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## RETAIL ELECTRICITY PRICES FOR NON-MARKET CUSTOMERS

### *Electricity Act 1994*

Pursuant to the Certificate of Delegation from the Minister for Natural Resources, Mines and Energy and Minister for Trade (dated 3 June 2009) and sections 90(2), 90(7) and 96 of the *Electricity Act 1994* ('the Electricity Act'), I hereby state that the Queensland Competition Authority decided that, on and from 1 July 2009, the notified prices that a retail entity must charge its non-market customers, subject to the provisions of sections 55, 90, 91 and 91A of the Electricity Act, are the applicable prices set out in the attached Tariff Schedule or, as the case may be, the prices obtained by applying the applicable methodology or process set out in the attached Tariff Schedule.

This Tariff Schedule does not apply to non-market customers supplied under Country Energy's Special Approval number SA21/98 (being non-market customers connected to Country Energy's New South Wales network which extends into southern Queensland). Under the terms of the Special Approval, these non-market customers will generally pay no more for electricity than other Queensland non-market customers of similar usage categories or classes.

As required by section 90(8) of the Electricity Act, I state that the notified prices are exclusive of the goods and services tax ('GST') payable under the *A New Tax System (Goods and Services Tax) Act 1999* (Cth) ('the GST Act').

In addition to the applicable tariff, a retail entity may charge a non-market customer an additional amount in accordance with a program or scheme for the purchase of electricity from renewable or environmentally-friendly sources (whether or not that additional amount is calculated on the basis of the customer's electricity consumption), but only if –

- (a) the customer voluntarily participates in such program or scheme;
- (b) the retail entity has obtained the customer's explicit informed consent (as defined in the Electricity Industry Code) to charge the customer an additional amount (and whether such amount is inclusive or exclusive of GST), provided that if a customer is participating in such a program or scheme at 30 June 2007 the customer is taken to have provided explicit informed consent for the retail entity to charge the customer the additional amount payable under the program or scheme; and
- (c) the retail entity gives the customer prior written notice of any change to the additional amount payable under the program or scheme.

Dated this 9<sup>th</sup> day of June 2009.

**Brian Parmenter, Chairman**  
**Queensland Competition Authority**

## TARIFF SCHEDULE

**Note 1:** For the purposes of ss. 55, 90, 91 and 91A of the Electricity Act, the tariffs and other retail fees and charges in this Tariff Schedule are exclusive of GST payable under the GST Act.

**Note 2:** This Tariff Schedule is structured in several Parts:  
Parts 1 to 4 (inclusive) apply to non-market customers;  
Part 5 applies to eligible non-market customers of Ergon Energy Queensland Pty Ltd. Eligible non-market customers of other retail entities may apply directly to the Department of Employment, Economic Development and Innovation for relief from electricity charges if a drought declaration is in force – see Part 5 for more detail.

**Note 3:** To ensure the correct application of the tariffs set out in this Tariff Schedule, the retail entity and the customer must have regard to Part 3 (Application of Tariffs for Customers on Notified Prices – General).

**Note 4:** Any reference in this Tariff Schedule to a time is a reference to Eastern Standard Time.

### Part 1

#### TARIFFS FOR DOMESTIC, COMMERCIAL AND RURAL APPLICATIONS

##### **Tariff 11 – Domestic (Lighting, Power and Continuous Water Heating) –**

This tariff is applicable to electricity supplied to domestic premises primarily for the personal use of the resident/s of those premises. Where premises are primarily operated as a business, including the provision of short stay accommodation of a holiday nature, Tariff 11 is not applicable.

This tariff is also applicable to electricity used in separately metered common sections of domestic premises consisting of more than one flat or home unit.

|  |                    |
|--|--------------------|
| All Consumption                                    | <b>17.13 c/kWh</b> |
| plus a Service Fee per metering point per month of | <b>\$6.59</b>      |

Further applications of this tariff are described in Part 4 (Concessional Applications of Tariff 11).

##### **Tariff 20 – General Supply –**

This tariff shall not apply in conjunction with Tariff 21, 22, 62 or 63 at the same installation.

|  |                    |
|--|--------------------|
| All Consumption                                    | <b>19.20 c/kWh</b> |
| plus a Service Fee per metering point per month of | <b>\$11.95</b>     |

##### **Tariff 21 – General Supply –**

This tariff shall not apply in conjunction with Tariff 20, 22, 62 or 63 at the same installation.

|                                     |                    |
|-------------------------------------|--------------------|
| First 100 kilowatt hours per month  | <b>23.85 c/kWh</b> |
| Next 9,900 kilowatt hours per month | <b>22.40 c/kWh</b> |
| Remaining kilowatt hours            | <b>17.05 c/kWh</b> |
| Minimum Payment per month           | <b>\$10.68</b>     |

##### **Tariff 22 – General Supply – Time-of-Use –**

This tariff shall not apply in conjunction with Tariff 20, 21, 62 or 63 at the same installation.

For electricity consumed between the hours of 7.00 am and 9.00 pm, Monday to Friday inclusive -

|                 |                    |
|-----------------|--------------------|
| All Consumption | <b>23.33 c/kWh</b> |
|-----------------|--------------------|

For electricity consumed at other times -

|                 |                   |
|-----------------|-------------------|
| All Consumption | <b>8.22 c/kWh</b> |
|-----------------|-------------------|

|  |                |
|--|----------------|
| plus a Service Fee per metering point per month of | <b>\$26.32</b> |
|--|----------------|

##### **Tariff 31 – Night Rate (Super Economy) –**

Applicable when electricity supply is permanently connected to apparatus or to specified parts of apparatus as set out below (but not applicable, except as described in (c) below, if provision has been made to supply such apparatus or the specified part thereof under a different tariff during the restricted period) -

- (a) Electric storage water heaters with thermostatically controlled or continuously operating heating units and which comply with the construction and performance requirements of Australian Standard 1361 or 1056 or previous Standards superseded by these two Standards or similar electric water heaters which are approved for connection by the distribution entity.

Where the heating unit rating exceeds 1,800 watts, it shall not exceed 13.5 watts per litre of heat storage volume for heat exchange type water heaters or 15.5 watts per litre of rated hot water delivery for other storage type water heaters.

The following conditions shall apply to any booster heating unit fitted -

- (i) its rating shall not exceed that of the main heating unit;
- (ii) it shall be connected so as to prevent its being energised simultaneously with the main heating unit;

- (iii) electricity consumed by the booster heating unit shall be metered under and charged at the tariff applicable to general power usage at the premises concerned;
  - (iv) it shall be located in accordance with the provisions of the above Standards.
- (b) Solar-heated water heaters. Where the electric heating unit rating exceeds 1,800 watts, it shall not exceed 13.5 watts per litre of storage tank capacity.  
If a circulating water pump is fitted to the system, continuous supply will be available to the pump, and electricity consumed shall be metered under and charged at the tariff applicable to general power usage at the premises concerned.
- (c) One-shot boost for solar-heated water heaters with electric heating units as described in (b) above.  
A current held changeover relay may be fitted to the water heater to deliver, at the customer's convenience, a 'one-shot boost' supply to the electric heating element at times when supply is not available under this Tariff 31 (generally between the hours of 7.00 am and 10.00 pm). Such supply is subject to thermostatically controlled switch-off. Electricity consumed during operation of the one-shot boost shall be metered under and charged at the tariff applicable to general power usage at the premises concerned.  
Supply and installation of a current held changeover relay, including the cost of same, is the responsibility of the customer.  
(Reference in this Tariff Schedule to a 'booster heating unit' does not mean a current held changeover relay which is capable of delivering a 'one-shot boost'.)
- (d) Heatpump water heaters. Where the rated electrical input, as shown on the nameplate, exceeds 1,800 watts, it shall not exceed 13.5 watts per litre of storage tank capacity.
- (e) Heatbanks. Booster heating units are permitted in heatbanks in which the main element rating is at least 2 kilowatts. The following conditions shall apply to any booster heating unit fitted –
- (i) its rating shall not exceed 70 percent of the rating of the main heating unit;
  - (ii) it shall be connected so as to prevent its being energised simultaneously with the main heating unit;
  - (iii) electricity consumed by the booster heating unit shall be metered under and charged at the tariff applicable to general power usage at the premises concerned.
- (f) Loads other than water heaters and heatbanks, but is not applicable –
- (i) to arc or resistance welding plant;
  - (ii) where the apparatus is duplicated in order that supply may be obtained

on a different tariff for the same purpose during the restricted period.

Supply will be available for a minimum of 8 hours per day, but the times when supply is available is subject to variation at the absolute discretion of the distribution entity. In general, this supply will be between the hours of 10.00 pm and 7.00 am.  
The distribution entity will supply and maintain load control equipment at its cost.

All Consumption **6.99 c/kWh**

Minimum Payment per month **\$4.59**

### **Tariff 33 – Controlled Supply (Economy) –**

Applicable when electricity supply is permanently connected to apparatus as set out below (but not applicable if provision has been made to supply such apparatus under a different tariff in the periods during which supply is not available under this tariff) -

- (a) Electric storage water heaters with thermostatically controlled or continuously operating heating units and which comply with the construction and performance requirements of Australian Standard 1361 or 1056 or previous Standards superseded by these two Standards or similar electric water heaters which are approved for connection by the distribution entity.  
Where the heating unit rating exceeds 1,800 watts, it shall not exceed 13.5 watts per litre of heat storage volume for heat exchange type water heaters or 15.5 watts per litre of rated hot water delivery for other storage type water heaters.
- (b) Solar-heated water heaters. Where the electric heating unit rating exceeds 1,800 watts, it shall not exceed 13.5 watts per litre of storage tank capacity.
- (c) Heatpump water heaters. Where the rated electrical input, as shown on the nameplate, exceeds 1,800 watts, it shall not exceed 13.5 watts per litre of storage tank capacity.
- (d) As a sole supply tariff for domestic installations, as approved by the distribution entity, where photovoltaic cell/ battery bank/ inverter apparatus is used to provide a supplementary supply to the interruptible supply provided by this tariff.
- (e) Other individual loads in domestic installations, but is not applicable -
  - (i) to arc or resistance welding plant and boosted heatbanks;
  - (ii) where the apparatus (except for refrigeration and non-boosted heatbanks) is duplicated in order that supply may be obtained on a different tariff for the same purpose in the periods during which supply is not available under this tariff.

The distribution entity will supply and maintain load control equipment at its cost. Supply will be available for a minimum of 18 hours per day, but the times when supply is available is subject to variation at the absolute discretion of the distribution entity.

All Consumption **10.29 c/kWh**

Minimum Payment per month **\$4.59**

**Tariff 37 – Non-Domestic Heating – Time-of-Use (Obsolescent) –**

No new customers will be supplied under this tariff. It is available only to customers taking supply under Tariff 37 at 30 June 2007.

Applicable to permanently connected –

(a) Electric storage water heaters in non-domestic installations with thermostatically controlled or continuously operating heating units and which comply with the construction and performance requirements of Australian Standard 1361 or 1056 or previous Standards superseded by these two Standards or similar electric water heaters which are approved for connection by the distribution entity.

The heating unit rating shall not exceed 40.5 watts per litre of heat storage volume for heat exchange type water heaters or 46.5 watts per litre of rated hot water delivery for other storage type water heaters.

(b) Apparatus for the production of steam.

(c) Heating loads other than (a) and (b) above. The minimum total connected load under this section of this tariff is 4 kilowatts. Supplementary load that is permanently connected as an integral part of the installation may be supplied under this section provided that the aggregated rating of such supplementary load does not exceed 10 percent of the heating load.

For electricity consumed between the hours of 4.30 pm and 10.30 pm **25.54 c/kWh**

For electricity consumed between the hours of 10.30 pm and 4.30 pm **10.21 c/kWh**

Minimum Payment per month **\$4.36**

**Tariff 41 – Low Voltage General Supply Demand –**

**Demand Charge –**

**\$28.28** per kilowatt of chargeable demand per month.

**Energy Charge –**

All Consumption **5.95 c/kWh**

plus a Service Fee per metering point per month of **\$40.29**

The chargeable demand in any month shall be -

(a) the maximum demand recorded in that month; or  
(b) 60 percent of the highest maximum demand recorded in any of the preceding eleven months;  
or

(c) 75 kilowatts,  
whichever is the highest figure.

'Demand' shall mean the average demand in kilowatts over a period of 30 minutes, as measured on the distribution entity's meters.

Customers taking supply under this tariff will not be supplied under any other tariff at the same premises.

**Tariff 43 – General Supply Demand – Time-of-Use**

**Demand Charge –**

**\$12.24** per kilowatt of chargeable demand per month.

**Energy Charge –**

For electricity consumed between the hours of 7.00 am and 11.00 pm Monday to Friday inclusive -

**12.10 c/kWh**

For electricity consumed at all other times **4.84 c/kWh**

plus a Service Fee per metering point per month of **\$40.29**

The chargeable demand in any month shall be -

(a) the maximum demand recorded in that month; or  
(b) 60 percent of the highest maximum demand recorded in any of the preceding eleven months; or  
(c) 400 kilowatts, whichever is the highest figure.

'Demand' shall mean the average demand in kilowatts over a period of 30 minutes, as measured on the distribution entity's meters.

Customers taking supply under this tariff will not be supplied under any other tariff at the same premises.

**Tariff 53 – High Voltage General Supply Demand – Time-Dependent –**

| Supply voltage                            | 11kV to 33kV | 66kV and above |
|---|--------------|----------------|
| Demand charge (\$/kW/month)               | <b>26.79</b> | <b>25.84</b>   |
| Night excess* demand charge (\$/kW/month) | <b>7.58</b>  | <b>7.36</b>    |
| Energy charge (c/kWh)                     | <b>5.63</b>  | <b>5.47</b>    |

plus a Service Fee per metering point per month of **\$104.18**

\*Night Excess for a billing month is the number of kilowatts by which the demand recorded outside the interval 7.00 am to 9.00 pm Monday to Friday inclusive exceeds the demand recorded within this interval in the month.

The minimum total demand charge applicable in any month shall be equivalent to 300 kilowatts charged at **\$26.79** per kilowatt for voltages up to 33kV and **\$25.84** per kilowatt for voltages at 66kV and above, or 60 percent of the highest charge at the rates applicable in accordance with the requirements of this tariff to the metered monthly demands for any of the preceding eleven months, whichever is the higher.

'Demand' shall mean the average demand in kilowatts over a period of 30 minutes, as measured on the

distribution entity's meters. Supply under this tariff will be at a standard high voltage, the level of which shall be prescribed by the distribution entity. Credits for high voltage supply are not applicable to this tariff.

Customers taking supply under this tariff will not be supplied under any other tariff at the same premises.

**Tariff 62 – Farm – Time-of-Use –**

This tariff shall not apply in conjunction with Tariff 20, 21, 22 or 63 at the same installation.

For electricity consumed between the hours of 7.00 am and 9.00 pm, Monday to Friday inclusive –

First 10,000 kilowatt hours per month **24.52 c/kWh**

Remaining kilowatt hours **20.73 c/kWh**

For electricity consumed at other times -

All Consumption **8.67 c/kWh**

plus a Service Fee per metering point per month of **\$12.59**

**Tariff 63 – Farm – Time-of-Use (Obsolescent) –**

No new customers will be supplied under this tariff. It is available only to customers taking supply under Tariff 63 at 26 March 1995.

This tariff shall not apply in conjunction with Tariff 20, 21, 22 or 62 at the same installation.

For electricity consumed between the hours of 7.00 am and 9.00 pm, Monday to Friday inclusive –

First 100 kilowatt hours per month **43.50 c/kWh**

Next 9,900 kilowatt hours per month **26.62 c/kWh**

Remaining kilowatt hours **20.85 c/kWh**

For electricity consumed at other times –

All Consumption **9.17 c/kWh**

Under this tariff, the required minimum annual consumption at 'other times' shall be 3,000 kilowatt hours. If the annual consumption at 'other times' is less than 3,000 kilowatt hours, the shortfall will be charged at the rate applicable at 'other times' at the time that the charge for the shortfall is being calculated.

**Tariff 64 – Irrigation – Time-of-Use (Obsolescent) –**

No new customers will be supplied under this tariff. It is available only to customers taking supply under Tariff 64 at 26 March 1995.

For electricity consumed in a fixed 12 hour daily pricing period (as agreed between the retail entity and the customer from the range 7.00 am to 7.00 pm; 7.30 am to 7.30 pm; or 8.00 am to 8.00 pm) Monday to Sunday inclusive –

All Consumption **21.25 c/kWh**

For electricity consumed at other times -

All Consumption **11.67 c/kWh**

Minimum Payment per month **\$11.26**

No alteration to the selected daily pricing period shall be permitted until a period of twelve months has elapsed from the previous selection.

**Tariff 65 – Irrigation – Time-of-Use –**

For electricity consumed in a fixed 12 hour daily pricing period (as agreed between the retail entity and the customer from the range 7.00 am to 7.00 pm; 7.30 am to 7.30 pm; or 8.00 am to 8.00 pm) Monday to Sunday inclusive –

All Consumption **19.56 c/kWh**

For electricity consumed at other times -

All Consumption **10.77 c/kWh**

plus a Service Fee per metering point per month of **\$12.59**

No alteration to the selected daily pricing period shall be permitted until a period of twelve months has elapsed from the previous selection.

**Tariff 66 – Irrigation –**

**Annual Fixed Charge** (in respect of each point of supply) - per kilowatt of connected motor capacity used for irrigation pumping –

First 7.5 kilowatts **\$19.88 per kW**

Remaining kilowatts **\$59.78 per kW**

plus

**Energy Charge –**

All Consumption **10.25 c/kWh**

plus a Service Fee per metering point per month of **\$27.74**

Minimum Annual Fixed Charge - As calculated for 7.5 kW (Note – 7.5 kW is equivalent to 10.05 h.p.).

Any customer taking supply under this tariff who requests a temporary disconnection will not be reconnected unless the outstanding balance of the Annual Fixed Charge for part of the year corresponding to the period of disconnection has been paid.

**Tariff 67 – Farm – Applicable only to customers supplied under the Rural Subsidy Scheme introduced in 1973.**

**Annual Payment** – An Annual Payment calculated in accordance with the provisions of the 1973 Rural Subsidy Scheme and as set down in the Rural Subsidy Scheme Agreement between the customer and the retail entity;

Plus

**Energy Charge –**

All Consumption **21.17 c/kWh**

Minimum Payment per month **\$11.26**

**Tariff 68 – Irrigation Pumping in Drought Declared Area (Obsolete except for eligible customers of Ergon Energy Queensland Pty Ltd) –**

From 1 July 2008, Tariff 68 is only available to eligible customers of Ergon Energy Queensland Pty Ltd. Non-market customers of other retail entities taking supply under Tariff 68 at 30 June 2007 will be supplied under other tariffs appropriate to their installations.

Refer to Part 5 (Relief from Electricity Charges where Drought Declaration in Force) for details about the conditions, price and eligibility for Tariff 68.

**Part 2**

**TARIFFS FOR UNMETERED SUPPLY INCLUDING PUBLIC LAMPS, TRAFFIC SIGNALS, WATCHMAN LIGHTING AND TEMPORARY SERVICES**

**Tariff 71 – Public Lamps –**

Notified prices for Tariff 71, published in accordance with section 90 of the *Electricity Act 1994*, will only apply in Ergon Energy Corporation Limited's distribution area. The *Electricity Regulation Amendment (No.1) 2008* provides that, from 1 July 2008, street lighting customers in Energen Limited's distribution area will be defined as market customers and so will not be subject to the notified prices which apply only to non-market customers.

| Lamp category               | Charge per lamp per annum |           |            |           |            |           |
|-----------------------------|---------------------------|-----------|------------|-----------|------------|-----------|
|                             | Rate 1                    |           | Rate 2     |           | Rate 3     |           |
|                             | Fixed cost                | Per watt* | Fixed cost | Per watt* | Fixed cost | Per watt* |
| Mercury vapour              | 98.61                     | 0.642     | 59.20      | 0.559     | 13.11      | 0.559     |
| Mercury halide              | 150.40                    | 0.595     | 90.24      | 0.559     | 13.11      | 0.559     |
| Sodium vapour low pressure  | 112.68                    | 0.929     | 70.53      | 0.559     | 13.11      | 0.559     |
| Sodium vapour high pressure | 116.44                    | 0.659     | 67.71      | 0.559     | 13.11      | 0.559     |
| Incandescent                | 197.32                    | 0.642     | 159.66     | 0.559     | 13.11      | 0.559     |
| Fluorescent                 | 102.45                    | 0.921     | 65.90      | 0.559     | 13.11      | 0.559     |

\*The 'Per Watt' charge shall apply to the nominal wattage rating of the public lamp.

Rate 1 - Applicable where the capital costs of the installation are borne by the distribution entity.

Rate 2 - Applicable where the capital costs of the installation are not borne by the distribution entity.

Rate 3 - Applicable to installations such as freeway lighting where the capital and maintenance costs of the installation are not borne by the distribution entity.

Charges for incandescent lamps shall apply only in the following areas:

- the Capricornia and South West Regions of Ergon Energy Corporation Limited's Distribution Area; and
- ENERGEN Limited's Distribution Area.

**Tariff 81 – Traffic Signals – Continuously Operating –**

For electricity supplied to continuously operating traffic signals installed on a road –

**\$1.2298** per 10 watts (or part thereof) per installation per month.

**Tariff 91 – Watchman Service Lighting –**

For electricity supplied to Watchman Service Lighting

**\$0.5522** per 10 watts (or part thereof) per lamp per month.

This charge shall apply to the nominal wattage rating of each lamp.

Charges for installation, maintenance and removal of Watchman Service Lighting apply in addition to the above charge for electricity supplied.

**Other Unmetered Supply**

Unmetered electricity supply is available to other small loads, as approved by the distribution entity.

In general, this situation applies where the distribution entity considers it impractical to read or maintain a meter or where metering equipment would be susceptible to damage and includes, for example, supply to telephone boxes, illuminated signs, public amenities lighting, and Department of Defence, Department of Health or similar mobile facilities temporarily connected to the network.

Such supply is to be charged at general supply rates under Tariff 20, 21 or 22, as agreed between the customer and the retail entity, based on consumption determined by the distribution entity using the wattage and hours of operation agreed between the customer and the distribution entity.

Charges for installation, maintenance and removal of supply to an unmetered installation may apply in addition to the above charge for electricity supplied.

### Part 3

#### APPLICATION OF TARIFFS FOR CUSTOMERS ON NOTIFIED PRICES – GENERAL

Non-market customers may choose to be charged on any of the tariffs that the retail entity agrees are applicable to the customer's installation and provided that appropriate metering is in place.

If there has been a material change of use at the customer's premises, such that the tariff on which the customer is being charged is no longer applicable, the retail entity may require the customer to transfer to a tariff applicable to the changed use.

If a change to the customer's meter is required to support the applicability of a tariff to a customer, the customer may request the retail entity to arrange for the required meter to be installed at the customer's cost.

Customers have the option, on application in writing or another form acceptable to the retail entity, of changing to any other tariff that the retail entity agrees is applicable to the customer's installation. Customers shall not be entitled to a further option of changing to another tariff until a period of twelve months has elapsed from a previous exercise of option. However, a retail entity at the request of a customer may permit a change to another tariff within a period of twelve months if –

- (i) a tariff that was not previously in force is offered and such tariff is applicable to the customer's installation; or
- (ii) the customer meets certain costs associated with changing to another tariff.

Customers previously supplied under tariffs which have now been discontinued or redesignated (whether by number, letter or name) will be supplied under other tariffs appropriate to their installations.

All accounts for electricity supplied which are for an amount which is not a whole number multiple of five cents, shall be reduced to the next closest amount which is a whole number multiple of five cents.

#### Supply Voltage

##### (a) Low Voltage

Except where otherwise stated, the tariffs in Part 1 will apply to supply taken at low voltage (480/240 volts or 415/240 volts, 50 Hertz A.C., as required by the distribution entity).

##### (b) High Voltage

##### (i) Customer plant requirements.

By agreement between the customer and the distribution entity, supply may be given and metered at a standard high voltage, the level of which shall be prescribed by the distribution entity.

Where high voltage supply is given, a customer shall supply and maintain all equipment including transformers and high voltage automatic circuit breakers but excepting meters and control apparatus beyond the customer's terminals.

##### (ii) Credits where L.V. tariff is metered at H.V.

Where supply is given in accordance with (i) above and metered at high voltage then, except in cases where high voltage tariffs are determined or provided by agreement to meet special circumstances, the tariffs applied will be those pertaining to supply at low voltage ("the relevant tariff"), EXCEPT THAT, after billing the energy and demand components of the tariff, a credit will be allowed of –

- 5 percent of the calculated tariff charge where supply is given at voltages of 11kV to 33 kV; and
- 8 percent of the calculated tariff charge where supply is given at voltages of 66 kV and above,

(provided that the calculated tariff charge after application of the credit must not be less than the Minimum Payment or other minimum charge calculated by applying the provisions of the relevant tariff.)

The Service Fee applicable to all high voltage supply given at Tariffs 20, 22, 41 and 43 shall be **\$104.18** and shall be applied after the application of the High Voltage credit.

##### (iii) Discounts where customer meets certain system costs

Where high voltage customers with recorded maximum demands in excess of 1,000 kilowatts meet certain costs of providing supply from the Powerlink Queensland connection point nearest to their installations, a discount of up to 9 percent may be applicable to the energy and demand charges otherwise assessed at the tariffs herein.

Upon written application by the customer the retail entity will evaluate the level of discount appropriate to the installation in question and will negotiate an agreement with the customer which will take effect from the date of written application.

#### Card-operated Meters in Remote Communities

If a customer is a small excluded customer for a premises (as defined in section 23 of the Electricity Act), the distribution entity may at its absolute discretion agree with:

- (a) the relevant local government authority on behalf of the customer; and
- (b) the customer's retail entity, that the electricity consumed by the customer is to be measured and charged by means of a card-operated meter.

If, immediately prior to 1 July 2007, electricity being consumed by a customer at a premise is being measured and charged by means of a card-operated meter, the electricity consumed at the premises may continue to be measured or charged by means of a card-operated meter.

The methodology for applying the appropriate tariffs to customers subject to card-operated meters is as follows:

- (a) If electricity supplied to a domestic customer is measured and charged by means of a card-operated meter:
- (i) for Tariff 11 (Domestic – Lighting, Power and Continuous Water Heating), all consumption shall be charged at the 'All Consumption' rate (**17.13 cents/kWh**), plus a Service Fee of **\$1.51** per week shall apply;
  - (ii) for Tariff 31 (Night Rate – Super Economy), all consumption shall be charged at the 'All Consumption' rate (**6.99 cents/kWh**), with no Minimum Payment; and
  - (iii) for Tariff 33 (Controlled Supply – Economy), all consumption shall be charged at the 'All Consumption' rate (**10.30 cents/kWh**), with no Minimum Payment.
- (b) If electricity supplied to a business customer is measured and charged by means of a card operated meter, all consumption shall be charged at the 'All Consumption' rate under Tariff 20 (General Supply) (**19.20 cents/kWh**), plus a Service Fee of **\$2.74** per week shall apply.

#### Other Retail Fees and Charges

A retail entity may charge its non-market customers the following:

- (a) if, at a customer's request, the retail entity provides historical billing data which is more than two years old – a maximum of **\$30**;
- (b) retail entity's administration fee for a dishonoured payment – a maximum of **\$10**; and
- (c) financial institution fee for a dishonoured payment – no more than the **fee incurred** by the retail entity.

#### Part 4

##### CONCESSIONAL APPLICATIONS OF TARIFF 11 (DOMESTIC)

**Tariff 11 – Domestic (Lighting, Power and Continuous Water Heating) is available to customers satisfying the criteria set out in any one of A, B or C, as follows:**

**A. Those separately metered installations where all electricity consumed is used in connection with the provision of a Meals on Wheels service or for the preparation and serving of meals to the needy and for no other purpose.**

**B. Charitable residential institutions which comply with all the following requirements—**

- (a) Domestic Residential in Nature The total installation, or that part supplied and separately metered, must be domestic residential (i.e. it must include the electricity usage of the cooking, eating, sleeping and bathing areas which are associated with the residential usage). Medical facilities, e.g. an infirmary, which are part of the complex may be included as part of the total installation; and
- (b) Charitable and Non-Profit The organisation must be:
  - (i) a deductible gift recipient under section 30-227(2) of the *Income Tax Assessment Act 1997* to which donations of \$2.00 and upwards are tax deductible; and
  - (ii) a non-profit organisation that:
    - A. imposes no scheduled charge on the residents for the services or accommodation that is provided (i.e. organisations that provide emergency accommodation facilities for the needy); or
    - B. if scheduled charges are made for the services or accommodation provided, then all residents must be pensioners or, if not pensioners, persons eligible for subsidised care under the *Aged or Disabled Persons Care Act 1954*, the *National Health Act 1953* or the *Nursing Homes Assistance Act 1974*.

#### **C. Organisations providing support and crisis accommodation which comply with the following requirements—**

The organisation must:

- (a) meet the eligibility criteria of the Supported Accommodation Assistance Program (SAAP) administered by the State Department of Communities and is therefore eligible to be considered for funding under this program. (Funding provided to organisations under SAAP is subject to Part 3, Sections 10 to 13 inclusive, of the *Family Services Act 1987*); and
- (b) be a deductible gift recipient under section 30-227(2) of the *Income Tax Assessment Act 1997* to which donations of \$2.00 and upwards are tax deductible.

#### Part 5

##### RELIEF FROM ELECTRICITY CHARGES WHERE DROUGHT DECLARATION IN FORCE

##### Customers of Ergon Energy Queensland Pty Ltd

A customer of Ergon Energy Queensland Pty Ltd who is a farmer in a drought declared area or whose property is individually drought declared under Queensland Government administrative processes is eligible for one or more of the following forms of relief from electricity charges:

**(A) Tariff 68 – Irrigation Pumping in Drought Declared Area**

A customer of Ergon Energy Queensland Pty Ltd who is a farmer in a drought declared area or whose property is individually drought declared may transfer individually metered irrigation pumping loads to this tariff until the drought declaration is revoked: Provided that, if water pumping time restrictions continue to apply after the drought declaration is revoked, the customer may remain on this tariff until the water pumping time restrictions are lifted or until 12 months after the revocation of the drought declaration, whichever is the earlier.

All consumption **15.73 c/kWh**

The conditions set out in Part 3, applicable to customers changing from one tariff to another, do not apply in the case of a customer who transfers individually metered irrigation pumping loads to or from this Tariff 68.

### **(B) Waiving of Fixed Charge Components of Electricity Charges**

If a customer of Ergon Energy Queensland Pty Ltd who is a farmer in a drought declared area or whose property is individually drought declared has no water to pump, the fixed components of the customer's electricity charges shall be waived. These fixed charge components include minimum payments, service fees, annual fixed charges under Tariff 66 and guarantee agreement shortfall charges.

Provided the drought declaration remains operative, the waiver applies to all fixed charges applicable to any account covering the period in which pumping ceased and to any subsequent account until the customer once again has water to pump. If the operative drought declaration is revoked before the customer once again has water to pump, the waiver shall continue to apply until water is available or until 12 months after the revocation of the drought declaration, whichever is the earlier.

### **(C) Deferral of Payment**

If a customer of Ergon Energy Queensland Pty Ltd who is a farmer in a drought declared area or whose property is individually drought declared cites financial difficulties as a result of the drought, the customer is entitled to defer payment of the customer's electricity accounts relating to farm consumption.

Ergon Energy Queensland Pty Ltd may charge interest on deferred accounts. However, the rate of any interest charged must not be more than the Bank Bill reference rate for 90 days, as published on the first business day of each quarter.

Subject to the maximum rate of interest that may be charged, the terms of the deferred payment and the repayment of deferred amounts following revocation of the drought declaration will be as agreed between Ergon Energy Queensland Pty Ltd and the customer concerned.

### **Eligibility for Relief**

A customer of Ergon Energy Queensland Pty Ltd seeking relief from electricity charges, including a transfer of irrigation pumping loads to Tariff 68, on the basis that the customer is a farmer who is in a drought declared area or whose property is individually drought declared, must apply in writing to Ergon Energy Queensland Pty Ltd.

If required by Ergon Energy Queensland Pty Ltd, the customer must provide:

- (a) evidence that the customer's property is in a drought declared area or is individually drought declared, including the effective date of such drought declaration;
- (b) evidence of the water pumping restrictions applicable to the customer's property; and
- (c) evidence that the customer is experiencing financial difficulties as a result of the drought.

### **Non-market customers of other retail entities**

Non-market customers of retail entities other than Ergon Energy Queensland Pty Ltd who are farmers in drought declared areas or who have a property which is individually drought declared under Queensland Government administrative processes can apply directly to the Department of Employment, Economic Department and Innovation for relief from electricity charges as outlined in (B) above.

Non-market customers of other retail entities taking supply under Tariff 68 at 30 June 2007 will be supplied under other tariffs appropriate to their installations.