

# Essential Energy

## Policy for Network Tariff Assignment and Reassignment

## MODIFICATION HISTORY

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## 1. Definitions

In this document, unless the context otherwise requires:

<b>AER</b>	Australian Energy Regulator (AER).
<b>appropriate tariff</b>	a <i>tariff</i> which matches the criterion applicable to the <i>customer's load, connection and metering characteristics</i> .
<b>B2B service order</b>	B2B (Business to Business) Procedures created pursuant to Chapter 7 of the NER and published by AEMO and applicable in NSW. The customer's <i>retailer</i> sends the B2B service order to Essential Energy requesting specific service(s) on behalf of the <i>customer</i> .
<b>business day</b>	unless otherwise indicated, a day that is not: <ul style="list-style-type: none"><li>&gt; A Saturday or Sunday; or</li><li>&gt; Observed as a public holiday on the same day in each of the participating jurisdictions (except the Commonwealth).</li></ul>
<b>connection characteristic</b>	the <i>supply</i> voltage level as either <i>Low Voltage (LV)</i> , <i>High Voltage (HV)</i> or <i>Subtransmission</i> .
<b>connection point</b>	the agreed point of <i>supply</i> established between Essential Energy as a <i>DNSP</i> and a <i>customer</i> .
<b>customer</b>	means, in relation to the <i>retailer</i> , a person: <ul style="list-style-type: none"><li>&gt; who has a <i>connection point</i> in Essential Energy's distribution area or is seeking to establish a <i>connection point</i> in Essential Energy's distribution area; and</li><li>&gt; whose NMI is allocated to the <i>retailer</i> under the National Electricity Code.</li></ul>
<b>DNSP</b>	Distribution Network Service Provider.
<b>high voltage</b>	nominal voltage levels of 11, 22, 33 or 66 kilovolts.
<b>kVA</b>	a unit of electrical demand measurement (Kilo Volt-Amperes).
<b>kW</b>	a unit of electrical demand measurement (Kilowatt).
<b>kWh</b>	a unit of electrical energy consumption measurement (Kilowatt Hours).
<b>load characteristic</b>	a <i>customer's</i> electricity consumption in <i>kWh</i> and their <i>maximum demand</i> .
<b>low voltage</b>	nominal voltage levels of 230/400 volts.

<b>maximum demand</b>	the highest amount of electrical power delivered, or forecast to be delivered, over a defined period (day, week, month, season or year) either at a <i>connection point</i> , or simultaneously at a defined set of <i>connection points</i> .
<b>metering characteristic</b>	the type of meter installed at the <i>customer's</i> premises. For example, accumulation meter or Time of Use ('TOU') or interval meter.
<b>MWh</b>	a unit of electrical energy consumption measurement (Megawatt Hours). One MWh is equivalent to 1,000 kWh.
<b>NEL</b>	National Electricity Law.
<b>NER</b>	refers to the National Electricity Rules (NER) which governs the operation of the National Electricity Market. The Rules have the force of law, and are made under the National Electricity Law.
<b>new customer</b>	a <i>customer</i> who has commenced to consume electricity from a new <i>connection point</i> in Essential Energy's distribution area.
<b>NMI</b>	"National Metering Identifier" as defined in the National Electricity Code.
<b>retailer</b>	means a person who holds a retail licence in New South Wales to sell electricity to <i>customers</i> .
<b>subtransmission</b>	the voltage defined by Essential Energy which interconnects subtransmission or zone substations.
<b>supply</b>	means the delivery of electricity.
<b>tariff</b>	the network <i>tariff</i> or <i>tariffs</i> charged by Essential Energy to <i>retailers</i> in respect of their <i>customers</i> , for distributing electricity using the distribution system and the transmission system, as approved by the AER from time to time.
<b>tariff class</b>	a group of <i>tariffs</i> which share similar <i>connection, load</i> and/or <i>metering characteristics</i> .
<b>TOU</b>	Time of use
<b>written notice</b>	means notice given via mail or e-mail.

## 2. Policy Statement

This document outlines Essential Energy's policy for network *tariff* assignments and reassignments and outlines how Essential Energy will implement this policy. The policy is consistent with clause 6.18.4 of the NER and the AER's Final Decision – Essential Energy Distribution Determination 2014-19. In particular, Essential Energy will adopt the following principles in relation to network *tariff* assignments and reassignments:

- a) In determining the *tariff class* to which a *customer* or *new customer* will be assigned, or reassigned, Essential Energy will take into account one or more of the following factors:
  - > the nature and extent of the *customer's* usage (i.e. *load characteristic*);
  - > the nature of the *customer's* connection to the network (i.e. *connection characteristic*);
  - > whether remotely-read interval metering or other similar metering technology has been installed at the *customer's* premises as a result of a regulatory obligation or requirement (i.e. *metering characteristic*).
  
- b) When assigning or reassigning a *customer* to a *tariff class*, Essential Energy will ensure that:
  - > *customers* with similar connection and usage profiles will be treated on an equal basis;
  - > *customers* who have micro-generation facilities will not be treated less favourably than *customer's* with similar load profiles without such facilities.

When developing this policy, Essential Energy has endeavoured to balance Essential Energy's rights to assign and reassign *customers* to the *appropriate tariffs* under the regulatory framework, the need to ensure that *customers* pay a fair amount for their use of the distribution system (so that one *customer* does not benefit to the detriment of all other *customers*) and the *customer's* need to change their *tariff* from time to time.

Essential Energy reserves the right to amend this policy at any time without notice.

## 3. Tariff Classes

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

### 3.1 Standard Tariff or Customer Classes

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

Essential Energy has historically grouped *customers* according to their end use such as Residential, Business, Commercial and Industrial purposes. However, network costs are not necessarily driven by the end use of electricity but rather by the voltage of *supply*, the capacity being held in readiness for demand and the time of day that this demand occurs.

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

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

The list of *tariffs* contained within each standard *tariff class*, along with a description of specific *tariff* characteristics, is detailed in Appendix A – Tariff Criteria.

The current six standard *tariff classes* are:

1. **Low voltage – energy:** This *tariff class* applies to *customers* with a *low voltage* connection to the network, whose consumption does not exceed 160 MWh per year, and are billed on their energy usage. Customers in this class may only have basic accumulation meters. This *tariff class* includes the following *tariffs*:
  - > Residential block (previously continuous)
  - > Residential time of use
  - > Controlled load 1
  - > Controlled load 2
  - > Business block (previously continuous)
  - > Business time of use < 160 MWh
  
2. **Low voltage – demand:** This *tariff class* applies to *customers* with a *low voltage* connection to the network, whose consumption exceeds 160 MWh per year, and are billed on their energy usage and *maximum demand*. Customers who consume over 160MWh per year will have an interval meter installed which is capable of measuring energy consumption in half hour intervals. This type of metering allows a *customer* to be billed based on their *maximum demand*. This *tariff class* includes the following *tariffs*:
  - > Low voltage – three rate demand
  - > Low voltage - average daily demand
  - > Low voltage – alternative demand
  
3. **High voltage – demand:** This *tariff class* applies to *customers* with a *high voltage* connection to the network and are billed on their energy usage and *maximum demand*. Customers who have a high voltage connection to the network will have an interval meter installed which is capable of measuring energy consumption in half hour intervals. This type of meter allows *customers* to be billed based on their *maximum demand*. This *tariff class* includes the following *tariffs*:
  - > High voltage – monthly demand
  - > High voltage - average daily demand

4. **Subtransmission:** This *tariff class* applies to *customers* with a *subtransmission* connection to the network and are billed on their energy usage and *maximum demand*. *Customers* who have a subtransmission connection to the network will have an interval meter installed which is capable of measuring energy consumption in half hour intervals. This type of meter allows customers to be billed based on their *maximum demand*. This *tariff class* includes the following *tariff*:
  - > Subtransmission – three rate demand
5. **Inter distributor transfer:** This *tariff class* applies to specific *connection points* between *DNSPs*.
6. **Unmetered:** This *tariff class* applies to *customers* that do not have a meter and includes streetlighting usage charges and any other unmetered supply.

### 3.2 Site specific customer class

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

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

## 4. Assessment Process

Essential Energy uses the following system of assessment to assign or reassign *customers* to an *appropriate tariff*.

- a) **Step 1: Assign the customer to a tariff class** – The *customer* is assigned to the appropriate *tariff class* based on the *tariff class* criteria described in Section 3.
- b) **Step 2: Assign the customer to the appropriate tariff** – Once the *customer* is assigned to the *tariff class*, the *appropriate tariff* is determined based on the *customer's connection, load and metering characteristics*, as well as the *customer's type* (i.e. residential or business).

The criteria applicable to each *tariff* are further described in Appendix A – Tariff Criteria.

Essential Energy's Network Price List also outlines the criteria applicable to each *tariff*. This policy and the Network Price List provide the *customer* and customer's *retailer* with the necessary information to select a *tariff* when applying for a *tariff* reassignment.

## 5. Tariff Assignment Procedure

*Tariff* assignment occurs when a *customer* commences to consume electricity from a new *connection point* (i.e. *new customer*). Essential Energy will use the estimated information collected from the *retailer's B2B service order*, in conjunction with the System of Assessment as described in section 4 above, to assign the *new customer* to the *appropriate tariff*. As the *tariff* assignment will be based on estimated information obtained from the *B2B service order*

submitted by the *retailer*, it is the responsibility of the *customer* and the customer's *retailer* to monitor the suitability of the *tariff* applied and advise Essential Energy if a *tariff* reassignment is required (in accordance with section 6 below).

It should be noted that a change of occupancy does not trigger a *tariff* assignment by Essential Energy. For a change of occupancy Essential Energy by default will assign the *customer* to the *tariff* that previously existed at the premises. The exception to this relates to the treatment of solar rebate tariffs, which are assigned in accordance with the requirements of the Electricity Supply Act 1995 and the Electricity Supply (General) Regulation 2001 upon a change of occupancy<sup>1</sup>. Where a *tariff* change is required in connection with a change of occupancy, the *retailer* must request a *tariff* reassignment in accordance with section 6 below.

## 6. Tariff Reassignment Procedure

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

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

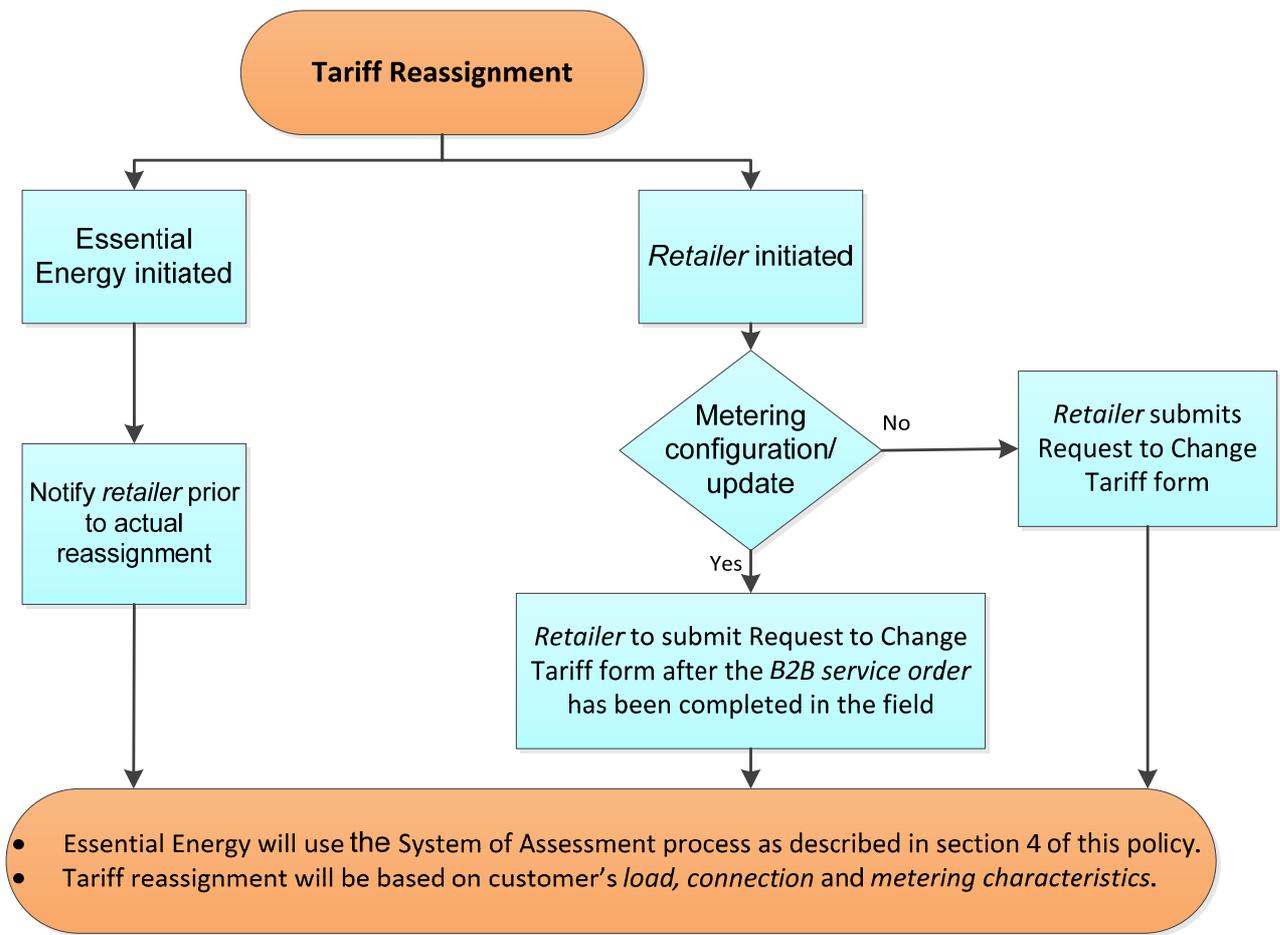
Where the customer's *retailer* wants to make a request for a *tariff* reassignment:

- > the customer's *retailer* applies in writing by submitting the Request to Change Tariff Form in Appendix B. The completed form must be emailed to [networktariffchange@essentialenergy.com.au](mailto:networktariffchange@essentialenergy.com.au); or
- > if the request requires a metering configuration or update the customer's *retailer* would need to raise the appropriate *B2B service order*, and subsequently submit a completed Request to Change Tariff Form after the work associated with the service order has been completed.

The following flow chart illustrates the process described above.

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<sup>1</sup> A change of occupancy related to a premise receiving a 60 cent feed-in tariff will generally trigger the assignment of the equivalent 20 cent feed-in tariff rate.



Whether the customer's *retailer* or Essential Energy initiates a *tariff* reassignment, Essential Energy will use the System of Assessment described in Section 4 above to reassign the *customer* to the *appropriate tariff*.

Approved Request to Change Tariff forms will result in the *tariff* change being applied from the last actual meter read date.

### 6.1 Obsolete tariffs

Obsolete *tariffs* are *tariffs* that may apply to existing Essential Energy *customers* but are not available to *new customers*. *Customers* who choose to transfer off an obsolete *tariff* will lose all rights to all obsolete *tariffs* on that premises, i.e. the entire site will be required to move onto a currently available *tariff*. Exceptions apply when *customers* connect to additional services. Refer to Essential Energy's Network Price List for further details in relation to obsolete *tariffs*.

### 6.2 Controlled load

Where a customer wishes to change from Controlled Load One to Controlled Load Two (or vice-versa) the customer's *retailer* is required to submit the relevant *B2B service order* to trigger the necessary meter / relay re-configuration. Once the meter / relay re-configuration has taken place, Essential Energy will perform the appropriate *tariff* reassignment without requiring the *retailer* to submit a Request to Change Tariff form.

## 7. Notifications and Objections

Essential Energy has a regulatory obligation to notify the customer's *retailer* in writing of the *tariff* to which the *customer* will be reassigned prior to the *tariff* reassignment occurring.

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

As part of its notification procedures, Essential Energy will advise the *retailer* that they can request further information<sup>2</sup> from Essential Energy and that they may object to the *tariff* reassignment decision made by Essential Energy. Essential Energy encourages *retailers* to request further information or clarification of its *tariff* reassignment decision before an objection is lodged.

The objection procedure allows *retailer's* to formally request a review of the *tariff* reassignment decision. The following steps will be applied as part of the objection procedure:

- > *Retailers* must submit an objection in writing using the Tariff Reassignment Objection form in Appendix C. Supporting evidence or documentation related to the decision being reviewed must be provided. Given Essential Energy takes into account a *customer's load, connection and metering characteristics* in determining the *appropriate tariff* to be reassigned, *retailers* should make reference to their *customer's load, connection and metering characteristics* as part of the *tariff* reassignment objection. The completed form and supporting information and documentation must be emailed to [networktariffchange@essentialenergy.com.au](mailto:networktariffchange@essentialenergy.com.au).
- > Upon receipt of the completed Tariff Reassignment Objection form, the objection will be escalated to the Network Pricing Manager for review. In reviewing the objection, the Network Pricing Manager will assess if the original decision complied with this policy, Essential Energy's regulatory obligations and will take into consideration any supporting evidence and documentation provided.
- > The *retailer* will be notified in writing of the outcome of the Network Pricing Manager's review and reasons for accepting or rejecting the objection within 20 business days from the date Essential Energy receives the objection application. If Essential Energy believes the objection review process will take longer than 20 business days, the *retailer* will be advised accordingly.
- > If the completed objection form is received within 20 business days from the date the *retailer* was advised of the original *tariff* reassignment decision, Essential Energy will apply the changes following a successful objection from the last actual meter read date prior to the original *tariff* reassignment application.

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<sup>2</sup> If Essential Energy reasonably claims confidentiality over any of the information requested by the *retailer*, then it is not required to provide that information to the *retailer*. If the *retailer* disagrees with such confidentiality claims, they may have resort to the complaints and dispute resolution procedure published on Essential Energy's website.

- > Where the completed objection form is received after 20 business days from the date the *retailer* was advised of the original tariff reassignment decision, Essential Energy will apply the changes following a successful objection from the last actual read date prior to the date the completed objection form is received.
- > Notwithstanding when the completed objection form is lodged, if Essential Energy requests further information from the *retailer* pertaining to the objection application, and such information is not provided within 20 business days from the date requested, Essential Energy will apply the changes following a subsequently successful objection from the last actual read date prior to the date the additional requested information is received.
- > Should the *customer* or *retailer* not be satisfied with the response from Essential Energy, the *customer* or *retailer* may escalate the matter to the Energy and Water Ombudsman (NSW) or any other relevant external dispute resolution body to the extent it has jurisdiction over such matters. If the *customer* or *retailer* is still not satisfied with the external party's assessment, the *customer* or *retailer* can seek a decision from the AER using the dispute resolution process available under Part 10 of the *NEL*.

## 8. General Conditions and Administration Procedures

- > Essential Energy reserves the right to amend this policy at any time without notice.
- > The customer's *retailer* is wholly responsible for conveying the correct information to Essential Energy and communicating any further requests and decisions made by Essential Energy to the *customer*.
- > Essential Energy may request the *retailer* to re-submit a Request to Change Tariff form or Tariff Reassignment Objection form if the initial form is not correctly completed.
- > Essential Energy requires a *retailer* to send a customer classification change request where there is a change in *tariff* from Residential to Business or vice versa, to ensure that the appropriate changes are reflected in the market.
- > The number of tariff reassignment applications a *customer* may make (through their *retailer*) in any 12 month period is limited to one per *connection point*. Essential Energy will consider exceptions on a case-by-case basis only.
- > Where there is a reference in this policy to Essential Energy exercising a right or discretion or that Essential Energy "may" consider or perform an action, it is in Essential Energy's sole discretion whether or not Essential Energy chooses to exercise that right or power and how Essential Energy exercises that discretion, right or power.

## Appendix A - Tariff Criteria

Tariff	Explanation
<b>Low Voltage – Energy</b>	
<b>BLNN2AU - LV Residential Block Tariff</b>	<p>Premises wholly used as a private dwelling where consumption does not exceed 160 MWh per year. A three step pricing structure Applies:</p> <ul style="list-style-type: none"> <li>&gt; Step 1 applies to the first 1,000kWh per 91 days;</li> <li>&gt; Step 2 applies to the consumption greater than 1,000kWh and less than 1,750kWh per 91 days; and</li> <li>&gt; Step 3 applies to all consumption in excess of Step 2.</li> </ul>
<b>BLNT3AU LV Residential TOU</b>	Premises wholly used as a private dwelling where consumption does not exceed 160 MWh per year and they have a TOU capable meter.
<b>BLNC1AU Controlled Load 1</b>	To all residential and business premises where the premise has another primary metering point present at the same metering point as the secondary load and the load is remotely controlled. Applicable to loads such as water heating, swimming pool pumps etc. Loads must be permanently connected or on a dedicated power circuit with indicators to show when supply is available. Supply will be made available for 5 to 9 hours overnight on weekdays and extra hours on weekends except where the load is controlled by a time clock. Note: This tariff is not available for the top boost element of a two element water heater for new connections.
<b>BLNC2AU Controlled Load 2</b>	To all residential and business premises where the premise has another primary metering point present and at the same metering point as the secondary load and the load is remotely controlled. Applicable to loads such as water heating, swimming pool pumps, heat pumps etc. Loads must be permanently connected or on a dedicated power circuit with indicators to show when supply is available. Supply will be made available for 10 to 18 hours per day on weekdays and all hours on weekends except where the load is controlled by a time clock.
<b>BLNN1AU LV Business Block Tariff</b>	<p>Business premises whose consumption does not exceed 100 MWh per year. A two step pricing structure applies:</p> <ul style="list-style-type: none"> <li>&gt; Step 1 applies to the first 5,000kWh per 91 days; and</li> <li>&gt; Step 2 applies to all consumption in excess of Step 1.</li> </ul>
<b>BLNT2AU LV TOU &lt;100MWh</b>	Business premises whose consumption does not exceed 100 MWh per year and they have a TOU capable meter.
<b>BLNT1AO LV TOU &lt;160MWh</b>	Only available to business premises whose consumption does not exceed 160 MWh per year.

Low Voltage – Demand	
<b>BLND3AO LV TOU Demand 3 Rate</b>	Business premises whose consumption exceeds 160MWh per year and connected to the LV Distribution System.
<b>BLNS1AO LV TOU Avg daily Demand</b>	<p>Available to customers who have a monthly load factor greater than 60% for at least 4 of the most recent 12 months coinciding with a minimum on season anytime monthly demand of 1500 kVA. This is intended for customers with a seasonal demand.</p> <p>Demand Charges will be calculated as follows:</p> <ol style="list-style-type: none"> <li>1. The daily kVA maximum demand in each of the Peak, Shoulder and Off Peak periods will be metered for each day of the Month.</li> <li>2. The metered kVA Demand for each day of the Peak, Shoulder and Off-Peak periods will be summed for the month and divided by the number of days in the month when the load occurs. This means that Peak and Shoulder Demand will be divided by the number of week days, and Off Peak Demand by the total number of days.</li> <li>3. The average TOU Demand calculated above will be multiplied by the TOU Demand rates.</li> <li>4. No adjustments to billable demand shall be made for pre-season “test runs”.</li> </ol>
<b>BLND3TO LV TOU Demand Alternative Tariff</b>	The Demand Charge is based on the highest measured half-hour kVA demand registered in either the peak or shoulder periods during the month.
High Voltage – Demand	
<b>BHND3AO HV TOU Mthly Demand</b>	Business premises whose consumption is connected to the HV Distribution System and metered at HV.
<b>BHNS1AO HV TOU Avg daily Demand</b>	<p>Business premises whose consumption is connected to the HV Distribution System and metered at HV. Available to customers who have a monthly load factor greater than 60% for at least 4 of the most recent 12 months coinciding with a minimum on season anytime monthly demand of 1500 kVA. (The minimum demand and load factor requirements will be waived where a generator supports a substantial part of the load on the load side of the meter.) This is intended for customers with a seasonal demand.</p> <p>Demand Charges will be calculated as follows:</p> <ol style="list-style-type: none"> <li>1. The daily kVA maximum demand in each of the Peak, Shoulder and Off Peak periods will be metered for each day of the month.</li> <li>2. The metered kVA Demand for each day of the Peak, Shoulder and Off-Peak periods will be summed for the month and divided by the number of days in the month when the load occurs. This means that Peak and Shoulder Demand will be divided by the number of week days. Off Peak Demand by the total number of days.</li> <li>3. The average TOU Demand calculated above will be multiplied by the TOU Demand rates.</li> <li>4. No adjustments to billable demand shall be made for pre-season “test runs”.</li> </ol>

<b>Subtransmission</b>	
<b>BSSD3AO Sub Trans 3 Rate Demand</b>	Applicable to connections at a subtransmission voltage as defined by Essential Energy. Subtransmission voltages are defined by Essential Energy as those which interconnect subtransmission and zone substations. Please note that this tariff is not applicable for connection to dual purpose subtransmission/distribution circuits.
<b>Inter distributor transfer</b>	
<b>Inter Distributor Transfers</b>	Inter Distributor Transfers (Cost Reflective Network Pricing) is a location specific price that is negotiated with a customer with an electrical demand of greater than 10MW or a load greater than 40GWh per annum. National Electricity Rules (NER) clause 6.23 allows customers to make a request of the DNSP to disclose transmission and distribution charges.
<b>Unmetered</b>	
<b>BLNP1AO LV Unmetered NUOS</b>	This tariff class applies to all type 7 metering installations where all loads are agreed between a Minister and AEMO. A type 7 metering installation does not have a meter, for example, a public lighting connection which has a stable, predictable consumption pattern. An algorithm which makes assumptions about electricity usage is used to estimate total consumption. All new unmetered supply connections will have this tariff applied.
<b>BLNP3AO LV Public Street Lighting TOU NUOS</b>	This tariff class applies to all type 7 metering installations where all loads are agreed between a Minister and AEMO. A type 7 metering installation does not have a meter, for example, a public lighting connection which has a stable, predictable consumption pattern. An algorithm which makes assumptions about electricity usage is used to estimate total consumption. All new public street lighting connections will have this tariff applied.



# Request to Change Tariff

Network Tariff or Customer Threshold Code/NMI Classification Code

## What can this change request form be used for?

This form can be used to request changes to:

- > Network Tariff Code and/or
- > Customer Threshold Code/NMI Classification Code where no field visit is required

## In the following situations this form should be lodged with the field visit documentation

- > Change of off peak tariff, for example controlled load 1 to controlled load 2. These require a field visit and should be done via a Business to Business (B2B) Service Order.
- > Change from continuous supply to Time of Use (TOU) requiring a meter change. This should be arranged by the customer via Accredited Service Provider (ASP) and requires a field visit.
- > Change requiring a field visit, these should be requested via a B2B service order.

Email completed form to: [networktariffchange@essentialenergy.com.au](mailto:networktariffchange@essentialenergy.com.au)

Customer and premise details (*Indicates a mandatory field)		
*Retailer:	*NMI:	
Email of person completing form:		
Customer's Name:		
*Street Number:	*Street Name:	
*Suburb/Town:	Post Code:	
Network Tariff Code changes		
<ul style="list-style-type: none"> <li>&gt; If a meter needs to be reconfigured to cater for the new tariff, the Retailer will need to raise an appropriate B2B service order, and nominate a tariff through this form. Such tariff changes will take effect from the date the meter is reconfigured.</li> <li>&gt; Tariff changes not requiring meter upgrades or field visits can be requested directly via this form. Transfers between tariffs will apply from the beginning of the normal billing period following the month in which written advice is received and will not be made retrospectively, provided it is an actual read. For further information please refer to the explanatory notes on <a href="http://essentialenergy.com.au">essentialenergy.com.au</a></li> </ul>		
*Meter Number:	*Current Network Tariff Code:	*Proposed Network Tariff Code:

Reason for change:

### Customer Threshold Code / NMI Classification

Please Note:

- > Some classification changes may trigger a requirement to upgrade the metering at the customer's premises; these require Essential Energy to review the Network Tariff Code applicable to the NMI.

Requested Classification:	Low (NMI Classification Small)
	Medium (NMI Classification Small)
	High (NMI Classification Large)

Reason for change:

### Notification of Decision (To be completed by Essential Energy)

Essential Energy has approved/not approved your request as indicated below:

New Network Tariff Code:	Approved	Not Approved	Effective Date:		
CTC/NMI Classification Code:	Approved	Not Approved	Effective Date:		

Reason Rejection for (Please provide as much detail as possible):

### For Internal Use Only

Scanned into Objective: Yes  No  Date: / / Signature:



# Tariff Reassignment Objection

## Network Tariff Reassignment Objection Form

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

This objection form can be used to lodge a tariff reassignment objection to a decision Essential Energy has made with regards to a tariff reassignment either initiated by the customer's retailer or by Essential Energy.

Customer and premise details (*Indicates a mandatory field)	
*Retailer:	*NMI:
Customer's Name:	
*Street Number:	*Street Name:
*Suburb/Town:	*Post Code:
Tariff Reassignment Details	
<p><b>This objection is in relation to Essential Energy's decision regarding (please tick one):</b></p> <p>&gt; Retailer initiated Network Tariff Reassignment <input type="checkbox"/></p> <p>&gt; Essential Energy initiated Network Tariff Reassignment <input type="checkbox"/></p> <p><b>Date on letter or email communication (Notification) received from Essential Energy: ___/___/___</b></p>	
Objections Details	
<p>The customer's retailer should provide reason for their objection. The customer's retailer is encouraged to attach as a separate document:</p> <p>&gt; The reasons for the objection to Essential Energy's decision regarding the Tariff Reassignment</p> <p>&gt; Provide any supporting evidence or documentation</p>	
Conditions Applying To The Objection	
<p>&gt; Customer's retailer to sign and e-mail the completed form and any supporting evidence and documentation to <a href="mailto:networktariffchange@essentialenergy.com.au">networktariffchange@essentialenergy.com.au</a>.</p> <p>&gt; The retailer acknowledges that he/she has read the Policy for Tariff Assignment and Reassignment and that the information provided in this form is true, accurate and complete.</p>	

- > The retailer is wholly responsible for communicating the correct information to Essential Energy and also conveying the decision made by Essential Energy to the customer.
- > The retailer acknowledges that if the completed objection form is received within 20 business days from the date the retailer was advised of the original tariff reassignment decision, Essential Energy will apply the changes following a successful objection from the last actual meter read date prior to the original tariff reassignment application.
- > The retailer acknowledges that if the completed objection form is received after 20 business days from the date the retailer was advised of the original tariff reassignment decision, Essential Energy will apply the changes following a successful objection from the last actual read date prior to the date the completed objection form is received.
- > The retailer acknowledges that, notwithstanding when the completed objection form is received, if Essential Energy requests further information pertaining to the objection application and such information is not provided within 20 business days from the date requested, Essential Energy will apply the changes following a subsequently successful objection from the last actual read date prior to the date the additional requested information is received.

#### Retailer's details

Name (person lodging the objection form):

Retailer's Business Name:

Telephone Number: (    )

Email:

Signature:

Date: