



**Network Tariff
Application and Price Guide
2018-19**

As submitted to the Australian Energy Regulator



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1 Introduction

As Tasmania's licensed distribution network service provider (**DNSP**), TasNetworks offers a range of pricing structures (**network tariffs**) to customers connected to its distribution network. The range of tariffs reflects the characteristics of different types of customers, the demands that their energy use places on the network and the typical costs of serving those customers.

This Guide provides information for customers and retailers seeking to identify and understand the network tariff which is best suited to the circumstances of individual customers and the criteria for the application of those tariffs. This 2018-19 Network Tariff Application and Price Guide:

- outlines the terms and conditions applying to the network tariffs for standard control services from 1 July 2018 to 30 June 2019. Standard control services are the core network services associated with providing customers with access to the network and the delivery of electricity to customers;
- sets out the distribution use of system (**DUoS**) and transmission use of system (**TUoS**) charges, collectively referred to as Network Use of System (**NUoS**) tariffs, applied by TasNetworks to all customer sites connected to the distribution network in 2018-19;
- explains how TasNetworks assigns customers to tariff classes and the review process which is followed if a customer lodges an objection to a tariff assignment or reassignment; and
- describes the typical metering arrangements required for each network tariff.

More information about network tariffs can be found on TasNetworks' website at <http://www.tasnetworks.com.au/our-network/network-revenue-pricing/distribution-fees-and-tariffs> and in TasNetworks' 2018-19 Pricing Proposal.¹

Customers and retailers who are uncertain about the network pricing process or the pricing arrangements that may be applicable to their particular circumstances or those of their customers are encouraged to contact TasNetworks at:

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¹ TasNetworks, Annual Distribution Pricing Proposal, 2018-19, March 2018.

2 Application of network tariffs

2.1 TasNetworks

All references to TasNetworks within this Network Tariff Application and Price Guide, unless otherwise stated, are to TasNetworks in its capacity as a licensed distribution network service provider in the Tasmanian region of the National Electricity Market (**NEM**) only.

2.2 Goods and Services Tax (GST)

All network use of system (**NUoS**) prices and network tariffs published by TasNetworks, unless otherwise stated, are exclusive of GST.

2.3 Time zones

All times referred to in this Guide are in Australian Eastern Standard Time. This primarily impacts those network tariffs that include time of use tariff components.

2.4 Metering services charges

The standard charge for the provision of metering services may apply, depending upon the type of metering services that are provided to the customer.

Where a customer requires the provision of Type 1 – 4 metering services, charges for the provision of metering services will only apply should TasNetworks be appointed as the metering provider (**MP**) and will be negotiated in accordance with the MP contract.

In all other cases the standard metering services charge will apply.

Further information on TasNetworks' metering services tariffs can be found in TasNetworks' 2018-19 Metering Services Application and Price Guide.

2.5 Meter self-read scheme

TasNetworks' meter self-read scheme enables eligible customers to submit their own meter readings online. Continued eligibility for the scheme is conditional upon the following:

1. the customer must provide the reads to TasNetworks in the appropriate format; and
2. the customer will permit TasNetworks unhindered access to their premises to read the meter(s) at least once every 12 months during its normal scheduled reading rounds.

TasNetworks will notify self-read customers of the date that TasNetworks is scheduled to read their meter. If the scheduled date is not convenient for the customer, TasNetworks will reschedule the read and that read will be treated as a special meter read,² to which a fee will apply.

In the event that TasNetworks is unable to read the meter because TasNetworks cannot safely access the premises to read the meter, the meter read will be rescheduled and that read will be treated as a special meter read,² to which a fee will apply.

In the event that TasNetworks is unable to read the meter after rescheduling the meter read, TasNetworks will treat this as an access issue in line with clause 9.1 of TasNetworks' Deemed Supply Contract.³

² TasNetworks' fee based services tariffs for special meter reads are discussed in TasNetworks' Ancillary Services – Fee Based Services Application and Price Guide.

³ TasNetworks' Deemed Supply Contract is available on TasNetworks' website at www.TasNetworks.com.au.

In the event that TasNetworks is unable to read a meter on the scheduled date for reasons that are not attributable to the customer (non-customer reasons), TasNetworks will reschedule the reading at no cost to the customer.

Failure to comply with the terms and conditions for TasNetworks' meter self-read scheme may result in the customer being removed from the scheme.

2.6 Choice of network charges

While it is a matter for a customer's retailer to propose the network tariff that is appropriate for the customer's needs, the final determination of the network tariff which will apply to a customer remains the responsibility of TasNetworks. If a retailer requests that a customer be reassigned to a different tariff, the transfer between network tariffs will apply from the beginning of the normal billing period following the month in which written advice is received from the retailer by TasNetworks. Transfers will not be made retrospectively.

TasNetworks reserves the right to review the assignment of a customer to a particular network tariff in the event of any electrical load changes and will notify the customer's retailer regarding any network tariff changes resulting from such a review. The final decision on the appropriate network tariff shall be at the discretion of TasNetworks.

There may be instances where a customer may have a separate connection agreement with TasNetworks, under which TasNetworks directly invoices the customer for network use. In such cases, the customer's retailer will provide only energy related commercial services, including billing.

2.7 Obsolete tariffs

There are a number of network tariffs that have been classified by TasNetworks as obsolete. Obsolete network tariffs are no longer available to new customers. Existing customers may elect to remain on an obsolete network tariff, providing no alteration is made to the customer's installation.

Customers (and/or the customer's retailer) that either change their installation or choose to transfer from an obsolete network tariff will lose the right to continue being supplied under any obsolete network tariffs at that installation, i.e. the entire installation will be required to move to currently available published network tariffs.

2.8 Mid-month change of retailer

When a customer elects to change their retailer, NUoS charges for the month in which the changeover takes place will be allocated between the retailers involved on a pro-rata basis, based on the number of days in the month the customer was contracted with each retailer.

NUoS invoices to the retailers involved will reflect the meter readings obtained on the day of transfer.

Unmetered electricity supplies will be transferred between retailers on a pro-rata basis based on the number of days in the month the customer was contracted with each retailer.

Electricity supplies cannot be transferred between retailers on the same business day that the request was received by TasNetworks.

2.9 Standby electricity supply

Where customers with critical electricity supply needs require standby electricity supply capability, the network charges applying to that connection will be negotiated between TasNetworks and the customer. In such a situation, network charges will be determined considering the assets and network capacity required to be kept in reserve to accommodate the standby supply.

2.10 Embedded generation

NUoS charges for embedded generation will be individually calculated (refer to section 30 of this Guide).

3 How are network prices determined

3.1 What is a network tariff?

There are around 285,000 households, businesses and institutions that take their supply of electricity from the network of poles, wires and underground cables which make up the electricity distribution network.

Network tariffs are used to determine the cost of network service for each customer connected to the distribution network. However, rather than charging the customer directly, in the NEM these distribution network charges are levied on retailers.

Retailers then pass those costs on to their customers, usually bundled together into retail tariffs, along with the cost of the energy each customer consumes and a contribution towards the retailer's own costs. It is these retail tariffs that customers see in their electricity bills. At present the majority of small customers in Tasmania receive their electricity bill from Aurora Energy.

Currently network charges currently make up just over 40 per cent of an average household electricity bill, if you include the costs associated with metering services.

There are a number of key concepts and terms relating to network tariffs which people need to be familiar with in order to understand how TasNetworks develops prices and charges retailers. These are explained below.

3.2 What is a network tariff class?

Customers with similar characteristics are grouped together so that similar customers pay similar prices. These groupings are known as our 'network tariff classes'.

There are currently ten network tariff classes:

- Residential
- Small low voltage
- Large low voltage
- Irrigation
- High voltage
- Uncontrolled energy
- Controlled energy
- Unmetered supply
- Streetlighting
- Individual calculated tariffs
- Embedded generation

Customers within a network tariff class are assigned to the same network tariff, or group of network tariffs. Each network tariff class will have one or more network tariffs which can be applied to customers within that class, although there are a small number of network tariffs which customers in multiple tariff classes may be eligible for.

In calculating network tariffs, we allocate an amount of revenue to be recovered from each network tariff class that reflects the cost of supplying that part of our customer base. We then allocate an amount of the revenue to be recovered from each tariff class to the network tariff applying to each tariff class.

3.3 Network tariffs

Network tariffs are the rates used to determine how much each customer connected to the distribution network is charged for their connection to the network and the delivery of the electricity they use. However, rather than billing customers directly, TasNetworks – like distribution network operators elsewhere in Australia – charges electricity retailers on behalf of their customers.

3.4 Network tariff structure

Network tariffs are usually made up of a number of components, or charges, which together are referred to as the network tariff structure. All network tariffs will have at least one charging component, like a service charge, but most have more. Network tariff structures determine how we calculate how much an individual customer is charged for using our network.

Once customers are grouped into network tariff classes and assigned to network tariffs, the structure for each network tariff is determined. The use of appropriate tariff structures enables us to recover from each network tariff only an amount of revenue that reflects the costs of providing network services to the customers in a particular tariff class.

The right network tariff structures can also send customers appropriate price related signals about how their usage of electricity, such as at peak times, impacts on the cost of the network.

Network tariff structures are not updated often, and will only be updated after consulting with customers. Changes to the network tariff structures are only considered when there is a need to reflect changes in market conditions or to improve price signals for customers.

3.5 Network tariff components

A network tariff structure can comprise one or many tariff components. Possible network tariff components include:

- **Service charges** – charges designed to recover the costs that arise from the connection and management of each customer. This sends a signal to customers about the value of the network connection, and sets a constant and foreseeable price that assists customers in making a decision to connect and remain connected to the network.
- **Consumption charges** – charges based on the energy consumed by the customer (and delivered via the network), multiplied by a per unit rate (price).
- **Demand charges** – charges based on the maximum amount of energy used by a customer at a given moment during a particular period (often an average maximum demand figure, to avoid customers being charged on the basis of instantaneous spikes in the amount of energy they draw). More information about how TasNetworks' applies demand based charges is available in sections 32 and 33 of this Guide.

3.6 Charging parameters

Specific characteristics called charging parameters are also defined for each network tariff component, such as the time periods that will apply to a particular tariff component or other eligibility criteria.

For example, some tariff components include peak and off-peak charging parameters which ensure customers receive appropriate price signals about how their usage affects the network at times when the network is working at its hardest. Tariff components that utilise different time periods are called Time of Use (**ToU**) tariff components.



Other network tariffs may be applied chronologically, on a daily or monthly basis for example, and others might be applied on a take or pay basis, which means that the customer might pay for a nominated level of service, whether they utilise that capacity in full or not.



4 Assigning and reassigning customers to tariff classes

TasNetworks assigns customers to tariff classes on the basis of their usage and size. Customers are assigned to one of the following tariff classes:

- individual tariff calculation (ITC);
- high voltage (HV);
- irrigation;
- large low voltage (LV);
- small low voltage (LV);
- residential;
- uncontrolled energy;
- controlled energy;
- unmetered;
- street lighting; and
- embedded generation.

Customers are assigned to at least one tariff class. Assignment to tariff classes is based on:

- the nature of the customer's connection;
- the customer's forecast/expected usage and size, or typical usage by customers in the same customer class; and
- the principle that customers with similar connection and usage profiles are treated on a consistent basis.

4.1 Reassignment of network tariffs

Customers seeking tariff reassignment must:

- (a) be eligible for tariff reassignment;
- (b) provide TasNetworks with one month's written notification; and
- (c) pay any applicable tariff alteration fee.⁴

Customers must remain on the reassigned network tariff for a minimum of 12 months unless otherwise agreed with TasNetworks. This condition prevents customers from taking advantage of seasonal variations in both their load profile and network tariffs by changing network tariffs in order to avoid contributing towards the cost of the network in a way that reflects their usage over a full 12 month cycle.

For the duration of the regulatory control period 1 July 2017 to 30 June 2019, tariff reassignment fees will be waived for customers who opt-in to the Residential Time of Use Demand Tariff (**TAS87**), Residential Low Voltage Distributed Energy Resource Tariff (**TAS97**), Business Low Voltage Commercial Time of Use Demand Tariff (**TAS88**), Business Low Voltage Distributed Energy Resource Tariff (**TAS98**) or Business Large Low Voltage Time of Use Demand Tariff (**TAS89**). In addition,

⁴ TasNetworks' fee-based services tariffs for tariff alterations are discussed in TasNetworks' Ancillary Services – Fee Based Services Application and Price Guide.

customers will be eligible to reassign to other network tariff offerings within a 12-month period, by paying the applicable tariff reassignment fee.

A tariff reassignment request may be made either:

- through the customer's retailer, in which case the retailer notifies TasNetworks via a Service Order Request, or;
- through TasNetworks, where TasNetworks will advise the customer's retailer

Exceptions to the above conditions will only be made at TasNetworks' discretion where it can be demonstrated that to not do so would result in unreasonable penalties or impose financial hardship on the customer.

5 Network tariffs for Standard Control Services

Table 1 sets out the Standard Control Services network tariffs that TasNetworks will offer in the 2018-19 regulatory year.

Table 1: Standard control services network tariffs

Description	TasNetworks code	Type
Residential low voltage general	TAS31	Published tariff
Business low voltage general	TAS22	Published tariff
Business low voltage nursing homes	TAS34	Published obsolete tariff
General network – business, curtilage	TASCURT	Published obsolete tariff
Uncontrolled low voltage heating	TAS41	Published tariff
Controlled low voltage energy – off-peak with afternoon boost	TAS61	Published tariff
Controlled low voltage energy – night period only	TAS63	Published tariff
Unmetered supply low voltage general	TASUMS	Published tariff
Irrigation low voltage time of use	TAS75	Published tariff
Business low voltage kVA demand	TAS82	Published tariff
Residential time of use demand	TAS87	Published tariff
Business low voltage commercial time of use demand	TAS88	Published tariff
Business low voltage large commercial time of use demand	TAS89	Published tariff
Residential low voltage distributed energy resources [†]	TAS97	Published tariff
Business low voltage distributed energy resources [†]	TAS98	Published tariff
Business high voltage kVA specified demand	TASSDM	Published tariff
Residential low voltage pay as you go	TAS101	Published obsolete tariff
Residential low voltage pay as you go time of use	TAS92	Published tariff
Business low voltage time of use	TAS94	Published tariff
Residential low voltage time of use	TAS93	Published tariff
Business high voltage kVA specified demand (>2.0 MVA)	TAS15	Published tariff
Unmetered supply low voltage public lighting	TASUMSSL	Published tariff
Residential low voltage import transitional	TASX1I	Published tariff
Business low voltage import transitional	TASX2I	Published tariff
Residential low voltage import fair and reasonable	TASX4I	Published tariff
Business low voltage import fair and reasonable	TASX5I	Published tariff
Non-qualifying import	TASX6I	Published tariff

Description	TasNetworks code	Type
Individual network tariff calculation	ITC	Negotiated tariff

[†] From 1 December 2018.

6 Residential low voltage general (TAS31)

This network tariff is for low voltage installations located at premises that are used wholly or principally as private residential dwellings.

There are no restrictions on the use of the supply (i.e. the supply may be used for general power, heating, water heating, etc.).

Farm outbuildings may be connected on this network tariff provided that the connection is through the meters of the farm residence.

This network tariff may also be used in conjunction with the following additional network tariffs:

- TAS41 – Uncontrolled low voltage heating;
- TAS61 – Controlled low voltage energy – off-peak with afternoon boost; and
- TAS63 – Controlled low voltage energy – night period only.

A Type 6 meter is the minimum required for installations on this network tariff.

6.1 Network tariff prices

Table 2 sets out the prices applicable to this network tariff.

Table 2: Tariff prices for residential low voltage general

TasNetworks code – TAS31	2018-19 tariff
DUoS Charge	
Service charge (c/day)	49.663
All Energy (c/kWh)	7.449
TUoS Charge	
All Energy (c/kWh)	2.408
NUoS Charges	
Service charge (c/day)	49.663
All Energy (c/kWh)	9.857

7 Business low voltage general (TAS22)

This network tariff is for low voltage installations located on premises that are not used wholly or principally as private residential dwellings.

There are no restrictions on the use of the supply (i.e. the supply may be used for general power, heating, water heating, etc.).

This network tariff may also be used in conjunction with the following additional network tariffs:

- TAS41 – uncontrolled low voltage heating;
- TAS61 – controlled low voltage energy – off-peak with afternoon boost; and
- TAS63 – controlled low voltage energy – night period only.

A Type 6 meter is the minimum required for installations on this network tariff.

7.1 Network tariff prices

Table 3 sets out the prices applicable to this network tariff.

Table 3: Tariff prices for business low voltage general

TasNetworks code – TAS22	2018-19 tariff
DUoS Charge	
Service charge (c/day)	49.381
All Energy (c/kWh)	7.357
TUoS Charge	
All Energy (c/kWh)	2.408
NUoS Charges	
Service charge (c/day)	49.381
All Energy (c/kWh)	9.765

8 Business low voltage nursing homes (TAS34)

This network tariff is obsolete and not available to new customers.

This network tariff applies to low voltage installations that are registered as aged care facilities.

There are no restrictions on the use of the supply (i.e. the supply may be used for general power, heating, water heating, etc.).

This network tariff may also be used in conjunction with the following additional network tariffs:

- TAS41 – uncontrolled low voltage heating; and
- TAS61 – controlled low voltage energy – off-peak with afternoon boost.

A Type 6 meter is the minimum required for installations on this network tariff.

TasNetworks is currently in the process of aligning the business low voltage nursing home tariff with the tariff applying to other businesses by increasing the step energy charges within this network tariff. When the TAS34 network tariff achieves parity with the network tariff TAS22, the TAS34 tariff will be discontinued and will no longer be available to any customer. TasNetworks will write to any customers remaining on this network tariff at that time, advising that it intends reassigning those customers to network tariff TAS22 – business low voltage general.

8.1 Network tariff prices

Table 4 sets out the prices applicable to this network tariff.

Table 4: Tariff prices for business low voltage nursing homes

TasNetworks code – TAS34	2018-19 tariff
DUoS Charge	
Service charge (c/day)	49.381
First 500 kWh per Quarter (c/kWh)	7.357
Remaining Consumption (c/kWh)	7.357
TUoS Charge	
First 500 kWh per Quarter (c/kWh)	2.408
Remaining Consumption (c/kWh)	2.408
NUoS Charges	
Service charge (c/day)	49.381
First 500 kWh per Quarter (c/kWh)	9.765
Remaining Consumption (c/kWh)	9.765

9 General network – business, curtilage (TASCURT)

This network tariff is obsolete and not available to new customers.

This network tariff applies to low voltage rural installations which have a single connection point but require more than one meter due to site layout.

The single connection point must supply an installation qualifying for, and being supplied under network tariff TAS22 – business low voltage general. This network tariff may not be used in conjunction with any network tariff other than TAS22.

There are no restrictions on the use of the supply (i.e. the supply may be used for general power, heating, water heating, etc.).

A Type 6 meter is the minimum required for installations on this network tariff.

TasNetworks is currently in the process of aligning the general network – business, curtilage tariff with the tariff applying to other businesses by increasing the service charges within this network tariff. When the TASCURT service charge achieves parity with the network tariff TAS22 – business low voltage general, the TASCURT tariff will be discontinued and will not be available to any customer. TasNetworks will write to any customers remaining on this network tariff, at this time, advising that TasNetworks intends to reassign those customers to network tariff TAS22 – business low voltage general.

9.1 Network tariff prices

Table 5 sets out the prices applicable to this network tariff.

Table 5: Tariff prices for general network – business, curtilage

TasNetworks code – TASCURT	2018-19 tariff
DUoS Charge	
Service charge (c/day)	43.359
All Energy (c/kWh)	7.357
TUoS Charge	
All Energy (c/kWh)	2.408
NUoS Charges	
Service charge (c/day)	43.359
All Energy (c/kWh)	9.765

10 Uncontrolled low voltage heating (TAS41)

This network tariff is for low voltage installations.

10.1 General conditions

10.1.1 Private residential dwellings

For installations located on premises used wholly or principally as private residential dwellings, this network tariff is for water heating and/or residential space heating and/or domestic indoor pool heating only.

10.1.2 Other installations

For installations located at premises not used as private residential dwellings, this network tariff is for water heating only.

10.1.3 All installations

With the exception of thermal storage space heaters or thermal storage water heaters, this network tariff may not be applied to any apparatus also connected under another network tariff.

This network tariff is not available on a stand-alone basis and to be eligible for TAS41, customers must also be supplied under one of the following network tariffs:

- TAS31 – residential low voltage general;
- TAS22 – business low voltage general; or
- TAS34 – business low voltage nursing homes.

A Type 6 meter is the minimum required for installations on this network tariff.

10.2 Requirements of water heating systems

10.2.1 Private residential dwellings

To be connected to this network tariff, water heating systems in private residential dwellings:

- must comply with AS 1056, Storage water heaters; and
- should comply with AS/NZS 3500.4:2003, Plumbing and drainage – Heated waters services and AS 3500.4.1 – 1997, National Plumbing and Drainage – Hot water supply systems – Performance requirements; and
- must have an electric heating unit rating not exceeding 16 Watts per litre if the storage capacity of the water heating system is less than or equal to 500 litres; or
- must have an electric heating unit rating not exceeding 32 Watts per litre if the storage capacity of the water heating system is greater than 500 litres.

Non-compliant systems may be refused connection or be disconnected.

Where a private residential dwelling has a water storage heater installed and the storage capacity is greater than 20 litres but less than 100 litres, the limit of 16 Watts per litre may be exceeded by that individual water storage heater. Only one water storage unit with a storage capacity between 20 and 100 litres that exceeds the 16 Watts per litre threshold may be installed at a private residential dwelling.

10.2.2 Other installations

To be eligible for the TAS41 network tariff, water heating systems at premises not used as private residential dwellings:

- must comply with Australian Standard 1056, Storage Water Heaters; and
- should comply with AS/NZS 3500.4:2003, Plumbing and drainage – Heated waters services and AS 3500.4.1 – 1997, National Plumbing and Drainage – Hot water supply systems – Performance requirements, and
- must have an electric heating unit rating not exceeding 16 Watts per litre if the storage capacity of the water heating system is less than or equal to 500 litres; or
- must have an electric heating unit rating not exceeding 32 Watts per litre if the storage capacity of the water heating system is greater than 500 litres.

Non-compliant systems may be refused connection or be disconnected.

Where an installation that is not at a private residential dwelling has two or more water storage heaters installed, and the combined storage capacity is greater than 500 litres, the limit of 32 Watts per litre may be exceeded by an individual water storage heater, provided that the ratio of the total wattage of all the water heating units to the total storage capacity does not exceed 32 Watts per litre.

10.3 Dairy water heaters

Dairy water heaters containing main and booster heating units may have both heating units connected under this network tariff.

Dairy water heaters are not required to comply with the AS 1056.

The electric heating unit ratings detailed in section 10.2.2 do not apply to dairy water heaters.

10.4 Requirements of residential space heating systems

Permanently installed “wired-in” electric heater(s) may be eligible for this network tariff on condition that the wiring for any such electric heater(s) is installed by a registered electrician in accordance with AS/NZS 3000 wiring rules and associated regulations and acts, and one of the following conditions are met:

- if a residence has a permanently installed “wired-in” electric heater with an output of at least 3.5 kW in a living area, on a single functional switch, then this, and any additional permanently “wired-in” space heaters throughout the residence, may be installed on this network tariff; or
- a total rating of at least 5 kW of the same heating system installed throughout the residence. This heating system must be the priority heating system of the main living area and must have a single functional switch in each heated area throughout the residence. However, where a ducted heating system is installed, the control switch must be located near the heating unit in order to qualify for this network tariff; or
- heating in secondary areas such as bedrooms and hallways if the residence has off-peak storage heating in the living area(s) as its priority source of heating. The secondary heating system should be a permanently connected single propriety heating system with a total minimum heating capacity of 5 kW.



10.5 Requirements of domestic indoor pool heating systems

Private domestic indoor swimming pools are allowed to be connected under this network tariff if an installation:

- complies with the residential space heating system rules as provided above; and
- has an electrical input power limit of 400 Watt/m² of surface area.

10.6 Domestic spa systems

Spas are not eligible for connection to this network tariff.

10.7 Network tariff prices

Table 6 sets out the prices applicable to this network tariff.

Table 6: Tariff prices for uncontrolled low voltage heating

TasNetworks code – TAS41	2018-19 tariff
DUoS Charge	
Service charge (c/day)	6.137
All Energy (c/kWh)	3.151
TUoS Charge	
All Energy (c/kWh)	2.408
NUoS Charges	
Service charge (c/day)	6.137
All Energy (c/kWh)	5.559

11 Controlled low voltage energy – off-peak with afternoon boost (TAS61)

This network tariff will be obsolete from 1 July 2019, so it will not be available to new customers from that date.

This network tariff is for low voltage installations.

11.1 General conditions

11.1.1 Private residential dwellings

For installations located on premises used wholly or principally as private residential dwellings, this network tariff may be used for either or both of the following purposes:

- water heating and/or residential space heating and/or other “wired in” appliances as approved by TasNetworks; and/or
- heating swimming pools, including those that incorporate a spa, but not separate spas from which the water goes to waste after use.

11.1.2 Other installations

For installations located at premises not used as private residential dwellings, this network tariff may be used for water heating and/or space heating and/or other “wired in” appliances as approved by TasNetworks.

11.1.3 All installations

With the exception of thermal storage space heaters and thermal storage water heaters, this network tariff may not be applied to any apparatus also connected under another network tariff.

This network tariff may not be used for circuits supplying general purpose outlets, other than existing outlets supplied on this tariff.

This network tariff is not available in its own right and must be used in conjunction with one of the following additional network tariffs:

- TAS31 – residential low voltage general;
- TAS22 – business low voltage general; or
- TAS34 – business low voltage nursing homes.

A Type 6 meter is the minimum required for installations on this network tariff and must have the ability to control energy flows.

11.2 Time of use availability⁵

This network tariff is a “time of use” tariff. For installations connected on this network tariff, energy will be available daily for:

- at least nine hours between 20:00 hours and 07:00 hours the following day; and
- a further two hours between 13:00 hours and 16:30 hours.

TasNetworks will choose the actual times during the periods that the energy will be available.

⁵ As noted in section 2.3, all times referred to in this Guide are in Australian Eastern Standard Time.

11.3 Requirements of water heating systems

Water heating systems connected on this network tariff:

- must comply with AS 1056, Storage water heaters; and
- should comply with AS/NZS 3500.4:2003, Plumbing and drainage – Heated waters services and AS 3500.4.1 – 1997, National Plumbing and Drainage – Hot water supply systems – Performance requirements.

Non-compliant systems may be refused connection or disconnected.

11.4 Requirements of space heating systems

Permanently installed “wired-in” electric heater(s) may be eligible for this network tariff on condition that the wiring of any such electric heater(s) is installed by a registered electrician in accordance with AS/NZS 3000 wiring rules and associated regulations and acts.

11.5 Requirements of “wired in” appliances

Permanently installed “wired-in” appliances may be eligible for this network tariff on condition that the wiring of any appliance is installed by a registered electrician in accordance with AS/NZS 3000 wiring rules and associated regulations and acts.

11.6 Network tariff prices

Table 7 sets out the prices applicable to this network tariff.

Table 7: Tariff prices for controlled low voltage energy – off-peak with afternoon boost

TasNetworks code – TAS61	2018-19 tariff
DUoS Charge	
Service charge (c/day)	11.693
All Energy (c/kWh)	1.050
TUoS Charge	
All Energy (c/kWh)	0.640
NUoS Charges	
Service charge (c/day)	11.693
All Energy (c/kWh)	1.690

12 Controlled low voltage energy – night period only (TAS63)

This network tariff is available for low voltage installations only.

12.1 General conditions

12.1.1 Private residential dwellings

For installations that are located on premises used wholly or principally as private residential dwellings, this network tariff may be used for:

- water heating and/or residential space heating and/or other circuits as approved by TasNetworks; and
- heating swimming pools, including those that incorporate a spa, but not separate spas from which the water goes to waste after use.

12.1.2 Other installations

For installations that are located at premises not used as private residential dwellings, this network tariff may be used for water heating and/or space heating and/or other circuits as approved by TasNetworks.

12.1.3 All installations

For all installations, this network tariff may be used for circuits supplying general purpose outlets.

This network tariff is not available in its own right and must be used in conjunction with one of the following additional network tariffs:

- TAS31 – residential low voltage general;
- TAS93 – residential low voltage time of use;
- TAS22 – business low voltage general; or
- TAS94 – business low voltage time of use.

A Type 6 meter is the minimum required for installations on this network tariff, and must be capable of recording time of use data and have the ability to control energy flows.

12.2 Time of use availability⁶

This network tariff is a “time of use” tariff. Energy to installations connected on this network tariff will only be available between 22:00 hours and 07:00 hours the following day.

12.3 Requirements of water heating systems

Water heating systems connected on this network tariff:

- must comply with AS 1056, Storage water heaters; and
- should comply with AS/NZS 3500.4:2003, Plumbing and drainage – Heated waters services and AS 3500.4.1 – 1997, National Plumbing and Drainage – Hot water supply systems – Performance requirements.

Non-compliant systems may be refused connection or disconnected.

⁶ As noted in section 2.3, all times referred to in this Guide are in Australian Eastern Standard Time.

12.4 Network tariff prices

Table 8 sets out the prices applicable to this network tariff.

Table 8: Tariff prices for controlled low voltage energy – night period only

TasNetworks code – TAS63	2018-19 tariff
DUoS Charge	
Service charge (c/day)	11.693
All Energy (c/kWh)	0.953
TUoS Charge	
All Energy (c/kWh)	0.514
NUoS Charges	
Service charge (c/day)	11.693
All Energy (c/kWh)	1.467

13 Residential low voltage pay as you go (TAS101)

This network tariff is obsolete and not available to new customers.

This network tariff applies to low voltage installations at premises which are used wholly or principally as private residential dwellings and were supplied in accordance with Aurora Energy's Pay As You Go (**PAYG**) prepayment metering product prior to 1 July 2013. Any prepayment connections or alterations after 30 June 2013 are supplied under network tariff TAS92 – residential low voltage pay as you go time of use.

There are no restrictions on the use of the supply (i.e. the supply may be used for general power, heating, water heating, etc.).

This network tariff may not be used in conjunction with any other network tariff.

13.1 Requirements of water heating systems

Water heating systems connected on this network tariff:

- must comply with AS 1056, Storage water heaters; and
- should comply with AS/NZS 3500.4:2003, Plumbing and drainage – Heated waters services and AS 3500.4.1 – 1997, National Plumbing and Drainage – Hot water supply systems – Performance requirements.

Non-compliant systems may be refused connection or disconnected.

13.2 Network tariff prices

Table 9 sets out the prices applicable to this network tariff.

Table 9: Tariff prices for residential low voltage pay as you go

TasNetworks code – TAS101	2018-19 tariff
DUoS Charge	
Service charge (c/day)	50.069
All Energy (c/kWh)	6.161
TUoS Charge	
All Energy (c/kWh)	1.700
NUoS Charges	
Service charge (c/day)	50.069
All Energy (c/kWh)	7.861

14 Residential low voltage pay as you go time of use (TAS92)

This network tariff is for low voltage installations at premises which are used wholly or principally as private residential dwellings and are supplied with a prepayment metering product.

There are no restrictions on the use of the supply (i.e. the supply may be used for general power, heating, water heating, etc.).

Standard metering services do not apply for this tariff.

An installation that is supplied under this tariff may be reassigned to network tariff TAS31 – residential low voltage general, provided it remains a private residential dwelling.

Farm outbuildings may be connected on this tariff provided that the connection is through the meters for the farm residence.

This network tariff may be used in conjunction with TAS63 – controlled low voltage energy – night period only.⁷

A Type 6 meter capable of recording time of use data is the minimum required for installations on this network tariff.

14.1 Use of system charges

The use of system charges applicable to this network tariff comprise the following components:

- (a) Distribution use of system:
 - (i) a service charge; and
 - (ii) an energy based charge, where the rate varies according to the time of day at which energy is consumed, based on the periods defined in Table 10; and
- (b) Transmission use of system:
 - (i) an energy based charge which varies according to the time of day at which energy is consumed, based on the periods identified in Table 10.

14.2 Requirements of water heating systems

To be connected on this network tariff water heating systems:

- must comply with AS 1056, Storage water heaters; and
- should comply with AS/NZS 3500.4:2003, Plumbing and drainage – Heated waters services and AS 3500.4.1 – 1997, National Plumbing and Drainage – Hot water supply systems – Performance requirements.

Non-compliant systems may be refused connection or disconnected.

14.3 Time of use periods⁸

In order to simplify our residential tariffs, in 2017-18 changes were made to the time periods for consumption based time of use tariffs. As part of the transition towards the introduction of a new demand based tariff for residential customers, we have taken the opportunity to align the time periods applying to both consumption and demand time of use tariffs. As a result, this tariff no longer features shoulder periods.

⁷ Note: A customer with combination network tariffs TAS92 and TAS63 is able to access an import tariff linked to the TAS92 circuit only.

⁸ As noted in section 2.3, all times referred to in this Guide are in Australian Eastern Standard Time.

It is expected that simplifying this tariff will provide clearer signals to customers and make it easier for them to make meaningful changes to the ways they use electricity and see benefits for their own bill and for the network as a whole. It also means that the time of use price signals provided to customers are consistent, regardless of the time of use network tariff applying to their installation.

Table 10 sets out the time of use periods applicable to this network tariff.

Table 10: Time periods for residential LV PAYG ToU

Time periods	Tariff rate
Week Day (07:00 – 10:00 & 16:00 – 21:00) (Monday – Friday)	Peak
Week Day (all times not covered above) (Monday – Friday) Weekend (all weekends are deemed off-peak)	Off-peak

As can be seen in Figure 1 below, weekday mornings before 07:00 hours (**7am**) and evenings after 21:00 hours (**9pm**) are both off-peak, as is the period in the middle of the day between 10:00 hours (**10am**) and 16:00 hours (**4pm**).

In recognition of the reduced demands that customers place on the network at weekends, the peak time of use periods for TAS92 only apply on weekdays. This means that all weekends will be treated as off-peak.

Figure 1: Time periods for residential low voltage pay as you go time of use



14.4 Network tariff prices

Table 11 sets out the prices applicable to this network tariff.

Table 11: Tariff prices for residential low voltage pay as you go time of use

TasNetworks code – TAS92	2018-19 tariff
DUoS Charge	
Service charge (c/day)	54.294
Peak Energy (c/kWh)	12.177
Off-Peak Energy (c/kWh)	2.194
TUoS Charge	
Peak Energy (c/kWh)	4.540
Off-Peak Energy (c/kWh)	0.819
NUoS Charges	
Service charge (c/day)	54.294
Peak Energy (c/kWh)	16.717
Off-Peak Energy (c/kWh)	3.013

15 Residential low voltage time of use (TAS93)

This network tariff is available for low voltage installations that are premises used wholly or principally as private residential dwellings.

There are no restrictions on the use of the supply (i.e. the supply may be used for general power, heating, water heating, etc.).

Farm outbuildings may be connected on this tariff provided that the connection is through the meters for the farm residence.

An installation that is supplied under this tariff may be reassigned to network tariff TAS31 – residential low voltage general, provided it remains a private residential dwelling.

This network tariff may also be used in conjunction with the network tariff TAS63 – controlled low voltage energy – night period only⁹.

A Type 6 meter capable of recording time of use data is the minimum required for installations on this network tariff.

15.1 Use of system charges

The use of system charges applying to this network tariff comprise the following components:

- (a) Distribution use of system:
 - (i) a service charge; and
 - (ii) an energy based charge, the rate of which varies according to the time of day that energy is consumed, based on the periods shown in Table 12; and
- (b) Transmission use of system:
 - (i) an energy based charge, the rate of which varies according to the time of day at which energy is consumed, based on the periods in Table 12.

15.2 Requirements of water heating systems

Water heating systems connected on this network tariff:

- must comply with AS 1056, Storage water heaters; and
- should comply with AS/NZS 3500.4:2003, Plumbing and drainage – Heated waters services and AS 3500.4.1 – 1997, National Plumbing and Drainage – Hot water supply systems – Performance requirements.

Non-compliant systems may be refused connection or disconnected.

15.3 Time of use periods¹⁰

In order to simplify our residential tariffs, in 2017-18 changes were made to the time periods for consumption based time of use tariffs. As part of the transition towards the introduction of a new demand based tariff for residential customers, TasNetworks has taken the opportunity to align the time periods for time of use consumption and demand tariffs. As a result, this tariff no longer utilises shoulder periods. It is expected that simplifying this tariff will provide clearer signals to our

⁹ Note: A customer with combination network tariffs TAS93 and TAS63 is able to access an import tariff linked to the TAS93 circuit only.

¹⁰ As noted in section 2.3, all times referred to in this Guide are in Australian Eastern Standard Time.

customers and make it easier for them to make meaningful changes to the ways they use electricity and see benefits for their own bill and for the network as a whole.

Table 12 sets out the time of use periods applicable to this network tariff.

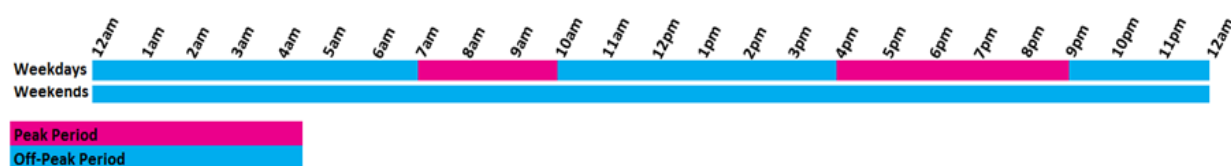
Table 12: Time periods for residential low voltage time of use

Time periods	Tariff rate
Week Day (07:00 – 10:00 & 16:00 – 21:00) (Monday – Friday)	Peak
Week Day (all times not covered above) (Monday – Friday) Weekend (all weekends are deemed off-peak)	Off-peak

As can be seen in Figure 2 below, weekday mornings before 07:00 hours (**7am**), and evenings after 21:00 hours (**9pm**) are both off-peak periods, as is the period in the middle of the day between 10:00 hours (**10am**) and 16:00 hours (**4pm**).

In recognition of the reduced demands that customers place on the network at weekends, the peak time of use periods for the TAS93 network tariff will only apply on weekdays. This means that all weekends will be treated as off-peak.

Figure 2: Time periods for residential low voltage time of use



15.4 Network tariff prices

Table 13 sets out the prices applicable to this network tariff.

Table 13: Tariff prices for residential low voltage time of use

TasNetworks code – TAS93	2018-19 tariff
DuoS Charge	
Service charge (c/day)	54.294
Peak Energy (c/kWh)	12.177
Off-Peak Energy (c/kWh)	2.194
TUoS Charge	
Peak Energy (c/kWh)	4.540
Off-Peak Energy (c/kWh)	0.819
NUoS Charges	
Service charge (c/day)	54.294
Peak Energy (c/kWh)	16.717
Off-Peak Energy (c/kWh)	3.013

16 Business low voltage time of use (TAS94)

This network tariff is available for low voltage installations located on premises that are not used wholly or principally as private residential dwellings.

There are no restrictions on the use of the supply (i.e. the supply may be used for general power, heating, water heating, etc.).

A site that is supplied under this network tariff may not be reassigned to network tariffs TAS34 – business low voltage nursing homes or TASCURT – general network business, curtilage.

This network tariff may be used in conjunction with the network tariff TAS63 – controlled low voltage energy – night period only.

A Type 6 meter capable of recording time of use data is the minimum required for installations on this network tariff.

16.1 Use of system charges

The use of system charges applicable for this network tariff comprises the following elements:

- (a) Distribution use of system:
 - (i) a service charge; and
 - (ii) an energy based charge; where the rate of the charge varies according to the time of day at which energy is consumed, based on the periods shown in Table 14; and
- (b) Transmission use of system:
 - (i) an energy based charge, the rate of which varies according to the time of day at which energy is consumed, based on the periods identified in Table 14.

16.2 Requirements of water heating systems

To be connected on this network tariff, a water heating system:

- must comply with AS 1056, Storage water heaters; and
- should comply with AS/NZS 3500.4:2003, Plumbing and drainage – Heated waters services and AS 3500.4.1 – 1997, National Plumbing and Drainage – Hot water supply systems – Performance requirements.

Non-compliant systems may be refused connection or disconnected.

16.3 Time of use periods¹¹

Table 14 sets out the time of use periods applicable to this network tariff.

Table 14: Time periods for business low voltage time of use

Time periods	Tariff rate
Week Day (07:00 – 22:00) (Monday – Friday)	Peak
Weekend Day (07:00 – 22:00) (Saturday and Sunday)	Shoulder
Any Day (22:00 – 24:00) (Monday – Sunday)	Off-peak

¹¹ As noted in section 2.3, all times referred to in this Guide are in Australian Eastern Standard Time.

Time periods	Tariff rate
Any Day (0:00 – 07:00) (Monday – Sunday)	Off-peak

Figure 3 shows how the time of use periods for business customers differ from the residential time periods discussed above. As can be seen, the main difference is the inclusion of a shoulder period that operates in the middle of the day on weekdays and between 07:00 hours (7am) and 22:00 hours (10pm) on weekends.

Figure 3: Time periods for business low voltage time of use

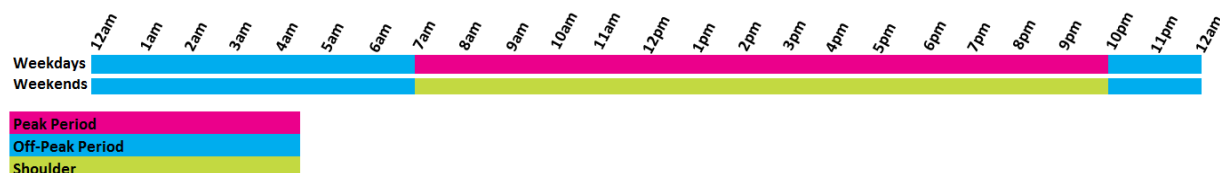


Table 15 sets out the prices applicable to this network tariff.

Table 15: Tariff prices for business low voltage time of use

TasNetworks code – TAS94	2018-19 tariff
DUoS Charge	
Service charge (c/day)	64.953
Peak Energy (c/kWh)	7.520
Shoulder Energy (c/kWh)	4.513
Off-Peak Energy (c/kWh)	1.128
TUoS Charge	
Peak Energy (c/kWh)	2.864
Shoulder Energy (c/kWh)	1.719
Off-Peak Energy (c/kWh)	0.430
NuoS Charges	
Service charge (c/day)	64.953
Peak Energy (c/kWh)	10.384
Shoulder Energy (c/kWh)	6.232
Off-Peak Energy (c/kWh)	1.558

17 Unmetered supply low voltage general (TASUMS)

This network tariff is intended to be applied to small, low voltage, low demand installations with a relatively constant load profile, such as:

- illuminated street signs;
- public telephone kiosks;
- electric fences;
- two-way radio transmitters;
- fixed steady wattage installations;
- traffic lights; or
- level crossings.

For an installation to be supplied under this network tariff, the electrical devices being supplied must be permanently connected. An installation containing a general purpose outlet does not qualify for this network tariff.

This network tariff may not be used in conjunction with any other network tariff.

This is an unmetered network tariff and will be treated as a Type 7 metering installation.

17.1 Network tariff prices

Table 16 sets out the prices applicable to this network tariff.

Table 16: Tariff prices for unmetered supply low voltage general

TasNetworks code – TASUMS	2018-19 tariff
DUoS Charge	
Service charge (c/day)	49.381
All Energy (c/kWh)	8.240
TUoS Charge	
All Energy (c/kWh)	3.361
NUoS Charges	
Service charge (c/day)	49.381
All Energy (c/kWh)	11.601

18 Irrigation low voltage time of use (TAS75)

This low voltage network tariff is for primary producers' business installations that are used solely for the irrigation of crops and classified as ANZSIC class 01.

This network tariff may not be used in conjunction with any other network tariff.

A Type 6 meter capable of recording time of use data is the minimum required for installations on this network tariff.

18.1 Use of system charges

The use of system charges applicable to this network tariff comprises the following components:

- (a) Distribution use of system:
 - (i) a service charge; and
 - (ii) an energy based charge, the rate of which varies according to the time of day at which energy is consumed, based on the periods identified in Table 17; and
- (b) Transmission use of system:
 - (i) an energy based charge, where the rate of the charge varies according to the time of day at which energy is consumed, based on the periods identified in Table 17.

18.2 Time of use periods¹²

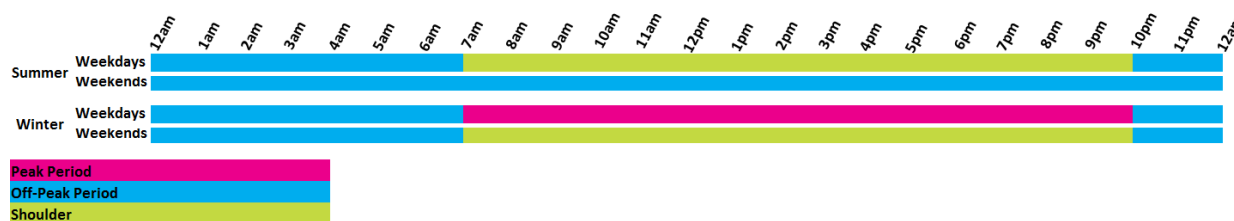
Table 17 sets out the time of use periods applicable to this network tariff.

Table 17: Time periods for Irrigation low voltage time of use

Time periods	Summer (1 Oct – 31 Mar)	Winter (1 Apr – 30 Sep)
Week Day (07:00 – 22:00) (Monday – Friday)	Shoulder	Peak
Weekend Day (07:00 – 22:00) (Saturday and Sunday)	Off-peak	Shoulder
Any Day (22:00 – 24:00) (Monday – Sunday)	Off-peak	Off-peak
Any Day (0:00 – 07:00) (Monday – Sunday)	Off-peak	Off-peak

Figure 4 shows the time of use periods for low voltage irrigation customers. Unlike the residential and business time of use tariffs described above, the irrigation low voltage time of use tariff also differentiates between summer and winter months when defining time of use periods.

Figure 4: Time periods for irrigation low voltage time of use



¹² As noted in section 2.3, all times referred to in this Guide are in Australian Eastern Standard Time.

TasNetworks may enter into negotiations with customers on this tariff regarding the alteration of the time of use periods applying to their installation for the purposes of demand management.

18.3 Network tariff prices

Table 18 sets out the prices applicable to this network tariff.

Table 18: Tariff prices for irrigation low voltage time of use

TasNetworks code – TAS75	2018-19 tariff
DUoS Charge	
Service charge (c/day)	237.692
Peak Energy (c/kWh)	6.792
Shoulder Energy (c/kWh)	4.076
Off-Peak Energy (c/kWh)	1.019
TUoS Charge	
Peak Energy (c/kWh)	3.283
Shoulder Energy (c/kWh)	1.969
Off-Peak Energy (c/kWh)	0.492
NUoS Charges	
Service charge (c/day)	237.692
Peak Energy (c/kWh)	10.075
Shoulder Energy (c/kWh)	6.045
Off-Peak Energy (c/kWh)	1.511

19 Business low voltage kVA demand (TAS82)

This network tariff is for installations taking low voltage multi-phase supply that are not used wholly or principally as private residential dwellings.

There are no restrictions on the use of the supply (i.e. the supply may be used for general power, heating, water heating, etc.).

This network tariff may not be used in conjunction with any other network tariff.

A Type 6 meter is the minimum required for installations on this network tariff.

One of the components that make up this tariff will be priced on the basis of maximum demand measured in kilovolt-Amperes (**kVA**). Additional explanation of maximum demand can be found in section 32 of this Guide.

19.1 Calculation of demand charges

For each billing period, the demand based charges for an installation on this network tariff are calculated by:

- (a) multiplying the sum of the daily demand based charges (NUoS) by the number of days in the billing period; and
- (b) multiplying the amount calculated in (a) by the anytime maximum demand recorded during the billing period.

19.2 Network tariff prices

Table 19 sets out the prices applicable to this network tariff.

Table 19: Tariff prices for business low voltage kVA demand

TasNetworks code – TAS82	2018-19 tariff
DUoS Charge	
Service charge (c/day)	317.685
All Energy (c/kWh)	1.738
All Demand (c/kVA/day)	19.229
TUoS Charge	
All Energy (c/kWh)	0.690
All Demand (c/kVA/day)	14.285
NUoS Charges	
Service charge (c/day)	317.685
All Energy (c/kWh)	2.428
All Demand (c/kVA/day)	33.514

20 Residential low voltage time of use demand (TAS87)

This network tariff is for low voltage installations that are premises used wholly or principally as private residential dwellings.

There are no restrictions on the use of the supply (i.e. the supply may be used for general power, heating, water heating, etc.).

Farm outbuildings may be connected on this tariff provided that the connection is through the meters for the farm residence.

This network tariff may not be used in conjunction with any other network tariff, however is eligible to be used in conjunction with import or feed-in-tariffs.

A remote read interval meter is the minimum required for installations on this network tariff.

Consistent with market requirements, for customers assigned to this tariff, cumulative total energy (kWh) will be displayed on the meter.

To encourage customers to take up of this demand based time of use tariff on an opt-in basis, an incentive will be applied to the TAS87 network tariff. From 1 December 2018, the off-peak demand charge which is part of the TAS87 tariff will be reduced by 50 per cent. During the next regulatory control period (2019-2024) the incentive will decline progressively, so that no incentive will be offered from 1 July 2024. To this end, the 50 per cent reduction in off-peak demand charges will apply in 2019-20 before declining by 10 percentage points each regulatory year thereafter, until the incentive is removed for 2024-25. TasNetworks will fund the incentive, meaning that its cost will not be passed on to other customers.

20.1 Tariff reassignment

For the duration of the regulatory control period 1 July 2017 to 30 June 2019, tariff reassignment fees will be waived for customers who opt-in to the TAS87 network tariff. In addition, customers will be eligible to reassign to other network tariff offerings within a 12-month period, by paying the applicable tariff reassignment fee.

20.2 Use of system charges

The use of system charges applicable for this network tariff is composed of the following charging components:

- (a) Distribution use of system
 - i. A service charge;
 - ii. Demand-based charges calculated according to the method given in section 20.3. The rate of the demand-based charge varies according to the time of day at which the demand occurs, with time periods being identified in Table 20.
- (b) Transmission use of system
 - i. Demand-based charges calculated according to the method given in section 20.3. The rate of the demand-based charge varies according to the time of day at which the demand occurs, with time periods being identified in Table 20.

20.3 Calculation of demand charges

The demand based charges for an installation on this network tariff are calculated as follows:

- (a) The monthly billing period peak demand charge uses the maximum demand recorded during the peak period within the period.

- (b) The monthly billing period off-peak demand charge uses the maximum demand recorded during the off-peak period within the period.

The tariff structure includes both a peak demand charge and an off-peak demand charge. The calculation methodology for both is outlined below.

20.4 Calculation of peak demand charge

For each monthly billing period, the peak demand based charge for an installation on this network tariff is calculated by:

- (a) multiplying the peak demand based charge (NUoS) by the number of days in the period; and
- (b) multiplying the amount calculated in (a) by the respective maximum demand recorded during the time of use peak period.

20.5 Calculation of off-peak demand charge

For each monthly billing period, the off-peak demand based charge for an installation on this network tariff is calculated by:

- (a) multiplying the off-peak demand based charge (NUoS) by the number of days in the period; and
- (b) multiplying the amount calculated in (a) by the respective maximum demand recorded during the time of use off-peak period.

20.6 Time of use periods¹³

Table 20 sets out the time of use periods applicable to this network tariff.

Table 20: Time periods for residential time of use demand

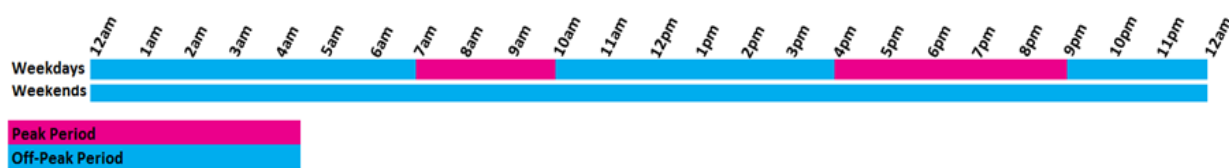
Time periods	Tariff rate
Week Day (07:00 – 10:00) (Monday – Friday)	Peak
Week Day (10:00 – 16:00) (Monday – Friday)	Off-peak
Week Day (16:00 – 21:00) (Monday – Friday)	Peak
Week day (21:00 – 07:00) (Monday – Friday)	Off-peak
Weekend Day (00:00 – 24:00) (Saturday and Sunday)	Off-Peak

As can be seen in Figure 5 below, weekday mornings before 07:00 hours (**7am**) and evenings after 21:00 hours (**9pm**) are both off-peak periods, as is the period in the middle of the day between 10:00 hours (**10am**) and 16:00 hours (**4pm**).

In recognition of the reduced demands that customers place on the network at weekends, the peak time of use periods for this network tariff will only apply on weekdays. This means that all weekends will be treated as off-peak.

¹³ As noted in section 2.3, all times referred to in this Guide are in Australian Eastern Standard Time.

Figure 5: Time periods for residential low voltage time of use demand



20.7 Network tariff prices

Table 21 sets out the prices applicable to this network tariff.

Table 21: Tariff prices for residential low voltage time of use demand

TasNetworks code – TAS87	2018-19 tariff	
DUoS Charge	Jul - Nov	Dec - Jun
Service charge (c/day)	55.245	55.245
Peak Demand (c/kW/day)	20.042	20.042
Off-peak Demand (c/kW/day)	6.674	3.337
TUoS Charge		
Peak Demand (c/kW/day)	5.685	5.685
Off-peak Demand (c/kW/day)	1.893	0.947
NUoS Charges		
Service charge (c/day)	55.245	55.245
Peak Demand (c/kW/day)	25.727	25.727
Off-peak Demand (c/kW/day)	8.567	4.284

21 Business low voltage commercial time of use demand (TAS88)

This network tariff is for low voltage installations that are not used wholly or principally as private residential dwellings.

There are no restrictions on the use of the supply (i.e. the supply may be used for general power, heating, water heating, etc).

This network tariff may not be used in conjunction with any other network tariff, however is eligible to be used in conjunction with import or feed-in-tariffs.

A remote read interval meter is the minimum required for installation on this network tariff.

Consistent with market requirements, for customers assigned to this tariff, cumulative total energy (kWh) will be displayed on the meter.

To encourage customers to take up of this demand based time of use tariff on an opt-in basis, an incentive will be applied to the TAS88 network tariff. From 1 December 2018, the off-peak demand charge which is part of the TAS88 tariff will be reduced by 50 per cent. During the next regulatory control period (2019-2024) the incentive will decline progressively, so that no incentive will be offered from 1 July 2024. To this end, the 50 per cent reduction in off-peak demand charges will apply in 2019-20 before declining by 10 percentage points each regulatory year thereafter, until the incentive is removed for 2024-25. TasNetworks will fund the incentive, meaning that its cost will not be passed on to other customers.

21.1 Tariff reassignment

For the duration of the regulatory control period 1 July 2017 to 30 June 2019, tariff reassignment fees will be waived for customers who opt-in to the TAS88 network tariff. In addition, customers will be eligible to reassign to other network tariff offerings within a 12-month period, by paying the applicable tariff reassignment fee.

21.2 Use of system charges

The use of system charges applicable for this network tariff is composed of the following charging components:

- (a) Distribution use of system
 - i. A service charge;
 - ii. Demand-based charges calculated according to the method given in section 21.3. The rate of the demand-based charge varies according to the time of day at which the demand occurs, with time periods being identified in Table 22.
- (b) Transmission use of system
 - i. Demand-based charges calculated according to the method given in section 21.3. The rate of the demand-based charge varies according to the time of day at which the demand occurs, with time periods being identified in Table 22.

21.3 Calculation of demand charges

The demand based charges for an installation on this network tariff are calculated as follows:

- (a) The monthly billing period peak demand charge uses the maximum demand recorded during the peak period within the period.
- (b) The monthly billing period off-peak demand charge uses the maximum demand recorded during the off-peak period within the period.

The tariff structure includes both a peak demand charge and an off-peak demand charge. The calculation methodology for both is outlined below.

21.4 Calculation of peak demand charge

For each monthly billing period, the peak demand based charge for an installation on this network tariff is calculated by:

- (a) multiplying the peak demand based charge (NUoS) by the number of days in the period; and
- (b) multiplying the amount calculated in (a) by the respective maximum demand recorded during the time of use peak period.

21.5 Calculation of off-peak demand charge

For each monthly billing period, the off-peak demand based charge for an installation on this network tariff is calculated by:

- (a) multiplying the off-peak demand based charge (NUoS) by the number of days in the period; and
- (b) multiplying the amount calculated in (a) by the respective maximum demand recorded during the time of use off-peak period.

21.6 Time of use periods¹⁴

Table 22 sets out the time of use periods applicable to this network tariff.

Table 22: Time periods for business low voltage time of use demand

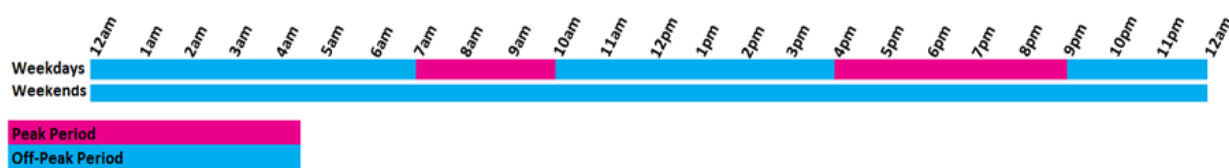
Time periods	Tariff rate
Week Day (07:00 – 10:00) (Monday – Friday)	Peak
Week Day (10:00 – 16:00) (Monday – Friday)	Off-peak
Week Day (16:00 – 21:00) (Monday – Friday)	Peak
Week Day (21:00 – 07:00) (Monday – Friday)	Off-peak
Weekend Day (00:00 – 24:00) (Saturday and Sunday)	Off-peak

As can be seen in Figure 6 below, weekday mornings before 07:00 hours (**7am**) and evenings after 21:00 hours (**9pm**) are both off-peak periods, as is the period in the middle of the day between 10:00 hours (**10am**) and 16:00 hours (**4pm**).

In recognition of the reduced demands that customers place on the network at weekends, the peak time of use periods for this network tariff will only apply on weekdays. This means that all weekends will be treated as off-peak.

¹⁴ As noted in section 2.3, all times referred to in this Guide are in Australian Eastern Standard Time.

Figure 6: Time periods for business low voltage commercial time of use demand



21.7 Network tariff prices

Table 23 sets out the prices applicable to this network tariff.

Table 23: Tariff prices for business low voltage time of use demand

TasNetworks code – TAS88	2018-19 tariff	
DUoS Charge	Jul - Nov	Dec - Jun
Service charge (c/day)	71.839	71.839
Peak Demand (c/kW/day)	41.253	41.253
Off-peak Demand (c/kW/day)	13.737	6.869
TUoS Charge		
Peak Demand (c/kW/day)	13.177	13.177
Off-peak Demand (c/kW/day)	4.388	2.194
NUoS Charges		
Service charge (c/day)	71.839	71.839
Peak Demand (c/kW/day)	54.430	54.430
Off-peak Demand (c/kW/day)	18.125	9.063

22 Business large low voltage commercial time of use demand (TAS89)

This network tariff is for installations taking a for low voltage multi-phase supply that are not used wholly or principally as private residential dwellings.

There are no restrictions on the use of the supply (i.e. the supply may be used for general power, heating, water heating, etc.).

This network tariff may not be used in conjunction with any other network tariff, however is eligible to be used in conjunction with import or feed-in-tariffs.

A remote read interval meter is the minimum required for installations on this network tariff.

Consistent with market requirements, for customers assigned to this tariff, cumulative total energy (kWh) will be displayed on the meter.

22.1 Tariff reassignment

For the duration of the regulatory control period 1 July 2017 to 30 June 2019, tariff reassignment fees will be waived for customers who opt-in to the TAS89 network tariff. In addition, customers will be eligible to reassign to other network tariff offerings within a 12-month period, by paying the applicable tariff reassignment fee.

22.2 Use of system charges

The use of system charges applicable for this network tariff is composed of the following charging components:

- (a) Distribution use of system
 - i. A service charge;
 - ii. A demand-based charge calculated according to the method given in section 22.3. The rate of the demand-based charge varies according to the time of day at which the demand occurs, with time periods being identified in Table 24.
- (b) Transmission use of system
 - i. A demand-based charge calculated according to the method given in section 22.3. The rate of the demand-based charge varies according to the time of day at which the demand occurs, with time periods being identified in Table 24.

22.3 Calculation of demand charges

The demand based charges for an installation on this network tariff are calculated as follows:

- (a) The monthly billing period peak demand charge uses the maximum demand recorded during the peak period within the period.
- (b) The monthly billing period off-peak demand charge uses the maximum demand recorded during the off-peak period within the period.

The tariff structure includes both a peak demand charge and and off-peak demand charge. The calculation methodology for both is outlined below.

22.4 Calculation of peak demand charge

For each monthly billing period, the peak demand based charge for an installation on this network tariff is calculated by:

- (a) multiplying the peak demand based charge (NUoS) by the number of days in the period; and
- (b) multiplying the amount calculated in (a) by the respective maximum demand recorded during the time of use peak period.

22.5 Calculation of off-peak demand charge

For each monthly billing period, the off-peak demand based charge for an installation on this network tariff is calculated by:

- (a) multiplying the off-peak demand based charge (NUoS) by the number of days in the period; and
- (b) multiplying the amount calculated in (a) by the respective maximum demand recorded during the time of use off-peak period.

22.6 Time of use periods¹⁵

Table 24 sets out the time of use periods applicable to this network tariff.

Table 24: Time periods for large business low voltage time of use demand

Time periods	Tariff rate
Week day (07:00 – 10:00) (Monday – Friday)	Peak
Week day (10:00 – 16:00) (Monday – Friday)	Off-peak
Week day (16:00 – 21:00) (Monday – Friday)	Peak
Week day (21:00 – 07:00) (Monday – Friday)	Off-peak
Weekend day (00:00 – 24:00) (Saturday – Sunday)	Off-peak

As can be seen in Figure 7 below, weekday mornings before 07:00 hours (**7am**) and evenings after 21:00 hours (**9pm**) are both off-peak periods, as is the period in the middle of the day between 10:00 hours (**10am**) and 16:00 hours (**4pm**).

In recognition of the reduced demands that customers place on the network at weekends, the peak time of use periods for the TAS89 network tariff will only apply on weekdays. This means that all weekends will be treated as off-peak.

¹⁵ As noted in section 2.3, all times referred to in this Guide are in Australian Eastern Standard Time.

Figure 7: Time periods for large business low voltage time of use demand



22.7 Network tariff prices

Table 25 sets out the prices applicable to this network tariff.

Table 25: Tariff prices for business large low voltage commercial time of use demand

TasNetworks code – TAS89	2018-19 tariff
DUoS Charge	
Service charge (c/day)	447.529
Peak Demand (c/kVA/day)	25.496
Off-peak Demand (c/kVA/day)	8.490
TUoS Charge	
Peak Demand (c/kVA/day)	19.825
Off-peak Demand (c/kVA/day)	6.602
NUoS Charges	
Service charge (c/day)	447.529
Peak Demand (c/kVA/day)	45.321
Off-peak Demand (c/kVA/day)	15.092

23 Residential low voltage distributed energy resource (TAS97)

This network tariff is for low voltage installations that are premises used wholly or principally as private residential dwellings.

There are no restrictions on the use of the supply (i.e. the supply may be used for general power, heating, water heating, etc.).

Farm outbuildings may be connected on this tariff provided that the connection is through the meters for the farm residence.

This network tariff may not be used in conjunction with any other network tariff, however is eligible to be used in conjunction with import or feed-in-tariffs.

A remote read interval meter is the minimum required for installations on this network tariff.

Consistent with market requirements, for customers assigned to this tariff, cumulative total energy (kWh) will be displayed on the meter.

To encourage customers to take up this new demand-based time of use tariff on an opt-in basis, an 'introductory' incentive will be applied to the TAS97 network tariff. From 1 December 2018, the off-peak demand charge which is part of the TAS97 tariff will be reduced by 50 per cent. During the next regulatory control period (2019-2024) the incentive will decline progressively, so that no incentive will be offered from 1 July 2024. To this end, the 50 per cent reduction in off-peak demand charges will also apply in 2019-20 before declining by 10 percentage points each regulatory year thereafter, until the incentive is removed for 2024-25. TasNetworks will fund the incentive, meaning that its cost will not be passed on to other customers.

23.1 Tariff reassignment

For the remainder of the regulatory control period 1 July 2017 to 30 June 2019, tariff reassignment fees will be waived for customers who opt-in to the TAS97 network tariff. In addition, customers will be eligible to reassign to other network tariff offerings within a 12-month period, by paying the applicable tariff reassignment fee.

23.2 Tariff availability

This network tariff will be made available to customers through their retailer from 1 December 2018, should the retailer opt to incorporate the tariff into a retail product (tariff). The introduction of the TAS97 network tariff was originally scheduled for the 2019-2024 regulatory control period, but has been brought forward to December 2018 to coincide with the end of the 'grandfathered' feed-in-tariff which, under the terms of the *Electricity Supply Industry Act 1995*, will be discontinued at the end of that month.

23.3 Use of system charges

The use of system charges applicable for this network tariff is composed of the following charging components:

- (a) Distribution use of system
 - i. A daily service charge;
 - ii. A daily demand-based charge for peak period usage, calculated according to the method given in section 23.5. The peak time periods applying to the TAS97 tariff are identified in Table 26.

- iii. A daily demand-based charge for off-peak usage, calculated according to the method given in section 23.6. The off-peak time periods applying to the TAS97 tariff are identified in Table 26.
- (b) Transmission use of system
 - i. A daily demand-based charge for peak period usage, calculated according to the method given in section 23.5. The peak time periods applying to the TAS97 tariff are identified in Table 26.
 - ii. A daily demand-based charge for off-peak period usage, calculated according to the method given in section 23.6. The peak time periods applying to the TAS97 tariff are identified in Table 26.

23.4 Measurement of demand

The peak and off-peak maximum demand figures used to calculate the demand based charges for an installation on this network tariff are measured as follows:

- (a) The maximum demand figure applying to peak periods during the monthly billing cycle is an average of the four highest peaks in demand recorded for the customer over the course of the month during the peak periods which apply to TAS97.
- (b) The maximum demand figure applying to off-peak periods during the monthly billing cycle is an average of the four highest peaks in demand recorded for the customer over the course of a month during the off-peak periods which apply to TAS97.

The tariff structure includes both a peak demand charge and an off-peak demand charge. The calculation methodology for both is outlined below.

23.5 Calculation of peak demand charge

For each monthly billing period, the peak demand based charge for a customer on this network tariff is calculated by:

- (a) multiplying the demand charge (NUoS) applying to peak periods by the number of days in the monthly billing cycle; and
- (b) multiplying the amount calculated in (a) by the maximum demand calculated for peak periods during the monthly billing cycle, as per section 23.4.

23.6 Calculation of off-peak demand charge

For each monthly billing period, the off-peak demand based charge for an installation on this network tariff is calculated by:

- (a) multiplying the demand charge applying to off-peak periods (NUoS) by the number of days in the monthly billing cycle; and
- (b) multiplying the amount calculated in (a) by the maximum demand calculated for off-peak periods during the monthly billing cycle, as per section 23.4.

23.7 Time of use periods¹⁶

Table 26 sets out the time of use periods applicable to this network tariff.

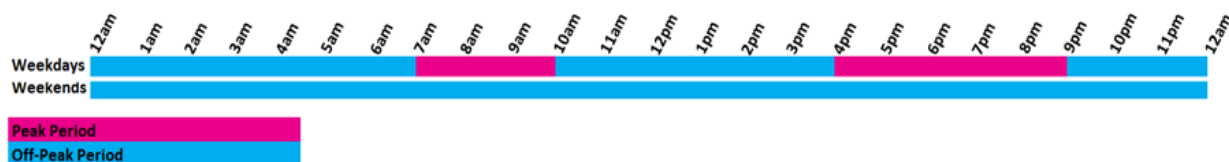
Table 26: Time periods for residential time of use demand

Time periods	Tariff rate
Week Day (07:00 – 10:00) (Monday – Friday)	Peak
Week Day (10:00 – 16:00) (Monday – Friday)	Off-peak
Week Day (16:00 – 21:00) (Monday – Friday)	Peak
Week day (21:00 – 07:00) (Monday – Friday)	Off-peak
Weekend Day (00:00 – 24:00) (Saturday and Sunday)	Off-Peak

As can be seen in Figure 5 below, weekday mornings before 07:00 hours (**7am**) and evenings after 21:00 hours (**9pm**) are both off-peak periods, as is the period in the middle of the day between 10:00 hours (**10am**) and 16:00 hours (**4pm**).

In recognition of the reduced demands that customers place on the network at weekends, the peak time of use periods for this network tariff will only apply on weekdays. This means that all weekends will be treated as off-peak.

Figure 8: Time periods for residential low voltage time of use demand



¹⁶ As noted in section 2.3, all times referred to in this Guide are in Australian Eastern Standard Time.

23.8 Network tariff prices

Table 27 sets out the prices applicable to this network tariff.

Table 27: Tariff prices for residential low voltage demand energy resource

TasNetworks code – TAS97	2018-19 tariff
DUoS Charge	Dec - Jun
Service charge (c/day)	55.245
Peak Demand (c/kW/day)	22.155
Off-peak Demand (c/kW/day) ¹⁷	3.689
TUoS Charge	
Peak Demand (c/kW/day)	6.284
Off-peak Demand (c/kW/day) ¹⁷	1.047
NUoS Charges	
Service charge (c/day)	55.245
Peak Demand (c/kW/day)	28.439
Off-peak Demand (c/kW/day) ¹⁷	4.736

¹⁷ 50 per cent incentive applied.

24 Business low voltage distributed energy resource (TAS98)

This network tariff is for low voltage installations that are not used wholly or principally as private residential dwellings.

There are no restrictions on the use of the supply (i.e. the supply may be used for general power, heating, water heating, etc.).

This network tariff may not be used in conjunction with any other network tariff, however is eligible to be used in conjunction with import or feed-in-tariffs.

A remote read interval meter is the minimum required for installation on this network tariff.

Consistent with market requirements, for customers assigned to this tariff, cumulative total energy (kWh) will be displayed on the meter.

To encourage customers to take up this new demand-based time of use tariff on an opt-in basis, an 'introductory' incentive will be applied to the TAS98 network tariff. From 1 December 2018, the off-peak demand charge which is part of the TAS98 tariff will be reduced by 50 per cent. During the next regulatory control period (2019-2024) the incentive will decline progressively, so that no incentive will be offered from 1 July 2024. To this end, the 50 per cent reduction in off-peak demand charges will also apply in 2019-20 before declining by 10 percentage points each regulatory year thereafter, until the incentive is removed for 2024-25. TasNetworks will fund the incentive, meaning that its cost will not be passed on to other customers.

24.1 Tariff reassignment

For the remainder of the regulatory control period 1 July 2017 to 30 June 2019, tariff reassignment fees will be waived for customers who opt-in to the TAS98 network tariff. In addition, customers will be eligible to reassign to other network tariff offerings within a 12-month period, by paying the applicable tariff reassignment fee.

24.2 Tariff availability

This network tariff will be made available to customers through their retailer from 1 December 2018, should the retailer opt to incorporate the tariff into a retail product (tariff). The introduction of the TAS98 network tariff was originally scheduled for the 2019-2024 regulatory control period, but has been brought forward to December 2018 to coincide with the end of the 'grandfathered' feed-in-tariff which, under the terms of the *Electricity Supply Industry Act 1995*, will be discontinued at the end of that month.

24.3 Use of system charges

The use of system charges applicable for this network tariff is composed of the following charging components:

- (a) Distribution use of system
 - i. A service charge;
 - ii. A demand-based charge calculated according to the method given in section 21.3. The rate of the demand-based charge varies according to the time of day at which the demand occurs, with time periods being identified in Table 22.
- (b) Transmission use of system
 - i. A demand-based charge calculated according to the method given in section 21.3. The rate of the demand-based charge varies according to the time of day at which the demand occurs, with time periods being identified in Table 22.

24.4 Measurement of demand

The peak and off-peak maximum demand figures used to calculate the demand based charges for an installation on this network tariff are measured as follows:

- (a) The maximum demand figure applying to peak periods during the monthly billing cycle is an average of the four highest peaks in demand recorded for the customer over the course of the month during the peak periods which apply to TAS98.
- (b) The maximum demand figure applying to off-peak periods during the monthly billing cycle is an average of the four highest peaks in demand recorded for the customer over the course of a month during the off-peak periods which apply to TAS98.

The tariff structure includes both a peak demand charge and an off-peak demand charge. The calculation methodology for both is outlined below.

24.5 Calculation of peak demand charge

For each monthly billing period, the peak demand charge for a customer on this network tariff is calculated by:

- (a) multiplying the demand charge (NUoS) applying to peak periods by the number of days in the monthly billing cycle; and
- (b) multiplying the amount calculated in (a) by the maximum demand calculated for peak periods during the monthly billing cycle, as per section 24.4.

24.6 Calculation of off-peak demand charge

For each monthly billing period, the off-peak demand charge for a customer on this network tariff is calculated by:

- (a) multiplying the demand charge applying to off-peak periods (NUoS) by the number of days in the monthly billing cycle; and
- (b) multiplying the amount calculated in (a) by the maximum demand calculated for off-peak periods during the monthly billing cycle, as per section 24.4.

24.7 Time of use periods¹⁸

Table 28 sets out the time of use periods applicable to this network tariff.

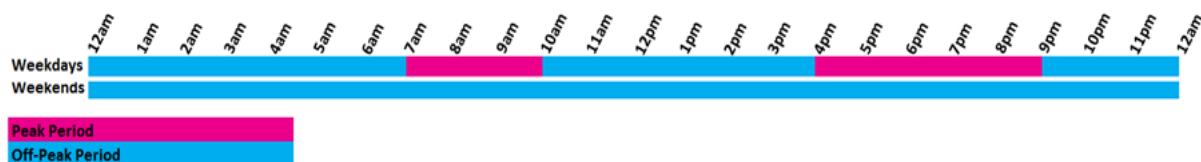
Table 28: Time periods for business low voltage distributed energy resource

Time periods	Tariff rate
Week Day (07:00 – 10:00) (Monday – Friday)	Peak
Week Day (10:00 – 16:00) (Monday – Friday)	Off-peak
Week Day (16:00 – 21:00) (Monday – Friday)	Peak
Week Day (21:00 – 07:00) (Monday – Friday)	Off-peak
Weekend Day (00:00 – 24:00) (Saturday and Sunday)	Off-peak

As can be seen in Figure 6 below, weekday mornings before 07:00 hours (**7am**) and evenings after 21:00 hours (**9pm**) are both off-peak periods, as is the period in the middle of the day between 10:00 hours (**10am**) and 16:00 hours (**4pm**).

In recognition of the reduced demands that customers place on the network at weekends, the peak time of use periods for this network tariff will only apply on weekdays. This means that all weekends will be treated as off-peak.

Figure 9: Time periods for business low voltage commercial time of use demand



¹⁸ As noted in section 2.3, all times referred to in this Guide are in Australian Eastern Standard Time.

24.8 Network tariff prices

Table 29 sets out the prices applicable to this network tariff.

Table 29: Tariff prices for business low voltage time of use demand

TasNetworks code – TAS98	2018-19 tariff
DUoS Charge	
Service charge (c/day)	71.839
Peak Demand (c/kW/day)	44.265
Off-peak Demand (c/kW/day) ¹⁹	7.370
TUoS Charge	
Peak Demand (c/kW/day)	14.139
Off-peak Demand (c/kW/day) ¹⁹	2.354
NUoS Charges	
Service charge (c/day)	71.839
Peak Demand (c/kW/day)	58.404
Off-peak Demand (c/kW/day) ¹⁹	9.724

¹⁹ 50 per cent incentive applied.

25 Business high voltage kVA specified demand (TASSDM)

This network tariff is for installations taking supply at high voltage, with an expected any-time maximum demand (**ATMD**) less than 2 megaVolt-Amperes (**MVA**).

There are no restrictions on the use of the supply (i.e. the supply may be used for general power, heating, water heating, etc.).

The customer must supply their own transformers and switchgear for installations connected on this network tariff.

This network tariff may not be used in conjunction with any other network tariff.

Metering of consumption (and demand) for an installation on this network tariff occurs at the high voltage connection point and requires a meter capable of recording interval data.

One of the components that make up this tariff will be priced on the basis of maximum demand measured in kVA. Additional explanation of maximum demand can be found in section 32 of this Guide.

25.1 Negotiation of specified demand

No later than two months prior to the commencement of each financial year, customers on this network tariff are required to reach agreement with TasNetworks on the level of specified demand which will apply to their electrical installation in the coming financial year. Once agreed, this value is used in the calculation of demand charges for the following financial year.

The process of setting the specified demand applying to customers supplied under this network tariff is to be undertaken before the commencement of a new financial year, even when no change in specified demand has been proposed.

Renegotiation of specified demand is limited to one occurrence each 12 months, unless otherwise agreed with TasNetworks. For more information about the process used for setting, confirming and reviewing specified demand, refer to section 32 of this Guide.

25.2 Use of system charges

The use of system charges applicable for this network tariff comprises the following components:

(a) Distribution use of system:

- a service charge;
- energy based charges, which vary according to the time of day at which energy is consumed, based on the periods shown in Table 30; and
- daily demand based charges, calculated according to the method given in section 25.3; and

(b) Transmission use of system:

- an energy based charge, with the rate of the charge varying according to the time of day at which energy is consumed, based on the periods identified in Table 30; and
- a daily demand based charge calculated according to the method given in section 25.3.

25.3 Calculation of demand charges

The monthly demand based charges (DUoS and TUoS) for an installation on this network tariff are the sum of the daily charges applying to that installation for the month, which are calculated as follows:

- for any day where the daily ATMD is less than or equal to the customer's specified demand, the demand charge for that day will be equal to the customer's specified demand multiplied by the specified daily demand rate;
- for any day on which daily ATMD exceeds the customer's specified demand by, but not by more than 20 per cent, the demand charge for the day will be the ATMD recorded on that day multiplied by the specified demand rate;
- for any day on which daily ATMD is greater than the customer's specified demand by more than 20 per cent, the daily demand charge will be the sum of:
 - 120 per cent of the customer's specified demand multiplied by the specified demand rate; plus
 - the difference between the ATMD and 120 per cent of the specified demand, multiplied by the excess demand rate.

For the purposes of this calculation, the excess demand rate is 10 times the specified demand rate.

25.4 Time of use periods²⁰

Table 30 sets out the time of use periods applicable to this network tariff.

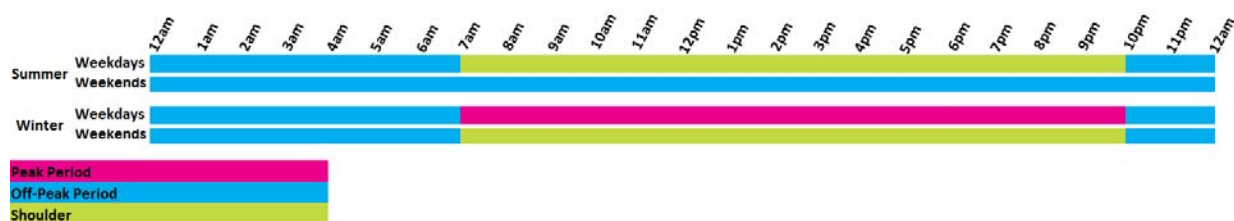
Table 30: Time periods for business high voltage kVA specified demand

Time periods	Summer (1 Oct – 31 Mar)	Winter (1 Apr – 30 Sep)
Week Day (07:00 – 22:00) (Monday – Friday)	Shoulder	Peak
Weekend Day (07:00 – 22:00) (Saturday and Sunday)	Off-peak	Shoulder
Any Day (22:00 – 24:00) (Monday – Sunday)	Off-peak	Off-peak
Any Day (0:00 – 07:00) (Monday – Sunday)	Off-peak	Off-peak

Figure 10 shows the time of use periods for business high voltage specified demand customers. Unlike the residential and business time of use tariffs described above, the business high voltage specified demand tariff also differentiates between summer and winter months when defining time of use periods.

²⁰ As noted in section 2.3, all times referred to in this Guide are in Australian Eastern Standard Time.

Figure 10: Time periods for business high voltage specified demand



25.5 Network tariff prices

Table 31 sets out the prices applicable to this network tariff.

Table 31: Tariff prices for business high voltage kVA specified demand

TasNetworks code – TASSDM	2018-19 tariff
DUoS Charge	
Service charge (c/day)	320.754
Peak Energy (c/kWh)	0.309
Shoulder Energy (c/kWh)	0.185
Off-Peak Energy (c/kWh)	0.046
Specified Daily Demand (c/kVA/day)	14.978
Excess Daily Demand (c/kVA/day)	149.779
TUoS Charge	
Peak Energy (c/kWh)	1.049
Shoulder Energy (c/kWh)	0.631
Off-Peak Energy (c/kWh)	0.158
Specified Daily Demand (c/kVA/day)	3.694
Excess Daily Demand (c/kVA/day)	36.942
NUnS Charges	
Service charge (c/day)	320.754
Peak Energy (c/kWh)	1.358
Shoulder Energy (c/kWh)	0.816
Off-Peak Energy (c/kWh)	0.204
Specified Daily Demand (c/kVA/day)	18.672
Excess Daily Demand (c/kVA/day)	186.721

26 Business high voltage kVA specified demand (> 2 MVA) (TAS15)

This network tariff applies to customers with an ATMD in excess of 2 MVA, supplied directly from the TasNetworks distribution network with no TasNetworks owned assets beyond the connection point.

The customer must supply their own transformers and switchgear for installations connected on this network tariff.

A site connected with this network tariff is not eligible for any other network tariff.

Metering of consumption (and demand) for an installation on this network tariff occurs at the HV connection point and requires a meter capable of recording interval data.

One of the components that make up this tariff will be priced on the basis of maximum demand measured in kVA. Additional explanation of maximum demand can be found in section 32 of this Guide.

26.1 Negotiation of specified demand

No later than two months prior to the commencement of each financial year, customers on this network tariff are required to reach agreement with TasNetworks on the level of specified demand which will apply to their electrical installation in the coming financial year. Once agreed, this value is used in the calculation of demand charges for the following financial year.

The process of setting the specified demand applying to customers supplied under this network tariff is to be undertaken before the commencement of a new financial year, even when no change in specified demand has been proposed.

Renegotiation of specified demand is limited to one occurrence each 12 months, unless otherwise agreed with TasNetworks. For more information about the process used for setting, confirming and reviewing specified demand, refer to section 32 of this Guide.

26.2 Use of system charges

The use of system charges applying to this tariff comprises the following components.

- (a) Distribution use of system:
 - a service charge;
 - an energy based charge, the rate of which varies according to the time of day at which energy is consumed, based on the time periods shown in Table 32; and
 - a demand based charge calculated according to the method given in section 26.3;
- (b) Connection:
 - a demand based charge calculated according to the method given in section 26.3; and
- (c) Transmission use of system:
 - a demand based charge calculated according to the method given in section 26.3.

The TUoS charges for customers connected on this network tariff are based on the actual charges received from the transmission network service provider for the relevant transmission connection point. This provides the greatest cost-reflectivity and preserves the pricing signals within the transmission charges for these customers.

26.3 Calculation of demand charges

The monthly demand based charges (DUoS and TUoS) for an installation on this network tariff are the sum of the daily charges applying to that installation for the month, which are calculated as follows:

- for any day where the daily ATMD is less than or equal to the customer's specified demand, the demand charge for the day will be equal to the customer's specified demand multiplied by the specified daily demand rate;
- for any day on which the daily ATMD is greater than the customer's specified demand, the daily demand charge will be the sum of:
 - the customer's specified demand multiplied by the specified demand rate; plus
 - the difference between the ATMD and the customer's specified demand, multiplied by the excess demand rate.

For the purposes of this calculation, the excess demand rate is 5 times the specified demand rate.

26.4 Time of use periods²¹

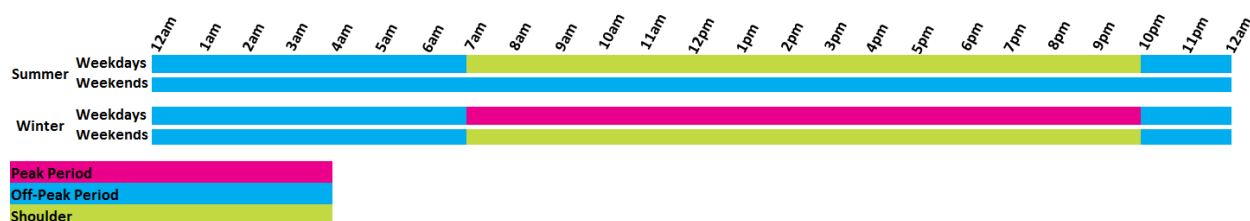
Table 32 sets out the time of use periods applicable to this network tariff.

Table 32: Time periods for business high voltage kVA specified demand (> 2 MVA)

Time periods	Summer (1 Oct – 31 Mar)	Winter (1 Apr – 30 Sep)
Week Day (07:00 – 22:00) (Monday – Friday)	Shoulder	Peak
Weekend Day (07:00 – 22:00) (Saturday and Sunday)	Off-peak	Shoulder
Any Day (22:00 – 24:00) (Monday – Sunday)	Off-peak	Off-peak
Any Day (0:00 – 07:00) (Monday – Sunday)	Off-peak	Off-peak

Figure 11 shows the time of use periods for business high voltage specified demand customers. Unlike the residential and business time of use tariffs described above, the business high voltage specified demand (> 2 MVA) tariff also differentiates between summer and winter months when defining time of use periods.

Figure 11: Time periods for Business HV Specified Demand (> 2 MVA)



²¹ As noted in section 2.3, all times referred to in this Guide are in Australian Eastern Standard Time.

26.5 Network tariff prices

Table 33 sets out the prices applicable to this network tariff.

Table 33: Tariff prices for business high voltage kVA specified demand (> 2 MVA)

TasNetworks code – TAS15	2018-19 tariff
DUoS Charge	
Service charge (\$/day)	26.330
Peak Energy (c/kWh)	0.946
Shoulder Energy (c/kWh)	0.568
Off-Peak Energy (c/kWh)	0.142
Specified Daily Demand (c/kVA/day)	8.668
Excess Daily Demand (c/kVA/day)	43.339
Connection Charge	
Specified Daily Demand (c/kVA/day)	0.315
Excess Daily Demand (c/kVA/day)	1.573
TUoS Charge	
Specified Daily Demand (c/kVA/day)	As per nodal charge in section 31.
Excess Daily Demand (c/kVA/day)	5 times nodal charge.

27 Unmetered supply low voltage public lighting (TASUMSSL)

This low voltage network tariff is for the provision of TasNetworks' public lighting services and is available to councils, road authorities and other customers who wish to install contract lighting.

The street lighting tariff rate is based on a "use of system charge" and charged on a per lamp wattage rate. This network tariff charge is an additional charge to that published by TasNetworks for the provision of public lighting services.²²

This network tariff does not include charges for the installation and/or replacement of lamps. Costs for the installation and/or replacement of lamps are recovered through additional charges which are included in TasNetworks' public lighting services tariffs.²²

This network tariff may not be used in conjunction with any other network tariff.

This is an unmetered network tariff and is treated as a Type 7 metering installation.

27.1 Calculation of "use of system charge"

The use of system charges applicable to this network tariff will be calculated as follows:

- (a) the use of system charge is the sum of monthly use of system charges for each light type;
- (b) the use of system charge for each light type is calculated by multiplying each of the following:
 - (i) the number of lights in the light type;
 - (ii) the assessed wattage of the light type;
 - (iii) the number of days in the billing period; and
 - (iv) the published rate.

27.2 Network tariff prices

Table 34 sets out the prices applicable to this network tariff.

Table 34: Tariff prices for unmetered supply low voltage public lighting

TasNetworks code – TASUMSSL	2018-19 tariff
DUoS Charge	
All Demand (c/lamp watt/day)	0.083
TUoS Charge	
All Demand (c/lamp watt/day)	0.028
NUoS Charges	
All Demand (c/lamp watt/day)	0.111

Note: Does not include charge for light fitting.

²² TasNetworks' public lighting services tariffs are discussed in TasNetworks' Public Lighting Services Application and Price Guide.

28 Feed-in tariff scheme

As part of the 'Energy for the Future' reforms announced by the previous State Government in 2012, the Tasmanian retail electricity market was opened to Full Retail Competition (**FRC**) from 1 July 2014.

To remove a barrier to entry for new retailers, the Tasmanian Government put in place new feed-in tariff arrangements for customers with micro embedded generation, such as solar panels. The new tariffs are set by the Tasmanian Economic Regulator, and TasNetworks is required to reimburse electricity retailers for the difference between the transitional and standard feed-in tariff rates.

This arrangement came into effect on 1 January 2014 and will apply until 31 December 2018. The transitional arrangements are as follows:

- Feed-in tariff arrangements under Aurora Energy's²³ Net Metering Buyback Scheme were closed to new customers on 31 August 2013.
- All customers with existing arrangements at that date will continue to receive their current feed-in tariff (the 'transitional feed-in tariff') until 31 December 2018.
- Customers who made application for connection of an embedded generation system prior to 31 August 2013 had their embedded generation system approved as an eligible embedded generation system and are entitled to a transitional feed-in tariff until 31 December 2018.
- Customers who install embedded generation systems from 1 January 2014 are eligible for the fair and reasonable 'standard' feed-in tariff which the Tasmanian Economic Regulator is required to offer.
- Transitional feed-in tariff rates and terms are different for residential and small business customers.

Prior to the introduction of the new feed-in tariff arrangements, Aurora Energy²³ had a single embedded generation network tariff. As a consequence of the new arrangements, the former network tariff has been split to differentiate between the tariff received by residential and small business customers, creating two new network tariff codes, namely TASX1I and TASX2I, both of which record the quantity of energy imported into the distribution network. Import network tariffs represent the price at which TasNetworks will credit retailers for their customers who have embedded generation facilities and are eligible for a feed-in tariff under the Tasmanian Government's feed-in arrangements.

For those customers connecting a non-eligible embedded generation facility after 31 August 2013, three new network tariffs have been created, namely TAS4XI (residential standard feed-in), TASX5I (business standard feed-in) and TASX6I (business non-qualifying import).

28.1 Residential low voltage import transitional (TASX1I)

This network tariff applies to the export of energy by residential installations where the energy is imported into the distribution system and the customer is eligible for the transitional feed-in tariff rate.

Customer initiated changes to network tariff arrangements will result in loss of the residential low voltage import transitional feed-in tariff rates (**TASX1I**). A condition of reassignment to a different network tariff is that the customer agrees to waive their right to receive TASX1I.

Consistent with the provisions of clause 6.1.4 of the National Electricity Rules (**Rules**), TasNetworks does not apply a charge for this network tariff.

²³ Aurora Energy was acting in its capacity as the Tasmanian DNSP at that time.

A Type 6 meter is the minimum required for installations of this type. A charge for the provision of basic metering services may apply.

28.2 Business low voltage import transitional (TASX2I)

This network tariff applies to the export of energy by commercial installations where the energy is imported into the distribution system and the customer is eligible for the transitional feed-in tariff rate.

Customer initiated changes to network tariff arrangements will result in loss of the business low voltage import transitional feed-in tariff rate (**TASX2I**). A condition of reassignment to a different network tariff is that the customer agrees to waive their right to TASX2I.

Consistent with the provisions of clause 6.1.4 of the Rules, TasNetworks does not apply a charge for this network tariff.

A Type 6 meter is the minimum required for installations of this type. A charge for the provision of basic metering services may apply.

28.3 Residential low voltage import fair and reasonable (TASX4I)

This network tariff applies to the export of energy by residential installations where the energy is imported into the distribution system and the customer is eligible for the fair and reasonable feed-in tariff rate.

Consistent with the provisions of clause 6.1.4 of the Rules, TasNetworks does not apply a charge for this network tariff.

A Type 6 meter is the minimum required for installations of this type. A charge for the provision of basic metering services may apply.

28.4 Business low voltage import fair and reasonable (TASX5I)

This network tariff applies to the export of energy by commercial installations where the energy is imported into the distribution system and the customer is eligible for the fair and reasonable feed-in tariff rate.

Consistent with the provisions of clause 6.1.4 of the Rules, TasNetworks does not apply a charge for this network tariff.

A Type 6 meter is the minimum required for installations of this type. A charge for the provision of basic metering services may apply.

28.5 Non-qualifying import (TASX6I)

This network tariff applies to the export of energy from installations where the energy is imported into the distribution system and the customer is not eligible for any special feed-in tariff arrangement.

Consistent with the provisions of clause 6.1.4 of the Rules, TasNetworks does not apply a charge for this network tariff.

A Type 6 meter is the minimum required for installations of this type. A charge for the provision of basic metering services may apply.



29 Individual tariff calculation

Individual Tariff Calculation (ITC) network prices typically apply to customers with an electrical demand in excess of 2.0 MVA or where a customer's circumstances indicate that the average shared network charge would be meaningless or distorted. Individually calculated customer network charges are determined by modelling the connection point requirements as requested by the customer or their agents.

ITC prices are based on actual TUoS charges for the relevant transmission connection point (preserving the pricing signals within the transmission charges), plus charges associated with the actual shared distribution network utilised for the electricity supply and connection charges based on the actual connection assets employed. This approach provides the greatest cost reflectivity for this type of customer and is feasible since the number of such customers is relatively small.

ITC pricing is also justified by virtue of the shared distribution network assets being dedicated specifically to meet the requirements of these customers. Where the portion of shared network assets utilised is difficult to determine due to the specific connectivity of the customer, TasNetworks will apply ITC pricing on a mutually agreed basis.

ITC pricing can also be influenced by the load factor of the customer's installation.

ITC pricing for customers with electrical demand of less than 2.0 MVA could occur in any of the following circumstances:

- a customer has a dedicated supply system that is different and separate from the remainder of the supply network;
- there are only a small number of customers in a supply system making average prices inappropriate; or
- inequitable treatment of otherwise comparable customers arises from the electrical demand lower limit of 2.0 MVA.

Selection of these customers will be at TasNetworks' discretion.

30 Embedded generation

Network tariff charges for embedded generation connections are calculated on an individual basis.

Clause 5.5(h) of the Rules requires TasNetworks, in its capacity as a DNSP, to pass through to an embedded generator an amount equal to the locational TUoS charges that would have been payable in relation to its connections points with the transmission network, had the embedded generator not been injecting energy into the distribution network.

TasNetworks calculates the avoided TUoS for all embedded generators that export energy to the distribution network at the same rates for the locational component which would be applied to a load of similar size at the same connection point.

Avoided TUoS payments to embedded generators are recouped through the recovery mechanism for TUoS charges.

31 Locational TUoS charges

Locational TUoS charges for those customers supplied under network tariffs TAS15 – HV kVA Specified Demand (> 2.0 MVA) and ITC – Individual Tariff Calculation will apply for the transmission connection sites detailed in Table 35.

Table 35: Transmission connection sites

Transmission node description	Transmission node identifier	Service charge (c/kVA/day)
Arthurs Lake	TAL2	17.451
Avoca	TAV2	21.513
Burnie	TBU3	15.347
Bridgewater	TBW2	16.738
Derwent Bridge	TDB2	185.741
Derby	TDE2	36.957
Devonport	TDP2	17.926
Emu Bay	TEB2	21.118
Electrona	TEL2	20.332
Huon River	THR2	89.381
Kermandie	TKE2	34.270
Kingston 11kV	TKI2	17.896
Kingston 33kV	TKI3	19.396
Knights Road	TKR2	23.038
Meadowbank	TMB2	15.998
New Norfolk	TNN2	18.836
Newton	TNT2	44.204
Port Latta	TPL2	18.405
Palmerston	TPM3	16.976
Queenstown	TQT2	29.997
Railton	TRA2	17.297
Rosebery	TRB2	15.737
Scottsdale	TSD2	38.753
St Marys	TSM2	25.422
Sorell	TSO2	21.672
Savage River	TSR2	12.004
Smithton	TST2	24.295
Triabunna	TTB2	29.715
Tungatinah	TTU2	62.284

Transmission node description	Transmission node identifier	Service charge (c/kVA/day)
Ulverstone	TUL2	17.069
Waddamana	TWA2	36.008
Wesley Vale	TWV2	9.648
Hobart Virtual	TVN1	17.194
Tamar Virtual	TVN2	15.121

31.1 Virtual nodes

Due to the interconnected nature of the Hobart region, transmission nodes (TCS3, TCR2, TLF2, TMT2, TNH2, TRI4 and TRK2) are averaged as a single Virtual Transmission Node (**VTN**) in accordance with the provisions of the Rules. The transmission node identifier for this VTN is TVN1.

Table 36: Hobart region virtual transmission nodes

Transmission node identifier	Transmission node description
TCR2	Creek Road
TCS3	Chapel Street
TLF2	Lindisfarne
TMT2	Mornington
TNH2	North Hobart
TRI4	Risdon
TRK2	Rokeby

Due to the interconnected nature of the Launceston/Tamar region, transmission nodes (TGT3, THA3, TMY2, TNW2, TSL2 and TTR2) are averaged as a single VTN in accordance with the provisions of the Rules. The transmission node identifier for this VTN is TVN2.

Table 37: Tamar region virtual transmission nodes

Transmission node identifier	Transmission node description
TGT3	George Town
THA3	Hadspen
TMY2	Mowbray
TNW2	Norwood
TSL2	St Leonards
TTR2	Trevallyn

32 Maximum demand application

Many of the network tariffs offered by TasNetworks incorporate elements that charge customers for the maximum load (i.e. demand) they take from the distribution network, as opposed to the quantity of electricity they consume over time. For the purposes of determining a customer's maximum demand for network tariff application the following general rules apply. Further information regarding specific conditions with respect to demand charges related to individual tariffs are detailed under the relevant tariff conditions.

32.1 Definition of maximum demand

Maximum demand refers to electrical demand measured in kiloVoltAmps (**kVA**) or kiloWatts (**kW**) depending on the tariff. It is calculated as the energy consumption recorded over the demand integration period in hours. TasNetworks' demand integration period is either 15 minutes or 30 minutes depending on the tariff. The measure of demand and the demand integration period for the tariff including a demand based component is detailed in Table 38.

Table 38: Demand integration periods

Tariff description	TasNetworks Code	Measure of demand (kVA or kW)	Demand integration period (minutes)
Residential Time of Use Demand	TAS87	kW	30
Residential low voltage distributed energy resource	TAS97	kW	30
LV Commercial Time of Use Demand	TAS88	kW	30
Business low voltage distributed energy resource	TAS98	kW	30
Large LV Time of Use Commercial Demand	TAS89	kVA	30
Business LV kVA Demand	TAS82	kVA	15
Business HV kVA Specified Demand	TASSDM	kVA	15
Business HV kVA Specified Demand (>2.0 MVA)	TAS15	kVA	15

32.2 Calculation of maximum demand

Where maximum demand is used as the basis for network tariff charges it can be determined using either the maximum demand based on time of day (peak and off-peak time of use periods) or the maximum at any-time during the day (any-time maximum demand or **ATMD**). All demand charges apply to a customer's export demand.

For network tariffs utilising ATMD the maximum demand charge can be for the entire billing period or for each day during the billing period depending on the tariff. If it is calculated for the entire billing period then the ATMD of an installation during the billing period is taken to be the largest value of the electrical demand during the entire billing period. If it is calculated for each day during a billing period, the ATMD of an installation during the day is taken to be the largest value of the electrical demand during that day of the billing period.

Network tariffs TAS87, TAS88, and TAS89 are maximum demand tariffs based on time of day (peak and off-peak periods) with the maximum demand for these tariffs determined using the largest value of electrical demand during the entire billing period for each of the peak and off-peak periods. Network tariffs TAS97 and TAS98 are also maximum demand tariffs based on time of day (peak and off-peak periods) but the maximum demand for these tariffs are determined using the average of the largest four values of electrical demands during the entire billing period for each peak and off-peak period

As noted in section 2.3, all times referred to in this Guide are in Australian Eastern Standard Time.

Table 39: Calculation of maximum demand methodology

Tariff description	TasNetworks code	Method (ATMD v time of use)	Measurement period (daily v billing period)
Residential Time of Use Demand	TAS87	Time of use	Billing period
Residential low voltage distributed energy resource	TAS97	Time of use (average)	Billing period
LV Commercial Time of Use Demand	TAS88	Time of use	Billing period
Business low voltage distributed energy resource	TAS98	Time of use (average)	Billing period
Large LV Commercial Time of Use Demand	TAS89	Time of use	Billing period
Business LV kVA Demand	TAS82	ATMD	Billing period
Business HV kVA Specified Demand	TASSDM	ATMD	Daily
Business HV kVA Specified Demand (>2.0 MVA)	TAS15	ATMD	Daily

Notes:

1. For TASSDM and TAS15 the demand charge is based on specified demand. ATMD is used to determine whether a customer has exceeded their specified demand and is subject to an excess demand charge.
2. TasNetworks may require a customer to take corrective action where power factor falls outside the relevant performance standards stipulated in the Rules.

32.3 Increases in electrical demand

Where a customer requests a change in network tariff or a change in specified demand due to an increase in electrical demand at their connection point, the customer must provide 20 business days written advice (prior to the commencement of the next billing period) to TasNetworks detailing their new requirements. TasNetworks will notify customers in writing of any revised charges or tariff reassignment within 10 business days of receiving requests for a change in network tariff.

The increased level of electrical demand shall apply from the commencement of the next billing period following expiry of the notice period, subject to any works that are required being completed by TasNetworks.

32.4 Temporary increases in maximum demand

Temporary increases in electrical demand will:

- be subject to negotiation and approval by TasNetworks;
- be defined in terms of “additional demand” for a specific period and charged at an agreed demand charge rate;
- apply for one full billing period, except in the case of the commissioning of new plant and equipment by the customer, in which case the duration of the temporary increase may be extended for the duration of the commissioning period; and
- be limited to one occurrence each 12 months, or as otherwise agreed with TasNetworks.

32.5 Reduction in maximum demand

If a customer requests a change in network tariff or change in specified demand due to a reduction in electrical demand at their connection point, the customer must provide TasNetworks with at least six months written notice (prior to the commencement of the next billing period) detailing their new requirements. TasNetworks will notify customers in writing of any revised charges or tariff reassignment within 60 days of receiving requests for a change in network tariff or change in specified demand.

The decreased level of electrical demand shall apply from the commencement of the billing period following expiry of the notice period advised by TasNetworks as part of the notification of TasNetworks’ acceptance of the reduced demand.

However, following the installation of load management equipment by a customer (and approved by TasNetworks), or the implementation of a demand management initiative approved by TasNetworks, the six month notice period referred to above may be reduced at the discretion of TasNetworks.

32.6 Customer change during billing period

The standard billing frequency for demand based tariffs is monthly. If the retailer’s customer at the site changes on any day other than the commencement of the first day of the month whilst the site remains on a demand tariff, the retailer will need to request TasNetworks to pro-rata network charges for the relevant month based on customer change dates. Retailers can request pro-rata charges by emailing network.tariff@tasnetworks.com.au.

33 Setting, assessing and reviewing specified demand

TasNetworks' processes for setting a customer's specified demand, confirming a customer's specified demand at the start of each regulatory year and assessing a request for change in specified demand during the regulatory year is outlined below.

33.1 Setting a customer's specified demand

Customers on certain network tariffs are able to agree, or nominate, with TasNetworks a specified demand for their electrical installation. Once agreed, this specified demand is used in the calculation of demand charges for the customer.

Specified demand for all new customers is established as part of the customer connection process and will continue to apply until such time as either the customer requests a change in specified demand or TasNetworks identifies that a change is required.

TasNetworks will review each existing customer's specified demand annually, coinciding with the preparation of TasNetworks' Annual Distribution Pricing Proposal. This assessment is based on historical data and tariff specifications for each customer on their specified demand related network tariff.

33.2 Confirming a customer's specified demand

Prior to the commencement of each financial year, confirmation of a customer's specified demand is communicated in writing to the customer (and the customer's retailer) by TasNetworks. If a customer wishes to amend their specified demand they have 10 business days following receipt of the notification from TasNetworks to advise TasNetworks that they wish to amend their specified demand, or the level of specified demand set out in the letter will continue to apply.

The letter to customers from TasNetworks confirms:

- the network tariff the customer has been assigned or reassigned to; and
- that the specified demand will apply for the 12 months from 1 July that year.

A further confirmation letter is sent to the customer (and the customer's retailer) detailing the nominated specified demand and the prices that will apply, once the AER has approved TasNetworks' Annual Distribution Pricing Proposal.

All customers' specific demands are kept confidential by TasNetworks.

33.3 Assessing midyear requests for a change in specified demand

TasNetworks will assess customer requests for a change in specified demand at time other than the annual pricing reset in line with section 32 of this document.

34 Procedure for reviewing complaints and disputes

TasNetworks will ensure that all complaints and disputes are dealt with in accordance with its standard complaints and dispute resolution policy and procedures. TasNetworks' dispute resolution policy is reviewed annually and published on TasNetworks' website.

34.1 Internal procedure for reviewing objections

In the event that TasNetworks receives written notification that a customer has an objection to a proposed tariff assignment or reassignment, the following additional procedures will be followed.

An initial review process must be performed by the customer's retailer and forwarded to TasNetworks for consideration. The initial review by the retailer should include the proposed tariff assignment and an indication of the customer's anticipated annual consumption, along with the expected ATMD for the installation.

TasNetworks will then undertake the following internal review process:

- (a) TasNetworks will review all objections to tariff assignment or reassignment within 15 business days of receiving the objection in writing;
- (b) additional information provided by the customer (and/or the customer's retailer) will be considered;
- (c) TasNetworks will determine the energy and/or demand usage for the customer based on either:
 - customer (and/or retailer) information; or
 - TasNetworks' historical or estimated energy consumption data for that customer;
- (d) an assessment of the customer's connection to the network will be made;
- (e) TasNetworks will determine the tariff assignment that should apply;
- (f) the proposed tariff assignment will be reviewed and approved by the Commercial Solutions Team Leader; and
- (g) the customer (and/or customer's retailer) will be notified in writing of the tariff assignment review outcomes.

34.2 Objections not resolved by internal review

If a customer's objection to a tariff assignment, or reassignment to a tariff class, is not resolved to the customer's satisfaction through TasNetworks' internal review process, and resolution of the dispute is within the jurisdiction of the Energy Ombudsman Tasmania, then the customer is entitled to seek independent resolution of their objection by escalating the matter to the Ombudsman.

If, after independent review by the Ombudsman, the objection is still not resolved to the satisfaction of the customer, then the customer is entitled to seek a decision of the AER via the dispute resolution process available under Part 10 of the National Electricity Law.

34.3 Final tariff class assignment

34.3.1 Initial tariff assignment

In cases where a customer has lodged an objection to the network tariff that they have been assigned as a component of their application to connect to the distribution network, that tariff assignment will remain in force until the resolution of any objection to that tariff assignment, in accordance with these procedures.



Should the resolution of the customer's objection result in a change in network tariff assignment, the tariff reassignment will be backdated to the original date of assignment and the customer's account will be adjusted in the next billing period.

34.3.2 Tariff reassignment

In instances where a customer has objected to their reassignment to a different network tariff, that reassignment will not occur until the resolution of the objection in accordance with these procedures.

Should the resolution of the customer's objection result in confirmation of the proposed tariff reassignment, the tariff reassignment will occur at the commencement of the next billing period for the customer or the originally notified date, whichever is the later.

35 Glossary

AER	Australian Energy Regulator.
Any-time maximum demand (ATMD)	A customer's maximum demand recorded at any time during a defined billing period.
AS/NZS	Australia and New Zealand Standards.
TasNetworks	Unless otherwise stated means TasNetworks Energy Pty Ltd ABN 24 167 357 299 in its capacity as a Distribution Network Service Provider.
Billing period	The period covered by the bill sent by TasNetworks to a retailer or customer.
Connection point	In relation to a Customer, the point at which electricity leaves the Distribution System for delivery to the Customer provided that where the Customer's Electrical Installation is not directly connected to the Distribution System, the Connection Point is the point at which the electricity last leaves the Distribution System before being delivered to the Customer, whether or not the electricity passes through facilities owned or operated by another person before being delivered to the Customer.
Customer	A person to whom TasNetworks provides regulated services.
Deemed Supply Contract	TasNetworks' adopted form of the <i>deemed standard connection contract</i> , as amended and published by TasNetworks from time to time.
Distribution network	As defined in the Rules.
Distribution network service provider	A person who engages in the activity of owning, controlling, or operating a Distribution System.
Distribution system	As defined in the Rules.
Distribution use of system (DUoS)	A charge to a Distribution Network User for use of the Distribution System for the conveyance of electricity.
Electrical contractor	A Person or Company licensed as an Electrical Contractor under the Electricity Industry Safety and Administration Act 1997 and the Occupational Licensing Act 2005.
Embedded generation	A generation unit connected within a Distribution System and not having direct access to a Transmission System.
Excess demand	The difference between a customer's Specified Demand and their Maximum Demand during a specified period.
Generation unit	The actual generator of electricity and all the related equipment essential to its functioning as a single entity.
HV or high voltage	A voltage exceeding 1,000 volts.
Interval metering services	Reading services for interval meters types 1-5, as defined in the Rules, and provision of other related services.
Irrigation	The provision of water pumping capability that facilitates primary production.
ITC	Individual Tariff Calculation.

Kilovolt-Ampere (kVA)	A unit of measure of apparent power. 1 kVA is equivalent to 1,000 volt-amperes.
Load factor	The ratio of a Customer's average electrical load divided by the maximum electrical load.
LV or low voltage	A voltage not exceeding 1,000 volts.
Maximum demand	The highest amount of electrical power delivered (measured over a 15 minute average), 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.
Megavolt-Ampere (MVA)	A unit of measure of apparent power. 1 MVA is equivalent to 1,000,000 volt-amperes.
National electricity market (NEM)	As defined in the Rules.
NECF	National Energy Customer Framework.
Network	The apparatus, equipment, plant and buildings used to convey, and control the conveyance of electricity to customers (whether wholesale or retail) excluding any connection assets. In relation to a Network Service Provider, a network owned, operated or controlled by that Network Service Provider.
Network tariff	The fees (including the rate or rates) TasNetworks uses to calculate the amount it charges customers, or a class of customers, for network services, as amended from time to time.
Network use of system (NUoS)	Relates to utilisation of the total electricity network (transmission and distribution) to convey electricity to consumers. NUoS charges to network users represent a combination of the transmission and distribution charges (i.e. NUoS = DUoS + TUoS).
Obsolete tariff	Network tariffs that have been superseded but remain in place until such time as they are rescinded or the electrical configuration of a Customer's installation is altered.
Private residential dwelling	A house, unit, town house or apartment that, in the reasonable opinion of TasNetworks, is not classifiable under the Australian and New Zealand Standard Industrial Classification (ANZSIC) and is used wholly or principally as a place of residence for personal, household or domestic purposes. The ANZSIC system is used to classify businesses and applies to any entity which provides goods and services, including companies, non-profit organisations, government departments and enterprises.
Published tariffs	Those network tariffs published from time to time, usually annually, by TasNetworks.
Registered electrician	A Person or Company licensed under the <i>Electricity Industry Safety and Administration Act 1997</i> and the <i>Occupational Licensing Act 2005</i> to perform maintenance, alteration or installation work on electrical infrastructure and associated fittings.
Retailer of choice	A customer's current or chosen electricity retailer.

Rules	National Electricity Rules.
Special meter read	As defined in the Ancillary Services – Fee Based Services Application and Price Guide.
Specified demand	Means the value of the electrical demand at the site to which a Specified Demand network tariff applies, as nominated by the operator of that site to TasNetworks.
Supply voltage	The nominal voltage measured at the Connection Point.
Time of use	A tariff that has variable rates depending on the time of day electricity is consumed.
Transmission network	As defined in the Rules.
Transmission system	As defined in the Rules.
Transmission use of system (TUoS)	A charge to a Transmission Network User for use of the Transmission System for the conveyance of electricity.