

# Retailer Network Tariff FAQs

## CitiPower 2023-24 Tariff FAQs

**Q Will any existing tariffs be closed or opened in 2023-24?**

A CitiPower will not close or open new tariffs in 2023-24.

**Q Will any new or trial tariffs be introduced in 2023-24?**

A CitiPower will introduce the following new trial tariff effective from 1 July 2023 to 30 June 2026.

1. Generator trial tariff

Eligibility:

- Generation site which only uses ancillary power (such as a solar or wind farm) or generation and storage site (such as a battery or battery and solar farm)
- It is not intended to be used for loads which are co-located with generation or storage, for instance an EV charging station with a battery
- Can be connected to any voltage level in the distribution network

The following network tariff rates, excluding GST, will remain unchanged until 30 June 2026.

Charge item	Rate
12-month rolling demand charge	\$8 per kW per month
Anytime imported energy	2 c/kWh

- kW demand charge based on the highest 30-minute demand measured over the last 12 months for only 4-9pm or only 11am-4pm, every day of year, local time
- No minimum demand will be applied
- Site will be assigned to either the 4-9pm or 11am-4pm demand measurement window based on the timing of network peak demand in their supply area
- For new connections, demand will be measured from the date of connection until 12 months of data is available
- For existing sites, demand will be measured over the previous 12 months or from the connection date if connection occurred in the last 12 months
- Anytime c/kWh energy rate for imported energy

Additionally, following existing trial tariffs will continue to run:

1. Residential Daytime Saver - Customer numbers will be capped at 1% of distribution revenue which is approximately 10,000
2. Non-distributor owned community battery
3. Distributor owned community battery

Closed trial tariffs:

- EV charger critical peak

**Q How retailers will know when the number of customers is close to the cap?**

A CitiPower will notify retailers when the number of customers is close to reaching the cap

**Q How will the trial tariffs work with the Victorian Default Offer (VDO)?**

A Trial tariffs will be regulated in the same way as all other standing offers - through a compliant maximum annual bill (under clause 5 and schedule 5 of the determination). For these tariffs, a retailer must show those tariffs do not exceed the relevant compliant maximum annual bill amount. The retailer must use a representative usage profile, or relevant usage allocations, which reflects a reasonably representative estimate of consumption for the applicable group of customers over a 365 day period.

**Q Will CitiPower shift customers on to different tariffs?**

A CitiPower may periodically review that customers are assigned to the correct tariff. Affected retailers will be notified of any intended tariff transfers in advance

**Q How does 5MS impact network tariffs?**

A 5MS does not change or have any impacts on our tariffs

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

A Are Monday to Friday excluding public holidays

**Q What are the small and medium business tariffs threshold?**

A Small business has now been aligned across our networks to be less than 40 MWh pa energy consumption and less than 120 kVA demand

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

**Q What are large tariffs?**

A Large low voltage is more than 120 kVA demand.

Retailers may submit a tariff change request which will be granted if the customer satisfies the relevant tariff threshold.

Large low voltage, high voltage and sub-transmission tariffs have the following structure:

- 12-month rolling demand charge based on the maximum 15-minute kVA demand over a 12-month rolling period measured from 7am to 7pm on workdays 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: **CLLVT1, CHVT1, CLLV1, CHV1**)
- 4-7pm on workdays from December to March (New tariff codes: **CLLVT2, CHVT2, CLLV2, CHV2**)
- peak usage charge for usage between 7am and 7pm on workdays
- off-peak usage charge for usage that is not during peak times
- all are in local time

Default transitional tariff will apply for CitiPower large low voltage and high voltage customers:

- summer incentive demand charge will transition to 66% in 2023/24
- 12-month rolling demand charge will correspondingly reduce each year of the transition period
- can opt into the full tariff but then cannot opt out of the full tariff (tariff codes: CLLV1, CLLV2, CHV1 and CHV2) and will remain on this tariff until 30 June 2026
- 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 Are there any changes for customers with supply upgrades and customers installing/upgrading solar?**

A All residential and small business 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 the ToU tariff CRTOU
  - Small business customers default tariff is the business ToU tariff CGTOU
  - Medium business default tariff is CMG
  - Large business customers default tariffs are transitional tariffs CLLVT1, CLLVT2, CHVT1, CHVT2, CST2

## **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 CitiPower 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 C2U 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 CitiPower 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 How should I apply for a tariff change for CitiPower large businesses?**

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

**Please note, customers can opt into 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.

CitiPower kVA Demand Tariffs
CLLV1
CLLV2
CHVT1
CHVT2
CHV1
CHV2
CST2

**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 CMGO21)**

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 <b>Control Load + Residential Opt-in Demand Tariff</b>	✓	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 CDS.  *See Note below.
Medium business <b>+ Control Load</b>	✓	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 CDS.  *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 CDS.