

2023 Values of Customer Reliability Annual Adjustment

The Australian Energy Regulator (AER) has updated the 2022 Values of Customer Reliability (VCR) values to 2023 values based on Consumer Price Index increase of 5.37 per cent. The annual adjustment mechanism is based on yearly movements in the September quarter CPI and is set out in the final decision on methodology. The adjusted VCR values are contained in new versions of [Appendices A–E](#), [Appendix F](#), and [Appendix G](#) to the final report.

The VCR values and methodology will be reviewed in 2024. New values are due for publication by 31 December 2024.

Residential VCR values

By Climate Zone and Remoteness in \$/kWh - \$2023

Residential customer segment	Applicable state or territory	2023 VCR
Climate Zone 1 Regional	Queensland (QLD)	28.08
Climate Zone 2 CBD & Suburban	QLD, New South Wales (NSW)	26.90
Climate Zone 2 Regional	QLD, NSW	29.97
Climate Zone 3&4 Regional	QLD, NSW, Victoria (VIC), South Australia (SA)	31.03
Climate Zone 5 CBD & Suburban NSW	NSW	34.32
Climate Zone 5 CBD & Suburban SA	SA	38.96
Climate Zone 5 Regional	QLD, NSW, SA	28.80
Climate Zone 6 CBD & Suburban	NSW, VIC, SA	24.91
Climate Zone 6 Regional	QLD, NSW, VIC, SA	25.52
Climate Zone 7 CBD & Suburban	ACT, VIC	25.07
Climate Zone 7 Regional	NSW, VIC, Tasmania (TAS)	19.89
Northern Territory (NT)	NT	21.47

By state/territory in \$/kWh - \$2023

	NSW	VIC	QLD	SA	TAS	ACT	NT	NEM
2023 residential VCR	30.31	25.13	27.86	35.53	19.89	25.06	21.47	28.23

Business VCR values

Business customers using <10MVA peak demand

By sector in \$/kWh - \$2023

	Agriculture	Commercial	Industrial
2023 business VCR	44.40	52.20	74.79

Very large business VCR values

Business customers using >10MVA peak demand

By sector in \$/kWh - \$2023

	Services	Industrial	Metals	Mines
2023 very large business VCR	12.36	138.34	23.28	41.22

By connection phase in \$/kWh - \$2023

	Transmission	Distribution
2023 very large business VCR	31.00	66.47