

# **Attachment 5 – 2019-24 TSS**

## **Network tariff assignment and reassignment policy**

**April 2018**



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## 1. Purpose

To outline Essential Energy's proposed procedures for the assignment and reassignment of network tariffs in accordance with clause 6.18.1A (a) (1) of the National Electricity Rules (NER) and Essential Energy's proposed Tariff Structure Statement (TSS) for the 2019-24 regulatory period.

The customer and stakeholder consultation undertaken for our TSS showed that customers found the term "tariff" confusing. In response to this feedback, and wherever possible throughout this policy, we have adopted the following terminology:

- The terms "network charge" or "network" price instead of "tariff"
- "Customer class" in place of "tariff class"

## 2. Scope

This Company Procedure document outlines:

- > the system of assessment used by Essential Energy to assign or reassign customers to an appropriate network charge;
- > the procedures followed by Essential Energy to assign a new customer to a network charge;
- > the procedures followed by Essential Energy to reassign customers to an alternative network charge;
- > the notification requirements followed by Essential Energy to inform retailers of network charge reassignment outcomes following a decision made by Essential Energy; and
- > the procedures followed by Essential Energy to process network charge reassignment objections submitted by retailers.

## 3. Assignment and reassignment process

Essential Energy will use the following system of assessment to assign or reassign customers to an appropriate network charge:

- > **Step 1:** Assign the customer to a customer class – The customer is assigned to the appropriate customer class based on the customer class criteria described in section 3.1; and
- > **Step 2:** Assign the customer to the appropriate network charge – Once the customer is assigned to the customer class, the appropriate network charge is determined based on the customer's connection, load and metering characteristics, as well as the customer's type (i.e. residential or business).

The criteria applicable to each network charge are further described in *Annexure A – Network Charge Criteria*.

### 3.1 Customer classes

Distribution services are provided to a range of tariff or customer classes. Segregation of customers by class is commonly carried out to assess their relative impact on network costs. This in turn informs final network prices and structures and therefore the network charges calculated each financial year.

#### 3.1.1 Standard tariff or customer classes

All but the largest Essential Energy customers have network prices that are averaged for their customer class. Different tariff or customer classes have different connection, load and metering characteristics and therefore impact differently on network costs. Customer classes have been established taking into consideration historical pricing structures, existing metering and the cost effectiveness of metering options and connected voltage level.

Essential Energy has historically grouped customers according to their end use such as Residential, Business, Commercial and Industrial purposes. However, network costs are not necessarily driven by the end use of

electricity but rather by the voltage of supply, the capacity being held in readiness for demand and the time of day that this demand occurs.

The assets required to provide distribution services to each tariff or customer class is a major cost driver. Customer segmentation is carried out in different ways, largely dependent upon the availability of detailed cost information. It has been possible, to some degree, to segregate network costs by voltage level. Therefore, Essential Energy's customer classes vary in accordance with the voltage level at which electricity is taken from the network.

Essential Energy has grouped its network charges into five standard customer classes based primarily on the voltage level at which electricity is taken from the network (i.e. connection characteristic), and to a lesser extent load and metering characteristics. Each customer class incorporates a number of network charges which are available to customers exhibiting specific connection, load and metering characteristics, as well as the customer's type (i.e. residential or business).

The list of network charges contained within each standard customer class, along with a description of specific network charge characteristics, is detailed in *Annexure A – Network Charge Criteria*.

The current five standard customer classes are:

1. **Low Voltage Small Customer:** This customer class applies to customers with a low voltage connection to the network, whose consumption does not exceed 160 MWh per year, and are billed on their energy usage, or optional demand if they have a smart meter. This customer class includes the following network charges:
  - residential anytime;
  - residential time of use;
  - residential - Opt in demand;
  - energy saver 1 (formerly Controlled Load 1);
  - energy saver 2 (formerly Controlled Load 2);
  - business anytime;
  - small business - Opt in demand; and
  - business time of use < 160 MWh.
2. **Low Voltage Large Business:** This customer class applies to customers with a low voltage connection to the network, whose consumption exceeds 160 MWh per year, and are billed on their energy usage and maximum demand. Customers who consume over 160MWh per year will have an interval meter installed which is capable of measuring energy usage in half hour intervals. This type of metering allows a customer to be billed based on their maximum demand. This customer class includes the following network charges:
  - low voltage – three rate demand;
  - low voltage –and alternative demand; and
  - low voltage –average daily demand (obsolete).
3. **High Voltage Demand:** This customer class applies to customers with a high voltage connection to the network and are billed on their energy usage and maximum demand. Customers who have a high voltage connection to the network will have an interval meter installed which is capable of measuring energy usage in half hour intervals. This type of meter allows customers to be billed based on their maximum demand. This customer class includes the following network charges:
  - high voltage – monthly demand; and
  - high voltage - average daily demand (obsolete).
4. **Subtransmission (including inter-distributor transfers):** This customer class applies to customers with a subtransmission connection to the network and are billed on their energy usage and maximum demand. It also includes Inter Distributor Transfer (IDT) customers. The IDT network charges apply to specific connection points between DNSPs. Customers who have a subtransmission connection to the network will have an interval meter installed which is capable of measuring energy usage in half hour intervals. This type of meter

allows customers to be billed based on their maximum demand. This customer class includes the following network charges:

- subtransmission – three rate demand;
- inter distributor transfers; and
- site specific.

5. **Unmetered:** This customer class applies to customers that do not have a meter and includes public lighting usage charges and any other unmetered supply.

### 3.1.2 Site specific customers

For large customers, Essential Energy may provide a Site Specific Customer price which is a cost reflective network charge applicable to the location of the customer's specific connection point.

This document outlines Essential Energy's procedures for network charge assignments and reassignments for those customers within standard customer classes (i.e. customers without cost reflective network pricing). Network charge assignment and reassignment relating to Site Specific Customer pricing is managed and assessed on a case-by-case basis by Essential Energy's Network Pricing Manager.

## 3.2 Network Charge Assignment Procedure

Network charge assignment occurs when a customer commences to consume electricity from a new connection point (i.e. new customer). Essential Energy will use the estimated information collected from the retailer's B2B service order, in conjunction with the system of assessment as described above, to assign the new customer to the appropriate network charge. As the network charge assignment will be based on estimated information obtained from the B2B service order submitted by the retailer, it is the responsibility of the customer and the customer's retailer to monitor the suitability of the network charge applied and advise Essential Energy if a network charge reassignment is required (in accordance with section 3.3 below).

From 1 July 2018 new residential and small business customers connecting to the network, and existing customers whose meter is upgraded to a smart meter, will be assigned to the Time of Use (ToU) network charge relevant to their metering technology. These customers will have the choice to opt out to an alternative network charge if they satisfy the necessary eligibility requirements.

Until 1 July 2018 a change of occupancy will not trigger a network charge assignment by Essential Energy. Essential Energy will by default assign the customer to the network charge that previously existed at the premises. However, from 1 July 2018 a change of occupancy will trigger the assignment of a default ToU network charge where the appropriate metering technology is available at the premises. If the premises do not have a ToU capable meter then the customer will be assigned the network charge that previously existed at the premises. Where a network price change is required in connection with a change of occupancy, the retailer must request a network charge reassignment in accordance with section 3.3 below.

In addition, customers who connect new technologies (such as solar, battery storage or electric vehicles) after 1 July 2019 will be assigned to a demand based network charge. These customers will have the choice to opt out to a ToU network charge if they meet the eligibility criteria.

## 3.3 Network Charge Reassignment Procedure

When a new customer is assigned to a network charge, that network charge will continue to apply until such time as:

- > Essential Energy receives a request from the customer's retailer to review the network charge to which the existing customer is assigned as a result of a change in the customer's load, connection and/or metering characteristics (i.e. retailer applies for a network charge reassignment on behalf of the customer); or
- > Essential Energy believes that an existing customer's load, connection and/or metering characteristics have changed such that it is no longer appropriate for that customer to be assigned to the network charge to which the customer is currently assigned; Essential Energy initiates the network charge reassignment by providing a

notice to the customer's retailer prior to the actual network charge reassignment. We will also advise the customer prior to the assignment if they are a business customer.

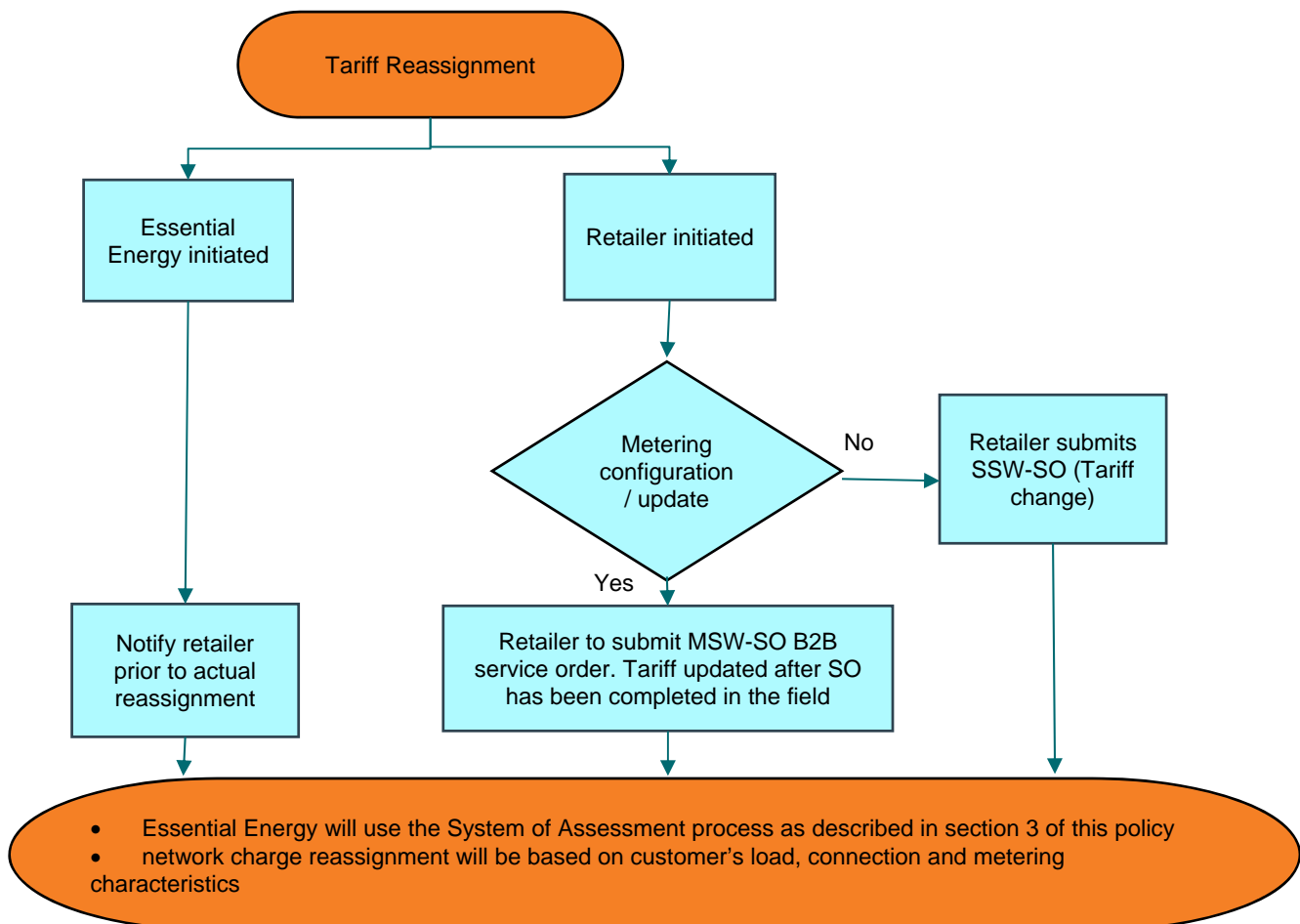
- > From 1 July 2018 meter upgrades and solar PV installations for residential and small business customers will trigger a reassignment to the ToU network charge relevant to their metering technology. These customers will have the choice to opt out to an alternative network charge if they satisfy the necessary eligibility requirements.
- > From 1 July 2019 new technology installations for residential and small business customers will trigger a reassignment to a demand based network charge. These customers will have the choice to opt out to an alternative ToU network charge if they satisfy the necessary eligibility requirements.

Where the customer's retailer wants to make a request for a network charge reassignment as described above:

- > the customer's retailer applies in writing by submitting the Supply Service Works Service Order (SSW-SO) for Network Charge Change via the Energy Market B2B processes; or
- > if the request requires a metering configuration or update the customer's retailer would need to raise the appropriate B2B service order (Metering Service Works Service Order MSW-SO).

### Network Charge Reassignment Procedure

The following flow chart illustrates the process described above:



Whether the customer's retailer or Essential Energy initiates a network charge reassignment, Essential Energy will use the system of assessment described above to reassign the customer to the appropriate network charge.

Approved SSW-SOs for network charge change will result in the network charge change being applied from the last actual meter read date. For Smart Meters where daily reads occur, the last meter read date will be taken as the last invoiced meter read date (therefore end of month).

It is noted that retailers have been informed that the number of network charge reassignment applications a customer may make (through their retailer) in any 12 month period is limited to one per connection point. Essential Energy will consider exceptions on a case-by-case basis only.

### 3.3.1 Obsolete network charge

Obsolete network charge are network charge that may apply to existing Essential Energy customers but are not available to new customers. Customers who choose to transfer off an obsolete network charge will lose all rights to all obsolete network charge on that premise, therefore the entire site will be required to move onto a currently available network charge. Exceptions apply when customers connect to additional services. Refer to Essential Energy's Network Price List and Explanatory Notes which is available on [www.essentialenergy.com.au](http://www.essentialenergy.com.au) for further details in relation to obsolete network charge.

Customers may not go back onto an obsolete network charge once they have transferred off it.

### 3.3.2 Energy Saver (Controlled load)

Where a customer wishes to change from Energy Saver 1 to Energy Saver 2 (or vice-versa) the customer's retailer is required to submit the relevant Metering Service Works (Meter reconfiguration) B2B service order to trigger the necessary meter / relay re-configuration. Once the meter / relay re-configuration has taken place, Essential Energy will perform the appropriate network charge reassignment without requiring the retailer to submit a SSW-SO. The network charge will be changed as at the date of the Meter reconfiguration (therefore Frequency Injection Relay channel change).

## 3.4 Notifications

Essential Energy has a regulatory obligation to notify the customer's retailer in writing of the network charge to which the customer will be reassigned prior to the network charge reassignment occurring:

- > in the event Essential Energy initiates the network charge reassignment, Essential Energy will notify the customer's retailer in writing prior to the actual network charge reassignment occurring; and
- > in the event the customer's retailer initiates the network charge reassignment, Essential Energy will notify the retailer in writing of the success or otherwise of the application. Where the application is not successful or where Essential Energy has decided to assign a network charge other than that proposed by the retailer, Essential Energy will advise the retailer of the reasons for the decision.

As part of its notification procedures, Essential Energy will advise the retailer that they can request further information from Essential Energy and that they may object to the network charge reassignment decision made by Essential Energy. Essential Energy will encourage retailers to request further information or clarification of its network charge reassignment decision before an objection is lodged.

It is noted that the customer's retailer is wholly responsible for conveying the correct information to Essential Energy and communicating any further requests and decisions made by Essential Energy to the customer.

## 3.5 Objections

Essential Energy has a regulatory obligation to allow retailers to object to a network charge reassignment decision made by Essential Energy. The objection procedure allows retailer's to formally request a review of the network charge reassignment decision. The following steps will be applied as part of the objection procedure:

1. Retailers must submit an objection in writing using Essential Energy's Network Charge Reassignment Objection form (*Annexure B of this document*). Supporting evidence or documentation related to the decision being reviewed must be provided by the retailer. Given Essential Energy takes into account a customer's load, connection and metering characteristics in determining the appropriate network charge to be reassigned, retailers will make reference to their customer's load, connection and metering

characteristics as part of the network charge reassignment objection. The completed form and supporting information and documentation will be emailed to [networktariffchange@essentialenergy.com.au](mailto:networktariffchange@essentialenergy.com.au).

2. Upon receipt of the completed Essential Energy's Network Charge Reassignment Objection form (*Annexure B of this document*), the objection will be escalated to the Network Pricing Manager for review by emailing the form and any other associated documentation to [networkpricing@essentialenergy.com.au](mailto:networkpricing@essentialenergy.com.au). In reviewing the objection, the Network Pricing Manager will assess if the original decision complied with its published Policy for Network Charge Assignment and Reassignment, Essential Energy's regulatory obligations and will take into consideration any supporting evidence and documentation provided.
3. The retailer must be notified in writing of the outcome of the Network Pricing Manager's review and reasons for accepting or rejecting the objection within 20 business days from the date Essential Energy receives the objection application. If Essential Energy believes the objection review process will take longer than 20 business days, Essential Energy must advise the retailer accordingly.
4. If the completed objection form is received within 20 business days from the date the retailer was advised of the original network charge reassignment decision, Essential Energy will apply the changes following a successful objection from the last actual meter read date prior to the original network charge reassignment application.
5. Where the completed objection form is received after 20 business days from the date the retailer was advised of the original network charge reassignment decision, Essential Energy will apply the changes following a successful objection from the last actual read date prior to the date the completed objection form is received.
6. Notwithstanding when the completed objection form is lodged, if Essential Energy requests further information from the retailer pertaining to the objection application, and such information is not provided within 20 business days from the date requested, Essential Energy will apply the changes following a subsequently successful objection from the last actual read date prior to the date the additional requested information is received.

It is noted that should the customer or retailer not be satisfied with the response from Essential Energy, the customer or retailer may escalate the matter to the Energy and Water Ombudsman (NSW) or any other relevant external dispute resolution body to the extent it has jurisdiction over such matters. If the customer or retailer is still not satisfied with the external party's assessment, the customer or retailer may seek a decision from the AER using the dispute resolution process available under Part 10 of the National Electricity Law.



## 4. Definitions

### **AER**

Australian Energy Regulator.

### **Appropriate tariff (network charge)**

A network charge which matches the criterion applicable to the customer's load, connection and metering characteristics.

### **B2B service order**

B2B (Business to Business) Procedures created pursuant to Chapter 7 of the NER and published by AEMO and applicable in NSW. The customer's retailer sends the B2B service order to Essential Energy requesting specific service(s) on behalf of the customer.

### **Business day**

Unless otherwise indicated, a day that is not:

- a Saturday or Sunday; or
- observed as a public holiday on the same day in each of the participating jurisdictions (except the Commonwealth).

### **Connection characteristic**

The supply voltage level as either Low Voltage (LV), High Voltage (HV) or Subtransmission.

### **Connection point**

The agreed point of supply established between Essential Energy as a DNSP and a customer.

### **Customer**

Means, in relation to the retailer, a person:

- who has a connection point in Essential Energy's distribution area or is seeking to establish a connection point in Essential Energy's distribution area; and
- whose NMI is allocated to the retailer under the National Electricity Code.

### **DNSP**

Distribution Network Service Provider.

### **Document control**

Employees who work with printed copies of documents must check the Business Management System regularly to monitor version control. Documents are considered "UNCONTROLLED IF PRINTED", as indicated in the footer.

### **High voltage**

Nominal voltage levels of 11, 22, 33 or 66 kilovolts.

### **kVA**

A unit of electrical demand measurement (Kilo Volt-Amperes).

### **kW**

A unit of electrical demand measurement (Kilowatt).

### **kWh**

A unit of electrical energy consumption measurement (Kilowatt Hours).

### **Load characteristic**

A customer's electricity consumption in kWh and their maximum demand.

### **Low voltage**

Nominally voltage levels of 230/400 volts.

**Maximum demand**

The highest amount of electrical power delivered in a 30 minute period, or forecast to be delivered, over a defined period (day, week, month, season or year) either at a connection point, or simultaneously at a defined set of connection points.

**Metering characteristic**

The type of meter installed at the customer's premises. For example, basic accumulation meter, Time of Use ('ToU') or interval read meter.

**MWh**

A unit of electrical energy consumption measurement (Megawatt Hours). One MWh is equivalent to 1,000 kWh.

**NEL**

National Electricity Law.

**NER**

Refers to the National Electricity Rules (NER) which governs the operation of the National Electricity Market. The Rules have the force of law, and are made under the National Electricity Law.

**New customer**

A customer who has commenced to consume electricity from a new connection point in Essential Energy's distribution area.

**NMI**

"National Metering Identifier" as defined in the National Electricity Code.

**Recordkeeping**

Making and maintaining complete, accurate and reliable evidence of business transactions in the form of recorded information (Source: AS Records classification handbook – HB5031 – 2011).

**Retailer**

Means a person who holds a retail licence in New South Wales to sell electricity to customers.

**Review date**

The default period for review of this document is three years from the date of approval. However, a review may be mandated at any time where a need is identified due to changes in legislation, organisational changes, restructures, occurrence of an incident or changes in technology or work practice.

**Subtransmission**

The voltage defined by Essential Energy which interconnects subtransmission or zone substations.

**Supply**

The delivery of electricity.

**Tariff (Network charge)**

The network charge or tariffs charged by Essential Energy to retailers in respect of their customers, for distributing electricity using the distribution system and the transmission system, as approved by the AER from time to time.

**Tariff (customer) class**

A group of network charge which share similar connection, load and/or metering characteristics.

**ToU**

Time of Use.

**Written notice**

Means notice given via mail or e-mail.

## ANNEXURE A - Network Charge Criteria

Network Charge	Explanation
<b>Low Voltage Small Customer</b>	
<b>BLNN2AU LV Residential Anytime</b>	Default network charge for premises wholly used as a private dwelling.
<b>BLNT3AU LV Residential ToU</b>	Premises wholly used as a private dwelling and they have a ToU capable meter.
<b>BLNT3AL LV Residential ToU_Interval meter</b>	Premises wholly used as a private dwelling and they have an Interval capable meter.
<b>BLNC1AU Energy Saver 1</b>	To all residential and business premises where the premise has another primary metering point present at the same metering point as the secondary load and the load is remotely controlled. Applicable to loads such as water heating, swimming pool pumps etc. Loads must be permanently connected or on a dedicated power circuit with indicators to show when supply is available. Supply will be made available for 5 to 9 hours overnight on weekdays and extra hours on weekends except where the load is controlled by a time clock. Note: This network charge is not available for the top boost element of a two element water heater for new connections.
<b>BLNC2AU Energy Saver 2</b>	To all residential and business premises where the premise has another primary metering point present and at the same metering point as the secondary load and the load is remotely controlled. Applicable to loads such as water heating, swimming pool pumps, heat pumps etc. Loads must be permanently connected or on a dedicated power circuit with indicators to show when supply is available. Supply will be made available for 10 to 18 hours per day on weekdays and all hours on weekends except where the load is controlled by a time clock.
<b>BLNN1AU LV Business Anytime</b>	Default network charge for business premises whose consumption does not exceed 100 MWh per year.
<b>BLNT2AU LV ToU &lt;100MWh</b>	Business premises whose consumption does not exceed 100 MWh per year and they have a ToU capable meter.
<b>BLNT2AL LV Business ToU_Interval Meter</b>	Business premises whose consumption does not exceed 100MWh per year and they have an Interval capable meter.
<b>BLNT1AO LV ToU &lt;160MWh</b>	Default network charge for business premises whose consumption does not exceed 160MWh per year.
<b>Low Voltage Large Business</b>	
<b>BLND1AR Residential – Opt in Demand</b>	Premises wholly used as a private dwelling and they have an Interval capable meter.
<b>BLND1AB Small Business – Opt in Demand</b>	Business premises whose consumption does not exceed 100MWh per year and they have an Interval capable meter.
<b>BLNDTRS Transitional Demand</b>	<p>Eligible customers will be automatically assigned to this network charge by Essential Energy and it is not available by request. This network charge is for customers that have been identified on an Anytime network charge or ToU network charge but do not meet the associated eligibility requirements for those network charges. Applies from 1 July 2017 and will be assigned to customers who would otherwise be worse off from being moved to the applicable Demand network charge at that date. This network charge will transition over 5 years to the rate of BLND3AO.</p> <ol style="list-style-type: none"> <li>1. Low voltage connection</li> <li>2. Premises where consumption exceeds 160 MWh per year</li> <li>3. Interval capable meter</li> </ol>
<b>BLND3AO LV ToU Demand 3 Rate</b>	Default network charge for business premises whose consumption exceeds 160MWh per year and connected to the LV Distribution System.
<b>BLNS1AO LV ToU Avg daily Demand (Obsolete)</b>	<p>Available to customers who have a monthly load factor greater than 60% for at least 4 of the most recent 12 months coinciding with a minimum on season anytime monthly demand of 1500 kVA. This is intended for customers with a seasonal demand.</p> <p>Demand Charges will be calculated as follows:</p>

Network Charge	Explanation
	<ol style="list-style-type: none"> <li>1. The daily kVA maximum demand in each of the Peak, Shoulder and Off Peak periods will be metered for each day of the month.</li> <li>2. The metered kVA Demand for each day of the Peak, Shoulder and Off-Peak periods will be summed for the month and divided by the number of days in the month when the load occurs. This means that Peak and Shoulder Demand will be divided by the number of week days, and Off Peak Demand by the total number of days.</li> <li>3. The average ToU Demand calculated above will be multiplied by the ToU Demand rates.</li> <li>4. No adjustments to billable demand shall be made for pre-season "test runs".</li> </ol>
<b>BLND3TO LV ToU Demand Alternative network charge</b>	The Demand Charge is based on the highest measured half-hour kVA demand registered in either the peak or shoulder periods during the month.
<b>High Voltage Demand</b>	
<b>BHND3AO HV ToU Mthly Demand</b>	Default network charge for business premises whose consumption is connected to the HV Distribution System and metered at HV.
<b>BHNS1AO HV ToU Avg daily Demand (Obsolete)</b>	<p>Business premises whose consumption is connected to the HV Distribution System and metered at HV. Available to customers who have a monthly load factor greater than 60% for at least 4 of the most recent 12 months coinciding with a minimum on season anytime monthly demand of 1500 kVA. (The minimum demand and load factor requirements will be waived where a generator supports a substantial part of the load on the load side of the meter.) This is intended for customers with a seasonal demand.</p> <p>Demand Charges will be calculated as follows:</p> <ol style="list-style-type: none"> <li>1. The daily kVA maximum demand in each of the Peak, Shoulder and Off Peak periods will be metered for each day of the month.</li> <li>2. The metered kVA Demand for each day of the Peak, Shoulder and Off-Peak periods will be summed for the month and divided by the number of days in the month when the load occurs. This means that Peak and Shoulder Demand will be divided by the number of week days. Off Peak Demand by the total number of days.</li> <li>3. The average ToU Demand calculated above will be multiplied by the ToU Demand rates.</li> <li>4. No adjustments to billable demand shall be made for pre-season "test runs".</li> </ol>
<b>Subtransmission (including inter-distributor transfers)</b>	
<b>BSSD3AO Sub Trans 3 Rate Demand</b>	Default network charge for connections at a subtransmission voltage as defined by Essential Energy. Subtransmission voltages are defined by Essential Energy as those which interconnect subtransmission and zone substations. Please note that this network charge is not applicable for connection to dual purpose subtransmission/distribution circuits.
<b>Inter Distributor Transfers</b>	Inter Distributor Transfers (Cost Reflective Network Pricing) is a location specific price that is negotiated with a customer with an electrical demand of greater than 10MW or a load greater than 40GWh per annum. National Electricity Rules (NER) clause 6.23 allows customers to make a request of the DNSP to disclose transmission and distribution charges.
<b>Unmetered</b>	
<b>BLNP1AO LV Unmetered NUOS</b>	This network charge class applies to all type 7 metering installations where all loads are agreed between a Minister and AEMO. A type 7 metering installation does not have a meter, for example, a public lighting connection which has a stable, predictable consumption pattern. An algorithm which makes assumptions about electricity usage is used to estimate total consumption. All new unmetered supply connections will have this network charge applied.
<b>BLNP3AO LV Public Street Lighting ToU NUOS</b>	This network charge class applies to all type 7 metering installations where all loads are agreed between a Minister and AEMO. A type 7 metering installation does not have a meter, for example, a public lighting connection which has a stable, predictable consumption pattern. An algorithm which makes assumptions about electricity usage is used to estimate total consumption. All new public street lighting connections will have this network charge applied.

## ANNEXURE B - Network Charge Reassignment Objection Form

### Network Charge Reassignment Objection Form

#### What can this objection form be used for?

This objection form can be used to lodge a network charge reassignment objection to a decision Essential Energy has made with regards to a network charge reassignment either initiated by the customer's retailer or by Essential Energy. The network charge reassignment decision made by Essential Energy is based on an assessment of a number of criteria, including customer's load, connection and/or metering characteristics and is made in accordance with our Procedure for Network Network Charge Assignment and Reassignment. Our written notification to you will state why your network charge is being reassigned.

The conditions relating to our network network charges are outlined in our Network Price List and Explanatory Notes which is available on our website. This form is to be used where you are of the opinion the decision made in our letter to you is not in accordance with this Network Price List and Explanatory Notes.

Customer and premise details (*Indicates a mandatory field)	
*Retailer:	*NMI:
Customer's Name:	
*Street Number:	*Street Name:
*Suburb/Town:	*Post Code:
Network Charge Reassignment Details	
<b>This objection is in relation to Essential Energy's decision regarding (please tick one):</b>	
> Retailer initiated Network Network Charge Reassignment	<input type="checkbox"/>
> Essential Energy initiated Network Charge Reassignment	<input type="checkbox"/>
<b>Date on letter or email communication (Notification) received from Essential Energy:</b> ____ / ____ / ____	
Objections Details	
The customer's retailer should provide reasons for their objection. The customer's retailer is encouraged to attach as a separate document:	
> The reasons for the objection to Essential Energy's decision regarding the Network Charge Reassignment.	
> Provide any supporting evidence or documentation.	

## Conditions Applying To The Objection

- > Customer's retailer to sign and e-mail the completed form and any supporting evidence and documentation to [networktariffchange@essentialenergy.com.au](mailto:networktariffchange@essentialenergy.com.au).
  - > The retailer acknowledges that he/she has read the Procedure for Network Charge Assignment and Reassignment and that the information provided in this form is true, accurate and complete.
- 
- > The retailer is wholly responsible for communicating the correct information to Essential Energy and also conveying the decision made by Essential Energy to the customer.
  - > The retailer acknowledges that if the completed objection form is received within 20 business days from the date the retailer was advised of the original network charge reassignment decision, Essential Energy will apply the changes following a successful objection from the last actual meter read date prior to the original network charge reassignment application.
  - > The retailer acknowledges that if the completed objection form is received after 20 business days from the date the retailer was advised of the original network charge reassignment decision, Essential Energy will apply the changes following a successful objection from the last actual read date prior to the date the completed objection form is received.
  - > The retailer acknowledges that, notwithstanding when the completed objection form is received, if Essential Energy requests further information pertaining to the objection application and such information is not provided within 20 business days from the date requested, Essential Energy will apply the changes following a subsequently successful objection from the last actual read date prior to the date the additional requested information is received.

## Retailer's details

Name (person lodging the objection form):

Retailer's Business Name:

Telephone Number: (     )

Email:

Signature:

Date: