

Retailer Network Tariff FAQs

United Energy 2021-22 Tariff FAQs

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

A United Energy will close all residential (LVS2R, TOD, TOD9, TODFLEX, WET2STEP) and small commercial (LVM2R5D, LVM2R7D, LVL1R, LVL2R, TOU, LVKWTOU, LVKWTOUH) legacy TOU tariffs in 2021-22.

United Energy will close one of the medium business demand tariffs (LVMKWTOU) as well.

United Energy will close all large customer tariffs (LVKVATOU, HVKVATOU) and introduce new ones.

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

A United Energy will introduce new residential (URTOU), small business (LVTOU) tariffs and large business tariffs (LVKVATOU1, LVKVATOU2, HVKVATOU1, HVKVATOU2).

A summary of tariff reassignments provided below:

United Energy tariff reassignment on 1 July 2021

Existing tariff	Tariff codes	New tariff	Tariff codes
Residential existing ToU	LVS2R, TOD, TOD9, TODFLEX	Residential new ToU	URTOU
Winter energy tariff	WET2Step	Residential single rate	LVS1R
Small business existing ToU	LVM2R5D, LVM2R7D, LVL2R	Small business new ToU	LVTOU
Small business single rate	LVM1R	Small business new ToU	LVTOU
> 40 MWh pa			
Low voltage single rate	LVL1R	Small business single rate	LVM1R
Low voltage kW demand	LVKWTOU, LVKWTOUH, TOU	Small business demand	LVMKW1R
Small business demand	LVMKWTOU	Small business demand	LVMKW1R
Low voltage large KVA TOU	LVKVATOU	Large low voltage	LVKVATOU1, LVKVATOU2
High voltage large KVA TOU	HVKVATOU	High voltage	HVKVATOU1, HVKVATOU2

Please note: United Energy 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 **United Energy** will keep unchanged existing single rate tariff LVS1R. The dedicated circuit tariff DED will continue to be an optional secondary tariff.

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

A **United Energy** will keep unchanged existing single rate tariff LVM1R. The unmetered supplies tariff (UNMET) remains unchanged as well.

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 the changes to existing residential and small business tariffs?

A **United Energy** will remove the minimum monthly chargeable demand of 1.5kW for both the residential and medium business demand tariffs (RESKW1R and LVMKW1R) and introduce a fixed charge instead. The monthly chargeable demand will be calculated based on the maximum kW 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 kW 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 kW demand with each customer assigned to one of the following demand measurement periods:
 - 1-4pm on workdays from December to March (New tariff code **LVKVATOU1** and **HVKVATOU1**)
 - 4-7pm on workdays from December to March (New tariff code **LVKVATOU2** and **HVKVATOU2**)
- 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 times are in local time

- New tariffs LVkVATOU1, LVkVATOU2, HVkVATOU1 and HVkVATOU2 will have new 'Time Split' codes in the network bill to distinguish the two different types of kVA demand charges. The rolling 12-month demand charge will have code **RD** and the summer incentive demand charge will have code **SD**. Both charges are currently represented as **DEM** in tariff LVkVATOU and HVkVATOU

Q What are the default tariffs for each tariff class?

A

- Residential customers default tariff is new ToU tariff URTOU
- Small business customers default tariff is new business ToU tariff LVTOU
- Medium business default tariff is LVMKW1R
- Large business customers default tariffs are LVkVATOU1, LVkVATOU2, HVkVATOU1 or HVkVATOU2

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 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 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 30 minute intervals and is measured as kVA at maximum kW.

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

A All time of use energy and demand measurements are adjusted for DST, that is, all measurements are based on local time. Exception is the unmetered supply tariff (UNMET) 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 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 2nd July 2021 and CR3101 (Change Network Tariff – Retrospective) will be used. The effective date for all tariff changes will be 1st 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 tariff changes for United Energy customers?

A Customers can apply to have their network tariff changed but may have to change their metering arrangement to be eligible for the revised tariff. Reassignment applications should be directed through the customer's retailer, or alternatively, directly through United Energy - email address ueservicedesk@ue.com.au or phone 1300 131 689.

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 (Tariff code LVTOU)

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 LVDED. *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 LVDED. *See Note below.
Residential Time of Use + Premium Feed In Tariff	✓	This is available to customers with existing premium feed in tariff arrangements. Tariff code FURTOU
Small Business Time of Use + Premium Feed In Tariff	✓	This is available to customers with existing premium feed in tariff arrangements. Tariff code FLVTOU

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 tarified per the appropriate dedicated circuit tariff such as LVDED.