

# Retailer Network Tariff FAQs

## United Energy 2026-27 Tariff FAQs

### Q Will any existing tariffs be closed or opened in 2026-27?

A **United Energy** will close the residential TOU (URTOU), the residential demand (RESKW1R) tariff in 2026-27

**United Energy** will close the residential daytime saver trial tariff (URDS)

**United Energy** will close all business trial tariffs (LVNDBB, LVDBB, GT1, GT2)

**United Energy** will not open any existing closed tariffs.

### Q Will any new tariffs be introduced in 2026-27?

A **United Energy** will introduce a new residential TOU tariff (URSTOU) and a new residential CER (URCER) tariff

A **United Energy** will introduce two new medium business tariffs: Medium Business Demand (UMBD) and Medium Business Opt-out (UMBO)

**United Energy** will introduce a new Kerbside EV charger trial tariff (EVUTOU). Please refer to the 'Kerbside EV charging fact sheet' for detailed information

**United Energy** will introduce a new large low voltage tariff (LVKVATOU3)

**United Energy** will introduce a new high voltage tariff (HVKVATOU3)

**United Energy** will introduce three new flexible tariffs:

- Flexible small (UFS)
- Flexible large (UFL)
- Flexible TUOS pass-through (UFTUOS)

Please refer to the 'Flexible network tariffs fact sheet' for detailed information.

**A summary of tariff reassignments is provided below:**

**United Energy tariff reassignments on 1 July 2026**

Existing tariff	Tariff codes	New tariff	New tariff codes
Residential TOU	URTOU	New residential TOU	URSTOU
Residential demand	RESKW 1R	New residential TOU	URSTOU
Small and medium demand (>40MWh/a)	LVMKW 1R	Medium business demand	UMBD
Small and medium business TOU (>40MWh/a)	LVTOU	Medium business opt-out	UMBO
<b>Trial tariffs</b>			
Residential daytime saver	URDS	New residential TOU	URSTOU
Community battery time of use	LVNDBB	Flexible small	UFS
Distributor-owned community battery	LVDBB	Flexible small	UFS
Generator storage	GT1	Flexible large	UFL
	GT2		

**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 Work Days are Monday to Friday excluding public holidays.

**Q What are the residential tariffs that remain unchanged?**

A **United Energy** will keep existing single rate tariff LVS1R unchanged. The dedicated circuit tariff LVDED will continue to be an optional secondary tariff.

**Q What are the small business tariffs that remain unchanged?**

A **United Energy** will keep all existing small business tariffs unchanged: single rate tariff (LVM1R), Small Business ToU (LVTOU), Small Business Demand Tariff (LVMKW1R).

Unmetered supply/public lighting tariff (UNMET) will be renamed to Type 7 or 9 metering, tariff code will stay unchanged. Type 7 and 9 metering assignment criteria apply for all public lighting, all type 7 metered loads, and type 9 metered loads up to 5 MWh pa. Customers who don't satisfy the criteria for the type 7 or 9 metering tariff would be assigned to the appropriate business tariff.

**Q What are the small and medium business tariff changes?**

A **United Energy** will introduce two new medium business tariffs: Medium Business Demand (UMBD) and Medium Business Opt-out (UMBO).

Customer with an annual consumption >40MWh and <160MWh will be moved from their existing small and medium business TOU (LVTOU) tariff to the new medium business opt-out (UMBO) tariff.

Customer with an annual consumption >40MWh and <160MWh will be move from their existing small and medium business demand (LVMKW1R) tariff to the new medium business demand (UMBD) tariff.

At the same time, customer with annual consumption <40MWh/a will remain on the existing small business TOU (LVTOU) and small business demand (LVMKW1R) tariffs.

Customers with an annual consumption >160MWh currently on small and medium business tariffs will be moved to the large low voltage tariff.

**United Energy** will also introduce a small flexible tariff (UFS).

## Q What are the changes to large tariffs?

A Large low voltage tariffs now have energy threshold assignment criteria of more than 160MWh per annum consumption. At the same time **United Energy** removes the 120 kVA demand threshold for large low voltage tariffs.

The minimum chargeable demand thresholds of 500kVA and 5,000kVA will still be applied for high voltage and for sub-transmission.

**United Energy** introduces a new winter incentive demand version of the large low voltage and high voltage tariffs:

- 1-4pm on workdays from December to March (Existing tariff codes: **LVKVATOU1, HVKVATOU1**)
- 4-7pm on workdays from December to March (Existing tariff codes: **LVKVATOU2, HVKVATOU2**)
- 4-7pm on workdays from May to August (New tariff codes: **LVKVATOU3, HVKVATOU3**)

## 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 2026 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 multi-phase as well as households installing or upgrading PV solar or battery will be moved to a new TOU tariff (URSTOU). This will occur without any B2B Service Order requests or notifications and MSATS will be updated accordingly.

## Q What are the default tariffs for each tariff class?

- A
- Residential customers default tariff is the new ToU tariff URSTOU
  - Small business customers default tariff is LVTOU or UFS for small flexible connections
  - Medium business customer default tariff is UMBD
  - Large business customers default tariffs are LVkVATOU1, LVkVATOU2, LVkVATOU3, HVkVATOU1, HVkVATOU2 or HVkVATOU3, SUBTKVATOU2, UFL and UFTUOS

## 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 measurements 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 measurements 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 For United Energy all time of use energy and demand measurements are adjusted for DST, that is, all measurements are based on local time. Exceptions are Type 7 or 9 metering tariff PL2 where the tariff is based on Australian Eastern Standard Time (AEST).

**Q Will minimum demand value apply?**

A Yes and will only apply to high voltage and subtransmission customers. Minimum chargeable demand of 500kVA will be applied for high voltage and 5,000kVA for sub-transmission.

**Q Will the demand for 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 2<sup>nd</sup> July 2026 and CR3101 (Change Network Tariff – Retrospective) will be used. The effective date for all tariff changes will be 1<sup>st</sup> July 2026. Due to the high volume of numbers, this migration process will take a few weeks to complete.

**Q How should I apply for a 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](mailto:ueservicedesk@ue.com.au) or phone 1300 131 689

United Energy kVA demand tariffs
LVKVATOU1
LVKVATOU2
LVKVATOU3
HVKVATOU1
HVKVATOU2
HVKVATOU3
SUBTKVATOU2
UFL
UFTUOS

**Criteria to MOVE AWAY from kVA Demand Tariff**

Sites must have a minimum of 15 months of consumption data available. We require that consumption values consistently remain below the average daily load threshold of 160 MWh per annum for a minimum period of 3 months prior to submitting a request to move away from a large business tariff. All sites will be reviewed annually to ensure the tariff remains suitable for the site's usage profile. If a site is reverted to a large business tariff this may impact future requests to move.

**Criteria to MOVE ON to kVA Demand Tariff**

- A customer's site consumption must be greater than 160MWh per annum

- 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	✓	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.

**Note:** The demand calculation will apply to consumption on the General Power & Light circuits. The dedicated circuit will not contribute to the demand reading and will be separately tariffed per the appropriate dedicated circuit tariff such as LVDED.

## Ancillary Network Services (ACS)

### Q Are there any changes to ACS charges?

A Yes. **United Energy** introduces a number of new charges:

- New labour rate category for Engineering Manager
- Three new public lighting charges:
  - Category P LED lamp
  - Accelerated replacement charge (ARC)
  - Type 9 metering charge
- Four new quoted services charges:
  - Enhanced connection service
  - Reversion of embedded networks
  - Embedded generator control equipment
  - Bulk conversion to 5-minute meter readings

### Q Are there any changes to the Reserve feeder maintenance charges?

A Yes. Reserve feeder maintenance charges will transition from direct customer billing to billing via the standard B2B Retailer Network bill process as new agreements are established.