

Aurora Energy's approved Standing Offer prices from 1 July 2016

ANNOUNCEMENT

These standing offer prices have been approved by the Tasmanian Economic Regulator in accordance with the Price-Regulated Retail Service Price Determination made under section 40AA(1) of the *Electricity Supply Industry Act 1995* and apply from 1 July 2016 to 30 June 2017.

The following schedule should be read in conjunction with Aurora Energy's Standard Retail Contract, which is available at www.auroraenergy.com.au

Cancellation of service

Electricity will be supplied to customers on the basis of the published tariffs as from 1 July 2016 and any customer not wishing to receive power on that basis should notify Aurora Energy to arrange a disconnection.

Concessions

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

Life support and medical cooling or heating

Some customers on life support equipment or who have a condition that requires additional cooling or heating may be entitled to receive a discount depending on the type of equipment that they use.

Direct debit discount

A discount will be allowed on statements that have charges for electricity use and show a Direct Debit receipt in the transactions.

The discount is calculated at a daily rate of 5 cents plus GST per day.

Daily supply charges

These include service and meter charges.

GST

Prices are inclusive of GST.

Times

Any reference to time means Eastern Standard Time.

Power factor

All customer installations are to comply with the power factor requirements of Section 8.6.3 of the Tasmanian Electricity Code.

Aurora PAY AS YOU GO

Separate notification will be issued for changes to Aurora PAY AS YOU GO rates and charges, including concessions.

Residential light and power – Tariff 31

Daily supply charge 92.457c per day
Energy (all kWh) 26.065c per kWh

Conditions

- This tariff applies to –
 - private residences.
 - private flats.
 - low voltage installations only.
- Electrical energy supplied through residential meters for use in farm outbuildings may be charged under this tariff.
- Storage hot water supply systems may be separately charged under Tariff 41, Tariff 42, Tariff 61 or Tariff 62.
- Curtilage conditions may apply in respect of existing curtilage discounts. No new curtilage discounts will be available.

Heating and hot water – Tariff 41 (residential space heating and hot water)

Daily supply charge 17.907c per day
Energy (all kWh) 15.719c per kWh

From 1 July 2016, the two heating and hot water tariffs of Tariff 41 and 42 have been combined under one tariff class. Terms and conditions associated with these tariffs remain unchanged. Apart from the price increase between 2015-16 and 2016-17 there are no other price changes in relation to these tariffs.

Conditions

- This tariff is for water heating and/or residential space heating and/or domestic indoor pool heating only and for installations located on premises used wholly or principally as private residential dwellings.
- For installations located at premises not used as private residential dwellings, this tariff is for water heating only.
- This tariff is not available on a stand-alone basis and to be eligible customers must also be supplied under Tariff 31 – Residential light and power and general Tariff 22.
- A compliant meter is the minimum required for installations on this tariff.
- To be connected to this tariff, water heating systems in private residential dwellings:
 - must comply with AS 1056, Storage water heaters; and
 - should comply with AS/NZS 3500.4:2003, Plumbing and drainage – Heated waters services and AS 3500.4.1 – 1997, National Plumbing and Drainage – Hot water supply systems – Performance requirements; and
 - must have an electric heating unit rating not exceeding 16 Watts per litre if the storage capacity of the water heating system is less than or equal to 500 litres; or
 - must have an electric heating unit rating not exceeding 32 Watts per litre if the storage capacity of the water heating system is greater than 500 litres.
- Non-compliant systems may be refused connection or be disconnected.
- Where a private residential dwelling has a water storage heater installed and the storage capacity is greater than 20 litres but less than 100 litres, the limit of 16 Watts per litre may be exceeded by that individual water storage heater. Only one water storage unit with a storage capacity between 20 and 100 litres that exceeds the 16 Watts per litre threshold may be installed at a private residential dwelling.
- To be eligible for this tariff, water heating systems at premises not used as private residential dwellings:
 - must comply with Australian Standard 1056, Storage Water Heaters; and
 - should comply with AS/NZS 3500.4:2003, Plumbing and drainage – Heated waters services and AS 3500.4.1 – 1997, National Plumbing and Drainage – Hot water supply systems – Performance requirements, and
 - must have an electric heating unit rating not exceeding 16 Watts per litre if the storage capacity of the water heating system is less than or equal to 500 litres; or
 - must have an electric heating unit rating not exceeding 32 Watts per litre if the storage capacity of the water heating system is greater than 500 litres.
- Where an installation that is not at a private residential dwelling has two or more water storage heaters installed, and the combined storage capacity is greater than 500 litres, the limit of 32 Watts per litre may be exceeded by an individual water storage heater, provided that the ratio of the total wattage of all the water heating units to the total storage capacity does not exceed 32 Watts per litre.
- Permanently installed "wired-in" electric heater(s) may be eligible on condition that the wiring for any such electric heater(s) is installed by a registered electrician in accordance with AS/NZS 3000 wiring rules and associated regulations and acts, and one of the following conditions are met:
 - if a residence has a permanently installed "wired-in" electric heater with an output of at least 3.5 kW in a living area, on a single functional switch, then this, and any additional permanently "wired-in" space heaters throughout the residence, may be installed on this tariff; or
 - a total rating of at least 5 kW of the same heating system installed throughout the residence. This heating system must be the priority heating system of the main living area and must have a single functional switch in each heated area throughout the residence. However, where a ducted heating system is installed, the control switch must be located near the heating unit in order to qualify for this tariff; or
 - heating in secondary areas such as bedrooms and hallways if the residence has off-peak storage heating in the living areas) as its priority source of heating. The secondary heating system should be a permanently connected single propriety heating system with a total minimum heating capacity of 5 kW.
- Private domestic indoor swimming pools are allowed to be connected under this network tariff if an installation:
 - complies with the residential space heating system rules as provided above; and
 - has an electrical input power limit of 400 Watt/m² of surface area.
- Spas are not eligible for connection to this network tariff.
This tariff will be applied following an electrical works request to Aurora Energy from an electrical contractor. Upon receipt of the electrical works request, the tariff will be applied to a customer's account from the date the meter was changed or the day after the last quarterly read, whichever is the later.

General – Tariff 22

Daily supply charge 99.881c per day
First 500 kWh per quarter 35.552c per kWh
Remainder 26.098c per kWh

Conditions

- This tariff applies to electrical energy used for all purposes.
- This tariff may be used in conjunction with Tariff 43, Tariff 61 or Tariff 62.
- Where, prior to 1/7/2008 and in respect of eligible installations, curtilage discounts have been given, those discounts may continue until further notice. Curtilage discounts are only available to installations carrying on farming under ANZSIC Class 1. No new curtilage discounts will be available.
- Between 1/7/2016 and 30/6/2017, where a curtilage discount applies, a rebate of 10% of the daily charge will be applied to this tariff.
- This tariff is for low voltage installations only.

Off-Peak with afternoon boost period – Tariff 61

Daily supply charge 22.692c per day
Energy (all kWh) 12.655c per kWh

Conditions

- The supply is to be available for a period of at least:
 - 9 hours between 8pm of every day and 7am of the following day.
 - 2 hours between 1pm – 4.30pm of every day.
 - This tariff applies only in association with Tariff 31, Tariff 34 or Tariff 22.
- General conditions for Off-Peak supply**
- An Off-Peak tariff may be used for water heating, space heating and/or any other wired-in appliances as approved by TasNetworks.
 - An Off-Peak tariff is not to be applied to any apparatus or equipment also supplied under another tariff, other than approved thermal-storage space heaters or approved thermal-storage water heaters.
 - The selected times within the periods in the conditions are to be at the discretion of TasNetworks.
 - Except with the written consent of TasNetworks, automatic electric storage water heaters of household type hot water supply systems under this tariff must comply with Australian Standard 1056, Storage water – heaters.
 - TasNetworks may decline to connect or leave connected under this tariff the heating units of any household type hot water supply system that is not in accordance with approved Australian Standards AS 3500.4.1 – 1997 and 3500.4.2:1997, National Plumbing and Drainage Code, Part 4 Hot Water Supply Systems and all amendments.
 - An Off-Peak tariff is not available for circuits supplying general purpose outlets, other than existing circuits on Tariff 61/62.

Off-Peak, night period only – Tariff 62

Daily supply charge 22.692c per day
Energy (all kWh) 11.920c per kWh

Conditions

- Energy to installations connected on this tariff will only be available between 22.00 hours and 07:00 hours the following day.
- General conditions for Off-Peak supply – refer to General Conditions for Tariff 61.**

Residential Time-of-Use (ToU) – Tariff 93

Daily supply charge 103.021c per day
Peak 31.307c per kWh
Off-Peak 14.577c per kWh

| Time periods | Tariff rate |
|--|-------------|
| Mon – Fri 07:00 – 10:00 Mon – Fri 16:00 – 21:00 | Peak |
| Mon – Fri 10:00 – 16:00 Mon – Fri 21:00 – 07:00 | Off-peak |
| Sat – Sun (all weekends) | Off-peak |

All times are stated in Australian Eastern Standard Time (AEST).

Conditions

- This tariff is available for low voltage installations that are premises used wholly or principally as private residential dwellings.
- There are no restrictions on the use of the supply (i.e. the supply may be used for general power, heating, water heating, etc.).
- Farm outbuildings may be connected on this tariff provided that the connection is through the meters for the farm residence.
- An installation that is supplied under this tariff may be reassigned to Tariff 31 – residential low voltage general, provided it remains a private residential dwelling.
- This tariff may also be used in conjunction with the Tariff 62 – controlled low voltage energy – night period only.
- A compliant meter capable of recording time of use data is the minimum requirement for installations on this tariff.
- Water heating systems connected on this network tariff:
 - must comply with AS 1056, Storage water heaters; and
 - should comply with AS/NZS 3500.4:2003, Plumbing and drainage – Heated waters services and AS 3500.4.1 – 1997, National Plumbing and Drainage – Hot water supply systems – Performance requirements.
- Non-compliant systems may be refused connection or disconnected
- This tariff is offered on an 'opt-in' basis except where customers already have installed at their premises a meter capable of recording time-of-use data.

Business Time-of-Use (ToU) – Tariff 94

Daily supply charge 108.191c per day
Peak 28.426c per kWh
Shoulder 20.149c per kWh
Off-Peak 11.545c per kWh

| Time periods | Tariff rate |
|-------------------------|-------------|
| Mon – Sun 07:00 – 22:00 | Peak |
| Sat – Sun 07:00 – 22:00 | Shoulder |
| Mon – Sun 22:00 – 07:00 | Off-Peak |

All times are stated in Australian Eastern Standard Time (AEST).

Conditions

- This tariff is available for low voltage installations located on premises that are not used wholly or principally as private residential dwellings.
- There are no restrictions on the use of the supply (i.e. the supply may be used for general power, heating, water heating, etc.).
- A site that is supplied under this tariff may not be reassigned to Tariff 34 – business low voltage nursing homes.
- This tariff may be used in conjunction with the Tariff 62 – controlled low voltage energy – night period only.
- A compliant meter capable of recording time of use data is the minimum requirement for installations on this tariff.
- To be connected on this tariff, a water heating system:
 - must comply with AS 1056, Storage water heaters; and
 - should comply with AS/NZS 3500.4:2003, Plumbing and drainage – Heated waters services and AS 3500.4.1 – 1997, National Plumbing and Drainage – Hot water supply systems – Performance requirements.
- Non-compliant systems may be refused connection or disconnected.
- This tariff is offered on an 'opt-in' basis except where customers already have installed at their premises a meter capable of recording time-of-use data.

Nursing homes light and power – Tariff 34 (Obsolete)

Daily supply charge 140.050c per day
First 500 kWh per quarter 32.968c per kWh
Next 500 kWh per quarter 25.632c per kWh
Remainder 21.566c per kWh

New connections to Tariff 34 are no longer available.

Conditions

- This tariff applies only to nursing homes registered with the Australian Government Department of Health.
- Storage hot water supply systems may be separately charged under Tariff 43, Tariff 61 or Tariff 62.
- The energy rates are for low-voltage supply.

Business hot water supply system – Tariff 43

Daily supply charge 17.907c per day
Energy (all kWh) 15.719c per kWh

Conditions

- This tariff may be applied only in association with Tariff 22 or Tariff 34.
- Except with the written consent of TasNetworks or as provided in conditions (c) and (d), this tariff applies only to hot water supply systems having automatic electric storage water heaters complying with Australian Standard 1056, Storage Water-Heaters, and having an electric heating unit rating not exceeding 16 watts per litre, or not exceeding 32 watts per litre if the total delivery rating is greater than 500 litres.
- Where 2 or more storage heaters are installed in the one installation, the limit of 32 watts per litre may be exceeded within individual heaters if the ratio of the total wattage of all the heating units to the total delivery rating does not exceed 32 watts per litre and the total delivery rating is greater than 500 litres.
- Dairy water heaters containing main heating units and booster heating units may have both heating units connected under this tariff.
- For dairy water heaters, the limits placed on heating unit rating and compliance with AS 1056 do not apply.

Irrigation Time-of-Use (ToU) – Tariff 75

Daily supply charge 281.517c per day
Peak energy 31.514c per kWh
Shoulder energy 24.604c per kWh
Off-Peak energy 15.374c per kWh

Conditions

- This tariff applies only to irrigation pumping for approved agricultural purposes classified by ANZSIC Class 01.
- Time of Use periods apply:
 - from 1 April to 30 September Peak rates apply from 7am to 10pm Monday to Friday, Shoulder rates apply from 7am to 10pm Saturday and Sunday, and Off-Peak rates apply at all other times.
 - from 1 October to 31 March shoulder rates apply from 7am to 10pm Monday to Friday and Off-Peak rates apply at all other times.

Monthly kVA demand low voltage – Tariff 82

Daily supply charge 313.148c per day
Energy (all kWh) 16.088c per kWh
All kVA \$204.502 per kVA per annum

Conditions

- This tariff applies to electrical energy used for any purpose.
- The demand charge is the product of the demand charge rate and the maximum demand.
Maximum demand is the maximum demand measured at any time of day.
- TasNetworks may determine:
 - the maximum demand by measurement or assessment.
 - whether this tariff applies to a part or the whole of an installation.
- This tariff applies only to an installation that uses a 3-phase supply.
- TasNetworks may make a special charge if a feeder extension or special substation is necessary.
- TasNetworks is to read the meters on, or as soon as practicable after, the first working day of the calendar month immediately after the nominated month.
- An account under this tariff is to be:
 - rendered monthly.
 - rendered on, or as soon as practicable after, the day on which the meter is read.
 - posted or sent by facsimile to the customer's address.
- For the purposes of this tariff, 'nominated month' means the period between a meter reading and the next following meter reading.

Monthly kVA demand high voltage – Tariff 85

Daily supply charge 307.140c per day
Energy (all kWh) 14.162c per kWh
All kVA \$117.191 per kVA per annum

Conditions

- This tariff applies to electrical energy used for any purpose.
- The demand charge is the product of the demand charge rate and the maximum demand.
Maximum demand is the maximum demand measured at any time of day.
- TasNetworks may determine:
 - the maximum demand by measurement or assessment.
 - whether this tariff applies to a part or the whole of an installation.
- This tariff applies only to an installation that uses a 3-phase supply.
- TasNetworks may make a special charge if a feeder extension or special substation is necessary.
- TasNetworks is to read the meters on, or as soon as practicable after, the first working day of the calendar month immediately after the nominated month.
- An account under this tariff is to be:
 - rendered monthly.
 - rendered on, or as soon as practicable after, the day on which the meter is read.
 - posted or sent by facsimile to the customer's address.
- For the purposes of this tariff, 'nominated month' means the period between a meter reading and the next following meter reading.
- Supply is to be metered on the high voltage side of the customer's transformer.

General conditions: High voltage

- General conditions applicable to high voltage commercial and industrial power customers**
- Availability of supply at high voltage is to be at the discretion of TasNetworks and is to be at or in excess of 6,600 volts, 3-phase, 50 Hertz as determined by TasNetworks.
 - The usage of electrical energy is to be metered on the high voltage side of the customer's transformer, except for installations otherwise metered as at 31 December 2003.
 - A substation and equipment must be provided by the customer in accordance with the Hydro-Electric Commission (Service and Installation) By-laws 1993.
 - The application of these tariffs is subject to the payment of a special charge to be determined by TasNetworks in the event of a feeder extension being necessary.

General conditions applicable to all commercial and industrial power customers

- A maximum demand meter installed by TasNetworks for the purpose of determining a customer's demand for tariff purposes is to have a resetting period of 15 minutes.

ADDITIONAL CHARGES

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

Overdue accounts for Standard Retail Contract customers may be charged interest that reflects the 90-day Bank Accepted Bill rate (plus 6%), as set by the Reserve Bank of Australia for the relevant quarter of 2016/17.

If a government, regulator or network distributor varies or introduces a fee, charge or tax, Aurora Energy may pass through all or part of this varied or new fee, charge or tax to you. The charges for network-related services, as approved by the Australian Energy Regulator, may include our reasonable costs for arranging such services.

Further information

For information about Aurora Energy's products and services, please visit www.auroraenergy.com.au

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

Residential customers: **1300 13 2003**

Small Business: **1300 13 2045**

IMPORTANT NOTICE FOR CUSTOMERS

From 1 July 2016, Tariff 41 (Hot water supply systems) and Tariff 42 (Heating discount) have been combined to form a new tariff, 'Heating and hot water Tariff 41'. Terms and conditions associated with these tariffs remain unchanged. Apart from the price increase between 2015-16 and 2016-17 there no other price changes in relation to these tariffs.

