



# 2019-20 Standing Offer Tariff Schedule

As approved by the Tasmanian Economic Regulator

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## 1. INTRODUCTION

The Standing Offer prices in this schedule have been approved by the Tasmanian Economic Regulator in accordance with the Price-Regulated Retail Service Price Determination made under section 40AA(1) of the Electricity Supply Industry Act 1995. The prices apply from 1 July 2019 to 30 June 2020.

The following schedule should be read in conjunction with Aurora Energy's Standard Retail Contract, which is available at [auroraenergy.com.au](http://auroraenergy.com.au).

### **GST**

All prices are inclusive of GST

### **Time**

Any reference to time means Australian Eastern Standard Time.

### **Aurora PAY AS YOU GO**

A separate notice will be issued for changes to Aurora PAY AS YOU GO rates and charges, including concessions, which should be read in conjunction with the Aurora PAY AS YOU GO Contract, which is available at [www.auroraenergy.com.au](http://www.auroraenergy.com.au).

## 2. RETAIL TARIFFS FOR 2019-20

### 2.1 Residential light and power - Tariff 31

<b>Daily supply charge</b>	96.528c per day
<b>Energy (all kWh)</b>	26.960c per kWh

#### Conditions

- (a) This tariff applies to premises that are used, wholly or principally, as private residential dwellings and rated as 'low voltage installations'.
- (b) Electricity supplied through residential meters for use in farm outbuildings may be charged under this tariff.
- (c) Heating and storage hot water supply systems may be separately charged under Tariff 41, Tariff 61 or Tariff 62.

### 2.2 Heating and Hot Water - Tariff 41

<b>Daily supply charge</b>	17.999c per day
<b>Energy (all kWh)</b>	17.507c per kWh

#### Conditions

- (a) This tariff is only for water heating and/or residential space heating and/or domestic indoor pool heating for installations located on premises used wholly or principally as private residential dwellings.
- (b) For installations located at premises not used as private residential dwellings, this tariff is for water heating only.
- (c) This tariff is not available on a stand-alone basis and to be eligible customers must also be supplied under Tariff 31 Residential light and power.
- (d) A compliant meter is required for supply under this tariff.
- (e) To be connected to this tariff, water heating systems in private residential dwellings:
- (i) must comply with AS 1056, Storage water heaters; and
  - (ii) should comply with AS/NZS 3500.4:2003, Plumbing and drainage – Heated waters services and AS 3500.4.1 – 1997, National plumbing and drainage – Hot water supply systems – Performance requirements; and

- (iii) must have an electric heating unit rating not exceeding 16 Watts per litre if the storage capacity of the water heating system is less than or equal to 500 litres; or
- (iv) must have an electric heating unit rating not exceeding 32 Watts per litre if the storage capacity of the water heating system is greater than 500 litres.

(f) Where a private residential dwelling has a water storage heater installed and the storage capacity is greater than 20 litres but less than 100 litres, the limit of 16 Watts per litre may be exceeded by that individual water storage heater. Only one water storage unit with a storage capacity between 20 and 100 litres that exceeds the 16 Watts per litre threshold may be installed at a private residential dwelling.

(g) To be eligible for Tariff 41, water heating systems at a premises not used as private residential dwellings:

- (i) must comply with Australian Standard 1056, Storage water heaters; and
- (ii) should comply with AS/NZS 3500.4:2003, Plumbing and drainage – Heated waters services and AS 3500.4.1 – 1997, National plumbing and drainage – Hot water supply systems – Performance requirements; and
- (iii) must have an electric heating unit rating not exceeding 16 Watts per litre if the storage capacity of the water heating system is less than or equal to 500 litres; or
- (iv) must have an electric heating unit rating not exceeding 32 Watts per litre if the storage capacity of the water heating system is greater than 500 litres.

(h) Where an installation that is not at a private residential dwelling has two or more water storage heaters installed, and the combined storage capacity is greater than 500 litres, the limit of 32 Watts per litre may be exceeded by an individual water storage heater, provided that the ratio of the total wattage of all the water heating units to the total storage capacity does not exceed 32 Watts per litre.

(i) Permanently installed “wired-in” electric heater(s) may be eligible on condition that the wiring for any such electric heater(s) is installed by a registered electrician in accordance with AS/NZS 3000 wiring rules and associated regulations and acts, and one of the following conditions are met:

- (i) if a residence has a permanently installed “wired-in” electric heater with an output of at least 3.5 kW in a living area, on a single functional switch, then this, and any additional permanently “wired-in” space heaters throughout the residence, may be installed on this tariff; or
- (ii) a total rating of at least 5 kW of the same heating system installed throughout the residence. This heating system must be the priority heating system of the main living area and must have a single functional switch in each heated area throughout the residence. However, where a ducted heating system is installed, the control switch must be located near the heating unit in order to qualify for this tariff; or

(iii) heating in secondary areas such as bedrooms and hallways if the residence has off-peak storage heating in the living area(s) as its priority source of heating. The secondary heating system should be a permanently connected single propriety heating system with a total minimum heating capacity of 5 kW.

(j) Private domestic indoor swimming pools are allowed to be connected under this network tariff if an installation:

- (i) complies with the residential space heating system rules as provided above; and
- (ii) has an electrical input power limit of 400 Watt/m<sup>2</sup> of surface area.

(k) Spas are not eligible for connection to this tariff.

(l) Non-compliant systems may be refused connection or be disconnected.

(m) This tariff will be applied following an electrical works request to Aurora Energy from an electrical contractor. Upon receipt of the electrical works request, the tariff will be applied to a customer's account from the date the works were completed.

### 2.3 Off-peak with afternoon boost - Tariff 61 (Obsolete)

From 1 July 2019 Tariff 61 is no longer available to new installations and will not be assigned to existing installations. However, customer installations that are assigned to Tariff 61 as at 1 July 2019 will remain assigned to this tariff. Tariff 61 will also continue to apply to customers who move in to premises with an existing installation assigned to Tariff 61.

<b>Daily supply charge</b>	22.245c per day
<b>Energy (all kWh)</b>	14.095c per kWh

#### Conditions

(a) The supply is to be available for the following durations, at times selected by TasNetworks:

- (i) At least 9 hours between 8pm of every day and 7am the following day.
- (ii) A further 2 hours between 1pm – 4.30pm.

(b) This tariff applies only in association with Tariff 31 or Tariff 22.

(c) See clause 2.5 for general conditions of Off-peak supply.

## 2.4 Off-peak, night period only - Tariff 62

<b>Daily supply charge</b>	21.263c per day
<b>Energy (all kWh)</b>	13.276c per kWh

### Conditions

(a) Energy to installations connected on this tariff will only be available between 10pm and 7am the following day.

(b) See clause 2.5 for general conditions of Off-peak supply.

## 2.5 General conditions for Off-Peak supply

(a) An Off-Peak tariff may be used for water heating and/or space heating, and/or any other wired-in appliances as approved by TasNetworks. For premises used wholly or principally as private residential dwellings this tariff can be used for heating swimming pools, including those that incorporate a spa, but not separate spas from which the water goes to waste after use.

(b) An Off-Peak tariff is not to be applied to any apparatus or equipment also supplied under another tariff, other than approved thermal-storage space heaters or approved thermal-storage water heaters.

(c) The selected times within the periods in the conditions are to be at the discretion of TasNetworks.

(d) Automatic electric storage water heaters of household type hot water supply systems under this tariff must comply with Australian Standard 1056, Storage water – heaters.

(e) TasNetworks may decline to connect or leave connected under this tariff the heating units of any household type hot water supply system that is not in accordance with approved Australian Standards AS 3500.4.1 – 1997 and 3500.4.2003, National Plumbing and Drainage Code, Part 4 Hot Water Supply Systems and all amendments.

(f) An Off-Peak tariff is not available for circuits supplying general purpose outlets, other than existing circuits on Tariff 61/62.

(g) Permanently “wired-in” electric heaters and/or “wired-in” appliances must be installed by a registered electrician in accordance with AS/NZS 3000 wiring rules and associated regulations and acts applying at the time of installation.

## 2.6 Residential Time-of-use - Tariff 93

<b>Daily supply charge</b>	107.233c per day
<b>Peak</b>	32.587c per kWh
<b>Off-peak</b>	15.173c per kWh

### Conditions

(a) This tariff is available for low voltage installations that are premises used, wholly or principally, as private residential dwellings.

(b) There are no restrictions on the use of the supply (i.e. the supply may be used for general power, heating, water heating, etc.).

(c) Farm outbuildings may be connected on this tariff provided that the connection is through the meters for the farm residence.

(d) An installation that is supplied under this tariff may be reassigned to Tariff 31 – residential low voltage general, provided it remains a private residential dwelling.

(e) This tariff may also be used in conjunction with the Tariff 62 – controlled low voltage energy – night period only.

(f) A compliant meter capable of recording time of use data is the minimum requirement for supply under this tariff.

(g) Water heating systems connected on this network tariff:

- (i) must comply with AS 1056, Storage water heaters; and
- (ii) should comply with AS/NZS 3500.4:2003, Plumbing and drainage – Heated waters services and AS 3500.4.1 – 1997, National plumbing and drainage – Hot water supply systems – Performance requirements.

(h) Non-compliant systems may be refused connection or disconnected.

(i) This tariff is offered on an 'opt-in' basis except where customers already have installed at their premises a meter capable of recording time-of-use data.

<b>Time periods</b>	<b>Tariff Rate</b>
Mon – Fri 7am – 10am Mon – Fri 4pm – 9pm	Peak
Mon – Fri 10am – 4pm	Off-peak



Mon – Fri 9pm – 7am	
Sat – Sun (all weekends)	Off-peak

## 2.7 General Use - Tariff 22

<b>Daily supply charge</b>	103.965c per day
<b>First 500 kWh per quarter (all kWh)</b>	34.541c per kWh
<b>Remainder</b>	25.552c per kWh

### Conditions

(a) This tariff applies to premises that are not used, wholly or principally, as private residential dwellings. It applies to electrical energy used for all purposes, subject to these conditions.

(b) This tariff may be used in conjunction with Tariff 43, Tariff 61 or Tariff 62.

## 2.8 Business hot water supply system - Tariff 43

<b>Daily supply charge</b>	18.639c per day
<b>Energy (all kWh)</b>	16.362c per kWh

### Conditions

(a) This tariff may be applied only in association with Tariff 22.

(b) To be eligible for this tariff:

- (i) water heating systems must comply with Australian Standard 1056, Storage water heaters; and
- (ii) should comply with AS/NZS 3500.4:2003, Plumbing and drainage – Heated waters services and AS 3500.4.1 – 1997, National plumbing and drainage – Hot water supply systems – Performance requirements; and
- (iii) must have an electric heating unit rating not exceeding 16 Watts per litre if the storage capacity of the water heating system is less than or equal to 500 litres, or not exceeding 32 Watts per litre if the storage capacity of the water heating system is greater than 500 litres.

(c) Where 2 or more storage heaters are installed and the combined storage capacity is greater than 500 litres, the limit of 32 Watts per litre may be exceeded for individual heaters if the ratio of the total wattage of all the heating units to the total storage capacity does not exceed 32 Watts per litre.

(d) Where an installation has two or more water storage heaters installed, and the combined storage capacity is greater than 500 litres, the limit of 32 Watts per litre may be exceeded by an individual water storage heater, provided that the ratio of the total wattage of all the water heating units to the total storage capacity does not exceed 32 Watts per litre.

(e) Dairy water heaters containing main heating units and booster heating units may have both heating units connected under this tariff.

(f) For dairy water heaters, the limits in c) and d) of these conditions do not apply and compliance with AS 1056 is not required.

## 2.9 Business Time of Use - Tariff 94

<b>Daily supply charge</b>	112.615c per day
<b>Peak energy</b>	28.424c per day
<b>Shoulder energy</b>	20.544c per day
<b>Off Peak energy</b>	12.017c per kWh

### Conditions

(a) This tariff is available for low voltage installations located on premises that are not used wholly or principally as private residential dwellings.

(b) There are no restrictions on the use of the supply (i.e. the supply may be used for general power, heating, water heating, etc.).

(c) This tariff may be used in conjunction with the Tariff 62 – controlled low voltage energy – night period only.

(d) A compliant meter capable of recording time of use data is the minimum requirement for installations on this tariff.

(e) To be connected on this tariff, a water heating system:

- (i) must comply with AS 1056, Storage water heaters; and
- (ii) should comply with AS/NZS 3500.4:2003, Plumbing and drainage – Heated water services and AS 3500.4.1 – 1997, National plumbing and drainage – Hot water supply systems – Performance requirements.

(f) Non-compliant systems may be refused connection or disconnected.

(g) This tariff is offered on an 'opt-in' basis except where customers already have installed at their premises a meter capable of recording time-of-use data.

Time periods		Tariff Rate
Mon – Fri	7am – 10pm	Peak
Sat – Sun	7am – 10pm	Shoulder
Mon – Sun	10pm – 7am	Off-peak

## 2.10 Monthly kVA demand low voltage - Tariff 82

Daily supply charge	325.954c per day
Energy (all kWh)	16.746c per kWh
All kVA	\$155.125 per kVA per annum

### Conditions

- (a) This tariff applies to electrical energy used for any purpose.
- (b) The demand charge is the product of the demand charge rate and the maximum demand. Maximum demand is the maximum demand measured at any time of day.
- (c) TasNetworks may determine:
- (i) the maximum demand by measurement or assessment.
  - (ii) whether this tariff applies to a part or the whole of an installation.
- (d) This tariff applies only to installations taking low voltage multi-phase supply that are not used wholly or principally as private residential dwellings.
- (e) TasNetworks may make a special charge if a feeder extension or special substation is necessary.
- (f) TasNetworks is to read the meters on, or as soon as practicable after, the first working day of the calendar month immediately after the nominated month.
- (g) An account under this tariff is to be:
- (i) rendered monthly.
  - (ii) rendered on, or as soon as practicable after, the day on which the meter is read.
  - (iii) posted or sent by facsimile to the customer's address.

(h) For the purposes of this tariff, 'nominated month' means the period between a meter reading and the next following meter reading.

### 2.11 Irrigation Time of Use - Tariff 75

<b>Daily supply charge</b>	291.251c per day
<b>Peak energy</b>	31.652c per day
<b>Shoulder energy</b>	23.050c per day
<b>Off Peak energy</b>	14.403c per kWh

#### Conditions

(a) This tariff applies only to irrigation pumping for approved agricultural purposes classified by ANZSIC Class 01.

(b) Time of Use periods apply:

- (i) from 1 April to 30 September, Peak rates apply from 7am to 10pm Monday to Friday, Shoulder rates apply from 7am to 10pm Saturday and Sunday, and Off-Peak rates apply at all other times.
- (ii) from 1 October to 31 March, Shoulder rates apply from 7am to 10pm Monday to Friday and Off-Peak rates apply at all other times.

### **3. ADDITIONAL SERVICES AND CHARGES**

#### **3.1 Concessions**

Pensioners, health care card, immigration card or community detention card holders may be entitled to receive a rebate.

#### **3.2 Life Support and Medical Cooling**

Customers on life support equipment or who have a condition that requires additional cooling or heating may be entitled to receive a discount depending on the type of equipment that they use upon making an application to Aurora Energy.

#### **3.3 Direct Debit Discount**

A discount will be allowed on statements that have charges for electricity use and show a Direct Debit receipt in the transactions. The discount is calculated at a daily rate of 5 cents plus GST per day.

#### **3.4 Late Payment Fee**

A late payment fee of \$5.00 applies for accounts not paid in full by the fifth day past the due date (Pensioner, Health Care Card and other exemptions apply).

#### **3.5 Overdue Accounts**

Overdue accounts for Standard Retail Contract customers may be charged interest that reflects the 90-day Bank Accepted Bill rate (plus 6%), as set by the Reserve Bank of Australia for the relevant quarter of 2019/20.

#### **3.6 Other Charges**

If a government, regulator or network distributor varies or introduces a fee, charge or tax, Aurora Energy may pass through all or part of this varied or new fee, charge or tax to you.

#### **3.7 Cancellation of Service**

Electricity will be supplied to customers on the basis of the published tariffs as from 1 July 2019 and any customer not wishing to receive power on that basis should notify Aurora Energy to arrange a disconnection.

For information about Aurora Energy's products and services, please visit [auroraenergy.com.au](http://auroraenergy.com.au)

Alternatively, phone the Customer Service Centre, Monday to Friday, 8am to 6pm:

Residential customers: **1300 132 003**

Small Business: **1300 132 045**