

# Retailer Network Tariff FAQs

## Powercor 2021-22 Tariff FAQs

### Q Will any existing tariffs be closed or opened in 2021-22?

A Powercor will close all residential (D3CS, P13R, P13RDK, P13RCS, D2, D2DK, D3) and small commercial (P14G, ND2, ND3, ND5) legacy TOU tariffs in 2021-22.

Powercor will close all Docklands tariffs (P1DK, P13RDK, D2DK, HVD).

Powercor will close all large customer tariffs (LLV, HV, HVD, ST) and introduce new ones.

Powercor will not open any existing closed tariffs.

### Q Will any new tariffs be introduced in 2021-22?

A Powercor will introduce new residential (PRTOU), small business (NDTOU) tariffs and large business tariffs (LLVT1, LLVT2, LLV1, LLV2, HVT1, HVT2, HV1, HV2, ST2).

A summary of tariff reassignments provided below:

#### Powercor tariff reassignment on 1 July 2021

Existing tariff	Tariff codes	New tariff	Tariff codes
Residential existing ToU	D3CS, P13R, P13RDK, P13RCS, D2, D2DK, D3	Residential new ToU	PRTOU
Docklands single rate	P1DK	Residential single rate	D1
Climate saver	D1CS	Residential single rate	D1
Small business existing ToU	P14G, ND2, ND3, ND5	Small business new ToU	NDTOU
Medium business opt-out	NDMO	Medium business opt-out	NDMO21
Large low voltage	LLV	Large low voltage transitional	LLVT1 (transitional), LLVT2 (transitional), LLV1, LLV2
High voltage	HV, HVD	High voltage transitional	HVT1 (transitional), HVT2 (transitional), HV1, HV2
Sub-transmission	ST	Sub-transmission (new)	ST2

Please note: Powercor will publish all new tariff codes on our pricing proposal schedule of charges and MSATS

**Q What is the definition of Work Days?**

A Are Monday to Friday excluding public holidays

**Q What are the residential tariffs that remain unchanged?**

A **Powercor** will keep unchanged existing single rate tariff D1, residential demand tariff DD and Newstead residential tariff DDNEW. The dedicated circuit tariff DD1 will continue to be an optional secondary tariff.

**Q What are the small and medium business tariffs that remain unchanged?**

A **Powercor** will keep unchanged existing single rate tariff ND1, unmetered supply/public lighting tariff PL2, non-residential demand tariff NDD, medium business demand tariff NDM.

**Q What are the small and medium business tariff changes?**

A Medium business opt-out tariff **NDMO** will transition to new tariff code **NDMO21**. This is to accommodate new peak energy time changing **from 7am to 11pm to 10am to 6pm**.

Small business has now been aligned across our networks to be less than 40 MWh pa (previously 60 MWh) energy consumption and less than 120 kVA demand.

Medium business has now been aligned across our networks to be greater than 40 MWh pa (previously 60 MWh) energy consumption and less than 120 kVA demand.

**Q What are the changes to large tariffs?**

A Large low voltage has now been aligned across our networks to be more than 120 kVA demand.

Large low voltage customers with demand less than 120 kVA and medium business customers with demand greater than 120 kVA will not be reassigned to the correct tariff on 1 July 2021. Retailers may submit a tariff change request which will be granted if the customer satisfies the relevant tariff threshold.

All large customers will have the same tariff structure across our networks:

- 12-month rolling demand charge based on the maximum kVA demand over a 12-month rolling period measured from 7am to 7pm on work days with minimum chargeable demand of 120 kVA for low voltage, 500 kVA for high voltage and 5 MVA for sub-transmission
- summer incentive demand charge based on a monthly maximum kVA demand with each customer assigned to one of the following demand measurement periods:
  - 1-4pm on workdays from December to March (New tariff codes: **LLVT1, HVT1, LLV1, HV1**)
  - 4-7pm on workdays from December to March (New tariff codes: **LLVT2, HVT2, LLV2, HV2**)
- peak usage charge for usage between 7am and 7pm on work days
- off-peak usage charge for usage that is not during peak times
- all are in local time

This tariff structure is different to the existing Powercor tariff structure, and therefore the following transitional arrangement will apply for Powercor large low voltage and high voltage customers:

- assigned to a default transitional tariff as at 1 July 2021

- summer incentive demand charge will transition from zero in 2021/22 to the full level in 2024/25
- 12-month rolling demand charge will correspondingly reduce each year of the transition period
- can opt in to the full tariff but then cannot opt out of the full tariff
- The 12-month rolling demand and summer incentive demand charge will have two 'Time Split' codes in the network bill to distinguish the different types of kVA demand charges

The summer incentive demand charge for sub-transmission customers will remain at zero and reviewed once the transmission charging structure is known. There will be no opt in tariff for sub-transmission customers.

## Q What will happen to customers with basic meters assigned to closed tariffs?

A Customers on basic meters will be reassigned to single rate tariff as at 1 July 2021 to their relevant tariff class.

For all basic meters transitioning to a different tariff, an estimated read will be issued to the market using reason code **0** with description **Tariff Change**

## Q What will happen to climate saver energy components in the field, network bill and MSATS?

A Powercor will not be attending sites to make any changes to the meters.

### Network Bill

- Single rate tariffs: The energy recorded against climate saver will be summed up with the energy component and appear in the network bill as a one line charge. For example, the normal energy reading is 50kWh and climate save energy reading is 30 kWh. The network bill will have a one energy line charge of 80kWh.
- Time of use tariffs: The energy recorded against climate saver will merge with the energy component and split accordingly to Peak and Off Peak times. It will appear in the network bill as separate line charges.

### MSATS

We will assign suffix/s linked to climate saver (51, 61 etc) to an open tariff effective from 1<sup>st</sup> July 2021. For example, suffix 53 and 63 currently assigned to NTC **D1CS** will be reassigned to **D1**. No changes will be made to the suffix numbers, description or meter data in MSATS.

## Q Are there any changes for customers with supply upgrades and customers installing/upgrading solar?

A All customers who apply for supply upgrades to three-phase as well as households installing or upgrading PV solar or battery will be moved to a new TOU tariff. This will occur without any B2B Service Order requests or notifications and MSATS will be updated accordingly.

## Q What are the default tariffs for each tariff class?

- A
- Residential customers default tariff is new ToU tariff PRTOU
  - Small business customers default tariff is new business ToU tariff NDTOU
  - Medium business default tariff is NDM
  - Large business customers default tariffs are transitional tariffs LLVT1, LLVT2, HVT1, HVT2, ST2

## Q What is the process for monitoring correct tariff assignment?

A We will monitor network tariff assignment from time to time and only transfer those customers who are clearly on the incorrect tariff. Retailers will be notified before the change is made.

## Q How will network tariff transfer requests be reviewed?

A We will assess tariff transfer requests against the criteria in our tariff structure statement which will also be published in our annual pricing proposals.

## Q Are the residential, small business and medium business customer demand measurements calculated on 15 or 30 minute intervals?

A Demand measurement for all residential, small and medium business customers are calculated using 30 minute intervals with kW as a unit of measure.

## Q Are the large business customer demand measurements calculated on 15 or 30 minute intervals?

A Demand measurement for all large business customers are calculated using 15 minute intervals with kVA as a unit of measure.

## Q Are the time of use energy and demand measurements adjusted for Daylight Saving Time (DST)?

A For Powercor all time of use energy and demand measurements are adjusted for DST, that is, all measurements are based on local time. Exceptions are unmetered supply tariff PL2 where the tariff is based on Australian Eastern Standard Time (AEST).

## Q Will minimum demand value apply?

A Yes and will only apply to large customers rolling demand. Minimum chargeable demand 120 kVA will be applied for low voltage, 500 kVA for high voltage and 5 MVA for sub-transmission.

## Q Will the demand for residential, small business and medium business be based on a rolling 12 month?

A No. The demand will be billed based on the highest 30 minute kW reading in the maximum demand period for each month. Demand levels are reset each month.

## Q How should I apply for a tariff change for Powercor residential, small business and medium businesses?

A The preferred method of requesting us to change a tariff is via B2B service order type: Supply Service Works, sub-type Tariff Change. Requests can be automatically processed by using the following inputs in the Special Instructions field for the service order.

### Tariff changes with an effective date in the past

Please add the text **TAPPLY** in the special instructions if you would like the tariff changed as at a date in the past. This will be a date as at the latest Retailer transfer date, limited to 10 business days ago. This means that the effective date will not be more than 10 business days in the past but would be changed on a transfer date within this period.

### Tariff changes with an effective date today

Please add the text **SAPPLY** in the special instructions if you would like the tariff changed as at the request date. This means that the tariff will be changed with an effective date which is the same as the day you sent the request.

**Q When will we see the tariff changes in MSATS and which CR will be used?**

A The tariff changes will begin to appear in MSATS from 2<sup>nd</sup> July 2021 and CR3101 (Change Network Tariff – Retrospective) will be used. The effective date for all tariff changes will be 1<sup>st</sup> July 2021. Due to the high volume of numbers, this migration process will take a few weeks to complete

**Q How should I apply for a tariff change for Powercor large businesses?**

A Please refer all kVA demand based network tariff change requests to our Major Accounts team by emailing our inbox: [MajorAccounts-PAL@powercor.com.au](mailto:MajorAccounts-PAL@powercor.com.au)

*Please note, customers can opt in to the full tariff but then cannot opt out of the full tariff.*

Any tariff change requests to move away from or on to the tariffs listed below are to be referred to the Major Accounts Team.

Powercor kVA Demand Tariffs
LLVT1
LLVT2
LLV1
LLV2
HVT1
HVT2
HV1
HV2
ST2

*Please note: All other tariff change requests are to be made via the B2B process mentioned above*

**Criteria to MOVE AWAY from kVA Demand Tariff**

**Option 1 – Limiting Supply Capacity**

We will require confirmation that the load for the connection point is/has been limited to 200 amps per phase to ensure the site cannot exceed a demand greater than 120 kVA. The load can be limited by a Supply Capacity Control Device (SCCD) or other types of load limiting devices. If an SCCD exists, an electrician may be required to attend to limit the amps. We will require a copy of the Certificate of Electrical Safety (CES) as evidence of the works completed on site.

**Option 2 – “Opt out” of Network Demand Tariff (New tariff code NDMO21)**

To opt a customer out of a network demand tariff, the following criteria must be satisfied:

- A customer’s aggregate consumption must be less than 160MWh per annum
- A customer must apply directly to a retailer to opt-out via written or oral notice
- The retailer must supply a copy of customer’s Retailer invoice confirming a demand component is being charged

**Criteria to MOVE ON to kVA Demand Tariff**

- A customer’s site demand must be greater than 120 kVA demand or the supply is greater than 200amps per phase
- The site must have the appropriate metering

**Demand Reset Criteria**

- Install a Power Factor Correction (PFC) unit and supply a copy of the Certificate of Electrical Safety (CES) to confirm the installation
- If a PFC unit has **NOT** been installed, provide evidence of what the **customer has changed on site to permanently alter** the load/usage (e.g. removal of equipment). Evidence may be in the form of a CES detailing the works performed, technical information and/or photographic evidence to demonstrate the site changes
- The above also applies to new customers moving into an existing site

**Common Questions on Tariff Combination**

Tariff Combination	Outcome	Notes
Residential and Non-Residential Control Load + Residential Opt-in Demand Tariff	✓	This is available to either single phase customers or multi-phase customers, whereby those multi-phase customers are already assigned to a dedicated circuit tariff such as DD1. *See Note below.
Medium business + Control Load	✓	This is available to either single phase customers or multi-phase customers, whereby those multi-phase customers are already assigned to a dedicated circuit tariff such as DD1. *See Note below.

**Note:** The demand calculation will apply to consumption on the General Power & Light circuits. The dedicated circuit will not contribute to the demand reading and will be separately tariffed per the appropriate dedicated circuit tariff such as DD1.