from one tariff to another tariff - no CT (after hours)	113.01	115.79	118.82
A request to make a change from one tariff to another tariff - CT metering (after hours)	628.17	643.63	660.46
A request to make a change from one tariff to another tariff - no CT (anytime)	113.01	115.79	118.82
A request to make a change from one tariff to another tariff - CT metering (anytime)	628.17	643.63	660.46
Meter alteration – meter integrity verification			
Meter alteration – meter is being relocated or meter wiring altered and requires DNSP to visit site to verify the integrity of the metering equipment - no CT (business hours)	133.71	137.00	140.58
Meter alteration – meter is being relocated or meter wiring altered and requires DNSP to visit site to verify the integrity of the metering equipment - CT metering (business hours)	828.56	848.96	871.15
Meter alteration – meter is being relocated or meter wiring altered and requires DNSP to visit site to verify the integrity of the metering equipment - no CT (after hours)	191.22	195.93	201.05
Meter alteration – meter is being relocated or meter wiring altered and requires DNSP to visit site to verify the integrity of the metering equipment - CT metering (after hours)	1182.39	1211.50	1243.17
Meter alteration – meter is being relocated or meter wiring altered and requires DNSP to visit site to verify the integrity of the metering equipment - no CT (anytime)	191.22	195.93	201.05
Meter alteration – meter is being relocated or meter wiring altered and requires DNSP to visit site to verify the integrity of the metering equipment - CT metering (anytime)	1182.39	1211.50	1243.17
Meter reading[4]			
Check read			
Customer requests a check read on the meter due to reported error in the meter reading. This is only used to check the accuracy of the meter reading.	7.98	8.18	8.39
Final read			
Retailer requires a reading for preparing a final bill for customer.	7.98	8.18	8.39
Transfer read			
Customer requests a transfer read, as a result of transferring to a different retailer during a billing period.	7.98	8.18	8.39
Estimated read			
Estimated read	8.06	8.26	8.48
Meter data services			
Type 5-7 non-standard metering services			

Service Description	2017-18[1,2] ($/service)	2018-19[1,2] ($/service)	2019-20[1,2] ($/service)
A request to conduct a site review of the state of the customer's metering installation(s) (no physical meter test), i.e. multiple premises. Includes provision of meter data above the minimum requirements and meter inspection to check a reported or suspected fault. Does not include provision of any hardware (business hours)	133.61	136.9	140.48
First unit			
A request to conduct a site review of the state of the customer's metering installation(s) (no physical meter test), i.e. multiple premises. Includes provision of meter data above the minimum requirements and meter inspection to check a reported or suspected fault. Does not include provision of any hardware (business hours)	67.06	68.71	70.51
Additional units			
A request to conduct a site review of the state of the customer's metering installation(s) (no physical meter test), i.e. multiple premises. Includes provision of meter data above the minimum requirements and meter inspection to check a reported or suspected fault. Does not include provision of any hardware (after hours)	381.32	390.71	400.92
First unit			
A request to conduct a site review of the state of the customer's metering installation(s) (no physical meter test), i.e. multiple premises. Includes provision of meter data above the minimum requirements and meter inspection to check a reported or suspected fault. Does not include provision of any hardware (after hours)	191.41	196.12	201.25
Additional units			
A request to conduct a site review of the state of the customer's metering installation(s) (no physical meter test), i.e. multiple premises. Includes provision of meter data above the minimum requirements and meter inspection to check a reported or suspected fault. Does not include provision of any hardware (anytime)	381.32	390.71	400.92
First unit			
A request to conduct a site review of the state of the customer's metering installation(s) (no physical meter test), i.e. multiple premises. Includes provision of meter data above the minimum requirements and meter inspection to check a reported or suspected fault. Does not include provision of any hardware (anytime)	191.41	196.12	201.25
Additional units			
Other metering services			
Instrument transformers			
Provision, installation, testing and maintenance of instrument transformers for metering purposes	992.05	1016.47	1043.04
Testing and maintenance of instrument transformers for metering purposes	181.70	186.17	191.04
Notes: 1. Prices are GST Exclusive 2. Prices are inclusive of overheads and on-costs 3. If a new meter installation is required, a meter installation charge will apply. 4. Prices for these services are subject to Schedule 8 of the Queensland Electricity Regulation 2006. The prices provided in the table above are sourced from the AER's Draft Determination.			

Table A. 5 – Indicative prices for Public Lighting Services

Service description	2017-18[1,2] ($/service)	2018-19[1,2] ($/service)	2019-20[1,2] ($/service)
Provision of glare shields, vandal guards, luminaire replacement with aero screens			
Customer requests the supply and installation of adhesive luminaire glare screen(s).	195.47	199.59	203.79
Customer requests the supply and installation of standard luminaire glare screen(s) – internal.	159.78	163.14	166.58
Replacement of existing streetlight luminaires with aero screen low glare luminaires	537.75	549.07	560.63
Application assessment, design review and audit			
Rate 3 public lighting services	84.68	86.46	88.28
Design assessment and preparation of offer			
Number of new, modified or recovered sites (i.e. stations numbers excluding street light pits and conduits)			
0-6 sites			
Rate 3 public lighting services	127.02	129.69	132.42
Design assessment and preparation of offer			
Number of new, modified or recovered sites (i.e. stations numbers excluding street light pits and conduits)			
7-30 sites			
Rate 3 public lighting services	254.03	259.38	264.84
Design assessment and preparation of offer			
Number of new, modified or recovered sites (i.e. stations numbers excluding street light pits and conduits)			
31+ sites			
Rate 2 public lighting services	169.35	172.92	176.56
Design assessment and preparation of offer			
Number of new, modified or recovered sites (i.e. stations numbers excluding street light pits and conduits)			
Resubmission			
Notes: 1. Prices are GST Exclusive 2. Prices are inclusive of overheads and on-costs			

Appendix 2 – Financial Risk Reduction Mechanism terms and conditions

1.1 Overview

Energex introduced from 1 July 2016 a demand tariff available to residential customers on a voluntary basis.

To ensure demand tariffs are understood and customers have sufficient time to adapt and respond to the tariff signals, Energex is proposing the introduction of a Financial Risk Reduction Mechanism (FRRM) will we be made available to residential customers for a fixed period of time. This mechanism is intended to provide a degree of bill protection to eligible customers while they are familiarising themselves with the new demand concept.

The terms and conditions detailing the criteria determining the eligibility of customers are provided below.

1.2 Terms and conditions

1) The FRRM applies to customers with the specified demand primary network tariffs NTC7000 – Residential Demand (Specified Demand Tariff).

2) Access to the FRRM is limited to customers with a Maximum Annual Consumption of 10 MWh at the time of adopting the Specified Demand Tariff.

3) The FRRM will be made available on a voluntary basis to the eligible customers on the day the Specified Demand Tariff applies.

4) The FRRM applies for a maximum of 12 months from the day an eligible customer has adopted a Specified Demand Tariff.

5) If the FRRM does not commence on the first day of the month, the demand cap will be applied on a pro rata basis for the first month. The mechanism will apply as if it had started on the first day of the month – to avoid confusion, if a customer starts on the residential demand tariff on 18 August 2016, the FRRM will end on 31 July 2017.

6) The FRRM applies for one continuous period only. Once the 12 month period begins, it continues until it is completed or until one of the events listed in (8) occurs, whichever comes earlier.

7) The FRRM is no longer available where an eligible customer or their retailer declines the initial offer of a FRRM when adopting a Specified Demand Tariff.

8) Access to the FRRM is removed if an eligible customer :

   a. Changes primary tariff

   b. Moves location

   c. Disconnects for reasons other than non-payment

d. Changes account holder

e. Reverts from the Specified Demand Tariff to any other tariff, and then adopts a Specified Demand Tariff again.

9) Access to the FRRM is not removed if:

a. A customer transfers from one retailer to another, with the same tariffs

b. If a customer's consumption increases during the 12 month period the bill protection applies to.

10) The FRRM allows eligible customers to experience demand tariffs up to a Maximum Demand Cap of 5 kW.

11) The Maximum Demand Cap is updated on an annual basis at the sole discretion of Energex but in a manner that is consistent with the pricing principles set out in the National Electricity Rules.

12) All eligible customers are exposed to the same Maximum Demand Cap.

13) An eligible customer's monthly maximum demand used for the FRRM is determined in accordance with the approach detailed in the relevant Energex TSS for the relevant Specified Demand Tariffs.

14) The FRRM can be manually end-dated immediately if a customer or their retailer does not wish to partake in it.

Appendix 3 – Tariff class and tariff re-assignment procedures for SAC customers

Energex undertakes a review of the assignment of network tariffs and tariff classes to its customers on a regular basis to ensure customers are assigned to the correct network tariff and have suitable metering in place.

SAC customers are assigned a classification of either Large or Small depending on their consumption. If a customer has an annual consumption greater than 100 MWh per annum, the customer is classified as Large and, in accordance with the National Metrology Procedures, is required to have communication-enabled metering (Type 1 – 4). Large business customers are required to be placed on a demand network tariff subject to having the appropriate metering.

Customers with an annual consumption of less than 100 MWh per annum are classified as Small and can either access an energy based tariff or, subject to having the appropriate metering, a demand network tariff.

1. Energex initiated tariff re-assignment

1.1 Small to Large business reclassification and network tariff re-assignment

Energex reviews SAC small business customers with Type 1 – 4 metering on an annual basis to ensure they are classified correctly and assigned to the appropriate network tariff code. Upon identifying incorrectly classified customers, Energex will initiate a reclassification and network tariff code re-assignment, and will write to the customer's retailer making it aware of the impending changes.

The notification that is sent to the customer's retailer includes the following:

- The current NMI classification the customer is moving from and the new NMI classification they are moving to.
- The current network tariff class and network tariff code of the customer and what these are changing to.
- The reason for the change.
- A definition of what a Small or Large customer is.
- The specifications relating to the classification as a Large or Small customer (this includes metering, network tariff code, governing bodies they may refer to).
- How the customer can dispute the decision.
- The date the change will take effect (all Energex initiated changes are prospective).

Note: Where a NMI is reclassified from Small to Large and has the appropriate metering, Energex is able to assign the customer to a demand network tariff code as specified in the relevant Energex Annual Pricing Proposal.

1.2 SAC Large customers upgrading to a communication-enabled Type 1 – 4 metering

Where a Large business customer has upgraded their metering from Type 6 (accumulation or Basic) to Type 1 – 4 (Comms), Energex will initiate a network tariff change to a demand tariff. Energex will notify the customer and the customer's retailer in writing making them aware of the impending change.

2. Retailer initiated reclassification and network tariff code change

A customer's retailer is permitted to initiate an application or request for a reclassification and network tariff code re-assignment where Type 1 – 4 (Comms) metering is installed at the site. A customer is able to submit the QESI Application for Review (Form 1634) to Energex; however Energex will seek the endorsement from the customer's retailer prior to proceeding with the tariff change. Upon receipt of the application, Energex will carry out the following:

2.1 Retailer requesting a Large to Small / Small to Large reclassification and network tariff code re-assignment

Energex will assess the customer's consumption for the last 12 months. Where the request is approved, the customer's classification and network tariff code will be updated. Energex will notify the requesting retailer of the approval and the date in which the changes have taken place. Energex will write to the customer making it aware of the changes, outlining the following:

- Who initiated the classification and/or network tariff code change (Energex or customer's retailer).
- The current network tariff class and network tariff code of the customer and what these are changing to.
- A definition of what a Small or Large customer is.
- The specifications relating to the classification as a Large or Small customer (this includes metering, network tariff code, governing bodies they may refer to).
- How the customer can dispute the decision.
- The date the change will take effect (all retailer initiated changes take place at the first of the month the information is received unless specified otherwise).

2.2 Retailer initiated network tariff code re-assignment only

Where the network tariff change aligns to its tariff assignment policy (as per Section 5.1 of this TSS), Energex will approve the request and notify the requesting retailer. The notification will include the following:

- Who initiated the network tariff change (Energex/retailer).
- The current network tariff class and network tariff of the customer and what these are moving to.

- How the customer can dispute the decision.
- The date the change will take effect (all retailer initiated changes take place at the first of the month the information is received unless specified otherwise).

Appendix 4 - Tariff class and tariff assignment review objection process

Table A. 3 - Tariff class assignment review of objections process

Process	Inputs	Outcome
Written request for review of objection received		Energex will notify customer within 1 business day acknowledging reception of request
Review energy / demand / voltage / nature of connection	Energy usage will be determined considering: • Any additional information the customer has provided • Estimated energy consumption for new customers • Historical consumption for existing customers. Nature of connection will be determined by: • Reviewing connection asset databases. Note: Depending on the nature of the connection, there may be exceptions to the application of criteria around energy use.	Customer's energy use (i.e. consumption and/or demand) and nature of connection is known.
	Nature of connection will be determined considering: • Any additional information the customer provided • Network connection point / charge • Assets	
Determine tariff class	Using the data collected, the applicable tariff class will be determined according to the approved process for assigning customers to tariff classes.	**Key outcome 1 (KO 1):** Applicable tariff is identified
Determine metering and customer type	For SAC on demand tariffs, CAC and ICC: • Metering: is the site HV or LV? • Customer type: is the customer business or residential? For SAC customer on non-demand tariffs:	Metering and customer type is known.

Process	Inputs	Outcome
	• Metering: Is the NMI metered or unmetered? • Customer type: Is the customer business or residential?	
Determine network tariffs	Using the data collected, the applicable network tariff will be determined according to the approved process for assigning customers to tariff classes	**Key outcome 2 (KO 2)** Applicable network tariff is identified.
Managerial review of identified tariff class / network tariff	The review department's manager will review the tariff class (KO1) and network tariff (KO2) identified through this process and decide whether the proposed tariff class / tariff assignment / re-assignment.	**Key outcome 3 (KO 3)** Managerial approval to proceed with assignment / re-assignment
Notification of outcome	The review outcome and final decision for the appropriate tariff class / tariff assignment or re-assignment confirmed in KO3.	Energex will use best endeavours to notify in writing the customer's retailer of the outcome of the review within: • 10 business days for SAC customers • 20 business days for CAC and ICC customers.

Appendix 6 – Compliance Matrix

Table A. 4 - Compliance Matrix

Clause	Requirement	Reference
6.18.1A(a)(1)	Energex's tariff structure statement must include the tariff classes into which retail customers for direct control services will be divided during the relevant regulatory control period	Chapter 3, Section 3.1. Chapter 6, Section 6.1
6.18.1A(a)(2)	Energex's tariff structure statement must include the policies and procedures Energex will apply for assigning retail customers from one tariff to another (including any applicable restrictions)	Chapter 5, Appendix 3 and Appendix 4. Chapter 6, Section 6.4.
6.18.1A(a)(3)	Energex's tariff structure statement must include the structures for each proposed tariff	Chapter 4. Chapter 6.
6.18.1A(a)(4)	Energex's tariff structure statement must include the charging parameters for each proposed tariff	Chapter 4. Chapter 6.
6.18.1A(a)(5)	Energex's tariff structure statement must include a description of the approach that Energex will take in setting each tariff in each pricing proposal during the regulatory control period in accordance with clause 6.18.5.	Chapter 4. Chapter 6. Accompanying Explanatory Notes.
6.18.1A(b)	A tariff structure statement must comply with the pricing principles for direct control services set out in clause 6.18.5.	Chapter 2.
6.18.1A(e)	A tariff structure statement must be accompanied by an indicative pricing schedule which sets out, for each tariff for each regulatory year of the regulatory control period, the indicative price levels determined in accordance with the tariff structure statement.	Appendix 1

Appendix 7 - Glossary

Table A. 5 - Acronyms and abbreviations

Abbreviation	Description
ACS	Alternative Control Service
AEMC	Australian Energy Market Commission
AER	Australian Energy Regulator
AH	After Hours
AIC	Average Incremental Cost
AR	Allowed Revenue
BH	Business Hours
CAC	Connection Asset Customers
Capex	Capital Expenditure
CPI	Consumer Price Index
DER	Distributed Energy Resources
DCOS	Distribution Cost of Supply
DNSP	Distribution Network Service Provider
DPPC	Designated Pricing Proposal Charges (previously known as TUoS)
DUoS	Distribution Use of System
EG	Embedded Generators
ENA	Energy Network Australia
FFRM	Financial Risk Reduction Mechanism
FiT	Feed-in Tariff (Solar FiT) under the Queensland Solar Bonus Scheme
HV	High Voltage
ICC	Individually Calculated Customers
kVA	Kilovolt ampere
LCC	Large Customer Connection
LRMC	Long Run Marginal Cost
LV	Low Voltage
MSATS	Market Settlement and Transfer Solution
NEL	National Electricity Law
NEM	National Electricity Market
NER	National Electricity Rules (or Rules)
NMI	National Meter Identifier

Abbreviation	Description
NTC	Network Tariff Code
NUoS	Network Use of System
O&M	Operating and Maintenance Allowance (Opex)
Opex	Operating and Maintenance Expenditure
PV	Photovoltaic (Solar PV)
PV	Present Value
RAB	Regulatory Asset Base
RTTS	Real Time Tariff Study
Rules	National Electricity Rules (or NER)
SAC	Standard Asset Customers
SBS	Solar Bonus Scheme
SCS	Standard Control Service
STPIS	Service Target Performance Incentive Scheme
ToU	Time of Use
TSS	Tariff Structure Statement
TUoS	Transmission Use of System
WACC	Weighted Average Cost of Capital

Table A. 6 - Units of measurement used throughout this document

Base Unit	Unit name	Multiples used in this document
h	hour	GWh, kWh, MWh
V	volt	kV, kVA, MVA
VA	volt ampere	kVA, MVA
var	var	kvar
W	watt	W, kW, kWh, MW

Table A. 7 - Multiples of prefixes (units) used throughout this document

Prefix symbol	Prefix name	Prefix multiples by unit	Prefixes used in this document
G	giga	10^9	GWh
M	mega	1 million or 10^6	MW, MWh, MVA
k	kilo	1 thousand or 10^3	kV, kVA, kvar, kW, kWh