



Jemena Electricity Networks (Vic) Ltd

**Policy for Network Tariff Assignment
and Reassignment**

TABLE OF CONTENTS

1. DEFINITIONS	3
2. INTRODUCTION	6
3. TARIFF CLASSES	6
4. SYSTEM OF ASSESSMENT	7
5. TARIFF ASSIGNMENT	7
6. TARIFF REASSIGNMENT	9
7. FLEXIBLE TARIFF ASSIGNMENT AND REASSIGNMENT	11
8. NOTIFICATION	13
9. OBJECTION	14
10. GENERAL CONDITIONS AND ADMINISTRATION PROCEDURES	15
APPENDIX A – TARIFF CRITERIA	16
APPENDIX B – JEN - TARIFF ASSIGNMENT REQUEST FORM – BUSINESS CUSTOMER	18
APPENDIX C – JEN - TARIFF REASSIGNMENT REQUEST FORM – BUSINESS CUSTOMER	21
APPENDIX D – JEN - TARIFF REASSIGNMENT OBJECTION FORM – BUSINESS AND RESIDENTIAL CUSTOMER	24

1. DEFINITIONS

In this document, unless the context otherwise requires:

AER	means the Australian Energy Regulator (<i>AER</i>).
applicant	means the person lodging with JEN the Tariff Assignment/Tariff Reassignment Request form. The <i>applicant</i> could be the <i>customer</i> or the <i>customer's representative</i> .
appropriate tariff	means the <i>tariff</i> which matches the criterion applicable to the <i>customer's load, connection and metering characteristics</i> .
B2B service order	means 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	means 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</i> voltage level – <i>Low Voltage</i> (LV), <i>High Voltage</i> (HV) or <i>Subtransmission</i>; and b) 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.
Common DB Process	refers to the “AMI Tariffs – Residential Customers: Tariff Application and Reversion Request Approach” developed by the Victorian Distributors in accordance with the requirements of the AMI Tariffs Order published 19 June 2013.
contract demand	means 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	means, in relation to the <i>retailer</i> , 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; and b) either: <ul style="list-style-type: none"> • whose NMI is allocated to the <i>retailer</i> under the National Electricity Code; or • to whom the <i>retailer</i> agrees to sell electricity under a Retail Contract, or to whom the <i>retailer</i> is deemed under the Electricity Industry Act (“EI Act”) to have a contract for the sale and <i>supply</i> of electricity (whether as a “default <i>retailer</i>” or a “supplier of last resort” or otherwise).
customer's representative	means the <i>retailer</i> , consultant, administrator, liquidator or third party contractor acting on the <i>customer's</i> behalf.
demand tariff	means a <i>tariff</i> approved by the <i>AER</i> which has a demand rate.
distribution licence	means a licence granted under section 19 of the EI Act to distribute and deliver electricity using a <i>distribution system</i> .

distribution system	means the system of electric lines (generally at nominal voltage levels of 66kV or below) which JEN is licensed to use to distribute electricity for delivery under its <i>distribution licence</i> .
DNSP	means distribution network service provider.
Flexible tariff	is the new 3-part residential tariff that JEN will introduce on 1 January 2013 (Tariff Code A10X).
GWh	is a unit of electrical energy consumption measurement (Gigawatt Hours). One <i>GWh</i> is equivalent to 1,000,000 <i>kWh</i> .
high voltage	nominal voltage levels of 1,000 volts or more but less than or equal to 22,000 volts.
JEN	means 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: a) annual electricity consumption in <i>kWh</i> ; and b) <i>maximum demand</i> in <i>kW</i> .
low voltage	means 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: a) the highest energy consumption in <i>kWh</i> recorded over any 30-minute period 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 multiplied by four (where the meter installed at the <i>customer's</i> premises measures 15 minutes interval data).
metering characteristics	means 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 demand meter d) Single rate accumulation meter
MWh	is a unit of electrical energy consumption measurement (Megawatt Hours). One <i>MWh</i> is equivalent to 1,000 <i>kWh</i> .
NEL	means National Electricity Law.
NER	refers to the National Electricity Rules (NER) which governs the operation of the National Electricity Market. The Rules have the force of law, and are made under the <i>National Electricity Law</i> .
new customer	means a <i>customer</i> who has taken over an existing <i>supply point</i> (i.e. change of occupancy) or has commenced to consume electricity from a new <i>supply point</i> in JEN's distribution area (whether or not the <i>customer</i>

	has changed premises).
NMI	means “National Metering Identifier” as defined in the National Electricity Code.
PFIT	refers to Premium Feed In Tariff. JEN has replicated some of its network <i>tariffs</i> , using the prefix “F” to denote these <i>tariffs</i> attract the Premium Feed-in Tariff rebate. For example A230 becomes F230 which indicates the <i>tariff</i> attracts the PFIT rebate.
previous tariff	is the tariff the <i>customer</i> was on immediately prior to movement to the <i>Flexible tariff</i> .
qualifying customer	means a <i>customer</i> who qualifies for the <i>PFIT</i> or <i>TFIT tariff</i> . The <i>customer</i> must have the following characteristics: net interval metering, a photovoltaic generating facility which has an installed or name-plate generating capacity of 5 kW or less and annual consumption less than 100 MWh where the <i>customer</i> is a small business or community organisation.
retailer	means a person who holds a retail licence in Victoria to sell electricity to customers.
reversion	refers to the <i>customer's</i> right to move from and to the <i>Flexible Tariff</i> only.
reversion period	Is the period from 1 July 2013 to 31 March 2015.
subtransmission	nominal voltage levels greater than 22,000 volts.
supply	means 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 JEN before being <i>supplied</i> to the <i>customer</i> provided that 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 JEN before being <i>supplied</i> 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 <i>supplied</i> .
tariff	means the network <i>tariff</i> or <i>tariffs</i> charged by JEN to <i>retailers</i> in respect of their customers, 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 JEN and each <i>retailer</i> .
TFIT	refers to Transitional Feed In Tariff. JEN has replicated some of its network <i>tariffs</i> , using the prefix “T” to denote these <i>tariffs</i> attract the Transitional Feed-in Tariff rebate. For example A230 becomes T230 which indicates the <i>tariff</i> attracts the TFIT rebate.
written notice	means notice given via mail, e-mail.

2. INTRODUCTION

This document sets out JEN's policy on *tariff* assignments and *tariff* reassignments; and outlines how JEN will implement this policy. The policy 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 Appendix G, the Final Decision – Appendices of the Victorian electricity distribution network service providers Distribution Determination 2011–2015 (Final Decision), in particular the regulatory obligation that :

- a) customers for Distribution Use of System (DUoS) services must be a member of a *tariff* class;
- b) *tariff* assignment and reassignment must be based on an effective system of assessment, taking into account the *customer's load, connection and metering characteristics*; and
- c) customers with similar *load and connection characteristics* are treated equally.

In determining the *tariff* class to which a *customer* or potential *customer* will be assigned or reassigned, JEN will take into account one or more of the following factors:

- a) the nature and extent of the *customer's* usage
- b) the nature of the *customer's connection* to the network
- c) whether remotely-read interval metering or other similar metering technology has been installed at the *customer's* premises as a result of a regulatory obligation or requirement.

In addition to the above requirements, when assigning or reassigning a *customer* to a *tariff* class, JEN will ensure that:

- a) customers with similar connection and usage profiles are treated equally
- b) customers who have micro-generation facilities are not treated less favourably than customers with similar load profiles without such facilities.

When developing this policy, JEN has endeavoured to balance JEN's rights to assign and reassign customers to the *appropriate tariffs* under the regulatory framework, the need to 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) and the *customer's* need to change their *tariff* from time to time.

JEN reserves the right to amend this policy at any time without notice.

3. TARIFF CLASSES

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 a number of *tariffs* sharing a common *tariff* code numbering convention. For example, Residential *tariff* class contains *tariffs* with *tariff* codes starting with A1XX, F1XX or T1XX whereas Small Business *tariff* class contains *tariff* codes starting with A2XX, F2XX or T2XX. The list of *tariffs* contained within each *tariff* class is detailed in Appendix A.

The five *tariff* classes are:

- 1) **Residential** – This *tariff* class contains all *tariffs* starting with *tariff* codes A1XX, F1XX or T1XX and applies to residential customers.

- 2) **Small Business** – This *tariff* class contains all *tariffs* starting with *tariff* codes A2XX, F2XX or T2XX and applies to *Low Voltage* business customers:
 - consuming an annual amount of electricity less than 400 *MWh*; AND
 - having a *maximum demand*¹ of less than 120 *kW*; AND
 - where *supply* is not taken from an on-site or dedicated substation.
- 3) **Large Business Low Voltage** – This *tariff* class contains all *tariffs* starting with *tariff* codes A3XX, F3XX or T3XX and applies to *Low Voltage* business customers:
 - consuming an annual amount of electricity greater than or equal to 400 *MWh*; OR
 - having a *maximum demand*² greater than or equal to 120 *kW*; OR
 - 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 *High Voltage* customers.
- 5) **Large Business Subtransmission** – This *tariff* class contains all *tariffs* starting with *tariff* codes A5XX and applies to *Subtransmission* customers.

Note embedded networks are contained within the Large Business *tariff* classes (*Low Voltage* or *High Voltage* depending on the embedded network's *connection characteristics*).

4. SYSTEM OF ASSESSMENT

JEN uses the following system of assessment to assign or reassign customers to the *appropriate tariff*.

- a) **Step 1 “Assigning the customer to a tariff class”** – The *customer* is assigned to the *appropriate tariff* class based on the *tariff* class criteria described in Section 3.
- b) **Step 2 “Assigning the customer to the appropriate tariff”** – Once the *customer* is assigned to the *tariff* class, the *appropriate tariff* is determined based on *customer's* load and metering characteristics, specified against the criteria applicable to each *tariff* in the *tariff* class.

The criteria applicable to each *tariff* are described in Appendix A.

JEN's annual published *tariff* schedule 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.

5. TARIFF ASSIGNMENT

Tariff assignment occurs when a *customer*:

- a) Commences to consume electricity from a new *supply point* (i.e. New Connection); or
- b) Takes over an existing *supply point* (i.e. Change of Occupancy)

¹ *maximum demand* is the greater of the *maximum demand* and the *contract demand* specified in the contractual arrangement between JEN and the *customer* (if it exists)

² *ibid*

Where a New Connection event occurs, JEN will use the estimated information collected from the *customer*, the *customer's representative* or the *retailer's B2B service order* to assign the *customer* to the *appropriate tariff*.

Where a Change of Occupancy event occurs for Business Customers, the *customer* or the *customer's representative* must notify JEN in writing of the change in occupancy, using the form in Appendix B to enable JEN to assign the *customer* to the *appropriate tariff*.

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) will take effect from the date the change of occupancy occurred. 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.

Where a Change of Occupancy event occurs for Residential Customers, the *retailer* must notify JEN using the *B2B service order* Meter Reconfiguration paperwork if a change in *tariff* is required.

In both circumstances, JEN will use the System of Assessment as described in Section 4 to assign the *customer* to the *appropriate tariff*.

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.

Note different rules apply for *tariff* assignment of residential customers to the *Flexible tariff* (A10X). These rules are described in Section 7 of this document.

Below are a few examples to illustrate how JEN uses its System of Assessment to determine the *appropriate tariff* to be assigned to the *customer*.

Example 1 - Business Customer A

Assumptions:

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

Assessment:

- a) **Assignment to a *tariff class*:** The *customer's* estimated *maximum demand* is 125 *kW*, which is greater than 120 *kW*. As a result *Customer A* is assigned to *tariff class* "Large Business - Low Voltage".
- b) **Assignment to the *appropriate tariff*:** 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 *customer A* is assigned to *tariff code* A300 "LV 0.4 – 0.8 *GWh*".

Example 2 - Business Customer B

Assumptions:

- Estimated annual consumption: 240 *MWh*
- Estimated *maximum demand*: 70 *kW*
- *Low voltage supply* not taken from an onsite or dedicated substation
- Interval meter

Assessment:

- a) **Assignment to a tariff class:** The *customer* is not taking *supply* from an onsite or dedicated substation, the estimated *maximum demand* is less than 120 kW and the estimated annual consumption is less than 400 MWh. As a result *Customer B* is assigned to tariff class “*Small Business*”.
- b) **Assignment to the appropriate tariff:** The estimated *maximum demand* is 70 kW, which is greater than 60 kW and the *customer* has an interval meter. As a result *Customer B* is assigned to tariff code A230 “*Time of use weekdays - Demand*”.

6. TARIFF REASSIGNMENT

When a *new customer* is assigned to a *tariff*, that *tariff* will continue to apply until such time as a result of a change in the *customer's load, connection or metering characteristics*, either:

- a) The *customer* or the *customer's representative* applies for a *tariff* reassignment; or
- b) JEN initiates the *tariff* reassignment after providing the *customer* notice prior to the reassignment

Where the *customer* or the *customer's representative* wants to make a request for a *tariff* reassignment, they must apply in writing by using the *Tariff Reassignment Request Form* in Appendix C for Business Customers.

For Residential Customers, the request for *tariff* reassignment must be made by the *customer's retailer* and must follow the *Common DB Process*.

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, or a *contract demand* reset 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 System of Assessment described in Section 4 to reassign the *customer* to the *appropriate tariff*.

Where a *customer* is on a *demand tariff*, the *tariff* reassignment does not trigger an automatic change in the *contract demand*. However, where the minimum chargeable demand applicable to the *tariff* to be reassigned to the *customer* is greater than the *contract demand* that applied to the existing *tariff*, the *contract demand* will increase to match the minimum chargeable demand applicable to the *tariff* to be reassigned to the *customer* (refer 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:

<http://jemena.com.au/what-we-do/assets/jemena-electricity-network/contract-demand-reset.aspx>

Note different rules apply for *tariff* reassignment of residential customers to and from the *Flexible tariff* (A10X). These rules are described in Section 7 of this document.

Below are a few examples to illustrate how JEN uses its System of Assessment and review to determine the *appropriate tariff* to be reassigned to the *customer*.

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 kW
- Customer applied to be reassigned to tariff code A320

Assessment:

- a) **Assignment to a tariff class:** The customer's annual consumption is 830 MWh, which is greater than or equal to 400 MWh. As a result Customer C will remain on tariff class "Large Business - Low Voltage".
- b) **Assignment to the appropriate tariff:** 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 Customer C application is successful and will be reassigned to tariff code A320. The contract demand will not change as a result of Customer C switching to tariff code A320

Example 2 - Business Customer D

Assumptions:

- Annual consumption: Changed from 805 MWh to 380 MWh (changes in load characteristics)
- Low voltage supply taken from an onsite substation
- Existing tariff Class: "Large Business – Low Voltage"
- Existing tariff code: A320
- Existing contract demand 252 kW
- Customer applied to be reassigned to tariff code A230 under tariff class "Small Business"

Assessment:

- a) **Assignment to a tariff class:** The customer is taking supply from an onsite substation. As a result Customer D is not eligible to be reassigned to tariff class "Small Business". The customer will remain on tariff class "Large Business - Low Voltage". In this case Customer D application is unsuccessful.
- b) **Assignment to the appropriate tariff:** Despite the customer's 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 Customer D will be reassigned to tariff code A300. The contract demand will not change as a result of Customer D switching to tariff code A300.

Example 3 - Business Customer E

Assumptions:

- Annual consumption: Changed from 270 MWh to 405 MWh (changes in load characteristics)
- Low voltage supply not taken from an onsite or dedicated substation
- Existing tariff Class: "Small Business"
- Existing tariff code: A230

- Existing *contract demand* 105 kW
- *Customer* applied to be reassigned to *tariff* code A300 under *tariff* class “Large Business – Low Voltage”

Assessment:

- a) **Assignment to a *tariff* class:** The *customer's* annual consumption is 405 MWh, which is greater than or equal to 400 MWh. As a result *Customer* E will be reassigned to *tariff* class “Large Business – Low Voltage”.
- b) **Assignment to the *appropriate tariff*:** The annual consumption is 405 MWh, which is less than or equal to 0.8 GWh. As a result *Customer* E 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.

7. FLEXIBLE TARIFF ASSIGNMENT AND REASSIGNMENT

JEN has introduced a *Flexible tariff* on 1st Jan 2013 that will apply only to Residential Customers. The *tariff* code for the *Flexible tariff* is A10X.

The rules that will apply to the *tariff* assignment and reassignment of a Residential *Customer* to and from the *Flexible tariff* are as below,

- The *Flexible tariff* will only apply to Residential Customers with an AMI meter that is remotely read.
- All *tariff* change requests to and from the *Flexible tariff* must be made by the *customer's* *retailer* and follow the *Common DB Process*.
- Where a New Connection event occurs, the *retailer* must request JEN to apply the *Flexible tariff* via the *B2B service order* New Connections paperwork by specifying the *Flexible tariff* code in the “Proposed Tariff” field of the B2B paperwork. Where the “Proposed Tariff” field is left blank, the *customer* will be assigned to the General Purpose A100 *tariff*.
- Where a Change of Occupancy event occurs, the *tariff* that applied to the previous tenant or owner will continue to apply until such time the *retailer* notify JEN of the change of occupancy situation. The notification must be made to JEN via the *B2B service order* Meter Reconfiguration paperwork by specifying the required *tariff* code in the “Proposed Tariff” field of the B2B paperwork.
- Where the *retailer* wants to make a request for a *tariff* reassignment to or from the *Flexible tariff*, they must apply by using the *B2B service order* Meter Reconfiguration paperwork.
- During the *reversion period*, customers will have the right to revert from the *Flexible tariff* to their *previous tariff* with no restrictions except in the case where the *previous tariff* is a closed *tariff*. In this case customers will be allowed to revert back to their closed *previous tariff* provided the *retailer* who requested the *reversion* is the same *retailer* who initially applied the closed *previous tariff*.
- If a *customer* on the General Purpose and Off Peak Heating tariffs (A100/A180) switches to the *Flexible tariff* and then installs solar panels, the *customer* will be allowed to revert to the closed *tariff* Time of Use Interval Meter (A10I).
- Existing Solar Customers on *PFIT* or *TFIT tariff* -
 - Will be treated in a similar manner as all other non-solar customers. In particular in terms of their right to move to and from the *Flexible tariff*.
 - Will not lose their solar rebate eligibility if they move to and from the *Flexible tariff*.

- *Tariff* reassignment to and from the *Flexible tariff* will only be effective from the schedule date as indicated on the *B2B service order* Meter Reconfiguration paperwork, provided this date is equal to or greater than the date of receipt of the paperwork.
- Where a *retailer* transfer has occurred and the *tariff* reassignment to and from the *Flexible tariff* is required to align with the MSATS retail transfer date then the *tariff* change will be applied effective from the MSATS retail transfer date or where this is more than 10 *business days* prior, the schedule date as indicated on the *B2B Service Order* Meter Reconfiguration paperwork less 10 *business days*.

Below are a few examples to illustrate how JEN will review and apply the *Flexible tariff* and its reversion for residential customers:

Example 1 – Customer A (New Connection Customer)

Assumption:

- *Previous tariff* – Not applicable
- *Current retailer* – ABC
- *Connection status* – New Connection with supply start date 1st Aug 2013
- *Tariff requested* – A10X
- Request made using *B2B service order* for New Connection by specifying A10X *tariff* in the “proposed tariff” field of the B2B.

Assessment:

- a) The *customer* will be assigned to the A10X *tariff* to be effective from the supply start date, i.e. 1st Aug 2013.

Example 2 – Customer B (Existing Customer)

Assumption:

- *Previous tariff* – A140 (closed tariff)
- *Current retailer* - ABC
- *Connection status* – Existing Customer
- *Current tariff* – A10X
- *Tariff requested* – A140 (closed tariff) with special instruction SAPPLY
- Request made via *B2B service order* Meter Reconfiguration paperwork with schedule date 15th October 2013.

Assessment:

- a) The *customer* is with the **same** *retailer* being ABC.
- b) The *customer* will be allowed to revert to the *previous tariff* (A140) to be effective from the schedule date, i.e. 15th October 2013.

Example 3 – Customer C (Existing Customer)

Assumption:

- *Previous tariff* – A10I (closed tariff)
- *Current retailer* – ABC
- *New retailer* – XYZ
- *Connection status* – Existing *customer*
- *Current tariff* – Moved to A10X *tariff* with ABC *retailer* prior to moving to XYZ *retailer*

- *Tariff* requested – A10I (closed *tariff*) with special instruction SAPPLY
- Request made via *B2B service order* Meter Reconfiguration paperwork with schedule date 15th October 2013.

Assessment:

- a) The *customer* has changed to a **different** *retailer* being XYZ.
- b) The *customer* **cannot** revert to his *previous tariff* (A10I) as the request is not from the *retailer* that originally applied the *previous tariff* (A10I).

Example 4 – Customer D (Existing Customer with new Solar Installation)

Assumption:

- *Previous tariff* – A100/A180 (General Purpose with Off Peak Hot water)
- Current *retailer* – ABC
- Connection status – Existing *customer*
- Current *tariff* – Moved to A10X *tariff* on 1st August 2013
- Solar installation – 1st November 2013
- *Tariff* requested – A100/A180 with special instruction SAPPLY
- Request made via *B2B service order* Meter Reconfiguration paperwork with schedule date 15th December 2013.

Assessment:

- a) The *customer* is with the **same** *retailer* being ABC.
- b) The *customer* **cannot** revert to his *previous tariff* (A100/A180), as the A180 *tariff* is not available to *customers* that install embedded generation.
- c) The *customer* can however, choose to revert to the closed *tariff* A10I to be effective from the schedule date, i.e. 15th December 2013.

8. NOTIFICATION

JEN has a regulatory obligation to notify the *customer* directly in writing of the *tariff* class to which the *customer* has been reassigned prior to the reassignment occurring³.

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.

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*.

Tariff Reassignment initiated by JEN

In the event JEN initiates the *tariff* reassignment, JEN will notify the *customer* directly in writing prior to the *tariff* reassignment occurring.

³ Clause 6, Appendix G, the Final Decision – Appendices of the Victorian Electricity Distribution Network Service Providers Distribution Determination 2011-15

9. OBJECTION

In addition to the notification obligation mentioned in Section 7, JEN is required to advise the *customer* that they may request further information from JEN and that they may object to the proposed *tariff* reassignment decision made by JEN. As part of this obligation, JEN will also make available to customers the internal procedures for reviewing the objections or the link to where such information is available on JEN's website. JEN encourages customers to request for further information or clarification of its *tariff* reassignment decision before an objection is lodged.

The objection provision allows the *customer* to formally request a review of the *tariff* reassignment decision. Customers who wish to lodge an objection must do so in writing by using the Tariff Reassignment Objection Form in Appendix D and providing any supporting evidence or documentation related to the decision being reviewed. The completed Tariff Reassignment Objection Form must be emailed to CustomerRelations@jemena.com.au.

JEN is committed to treating all customers equally and must comply with its regulatory obligations as mentioned in Appendix G, the Final Decision – Appendices of the Distribution Determination 2011-2015. JEN takes into account the *customer's load, connection and metering characteristics* in determining the *appropriate tariff* to be reassigned. Customers 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* objection application.

JEN encourages that *applicant* who initially lodged the Tariff Reassignment Request Form (Appendix C for Business Customers) or *B2B service order* for Residential Customers to also lodge the Objection Form (Appendix D), should Jemena reject their request for *tariff* reassignment. This will help to avoid delays and streamline the administration process.

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 Notification. Where the completed objection form is received 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* completed Tariff Reassignment Objection Form:

- a) JEN will acknowledge receipt of the objection application within 5 *business days*
- b) The objection will be escalated to the Manager Commercial Strategy & Performance for the review.
- c) In reviewing the objection, the Manager Commercial Strategy & Performance will assess if the original decision complied with this policy, JEN's regulatory obligations and will take into consideration any supporting evidence and documentation provided.
- d) The *applicant* will be notified in writing of the outcome of the internal review and reasons for accepting or rejecting the *applicant's* objection within 20 *business days* from the date JEN receives the objection application.
- e) JEN may contact the *applicant* to request further information.
- f) If JEN believes the objection review process will take longer than 20 *business days*, the *applicant* will be advised accordingly.

Should the *customer* not be satisfied with the response received from JEN, the *customer* may escalate the matter to the Energy and Water Ombudsman (Victoria) or other relevant external dispute resolution body, provided the resolution of such dispute are within their jurisdictions.

If the *customer* is still not satisfied with the external party's assessment, the *customer* can seek a decision from the *AER* using the dispute resolution process available under Part 10 of the NEL.

10. GENERAL CONDITIONS AND ADMINISTRATION PROCEDURES

- JEN reserves the right to amend this policy at any time without notice.
- All requests for *tariff* assignment or reassignment of Business Customers must be made in writing by the *customer* or the *customer's representative* using the appropriate form.
- All requests for *tariff* assignment or reassignment of Residential Customers must be made by the *customer's retailer* using the appropriate *B2B Service Order* paperwork.
- If a *customer* on the General Purpose and Off Peak Heating *tariffs* (A100/A180) installs solar they will be eligible to be assigned to the A10I tariff. Where *retailer* specifies another eligible open *tariff* to be assigned via the B2B paperwork, this requested *tariff* will be assigned.
- 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.
- JEN will advise the *applicant* in writing of the decision to a *tariff* assignment or reassignment within 10 *business days* of receipt of the request.
- The number of *tariff* reassignment applications a *Customer* may make in any 12-month period is limited to one per *supply point* except in the case of a request for Residential Customers.
- Where there is a reference in this policy to JEN exercising a right or discretion or that JEN "may" consider or perform an action, it is in JEN's sole discretion whether or not JEN chooses to exercise that right or power and how JEN exercises that discretion, right or power.

APPENDIX A – TARIFF CRITERIA

A tariff code starting with the letter “F” and “T” indicates that the *tariff* attracts the feed in *tariff* rebate.

Tariff Class	Tariff Code	Tariff Name	Criteria
Residential	A100 / F100 ^a / T100 ^b	General Purpose	Customers with a single rate accumulation meter.
	A10X / F10X ^a / T10X ^b	Flexible	Customers with a remotely read AMI meter.
	A10I / F10I ^a / T10I ^b	Time of Use Interval Meter	Customers with an interval meter. This tariff is closed to new entrants.
	A140	Time of Use	This tariff is closed to new entrants.
	A180	Off Peak Heating Only	Customer with off-peak dedicated load.
Small Business	A200 / F200 ^a / T200 ^b	General Purpose	Customers with a single rate accumulation meter.
	A210 / F210 ^a / T210 ^b	Time of Use Weekdays	Customers consuming < 160 MWh pa and having a maximum demand < 60 kW OR to customers with a two rate accumulation meter.
	A230 / F230 ^a / T230 ^b	Time of Use Weekdays - Demand	Customers with a meter capable of measuring demand.
	A250 / F250 ^a / T250 ^b	Time of Use Extended	Customers consuming < 160 MWh pa and having a maximum demand < 60 kW OR to customers with a two rate accumulation meter. This tariff is closed to new entrants.
	A270 / F270 ^a / T270 ^b	Time of Use Extended - Demand	Customers with a meter capable of measuring demand. This tariff is closed to new entrants.
Large Business- Low Voltage	A300 / F300 ^a / T300 ^b	LV 0.4 - 0.8 GWh	Customers consuming ≤ 0.8 GWh pa
	A30E	LVEN Annual Consumption ≤ 0.8 GWh	Customers with an Embedded Network 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
	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

	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.
	A370	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.
Large Business-High Voltage	A400	HV	Customers consuming < 55 GWh pa
	A40E	HVEN	Customers with an Embedded Network
	A40R	HVRF	This tariff is closed to new entrants
	A480	HV - Annual Consumption ≥ 55 GWh	Customers consuming ≥ 55 GWh pa
Large Business - Subtransmission	A500	Subtransmission	Nominal voltage of 22,000 volts or greater
	A50A	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.

^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.

^b A tariff code starting with the letter "T" indicates that the tariff attracts the Transitional Feed-In-Tariff rebate. Tariff reassignment requests to a tariff starting with the letter "T" can only be made by the customer's retailer.

^c A tariff code ending with the letter "M" is applicable to customers taking supply from multiple supply points on a single site other than an embedded network customer. The terms and conditions applicable for the assignment to this tariff can be obtained from the Jemena website via the link below,

<http://jemena.com.au/what-we-do/assets/jemena-electricity-network/tariff-reassignment.aspx>

APPENDIX B – JEN - TARIFF ASSIGNMENT REQUEST FORM – BUSINESS CUSTOMER

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

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

This **Request Form** 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 are mandatory except for those denoted with *

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 ASSIGNMENT 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

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 assign 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, the applicant is wholly responsible for conveying the correct information to Jemena Electricity Networks (Vic) Ltd (JEN) and communicating any further requests and decisions made by JEN to the Customer and the Customer’s Retailer.
- JEN may request the applicant to re-submit the Request Form if the initial request form is not correctly completed or if the form is modified in any manner.
- The applicant acknowledges that if the completed Request Form is received by JEN within 20 business days from the date the change of occupancy (business name or business ownership) occurred, the new tariff assignment (if approved) will take effect from the date the change of occupancy (business name or business ownership) has occurred. Otherwise, the tariff change (if approved) will take effect from the first billing period after the date JEN receives the Request Form by e-mail at the address specified above.
- Any network tariff assignment request will not take effect until JEN advises the applicant in writing of the approval and the effective date of the new tariff assignment.

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 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 C – JEN - TARIFF REASSIGNMENT REQUEST FORM – BUSINESS CUSTOMER

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

[Please use one form per Supply Point and e-mail 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 are mandatory except for those denoted with *.
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

The maximum demand recorded over the past 12 months #: _____ kW

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):

- Interval/Smart meter manually or remotely read
- Two rate accumulation meter WITHOUT demand meter
- Two rate accumulation meter WITH demand meter.
- Single rate accumulation meter

3 – PROPOSED NETWORK TARIFF DETAILS

Nominated network tariff name *: _____

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

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 – JEN - TARIFF REASSIGNMENT OBJECTION FORM –
BUSINESS AND RESIDENTIAL CUSTOMER**

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

[Please use one form per Supply Point and e-mail 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 are mandatory except for those indicated with a *.

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 e-mail 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: ____/____/____