



Jemena Electricity Networks (Vic) Ltd

Tariff Structure Statement

Attachment A

Tariff assignment and reassignment policy



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JEN tariff assignment and reassignment policy

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Glossary

AER	the Australian Energy Regulator.
Applicant	the person lodging with JEN the <i>Tariff Assignment/Tariff Reassignment Request</i> form. The <i>applicant</i> could be the <i>customer</i> or the <i>customer's representative</i> .
Appropriate tariff	the <i>tariff</i> which matches the criterion applicable to the <i>customer's load, connection and metering characteristics</i> .
B2B service order	the <i>business to business service order</i> the <i>customer's retailer</i> sends to JEN requesting specific service(s) on behalf of the <i>customer</i> .
Business day	the part of a day during which most businesses are operating, usually from 9am to 5pm Monday through to Friday (excludes gazetted public holidays in Melbourne).
Connection characteristic	means: <ul style="list-style-type: none">a) <i>supply voltage level – Low Voltage (LV), High Voltage (HV) or Sub-transmission</i>; andb) in relation to <i>Low Voltage supply</i> whether the <i>supply</i> is taken from an on-site or dedicated substation OR directly from the street.c) If the connection is an embedded network or a non-embedded network
Contract demand	the <i>kW</i> (or <i>kVA</i>) demand used to calculate the demand charge component of the <i>demand tariff</i> applicable to the <i>customer</i> in each billing period. <i>Contract demand</i> is always greater than or equal to the <i>maximum demand</i> .
Customer	a person: <ul style="list-style-type: none">a) who has a <i>supply point</i> in JEN's distribution area or is seeking to establish a <i>supply point</i> in JEN's distribution area; andb) whose <i>NMI</i> is allocated to a <i>retailer</i> under the National Electricity Rules.
Customer's representative	the <i>retailer</i> , consultant, administrator, liquidator or third party contractor acting on the <i>customer's</i> behalf.
Default tariff	the <i>tariff</i> assigned to the <i>supply point</i> at the time of connection to the <i>distribution system</i> .
Demand tariff	a <i>tariff</i> approved by the AER and contained in our <i>tariff</i> structure statement which has a demand component charged in \$/kW pa or \$/kVA pa.

Distribution licence	a licence granted under section 19 of the EI Act to distribute and deliver electricity using a <i>distribution system</i> .
Distribution system	the system of electric lines (generally at nominal voltage levels of 66kV or below) which <i>JEN</i> is licensed to use to distribute electricity for delivery under its <i>distribution licence</i> .
DNSP	distribution network service provider.
GWh	is a unit of electrical energy consumption measurement (Gigawatt Hours). One <i>GWh</i> is equivalent to 1,000 <i>MWh</i> or 1,000,000 <i>kWh</i> .
High voltage or HV	nominal voltage levels of 1,000 volts or more but less than or equal to 22,000 volts.
JEN	Jemena Electricity Networks (Vic) Ltd in its capacity as a <i>distribution licence</i> holder.
kVA	is a unit of electrical demand measurement (Kilo Volt-Amperes).
kW	is a unit of electrical demand measurement (Kilowatt).
kWh	is a unit of electrical energy consumption measurement (Kilowatt Hours).
Load characteristic	means: <ul style="list-style-type: none"> a) annual electricity consumption in <i>kWh</i>; and b) <i>maximum demand</i> in <i>kW</i> or <i>kVA</i>.
Low voltage or LV	a <i>supply</i> taken from a nominal voltage levels less than 1,000 volts.
Maximum demand	in relation to a billing period, is the demand calculated as being: <ul style="list-style-type: none"> a) the highest energy consumption in <i>kWh</i> recorded over 30-minute period (occurring during the relevant peak period defined under the <i>tariff</i> or anytime during the billing period where the peak period is undefined) multiplied by two (where the meter installed at the <i>customer's</i> premises measures 30 minutes interval data); or b) the highest energy consumption in <i>kWh</i> recorded over any 15-minute period (occurring during the relevant peak period defined under the <i>tariff</i> or anytime during the billing period where the peak period is undefined)

multiplied by four (where the meter installed at the *customer's* premises measures 15 minutes interval data).

Metering characteristics

one of the four following types of meter:

- a) Interval meter manually or remotely read
- b) Two rate accumulation meter without demand meter
- c) Two rate accumulation meter with a demand meter
- d) Single rate accumulation meter.

MWh

is a unit of electrical *energy* consumption measurement (Megawatt Hours). One *MWh* is equivalent to 1,000 *kWh*.

NEL

National Electricity Law.

NER

the National Electricity Rules which governs the operation of the National Electricity Market. The Rules are made under the National Electricity Law.

New customer

a *customer* who has taken over an existing *supply point* (i.e. change of occupancy) or has commenced consuming electricity from a new *supply point* in *JEN's* distribution area (whether or not the *customer* has changed premises).

NMI

“National Metering Identifier” as defined in the National Electricity Rules.

PFIT

the Premium Feed In *Tariff*. *JEN* has replicated some of its network *tariffs*, using the prefix “F” to denote these *tariffs* attract the Premium Feed-in *Tariff* rebate. For example, A230 becomes F230 which indicates the *tariff* attracts the *PFIT* rebate. The *PFIT* scheme is due to end on 31 October 2024.

Retailer

a person who holds a retail licence in Victoria to sell electricity to *customers*.

Sub-transmission

nominal voltage levels greater than 22,000 volts.

Supply

the delivery of electricity.

Supply point	in relation to a <i>customer</i> , means the point where a <i>supply</i> of electricity taken by the <i>customer</i> leaves a <i>supply</i> facility owned or operated by <i>JEN</i> before being supplied to the <i>customer</i> . Where the <i>customer's</i> electrical installation is not directly connected to the <i>distribution system</i> , the <i>supply point</i> is the point at which the electricity last leaves the <i>supply</i> facility owned or operated by <i>JEN</i> before being supplied to the <i>customer</i> , whether or not the electricity passes through facilities owned or operated by any other person after leaving that point before being so supplied.
Tariff	the network <i>tariff</i> or <i>tariffs</i> charged by <i>JEN</i> to <i>retailers</i> in respect of their <i>customers</i> , for distributing electricity using the <i>distribution system</i> and the transmission system, as approved by the <i>AER</i> from time to time, in accordance with the Use of System Agreements between <i>JEN</i> and each <i>retailer</i> .
Tariff code	the code assigned by <i>JEN</i> to each <i>tariff</i> .
TSS	<i>JEN's</i> current <i>tariff</i> structure statement. The <i>TSS</i> sets out each distributor's applicable <i>tariffs</i> and their policies and procedures for assigning or reassigning <i>customers</i> to particular <i>tariffs</i> . The <i>TSS</i> must ensure that the proposed <i>tariffs</i> conform with pricing principles specified in the <i>NER</i> .
Written notice	notice given via mail or email.

1. Introduction

This document sets out Jemena Electricity Networks (Vic) Ltd (*JEN's*) *tariff* assignment reassignment policy to apply from 1 July 2021. It describes the requirements which *customers* and their representatives must comply with when requesting a *tariff* assignment or reassignment and how *JEN* will respond to such requests. The policy is consistent with our current *tariff* structure statement (**TSS**) and reflects the outcomes of our *customer* engagement process.

When developing this policy, *JEN* has considered the need to:

- Assign and reassign *customers* to the appropriate network *tariffs* under the regulatory framework
- Ensure that *customers* pay a fair amount for their use of the *distribution system* (so that one *customer* does not benefit to the detriment of all other *customers*).

This policy also sets out the eligible *tariffs* that are available for *customers* to request to be assigned and reassigned to.

2. Process to assign and reassign customers

JEN uses the following process to assign or reassign *customers* to the *appropriate tariff*:

- **Step 1: Tariff class assignment** – the *customer* is assigned to the appropriate tariff class based on the tariff class criteria described in Section 3.
- **Step 2: Tariff assignment** – For residential and small business *customers*, once the *customer* is assigned to the tariff class, the *appropriate tariff* is based on the *default tariff* for the *customer* as per the criteria specified in Section 4. For large business, high-voltage and *sub-transmission customers* the *appropriate tariff* is determined based on *customer's* load and *metering characteristics*, specified against the criteria applicable to each *tariff* within the tariff class (see Appendix A).

JEN's *tariff* schedule, published annually, also lists the criteria applicable to each *tariff* and tariff class. This policy and the *tariff* schedule provide the *customer* and *customer's representative* with the necessary information to select the *tariff* when applying for a *tariff* assignment or reassignment.

3. Tariff class assignment

JEN has grouped its *tariffs* into five tariff classes based on *customer's* type (residential or business), *customer's* load and *connection characteristics*.

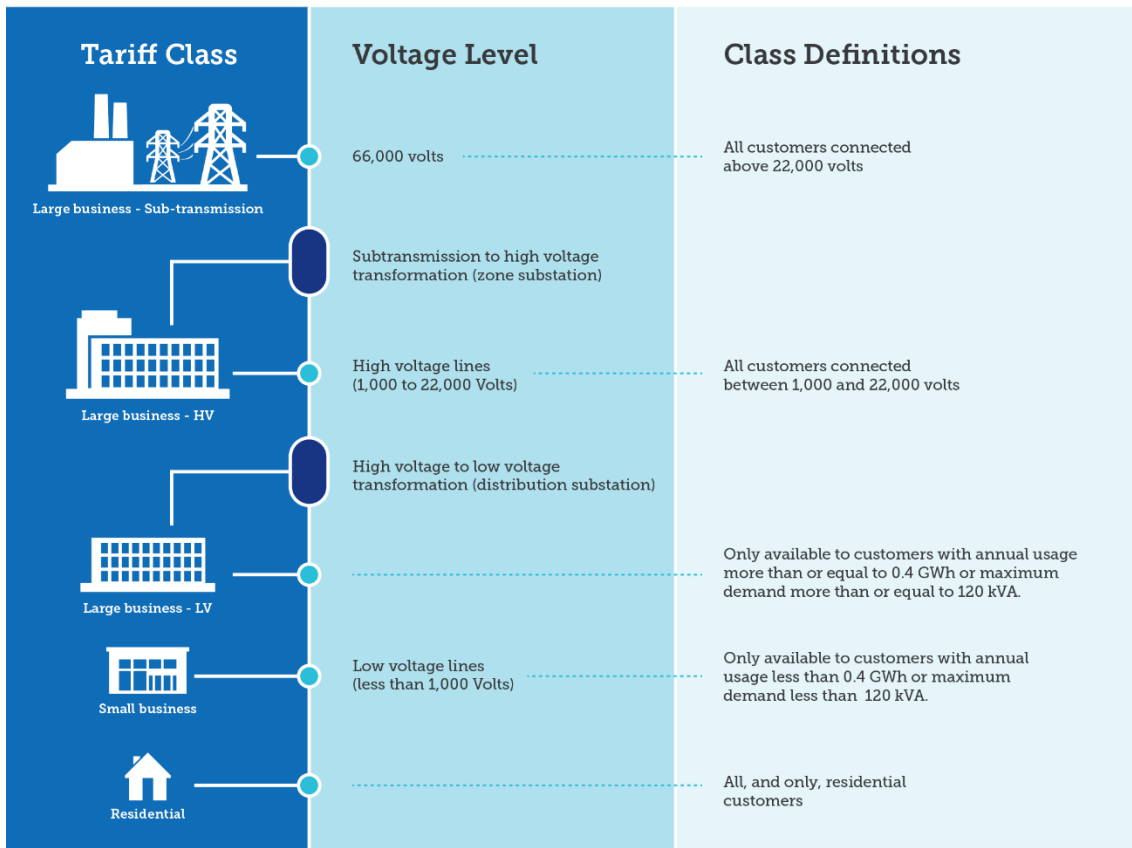
Each tariff class incorporates several *tariffs* sharing a common *tariff code* numbering convention. For example, Residential tariff class contains *tariffs* with *tariff codes* starting with A1XX or F1XX, whereas the Small Business tariff class contains *tariff codes* starting with A2XX or F2XX.¹ The list of *tariffs* contained within each tariff class is detailed in Appendix A.

The five tariff classes are shown in [Figure 3–1](#)~~Figure 3–4~~. The tariff class criteria used for tariff class assignment is:

1. **Residential** – This tariff class contains all *tariffs* starting with *tariff codes* A1XX or F1XX and applies to all residential *customers*.
2. **Small Business** – This tariff class contains all *tariffs* starting with *tariff codes* A2XX or F2XX and applies to *Low Voltage* business *customers*:
 - a) consuming an annual amount of electricity less than 400 *MWh*; and
 - b) having a *maximum demand* of less than 120 *kVA*.
3. **Large Business Low Voltage** – This tariff class contains all *tariffs* starting with *tariff codes* A3XX or F3XX and applies to large business *customers* connected at *low voltage*:
 - a) consuming an annual amount of electricity greater than or equal to 400 *MWh*; or
 - b) having a *maximum demand* greater than or equal to 120 *kVA*; or
 - c) where *supply* is taken from an on-site or dedicated substation.
4. **Large Business High Voltage** – This tariff class contains all *tariffs* starting with *tariff codes* A4XX and applies to large business *customers* connected at *high voltage*.
5. **Large Business Sub-transmission** – This tariff class contains all *tariffs* starting with *tariff codes* A5XX and applies to large business *customers* connected at *sub-transmission* voltage.

¹ Some *customers* may also have a TXXX code, which indicates that they previously received the transitional feed-in tariff. This scheme ended on 31 December 2016

Figure 3–1: JEN's tariff classes



3.1 Embedded networks

Embedded networks are subject to the same criteria as non-embedded networks. They may be allocated to the small business or one of the large business tariff classes (*low voltage, high voltage or sub-transmission*) depending on the embedded network's *connection characteristics*.

4. Tariff assignment

Tariff assignment occurs when a *customer*:

- Commences to consume electricity from a new *supply point* (i.e. new connection); or
- Takes over an existing *supply point* (i.e. change of occupancy).

Table 4.1 defines how the *tariff* is assigned in each of the above cases.

Table 4–1: Tariff assignment

<i>Customer Type</i>	<i>New Connection</i>	<i>Change of occupancy</i>
Residential <i>customers</i>	<i>JEN</i> will assign the <i>customer</i> to the relevant <i>default tariff</i> as described in the Table 4–2.	If the <i>retailer</i> wishes to change <i>tariff</i> from that which is currently assigned to the <i>NMI</i> , the <i>customer's retailer</i> must request a <i>tariff</i> change to <i>JEN</i> using a <i>B2B service order</i> .
Small business <i>customers</i>	<i>JEN</i> will use the estimated information collected from the <i>customer</i> , the <i>customer's representative</i> or the <i>retailer's B2B service order</i> to assign the <i>customer</i> to the <i>tariff</i> as described in Table 4–2.	The <i>customer</i> or the <i>customer's representative</i> must notify <i>JEN</i> in writing of the change in occupancy, using either B2B or the form at Appendix B to enable <i>JEN</i> to assign the <i>customer</i> to the <i>appropriate tariff</i> . ²
Large business <i>customers</i>	<i>JEN</i> will use the estimated information collected from the <i>customer</i> , the <i>customer's representative</i> or the <i>retailer's B2B service order</i> to assign the <i>customer</i> to the <i>appropriate tariff</i> .	The <i>customer</i> or the <i>customer's representative</i> must notify <i>JEN</i> in writing of the change in occupancy, using the form at Appendix B to enable <i>JEN</i> to assign the <i>customer</i> to the <i>appropriate tariff</i> . ²

4.1 Process for change of occupancy

Where the completed request form is received:

- within 20 *business days* from the date the change of occupancy occurred, the new *tariff* assignment (if approved by *JEN*) will take effect from the date the change of occupancy occurred
- after 20 *business days* from the date the change of occupancy occurred, the new *tariff* assignment (if approved by *JEN*) will take effect from the first day of the next billing cycle after the date of application.

The new network *tariff* assignment will not take effect until *JEN* advises the *applicant* in writing of the approval and effective date of the new *tariff* assignment.

JEN will use reasonable endeavours to advise the *applicant* in writing of the decision to a *tariff* assignment within 20 *business days* of receipt of the request.

As the *tariff* assignment will be based on estimated information obtained from the *customer* or *customer's representative*, it is the responsibility of the *customer* or *customer's representative* to monitor the suitability of the *tariff* applied and advise *JEN* if a *tariff* reassignment is required (see Section 5).

² The *applicant* is wholly responsible for conveying the correct information to *JEN* and communicating any further requests and decisions made by *JEN* to the *customer*. *JEN* may request the *applicant* to re-submit the application form if the initial form is not correctly completed.

4.2 Default tariffs

Table 4–2 provides the *default tariffs* applicable to *new customers* (except for change of occupancy³) as per the type and criteria.

Table 4–2: Default tariffs

<i>Customer Type</i>	<i>Criteria</i>	<i>Default Tariff</i>
Residential	Residential <i>customer</i>	A120
Small Business	<i>Customers</i> consuming < 40 <i>MWh</i> pa AND with a two rate accumulation meter or Interval meter.	A210
Small Business	<i>Customers</i> consuming > 40 <i>MWh</i> pa AND with a two rate accumulation meter or Interval meter.	A230
Large Business	As per estimated demand and annual consumption (see the table in Appendix A)	

Below are a few examples to illustrate how *JEN* determines the *appropriate tariff* to be assigned to a *customer*.

4.3 Examples

4.3.1 Example 1 - Business Customer A

Assumptions:

- Estimated annual consumption: 360 *MWh*
- Estimated *maximum demand*: 125 *kVA*
- *Low voltage supply*

Assessment:

Step 1 – Tariff class assignment: The estimated *maximum demand* is 125 *kVA*, which is greater than 120 *kVA*. As a result the *customer* is assigned to tariff class “Large Business - Low Voltage”.

Step 2 – Tariff assignment: The estimated annual consumption is 360 *MWh*, which is less than or equal to 0.8 *GWh* (each *GWh* = 1,000 *MWh*). As a result, the *customer* is assigned to *tariff code* A300 “LV <= 0.8 *GWh*”.

4.3.2 Example 2 - Business Customer B

Assumptions:

- Estimated annual consumption: 240 *MWh*
- Estimated *maximum demand*: 70 *kVA* / 56 *kW*
- Interval meter

³ Change of occupancy *customers* would continue to remain on the tariff previous assigned to the NMI.

Assessment:

Step 1 - Tariff class assignment: The estimated *maximum demand* is less than 120 kVA and the estimated annual consumption is less than 400 MWh. As a result the *customer* is assigned to tariff class “Small Business”.

Step 2 - Tariff assignment: The estimated annual consumption is greater than 40MWh and the *customer* has an interval meter. As a result the *customer* is assigned to *tariff code* A230 “Time of use weekdays - Demand”.

5. Tariff Reassignment

When a *new customer* is assigned to a *tariff*, that *tariff* will continue to apply until it is changed as part of a regulatory reset process or there is a change in the *customer's* load, connection or *metering characteristics*, and:

- the *customer* or the *customer's representative* applies for a *tariff* reassignment in accordance with section 5.1; or
- JEN initiates the *tariff* reassignment in accordance with section 5.2.

5.1 Customer-initiated reassignment

Where the *customer* or the *customer's representative* wants to request a *tariff* reassignment, they must apply in writing, either via:

- for residential *customers* and small business *customers* consuming under 40MWh per year—a *B2B service order* from their *retailer*; or
- for small business *customers* consuming over 40MWh per year and large business *customers*—completing the [Jemena Tariff Reassignment Form](#) in Appendix C.⁴

Appendix A provides the criteria for, and list of, eligible *tariffs* other than the *default tariff* for residential and small business *customers*.

JEN will use reasonable endeavours to advise the *applicant* in writing of the decision to a *tariff* reassignment within 20 *business days* of receipt of the request.

The number of *tariff* reassignment applications a *customer* [or the customer's representative](#) may make in any 12-month period is:

- **unlimited**—for residential *customers* and small business *customers* who consume under 40MWh per annum,
- **one per supply point**—all other *customers*. This excludes applications for reassignment to the new fully cost reflective tariff as outlined in section 5.1.1.

5.1.1 Large business reassignment to optional tariff

From 1 July 2021, all large business *customers*⁵ will be subject to a new summer demand incentive (**SDIC**) charge component. The SDIC price will be transitioned to a cost reflective level over 5 years in accordance with our TSS, with fully cost reflective price levels applying in 2025-26. We call this the 'transitional' tariff.

Customers [or the customer's representative](#) can choose their equivalent network tariff with the SDIC priced at fully cost reflective levels from 1 July 2021.⁷ We call this the 'fully cost reflective' tariff. For the avoidance of doubt, *customers* [or the customer's representative](#) can request to be allocated to the fully cost reflective tariff regardless of whether they applied for a tariff reassignment within the previous 12 months—we will assess the applications in accordance with the policy below.

⁴ The *applicant* is wholly responsible for conveying the correct information to JEN and communicating any further requests and decisions made by JEN to the *customer*. JEN may request the *applicant* to re-submit the application form if the initial form is not correctly completed.

⁵ This will exclude the new tariff A50M, which is a new tariff as of 1 July 2021.

⁶ [Large business customers consuming under 160 MWh a year will continue to have access to the zero demand tariff structure \(A23N or F23N\) regardless of their maximum demand. But consistent with changes in contracted demand, this may trigger a capital contribution recalculation. See Jemena's contract demand reset policy for more information.](#)

⁷ Compared to the transitional tariff, this SDIC price will be higher and the demand charge price will be lower.

Our new tariffs are designed to take into account seasonality of demand profiles. Consequently, the following conditions apply to changing between the transitional tariff and the fully cost reflective tariff:

- *Customers or the customer's representative* may seek a tariff reassignment by completing the [Jemena Tariff Reassignment Form](#) in Appendix C.⁸
- When a tariff reassignment to the fully cost reflective tariff is approved, it will apply from the later of:
 - The first day of the next billing cycle following the date of application; or
 - 1 July 2021.
- If a *customer or the customer's representative* subsequently wants to opt-out of the fully cost reflective tariff back to the transitional tariff within the 12 month period of being reassigned⁹, all the network bills issued after the tariff change to the fully cost reflective tariff will be reversed and reissued based on the transitional tariff. The *customer or the customer's representative* can only opt out to the transitional tariff they were previously assigned.
- *Customers or the customer's representative* can only opt in or opt out of the fully cost reflective tariff once in any 12 month period. This does not prevent the *customer or the customer's representative* from applying to be reassigned between cost reflective tariffs as long as they meet the relevant criteria for the tariff.
- For a *customer or the customer's representative* who wants to be reassigned to, and qualifies for, another large business cost reflective tariff, then there would not be any recalculation of historical network bills.

5.2 JEN-initiated reassignment

JEN may become aware of the change in the *customer's* load, connection or *metering characteristics* through a number of means including, but not limited to:

- a written application or correspondence received from the *customer* or the *customer's* representative, such as an application for a *tariff* reassignment, a *contract demand* reset, request for upgrade or connection alteration, or the receipt of a *B2B service order* from the *customer's* retailer.
- the entering of a contractual arrangement between JEN and the *customer*.

Whether the *customer*, the *customer's* representative or JEN initiates a *tariff* reassignment JEN will use the process described in this document to reassign the *customer* to the *appropriate tariff*. JEN will endeavour to provide the *customer* or the *customer's* incumbent retailer with 20 business days notice prior to the reassignment.

Where a residential or a small business *customer* is on a single rate *tariff* and installs distributed energy resources capable of injection into JEN's network (including solar PV systems or batteries¹⁰) or upgrades the connection to a three phase *supply point*, then JEN will automatically reassign the *NMI* to the *default tariff* specified under Section 4. In such cases, JEN will not provide the *customer* with prior notice of the reassignment. However, if the *customer or the customer's representative* prefers to be reassigned to another eligible *tariff* they can, via their *retailer*, either, inform JEN with a written application of the preferred *tariff* at the time of change or opt out of the *default tariff* at a later date.¹¹

⁸ The *applicant* is wholly responsible for conveying the correct information to JEN and communicating any further requests and decisions made by JEN to the *customer*. JEN may request the *applicant* to re-submit the application form if the initial form is not correctly completed.

⁹ Via the [Jemena Tariff Reassignment Form](#) in Appendix C.

¹⁰ If a robust register or other means to identify them becomes available to JEN, we ~~may also seek to will~~ automatically assign *customers* who have an electric vehicle to the *default tariff*. ~~Customers with an electric vehicle assigned to the default tariff would be able to seek reassignment to other eligible tariffs~~ [but would no longer have access to the flat rate network tariff](#).

¹¹ JEN will allow opt out reassignment in accordance with the requirements of the AMI Order in Council.

5.3 Approach to contract demand

Contract demand is the *kW* (or *kVA*) demand used to calculate the demand charge component of a *demand tariff* where one is applicable to the *customer* in each billing period.

Where a *customer* is on a *demand tariff* that has a minimum chargeable demand, the *tariff* reassignment does not trigger an automatic change in the *contract demand*.¹² However, where the minimum chargeable demand of the new *tariff* is greater than the *contract demand* that applied to the existing *tariff*, the *contract demand* will increase to match the minimum chargeable demand of the new *tariff* (see example 3 below).

Further information on the application of *contract demand* can be found in *JEN's Policy for Resetting Contract Demand* which can be accessed via the link below:

<https://jemena.com.au/about/document-centre/electricity/contract-demand-reset-policy>

5.4 Examples

We provide examples below to illustrate how *JEN* determines the *appropriate tariff* to be reassigned to the *customer*.

5.4.1 Example 1 - Business Customer C

Assumptions:

- Annual consumption: Changed from 420 *MWh* to 830 *MWh* (changes in *load characteristics*)
- *Low voltage supply*
- Existing tariff class: “Large Business – *Low Voltage*”
- Existing *tariff code*: A300
- Existing *contract demand* 280 *kVA*
- The *customer* applied to be reassigned to *tariff code* A320.

Assessment:

Step 1 - Tariff class assignment: The *customer's* annual consumption is 830 *MWh*, which is greater than or equal to 400 *MWh*. As a result the *customer* will remain within the “Large Business - *Low Voltage*” tariff class.

Step 2 - Tariff assignment: The annual consumption is 830 *MWh*, which is greater than 0.8 *GWh* but less than or equal to 2.2 *GWh*. As a result the *customer's* application to be reassigned is successful and they will be reassigned to *tariff code* A320 or, if requested, to the A32C. The *contract demand* will not change as a result of switching to *tariff code* A320 or A32C.

5.4.2 Example 2 - Business Customer D

Assumptions:

- Annual consumption: Changed from 805 *MWh* to 380 *MWh* (changes in *load characteristics*)
- Existing tariff class: “Large *Business* – *Low Voltage*”
- Existing *tariff code*: A320

¹² Please refer to *JEN's* annual network tariff schedule or our tariff structure statement for the minimum chargeable demand for each of the tariffs.

- Existing *contract demand* 252 kVA
- The *customer* applied to be reassigned to *tariff code* A230 under tariff class “Small Business”.

Assessment:

Step 1 – Tariff class assignment: The *customer* has a *contract demand* of 252 kVA, which is above 120 kVA. As a result the *customer* is not eligible to be reassigned to the “Small Business” tariff class. The *customer* will remain on the “Large Business - Low Voltage” tariff class. The *customer’s* application is unsuccessful.

Step 2 – Tariff assignment: Despite the *customer’s* tariff class application being unsuccessful, JEN will assess if the *customer* can remain on the existing *tariff code* A320. The annual consumption is 380 MWh, which is less than 0.8 GWh. As a result the *customer* will be reassigned to *tariff code* A300. The *contract demand* will not change as a result of switching to *tariff code* A300.

5.4.3 Example 3 - Business Customer E

Assumptions:

- Annual consumption: Changed from 270 MWh to 405 MWh (changes in *load characteristics*)
- Existing tariff class: “Small Business”
- Existing *tariff code*: A230
- Existing *contract demand* 105 kVA
- The *customer* applied to be reassigned to *tariff code* A300 under tariff class “Large Business – Low Voltage”.

Assessment:

- Step 1 – Tariff class assignment:** The *customer’s* annual consumption is 405 MWh, which is greater than or equal to 400 MWh. As a result the *customer* will be reassigned to the “Large Business – Low Voltage” tariff class.
- Step 2 – Tariff assignment:** The annual consumption is 405 MWh, which is less than or equal to 0.8 GWh. As a result the *customer’s application* is successful, and the *customer* will be reassigned to *tariff code* A300. The *contract demand* will increase to 120 kW, being the minimum chargeable demand under *tariff code* A300.

5.5 Reassignment notification

Other than as noted in section 5.2, JEN will notify the *customer* or the *customer’s* representative directly in writing of the tariff class to which the *customer* has been reassigned prior to the reassignment occurring.

5.5.1 Tariff reassignment initiated by the *applicant*

In the event the *applicant* initiates the *tariff* reassignment, JEN will notify the *applicant* in writing of the success or otherwise of the application. Where the application is not successful, JEN will advise the *applicant* of the reason for not being successful, and alternative *tariffs* that might be available to the *customer*.

Where the *applicant* is someone other than the *customer* or *customer’s retailer*, the *applicant* will be required to obtain authorisation from the *customer* to deal with JEN on their behalf. The *applicant* will also take responsibility of communicating the outcome of the *tariff* reassignment to the *customer*.

5.6 Objection

Customers or the customer's representative may request further information from *JEN* or object to the proposed *tariff* reassignment decision.

Customers or the customer's representative who wish to lodge an objection must do so in writing by using the *Tariff Reassignment Objection Form* in Appendix D and provide supporting evidence or documentation relating to the review. *Customers or the customer's representative* who wish to object to the *tariff* reassignment decision should make reference to their load, connection and *metering characteristics*. *JEN* relies on this information to be able to review the *customer's or the customer's representative's* objection application.

The completed *Tariff Reassignment Objection Form* must be emailed to CustomerRelations@jemena.com.au. We encourage *customers or the customer's representative* to request further information or clarification of the *tariff* reassignment decision before an objection is lodged.

If the completed objection form is lodged:

- within 20 *business days* from the date the *customer* or *customer's representative* was advised of the *tariff* reassignment decision, *JEN* will apply the changes following a successful objection from the 1st billing period starting after the request of *tariff* assignment/reassignment from the *customer*.
- after 20 *business days* from the date the *customer* or *customer's representative* was advised of the *tariff* reassignment decision, *JEN* will apply the changes following a successful objection from the 1st billing period starting after receipt of the completed objection form.

In both situations, if *JEN* requests further information pertaining to the objection application and such information is not provided within 20 *business days* from the date requested, *JEN* will apply the changes following a successful objection from the 1st billing period starting after receipt of the requested information.

Upon receipt of the *customer's or the customer's representative's* completed *Tariff Reassignment Objection Form*, *JEN* will review the assignment in accordance with our internal procedures and notify the *applicant* of the outcome within 20 *business days*. We may contact the *applicant* to request further information and advise if there are circumstances causing a longer review process.

If the *customer* remains unsatisfied with *JEN's* decision and response, they may contact the Energy and Water Ombudsman (Victoria) or seek a decision from the Australian Energy Regulator (*AER*) using the dispute resolution process available under Part 10 of the *NEL*.

Appendix A

Tariff criteria

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Tariff Class	Tariff Code	Tariff Name	Criteria
Residential	A120 / F120 ^a	Two-rate time of use	This is the <u>default</u> residential <i>tariff</i> . Residential <i>customers</i> with a remotely read AMI meter. This <i>tariff</i> is open to all other residential <i>customers</i> by request.
	A100 / F100 ^a / T100 ^b	Single rate	Residential <i>customers</i> with a single rate accumulation meter or a remotely read AMI meter. This <i>tariff</i> is open to all other residential <i>customers</i> by request. Once EV customers can be identified they will no longer be able to access this tariff.
	A10D / F10D ^a / T10D ^b	Demand	Residential <i>customers</i> with a remotely read AMI meter. This <i>tariff</i> is open to all other residential <i>customers</i> by request.
	A180 ^d	Off Peak Heating Only	Residential <i>customers</i> with off-peak dedicated load. This <i>tariff</i> is closed to new entrants.
Small Business	A200 / F200 ^a / T200 ^b	Single rate	<i>Customers</i> with a single rate accumulation meter or a remotely read AMI meter AND consuming < 40MWh pa. This <i>tariff</i> is open to all other small business <i>customers</i> who consumer < 40MWh pa by request. Once EV customers can be identified they will no longer be able to access this tariff.
	A20D / F20D ^a / T20D ^b	Demand	<i>Customers</i> with meter capable of measuring demand AND consuming < 40 MWh pa. This <i>tariff</i> is open to all other small business <i>customers</i> who consumer < 40MWh pa by request.
	A210 / F210 ^a / T210 ^b	Time of Use Weekdays (Default for < 40 MWh pa)	This is the <u>default</u> <i>tariff</i> for small business <i>customers</i> consuming < 40 MWh pa This <i>tariff</i> is open to all other small business <i>customers</i> who consumer < 40MWh pa by request.
	A230 / F230 ^a / T230 ^b	Time of Use Weekdays – Demand (Default for > 40 MWh pa)	This is the <u>default</u> <i>tariff</i> for small business <i>customers</i> consuming < 40 MWh pa <i>Customers</i> with a meter capable of measuring demand AND consuming > 40 MWh pa.
	A23N / F23N ^a / T23N ^b	Time of Use - Opt-out	<i>Customers</i> with a meter capable of measuring demand AND consuming > 40 MWh pa. Customers with maximum demand greater than 120 kVA but consuming < 160 MWh pa will also be able to access this tariff. But may trigger a capital contribution recalculation for consistency with Jemena's approach to requests for decreases in contract demand.

Tariff Class	Tariff Code	Tariff Name	Criteria
	A270 / F270 ^a / T270 ^b	Time of Use Extended - Demand	Customers consuming > 40 MWh pa AND with a meter capable of measuring demand. This tariff is closed to new entrants.
Large Business – Large Voltage	A300 / F300 ^a / T300 ^b	LV ≤ 0.8 GWh	Customers consuming ≤ 0.8 GWh pa
	A30E	LVEN ≤ 0.8 GWh	Customers with an Embedded Network consuming ≤ 0.8 GWh pa
	A30C / F30C ^a / T30C ^b	LV ≤ 0.8 GWh or LVEN ≤ 0.8 GWh	Customers consuming ≤ 0.8 GWh pa
	A320	LV 0.8+ - 2.2 GWh	Customers consuming > 0.8 GWh pa BUT ≤ 2.2 GWh pa
	A32E	LVEN 0.8+ - 2.2 GWh	Customers with an Embedded Network consuming > 0.8 GWh pa BUT ≤ 2.2 GWh pa
	A32C	LV 0.8+ - 2.2 GWh or LVEN 0.8+ - 2.2 GWh	Customers consuming > 0.8 GWh pa BUT ≤ 2.2 GWh pa
	A340	LV 2.2+ - 6.0 GWh	Customers consuming > 2.2 GWh pa BUT ≤ 6.0 GWh pa
	A34E	LVEN 2.2+ GWh	Customers with an Embedded Network consuming > 2.2 GWh pa
	A34C	LV 2.2+ - 6.0 GWh or LVEN 2.2+ GWh	Non Embedded Customers consuming > 2.2 GWh pa BUT ≤ 6.0 GWh pa or for Embedded Customers consuming > 2.2 GWh pa
	A34M ^c	LVMS 2.2+ - 6.0 GWh	Customers taking supply from multiple supply points on a single site other than an embedded network customer with aggregated annual consumption of > 2.2 GWh BUT ≤ 6.0 GWh. This tariff is closed to new entrants.
	A34T ^c	LVMS 2.2+ - 6.0 GWh	Customers taking supply from multiple supply points on a single site other than an embedded network customer with aggregated annual consumption of > 2.2 GWh BUT ≤ 6.0 GWh. This tariff is only available to customers on the A34M tariff.
	A370	LV 6.0+ GWh	Customers consuming > 6.0 GWh pa
	A37C	LV 6.0+ GWh	Customers consuming > 6.0 GWh pa
	A37M ^c	LVMS 6.0+ GWh	Customers taking supply from multiple supply points on a single site other than an embedded network customer AND with aggregated annual consumption of > 6.0 GWh. This tariff is closed to new entrants.
	A37T ^c	LVMS 6.0+ GWh	Customers taking supply from multiple supply points on a single site other than an embedded network customer AND with aggregated annual consumption of > 6.0 GWh. This tariff is only available to customers on the A37M tariff.

Tariff Class	Tariff Code	Tariff Name	Criteria
Large Business – High Voltage	A400	HV	Customers consuming < 55 GWh pa
	A40E	HVEN	Customers with an Embedded Network
	A40C	HV or HVEN	Customers consuming < 55 GWh pa
	A40R ^c	HVRF	This tariff is closed to new entrants
	A40T ^c	HVRF	This tariff is only available to customers on the A40R tariff.
	A480	HV - Annual Consumption ≥ 55 GWh	Customers consuming ≥ 55 GWh pa
	A48C	HV - Annual Consumption ≥ 55 GWh	Customers consuming ≥ 55 GWh pa
Large Business – Sub-Transmission	A500	Subtransmission	Nominal voltage of 22,000 volts or greater
	A50C	Subtransmission	Nominal voltage of 22,000 volts or greater
	A50A	Subtransmission MA	Nominal voltage of 22,000 volts or greater
	A50T	Subtransmission MA	Nominal voltage of 22,000 volts or greater
	A50E	Subtransmission EG	Customers with embedded Generators connected to TTS-SSS-ST-EPG-TTS Loop.
	A50X	Subtransmission EG	Customers with embedded Generators connected to TTS-SSS-ST-EPG-TTS Loop.
	A50M	Subtransmission - Multiple feeder (NEW)	Site having multiple feeders with each feeder having a nominal voltage of 22,000 volts or greater.

^a A tariff code starting with the letter "F" indicates that the tariff attracts the Premium Feed-In--Tariff rebate. Tariff reassignment requests to a tariff starting with the letter "F" can only be made by the customer's retailer. This scheme ends on 31 October 2024. Existing customers may remain on "F" tariffs until they / retailers choose to move to another tariff or tariff code; however, no premium Feed-In-Tariff rebate will be paid following the closure of the scheme.

^b A tariff code starting with the letter "T" indicates that the tariff attracted the Transitional Feed-In-Tariff rebate. Transitional Feed-In-Tariff rebate is no longer applicable from 2017. Existing customers may remain on "T" tariffs until they / retailers choose to move to another tariff; however, no Transitional Feed-In-Tariff rebate will be paid.

^c Other terms and conditions apply.

The Deemed Distribution Contract and Jemena Electricity Networks' Policy for Resetting Contract Demand form part of the terms and conditions related to these prices. These documents can be viewed or downloaded from the following Website:

<http://jemena.com.au/getattachment/6602de3e-9780-4bf6-b5fb-7114f89e4956/Deemed-Standard-Distribution-Contract.aspx>

<https://jemena.com.au/about/document-centre/electricity/contract-demand-reset-policy>

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Appendix B

Jemena Tariff Assignment Form

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Jemena Electricity Networks (VIC) Ltd
Network Tariff Assignment Request Form for Business Customers

[Please use one form per Supply Point and e-mail the form to JENTariffs@jemena.com.au]

This Request Form applies for business customers only. It must be used to request a network tariff assignment with respect to a Change of Occupancy situation where the customer or the customer's representative believes the network tariff and/or contract demand that applied to the previous tenant are no longer appropriate to continue to apply.

Generally, a change of business name or business ownership does not constitute a Change of Occupancy for network tariff assignment purposes (i.e. current network tariff and contract demand applies). However, where the customer can demonstrate that the business' operation will change (or has changed) as a result of the change in business name or business ownership, then this form can also be used to request a tariff assignment provided supporting documentation is submitted with the Request Form.

Supporting documentation may include a statement from the customer (a person holding a General Manager position or higher) explaining what changes will be (or have been) implemented that would cause the site's current load characteristics to change, why in the customer's views these changes will cause the site's current load characteristics to change, the date(s) these changes will be (or have been) implemented and the impact of these changes to the site's current load characteristics.

Note: All fields denoted with * are mandatory

1. NEW CUSTOMER DETAILS

Business name*: _____

Business ABN or ACN*: _____

Supply point address*: _____

NMI*: VDDD _____ or 6001 _____

Date the change of occupancy (name or business ownership) occurred*: ___ / ___ / ___

Briefly describe the nature of the business and hours of operation:

2. PREVIOUS CUSTOMER DETAILS

Business name*: _____

Business ABN or ACN*: _____

Date the previous customer moved out*: ___ / ___ / ___

3. TARIFF CUSTOMER DETAILS

Type of network tariff assignment request (choose a number from the list below)*: _____

1. Change of occupancy, i.e. previous tenant moved out and new tenant moved in.
2. Change of business name (supporting documentation is required for this type of request)
3. Change of business ownership (supporting documentation is required for this type of request)
4. Other (specify) _____

Site's load characteristics resulting from the change:

1. Estimated annual consumption in kWh*: _____ kWh
2. Estimated maximum demand in kW *: _____ kW / kVA

Metering type currently installed (please tick)*:

1. Interval/Smart meter manually or remotely read
2. Two rate accumulation meter WITHOUT demand meter
3. Two rate accumulation meter WITH demand meter.
4. Single rate accumulation meter

4. PROPOSED NETWORK TARIFF DETAILS

Nominated network tariff name* : _____

Nominated network tariff code*: **A** _____ or **T** _____ or **F** _____

5. CONDITIONS APPLYING TO THE REQUEST

- The applicant must sign and e-mail the completed Request Form to jentariffs@jemena.com.au.
- Requests to reassign a Customer to a network tariff code starting with the letter "T" must be made by the customer's retailer.
- Where the applicant is not the Customer, it is the applicant's responsibility to ensure the Customer is aware of and agrees to this tariff reassignment request. The applicant is wholly responsible for conveying the correct information to JEN and also communicating the decision made by JEN to the Customer.
- JEN may request the applicant to re-submit the request if the initial Request Form is not correctly completed or if the form is modified in any manner.
- The applicant acknowledges that in the event the request is approved the contract demand applicable to the new tariff will be set in accordance with the JEN Policy for Resetting Contract Demand.
- Any network tariff reassignment request will not take effect until JEN advises the applicant in writing of the approval and the effective date of the new tariff assignment.
- Network tariff reassignment requests are limited to one application over any 12 months period.

6. APPLICANT DETAILS

Name (person lodging the request form): _____

Business Name: _____

Position Title (if applicable): _____

Telephone Number: (_____) _____ E-mail: _____

Applicant's Signature: _____ Date: ____/____/____

Note: If the applicant is the Customer's Retailer, the applicant warrants that it has been authorised to act Customer's behalf.

The section below is required to be completed by the customer, if the Applicant is someone other than the Customer or Customer's Retailer.

I _____ at the supply point address referred to in this Request Form, consent to the above applicant acting on my behalf. My contact details are as follows:

Position Title: _____

Telephone Number: () _____ E-mail: _____

Customer's Signature: _____ Date: ____/____/____

Appendix C

Jemena Tariff Reassignment Form



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Jemena Electricity Networks (VIC) Ltd Network Tariff Reassignment Request Form for Business Customer

[Please use one form per Supply Point and email the form to JENTariffs@jemena.com.au]

This **Request Form** must be used to request a network tariff reassignment for an existing business customer.

Note: All fields denoted with * are mandatory.

Fields denoted with # only apply to customers currently assigned to a demand network tariff.

1 – CUSTOMER DETAILS

Business name*: _____

Supply point address*: _____

NMI*: **VDDD** _____ or **6001** _____

Reasons for change in load and/or connection characteristics*:

2 – TARIFF REASSIGNMENT DETAILS

The network tariff code currently assigned to the customer*: _____

The contract demand currently applicable to the customer **: _____ kW / KVA

The maximum demand recorded over the past 12 months:** _____ kW / KVA

Actual consumption (complete section A or B as applicable) *:

A. Where the customer has been connected for a period of at least 12 months

- The actual annual consumption over the past 12 months: _____ kWh

B. Where the customer has been connected for a period less than 12 months

- The customer's actual consumption: _____ kWh
- Recorded over the period: From: __ / __ / __ To: __ / __ / __

Metering type currently installed (please tick) *:

- | | |
|---|--------------------------|
| 1. Interval/Smart meter manually or remotely read | <input type="checkbox"/> |
| 2. Two rate accumulation meter WITHOUT demand meter | <input type="checkbox"/> |
| 3. Two rate accumulation meter WITH demand meter. | <input type="checkbox"/> |
| 4. Single rate accumulation meter | <input type="checkbox"/> |

3 – PROPOSED NETWORK TARIFF DETAILS

Nominated network tariff name*: _____

Nominated network tariff code*: _____ (Please refer to tariff schedule)

4 – CONDITIONS APPLYING TO THE REQUEST

- The applicant must sign and e-mail the completed Request Form to jentariffs@jemena.com.au.
- Requests to reassign a Customer to a network tariff code starting with the letter “T” must be made by the customer’s retailer.
- Where the applicant is not the Customer, it is the applicant’s responsibility to ensure the Customer is aware of and agrees to this tariff reassignment request. The applicant is wholly responsible for conveying the correct information to JEN and also communicating the decision made by JEN to the Customer.
- JEN may request the applicant to re-submit the request if the initial Request Form is not correctly completed or if the form is modified in any manner.
- The applicant acknowledges that in the event the request is approved the contract demand applicable to the new tariff will be set in accordance with the JEN Policy for Resetting Contract Demand.
- Any network tariff reassignment request will not take effect until JEN advises the applicant in writing of the approval and the effective date of the new tariff assignment.
- Network tariff reassignment requests are limited to one application over any 12 months period.

5 - APPLICANT DETAILS

Name (person lodging the request form) *: _____

Business Name*: _____

Position Title (if applicable): _____

Telephone Number*: () _____ **E-mail*:** _____

Applicant's Signature*: _____ **Date*:** ____/____/____

Note: If the applicant is the Customer’s Retailer, the applicant warrants that it has been authorised to act on the Customer’s behalf.

The section below is required to be completed by the customer, if the Applicant is someone other than the Customer or Customer’s Retailer.

I _____ at the supply point address referred to in this Request Form, consent to the above applicant acting on my behalf. My contact details are as follows:

Position Title: _____

Telephone Number: () _____ **E-mail:** _____

Customer's Signature: _____ **Date:** ____/____/____

Appendix D

Network Tariff Reassignment Objection Form

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Jemena Electricity Networks (VIC) Ltd Network Tariff Reassignment Objection Form - Business and Residential

[Please use one form per Supply Point and email the form to CustomerRelations@jemena.com.au]

This **Objection Form** must be used to lodge a tariff reassignment objection to a decision JEN has made with regards to a network tariff reassignment either initiated by the customer or by JEN.

Note: All fields indicated with a * are mandatory.

1 - CUSTOMER DETAILS

Business name (if business customer)*: _____

Customer name (if residential customer)*: _____

Supply point address*: _____

NMI*: VDDD _____ or 6001 _____

2 – TARIFF REASSIGNMENT DETAILS

This objection is in relation to JEN's decision regarding (please tick one):

- Network Tariff Reassignment Application
- JEN initiated Network Tariff Reassignment

Date on letter or email communication (Notification) received from JEN: ___ / ___ / ___

3 – OBJECTION DETAILS

The applicant should provide reason for their objection. The applicant is encouraged to attach as a separate document:

1. The reasons for the objection to JEN's decision regarding the Tariff Reassignment
2. Provide any supporting evidence or documentation.

4 – CONDITIONS APPLYING TO THE REQUEST

- Applicant to sign and email the completed form to CustomerRelations@jemena.com.au.
- The applicant acknowledges that he has read the Policy for Tariff Assignment and Reassignment and that the information provided in this form is true, accurate and complete.
- Where the applicant is not the Customer, the applicant is wholly responsible for conveying the correct information to JEN and also communicating the decision made by JEN to the Customer.
- The applicant acknowledges that if the completed Objection Form is received within 20 business days from the date of JEN's Notification to the Customer or Customer's representative, JEN will apply the changes following the successful objection from the 1st billing period starting after the Notification.
- The applicant acknowledges that if the completed Objection Form is received after 20 business days from the date of JEN's Notification to the Customer or Customer's representative, JEN will apply the changes following the successful objection from the 1st billing period starting after receipt of the completed Objection Form.
- JEN may request the applicant to re-submit the Tariff Reassignment Objection Form if the initial form is not correctly completed or if the form is modified in any manner.

5 - APPLICANT DETAILS

Name (person lodging the objection form) *: _____

Business name*: _____

Position title (if applicable): _____

Telephone number*: () _____ E-mail: _____

Applicant's signature*: _____ Date*: ____ / ____ / ____

Note: If the applicant is the Customer's Retailer, the applicant warrants that it has been authorised to act on the Customer's behalf.

The section below is required to be completed by the customer, if the Applicant is someone other than the Customer or Customer's Retailer.

I _____ at the supply point address referred to in this Objection Form, consent to the above applicant acting on my behalf. My contact details are as follows:

Position Title: _____

Telephone Number: () _____ E-mail: _____

Customer's Signature: _____ Date: ____ / ____ / ____