



Retailer Network Tariff FAQs

United Energy 2023-24 Tariff FAQs

Q Will any existing tariffs be closed or opened in 2023-24?

A **United Energy** will not close or open new tariffs in 2023-24.

Q Will any new or trial tariffs be introduced in 2023-24?

A **United Energy** will introduce the following new trial tariff effective from 1 July 2023 to 30 June 2026.

1. Generator trial tariff

Eligibility:

- Generation site which only uses ancillary power (such as a solar or wind farm) or generation and storage site (such as a battery or battery and solar farm)
- It is not intended to be used for loads which are co-located with generation or storage, for instance an EV charging station with a battery
- Can be connected to any voltage level in the distribution network

The following network tariff rates, excluding GST, will remain unchanged until 30 June 2026.

Charge item	Rate
12-month rolling demand charge	\$8 per kW per month
Anytime imported energy	2 c/kWh

- kW demand charge based on the highest 30-minute demand measured over the last 12 months for only 4-9pm or only 11am-4pm, every day of year, local time
- No minimum demand will be applied
- Site will be assigned to either the 4-9pm or 11am-4pm demand measurement window based on the timing of network peak demand in their supply area
- For new connections, demand will be measured from the date of connection until 12 months of data is available
- For existing sites, demand will be measured over the previous 12 months or from the connection date if connection occurred in the last 12 months
- Anytime c/kWh energy rate for imported energy

Additionally, following existing trial tariffs will continue to run:

1. Residential Daytime Saver - Customer numbers will be capped at 1% of distribution revenue which is approximately 14,000
2. Non-distributor owned community battery
3. Distributor owned community battery

Closed trial tariffs:

- EV charger critical peak

Q How retailers will know when the number of customers is close to the cap?

A United Energy will notify retailers when the number of customers is close to reaching the cap

Q How will the trial tariffs work with the Victorian Default Offer (VDO)?

A Trial tariffs will be regulated in the same way as all other standing offers - through a compliant maximum annual bill (under clause 5 and schedule 5 of the determination). For these tariffs, a retailer must show those tariffs do not exceed the relevant compliant maximum annual bill amount. The retailer must use a representative usage profile, or relevant usage allocations, which reflects a reasonably representative estimate of consumption for the applicable group of customers over a 365 day period.

Q Will United Energy shift customers on to different tariffs?

A United Energy may periodically review that customers are assigned to the correct tariff. Affected retailers will be notified of any intended tariff transfers in advance

Q How does 5MS impact network tariffs?

A 5MS does not change or have any impacts on our tariffs

Q What is the definition of Workdays?

A Are Monday to Friday excluding public holidays

Q What are the small and medium business tariffs threshold?

A Small business is less than 40 MWh pa energy consumption.

Medium business is greater than 40 MWh pa energy consumption and less than 120 kVA demand.

Q What are large tariffs?

A Large low voltage is more than 120 kVA demand.

Retailers may submit a tariff change request which will be granted if the customer satisfies the relevant tariff threshold.

Large low voltage, high voltage and sub-transmission tariffs have the following structure:

- 12-month rolling demand charge based on the maximum 30-minute kW demand over a 12-month rolling period measured from 7am to 7pm on workdays with minimum chargeable demand of 120 kVA for low voltage, 500 kVA for high voltage and 5 MVA for sub-transmission

- summer incentive demand charge based on a monthly maximum kW demand with each customer assigned to one of the following demand measurement periods:
- 1-4pm on workdays from December to March (tariff code **LVKVATOU1** and **HVKVATOU1**)
- 4-7pm on workdays from December to March (tariff code **LVKVATOU2** and **HVKVATOU2**)
- peak usage charge for usage between 7am and 7pm on workdays
- off-peak usage charge for usage that is not during peak times
- all times are in local time
- Tariffs LVKVATOU1, LVKVATOU2, HVKVATOU1 and HVKVATOU2 will have 'Time Split' codes in the network bill to distinguish the two different types of kVA demand charges. The rolling 12-month demand charge will have code **RD** and the summer incentive demand charge will have code **SD**. Both charges are currently represented as **DEM** in tariff LVKVATOU and HVKVATOU

Q What are the default tariffs for each tariff class?

- A
- Residential customers default tariff is the ToU tariff URTOU
 - Small business customers default tariff is the business ToU tariff LVTOU
 - Medium business default tariff is LVMKW1R
 - Large business customers default tariffs are LVKVATOU1, LVKVATOU2, HVKVATOU1 or HVKVATOU2

Q Are there any changes for customers with supply upgrades and customers installing/upgrading solar?

- A All customers who apply for supply upgrades to three-phase as well as households installing or upgrading PV solar or battery will be moved to a new TOU tariff. This will occur without any B2B Service Order requests or notifications and MSATS will be updated accordingly.

Q Are the residential, small business and medium business customer demand measurements calculated on 15 or 30 minute intervals?

- A Demand measurement for all residential, small and medium business customers are calculated using 30 minute intervals with kW as a unit of measure.

Q Are the large business customer demand measurements calculated on 15 or 30 minute intervals?

- A Demand measurement for all large business customers are calculated using 30 minute intervals and is measured as kVA at maximum kW.

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

- A All time of use energy and demand measurements are adjusted for DST, that is, all measurements are based on local time. Exception is the unmetered supply tariff (UNMET) where the tariff is based on Australian Eastern Standard Time (AEST).

Q Will minimum demand value apply?

- A Yes and will only apply to large customers rolling demand. Minimum chargeable demand 120 kVA will be applied for low voltage, 500 kVA for high voltage and 5 MVA for sub-transmission.

Q Will the demand for residential, small business and medium business be based on a rolling 12 month?

A No. The demand will be billed based on the highest 30 minute kW reading in the maximum demand period for each month. Demand levels are reset each month.

Q How should I apply for tariff changes for United Energy customers?

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

Criteria to MOVE AWAY from kVA Demand Tariff

Option 1 – Limiting Supply Capacity

We will require confirmation that the load for the connection point is/has been limited to 200 amps per phase to ensure the site cannot exceed a demand greater than 120 kVA. The load can be limited by a Supply Capacity Control Device (SCCD) or other types of load limiting devices. If an SCCD exists, an electrician may be required to attend to limit the amps. We will require a copy of the Certificate of Electrical Safety (CES) as evidence of the works completed on site.

Option 2 – “Opt out” of Network Demand Tariff (Tariff code LVTOU)

To opt a customer out of a network demand tariff, the following criteria must be satisfied:

- A customer's aggregate consumption must be less than 160MWh per annum
- A customer must apply directly to a retailer to opt-out via written or oral notice
- The retailer must supply a copy of customer's Retailer invoice confirming a demand component is being charged

Criteria to MOVE ON to kVA Demand Tariff

- A customer's site demand must be greater than 120 kVA demand or the supply is greater than 200amps per phase
- The site must have the appropriate metering

Demand Reset Criteria

- Install a Power Factor Correction (**PFC**) unit and supply a copy of the Certificate of Electrical Safety (**CES**) to confirm the installation
- If a PFC unit has **NOT** been installed, provide evidence of what the **customer has changed on site to permanently alter** the load/usage (e.g. removal of equipment). Evidence may be in the form of a CES detailing the works performed, technical information and/or photographic evidence to demonstrate the site changes
- The above also applies to new customers moving into an existing site

Common Questions on Tariff Combination

Tariff Combination	Outcome	Notes
Residential and Non-Residential Control Load + Residential Opt-in Demand Tariff	✓	This is available to either single phase customers or multi-phase customers, whereby those multi-phase customers are already assigned to a dedicated circuit tariff such as LVDED. *See Note below.
Medium business + Control Load	✓	This is available to either single phase customers or multi-phase customers, whereby those multi-phase customers are already assigned to a dedicated circuit tariff such as LVDED. *See Note below.
Residential Time of Use + Premium Feed In Tariff	✓	This is available to customers with existing premium feed in tariff arrangements. Tariff code FURTOU
Small Business Time of Use + Premium Feed In Tariff	✓	This is available to customers with existing premium feed in tariff arrangements. Tariff code FLVTOU

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