

Agricultural Tariff Trial Group ②

Tariff 24 Seasonal Demand Tariff

For many of our customers, knowing whether to move to a demand tariff can be difficult as their current billing and metering does not provide enough information to make an accurate tariff analysis.

This group will be trialling the use of Tariff 24, which is a new seasonal time of use demand tariff.

The aim is to better understand how this works for agricultural customers in comparison with their current tariffs.

Joining the Seasonal Demand Tariff Group is a special opportunity to trial a new tariff, with the added comfort of a safety net to ensure you pay no more than what you would have on your current tariff.

You'll also receive a detailed tariff analysis at the end of the trial to help you transition to the most suitable tariff for your needs, or remain on Tariff 24 if you prefer.

Reimbursement under the safety net provisions will be made after the first 12 months, and at the completion of the trial.



Agricultural Tariff Trial

In response to requests from the agricultural sector for consideration of other tariff options to suit the needs of primary producers, the Queensland Government and Ergon Energy are inviting producers to participate in a limited trial of controlled load and demand tariffs.

These important trials help us better understand the potential for offering controlled load and demand tariffs as an alternative to the current transitional agricultural tariffs which are due to be removed by mid-2020.



Agricultural Tariff Trial Group 2

Tariff 24 Seasonal Demand Tariff

Tariff details

Tariff 24 is a seasonal time of use demand tariff for small business customers. It provides a continuous supply of electricity at a flat rate per kilowatt hour (kWh).

It also has demand charges, based on your average kilowatt (kW) demand for electricity between 10am and 8pm weekdays for your four highest demand days each month.

Outside the summer peak period, the minimum chargeable demand under this tariff is 3kW.

Summer: December to February	incl. GST
Demand charge - dollars per kW of chargeable demand per month	93.284
All usage - cents per kWh	17.929
Supply charge - cents per day	85.851
Non-summer: March to November	incl. GST
Demand charge - dollars per kW of chargeable demand per month Minimum 3kW	15.329
All usage - cents per kWh	17.929
Supply charge - cents per day	85.851

New rates for all Ergon Energy Retail customers will come into effect from 1 July 2017.

At the end of the trial, you can choose to remain on Tariff 24, return to your previous tariff (if available) or to an alternative tariff that best suits your needs.

Highlights

As a participant in this trial group you will:

- Receive a digital meter that will record energy usage and demand in regular intervals to give you insights into your energy use profile and help you compare tariff options.
- Be charged Tariff 24 rates for the duration of the trial.
- Receive regular reports on your electricity usage and cost comparisons with your previous tariffs.
- Receive a detailed tariff analysis for your accounts and help to transition to an alternative tariff at the end of the trial if requested.
- Be reimbursed if you incur any additional electricity costs on Tariff 24, compared with your previous tariff.

Timeframes

The trial will run until 30 June 2018.

Eligibility

To participate in the Seasonal Demand Tariff group you must:

- Be a customer of Ergon Retail, classified as 'small' (using less than 100MWh/year).
- Currently use Tariff 20, 21, 22, 62, 65 or 66 as your primary tariff.
- Have a usage profile that is considered within the 'normal' range for similar customers.
- Have at least 12 months current site usage data for an initial tariff review.
- Have a compliant meter box and switchboard that is suitable for the installation of a digital meter.

Other requirements you'll need to agree to include:

- Receiving your bill monthly, via email.
- Responding to trial group surveys.
- Participating in a case study if required.

Costs

Your meter box and switchboard are likely to be compliant if they were:

1. installed after 2005, or
2. upgraded to support a solar installation.

If your meter box and switchboard are not already compliant, you'll need to arrange work prior to the start of the trial to upgrade them to meet current standards at your own expense.

You may also incur costs if you choose to update business practices and equipment to manage usage during the variable pricing periods under your new tariff.

For the period of this trial, you'll pay no more for meter services charges than an equivalent customer with the same meter/tariff configuration.

Costs for meter services charges beyond July 2017 are yet to be confirmed. For further information on meter services charges, please refer to ergon.com.au/agtarrifftrial

Applications

To apply, complete the following application form and take photos of your meter box and switchboard to assist us with the selection process.

Please return your completed form and photos of your meter box and switchboard to:

Email | agtarrifftrial@ergon.com.au

Post | Ergon Energy Agricultural Tariff Trial
PO Box 264, Fortitude Valley QLD 4006

Alternatively, you can apply online at ergon.com.au/agtarrifftrial

Applications must be received by 3 April 2017.

Please make sure you fill in each required section of your application, as incomplete applications cannot be processed. A site inspection may be needed to confirm your suitability to be part of the trial.

Help and support

Please let us know if you would like more information or help to complete your application.

Phone | 07 3851 6218 from 9am to 5pm Monday to Friday

Email | agtarrifftrial@ergon.com.au

Website | ergon.com.au/agtarrifftrial

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Application Form Please return your completed form and photos of your meter box and switchboard.

Email | agtarifftrial@ergon.com.au

Post | Agricultural Tariff Trial
Ergon Energy
PO Box 264
Fortitude Valley QLD 4006

Account Holder Details

First Name _____ Last Name _____ DOB _____

Account No _____ Email _____

Home / business phone _____ Mobile phone _____

Property name & address _____

Postal Address (if different to above) _____

Interest in being a trial participant Please outline in detail your main reason(s) for wanting to be part of this Trial

Property Details

Property tenure type

Owner occupied Leased / rented

Description of your farm operations (select all that apply)

Dairy Chicken Pork Beef Cane
 Cotton Nurseries Aquaculture Horticulture

Irrigation period (select all that apply)

Jan Feb March April May
 June July Aug Sept October
 November December

Drought relief I am currently receiving Drought Relief assistance Yes No

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Connection Point Details

If you have multiple electricity accounts for different connection points, you'll need to choose one for inclusion in the trial. Your connection point reference is your National Metering Identifier (NMI). Please provide details below.

National Metering Identifier (NMI) (you'll find this in the supply details section of your electricity bill)

Your tariff/s at this connection point

- Tariff 20 Tariff 21 Tariff 22 Tariff 22A
 Tariff 62 Tariff 65 Tariff 66
-

Pumps at this connection point

Pump 1 Size of pump _____ kW. Type of irrigation: Pivot Flood Drip

Supply to pump: Single phase Three phase

During your irrigation periods, how frequently do you use this pump to irrigate:

- Daily Several times a week Once a week
-

What time of day do you typically use this pump to irrigate

- Morning Day time Evening Late night Overnight
-

Pump 2 Size of pump _____ kW. Type of irrigation: Pivot Flood Drip

Supply to pump: Single phase Three phase

During your irrigation periods, how frequently do you use this pump to irrigate:

- Daily Several times a week Once a week
-

What time of day do you typically use this pump to irrigate

- Morning Day time Evening Late night Overnight
-

Pump 3 Size of pump _____ kW. Type of irrigation: Pivot Flood Drip

Supply to pump: Single phase Three phase

During your irrigation periods, how frequently do you use this pump to irrigate:

- Daily Several times a week Once a week
-

What time of day do you typically use this pump to irrigate

- Morning Day time Evening Late night Overnight
-

Appliances at this connection point (excludes appliances connected at other connection points)

- Refrigeration Mechanical processing Cold rooms Process heating
 Lighting Other (please specify) _____
-

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Meter Box and Switchboard

You are required to submit photos of your meter box and switchboard with your application.

The meter box and switchboard for this connection point is compliant and suitable for the installation of a digital meter.

If you're unsure, please check with your licensed electrical contractor

Yes No Unsure

I will organise at my expense for the meter box and switchboard to be upgraded prior to joining the trial.

Yes No

Account Holder Declaration

I have read and accept the Terms and Conditions for participating in the Seasonal Demand Tariff Group of the Agricultural Tariff Trial.

Name (print)

Signature

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Terms and Conditions

By submitting an application, you agree to allow us to share the information in your application with the Queensland Government and participating industry groups for the purposes of assessing your suitability for the Trial.

Your participation in the Trial will be subject to certain eligibility criteria and our acceptance of your application.

If you apply and are accepted to participate in the Trial, you are taken to agree to the trial terms and conditions:

1. You hold an Electricity Account with Ergon Energy Retail with supply on the same electricity tariffs for the past 12 months.
2. You own or legally occupy the Premises within the Tariff 24 Seasonal Demand Tariff Group Area that is used primarily for agricultural purposes.
3. You agree to the supply to the nominated National Metering Identifier (NMI) to be changed to Tariff 24 for the duration of the Trial.
4. After you switch to Tariff 24, you must remain on Tariff 24 for a minimum of 12 months.
5. You will permit the installation of a remote read interval meter at your Premises. You will be notified prior and the equipment connected to that metering point will be without electricity for a short period of time while the meter is being installed.
6. The metering equipment installed at your Premises remains the property of Ergon Energy Network.
7. Your participation in the Trial will commence after you have been accepted to participate and your electricity meter has been replaced.
8. Your participation in the Trial will end on 30 June 2018, unless:
 - You are removed from the Trial and notified in writing prior to this date
 - You withdraw from the Trial with written notification prior to this date
 - You cease to be a customer of Ergon Energy Retail at the Premises
9. At the end of the Trial, you will remain on Tariff 24 unless you request to change your tariff.
10. A safety net will apply where you'll be reimbursed if your electricity costs incurred on Tariff 24 are higher than what you would have incurred on your previous tariff. Reimbursement under the safety net will be made after the first 12 months (if applicable), and at the completion of the trial (if applicable). If you choose to leave the Trial prior to a scheduled reimbursement date, you will no longer be eligible for any applicable safety net reimbursement. If your participation in the Trial is concluded by Ergon Energy deciding under Clause 8 to remove you from the Trial, you will be entitled to receive the full amount of safety net reimbursement applicable at the time.
11. You consent to receive monthly bills as part of your participation in the Trial. We will continue to bill you monthly after your participation in the Trial ends.
12. You consent to change your preferred billing method to email. Providing your email address for e-billing you understand that Ergon Energy Retail will transmit bills and other correspondence to your nominated email address and you will no longer receive these via post.
13. You agree to participate in Participant Surveys as required.
14. You agree to allow the Queensland Government and participating industry groups access to your account information and personal details provided in application forms and customers surveys, for the purpose of assessing the outcomes of the Trial and assisting in development of tariff options to suit the needs of primary producers
15. You will only be accepted into the Trial if your meter box and switchboard are compliant with current electrical and safety standards. Should any work be needed to upgrade the meter box or switchboard, you will be solely liable for all costs. Where a switchboard has been identified as non-compliant, you will need to provide evidence of works to bring the switchboard up to required standards, if you wish to participate in the Trial.
16. We may alter the duration of the Trial at any time at our discretion.
17. We may, in our absolute discretion and at any time, withdraw our offer for you to participate in the Trial.
18. You acknowledge that it is unlawful for any electrical work to be carried out at the Premises by any person who is not suitably qualified and licensed.
19. This Agreement does not vary your existing Standard Retail Contract with Ergon Energy Retail or Standard Connection Contract with Ergon Energy Network.
20. For the period of this Trial, you will continue to pay no more for meter services charges with your new meter as you do now for your current meter/s, as determined by the Australian Energy Regulator. Costs for meter services charges beyond July 2017 are yet to be confirmed.
21. If we reasonably consider that it is necessary to amend the terms of this Agreement to facilitate the proper and useful carrying out of the Trial, we may amend them by notice to you.
22. We are collecting, using and disclosing your personal information for the purposes of assessing your eligibility to participate in the Trial, communicating with you during the Trial and to assist with the development of tariff options to suit the needs of primary producers. You are entitled to access any personal information that Ergon Energy holds about you by contacting us on 13 10 46. Ergon Energy's privacy policy is available at www.ergon.com.au

Definitions

'Participant', 'You' or 'Your' means the owner, occupier and Electricity Account holder at the Premises who agrees to participate in the Trial.

'Agreement' means the contract between Ergon Energy Network, Ergon Energy Retail and the participant concerning the Trial.

'Electricity Account' means the electricity sale contract between Ergon Energy Retail and the participant.

'Ergon Energy' or 'Ergon Energy Network' means Ergon Energy Corporation Limited ABN 50 087 646 062, and its subsidiaries, its employees, contractors and agents.

'Ergon Energy Retail', 'We', 'Us' or 'Our' means Ergon Energy Queensland ABN 11 121 177 802, and its subsidiaries, its employees, contractors and agents.

'Participant Surveys' means the questionnaires completed by the participant prior to, during and after the conclusion of the Trial.

'Premises' means the physical location of the property as specified by the Participant, with an eligible Electricity Account.

'Tariff 24' means the tariff named Tariff 24 Business Seasonal Time of Use Demand, as published in the Queensland Government Gazette.

'Trial' means the Agricultural Tariff Trial.

'Tariff 24 Seasonal Demand Tariff Group Area' is within the Ergon Energy Network distribution area.