Appendix 1.1 Revised Tariff Structure Statement

EXPLANATORY STATEMENT

Revised Regulatory proposal for the ACT electricity distribution network 2019–24

November 2018

evoenergy

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Executive summary

Evoenergy owns and operates the electricity network in the Australian Capital Territory (ACT), and gas network in the ACT and surrounding areas in New South Wales (NSW). Within the ACT, Evoenergy operates and maintains a network of poles, wires, transformers and other equipment to distribute electricity safely and reliably to consumers. The Evoenergy network is an essential part in the process of moving electricity from where it is generated to where it is used by consumers.

This Tariff Structure Statement (TSS) provides Evoenergy consumers, and other stakeholders, with clear and accessible information about current network tariffs, and how these tariffs may change in the future. This is a revised version of Evoenergy's second TSS. Once approved by the Australian Energy Regulator (AER), the TSS will remain in place for the entire regulatory period (that is, from 1 July 2019 until 30 June 2024).[1]

The requirement for a TSS was initiated by the Australian Energy Market Commission (AEMC) 2012 Power of Choice review. The associated reforms require network businesses to develop a TSS that clearly shows how the pricing principles have been applied to develop cost-reflective price structures. In this context, cost-reflective pricing is about ensuring that network electricity charges to consumers reflect the economic cost of providing electricity network services to the consumer (both for usage and capacity).

Evoenergy sets network prices to signal to consumers the future costs of providing network services. This enables consumers to make informed choices about their consumption and investment decisions. When consumers choose to lower their consumption and reduce demand during peak periods, this will help to reduce future network costs and lower bills.

In the first TSS (applicable in 2017/18 and 2018/19), Evoenergy introduced new cost-reflective demand tariffs for residential and low voltage (LV) commercial consumers. This proposal was approved by the AER,[2] and the tariffs were implemented on 1 December 2017, coinciding with the introduction of smart meters.[3] Given the recent introduction of the kW Demand tariffs, Evoenergy is working to assess lessons and feedback from the first TSS before implementing further major reforms to the tariff structure for residential and small commercial customers.

This second TSS is focused on large LV and high voltage (HV) commercial customers. To continue Evoenergy's journey towards its long-term vision of more cost-reflective tariffs, the focus of the second TSS is refining the existing commercial tariff structure to increase cost reflectivity and thereby sharpen price signals to encourage more efficient use of the network. This includes the following proposed changes, designed to build on the first TSS reforms.

1. Refining the tariff structure for large LV commercial and HV commercial consumers by changing the anytime maximum demand charges to peak period demand charges.
2. Refining the tariff assignment policy for commercial customers.

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[1] This is the case, unless an event occurs that is beyond the reasonable control of the network business and could not reasonably have been foreseen, and the AER approves a change.

[2] Australian Energy Regulator, Final Decision, Tariff Structure Statement, ActewAGL, February 2017.

[3] AEMC, National Electricity Amendment (Expanding competition in metering and related services) Rule 2015, 26 November 2015.

3. Closing one of the controlled load tariffs[4] to new LV commercial connections from 1 July 2019 as it currently sends a contradictory message to commercial customers about the daytime commercial peak window (which currently coincides with one of the off-peak window in this controlled load tariff).
4. Simplifying the tariff structure by offering one version of each tariff from 1 July 2019, rather than the current approach of offering two versions (one with a metering capital charge applied to the access charge and another without it applied). Metering charges will be added separately when customers are billed, depending on the circumstances of each customer.

In preparation for this Revised TSS, Evoenergy undertook a comprehensive review of its network costs and existing tariff structures, and consulted widely with the ACT community, large consumers and retailers. During this engagement, Evoenergy heard that:

- **Meaningful involvement** in the regulatory determination process (including the TSS) is important.
- Most consumers are prepared to **modify their electricity usage in response to price signals.**
- Customers are **supportive of cost-reflective tariffs** as they provide a price signal to encourage consumers to consider changing their electricity consumption.
- **Support for consumers during the transition** to more cost-reflective tariffs is important.
- It is important that price signals are supported by **consumer information and education** to allow consumers to take advantage of potential savings.
- Customers identified as important **price predictability and certainty.**

Evoenergy held individual consultations with retailers, to proactively ensure retailers were involved in the process of considering future network tariff reforms. Retailers shared their views about the proposed reforms and these views have been taken into account when preparing the proposed network tariff reforms.

ActewAGL Retail (AAR) is the incumbent retailer in the ACT and is regulated by the Independent Competition and Regulatory Commission (ICRC) which 'determines the maximum average percentage change that AAR can apply to its suite of tariffs on an annual basis'[5]. At the time of this submission, AAR has adopted the same structure as the recently introduced network demand tariffs for residential and LV commercial customers.

[4] Off-peak (3) Day & Night Network Tariff, code 070

[5] Independent Competition and Regulatory Commission, Final report – Standing offer prices for the supply of electricity to small customers from 1 July 2017, June 2017, p. ix.

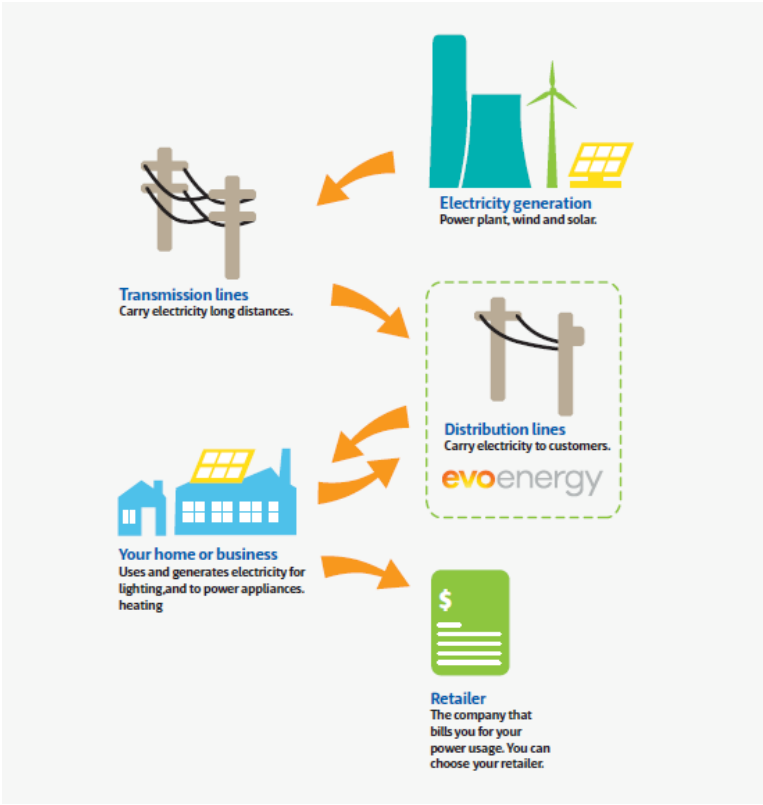
1 Introduction

1.1 About Evoenergy

Evoenergy owns and operates the electricity network in the Australian Capital Territory (ACT), and gas network in the ACT and surrounding areas in New South Wales (NSW). Evoenergy owns and operates around 2,400 km of overhead electricity lines, 3,000 km of underground cables, and serves around 187,000 residential and commercial electricity consumers.[6]

Evoenergy is responsible for the power lines and other infrastructure required to transport electricity through the network to homes and businesses, as shown in Figure 1.1. It undertakes electricity network maintenance, connects new consumers, plans and constructs new infrastructure, and provides emergency responses.

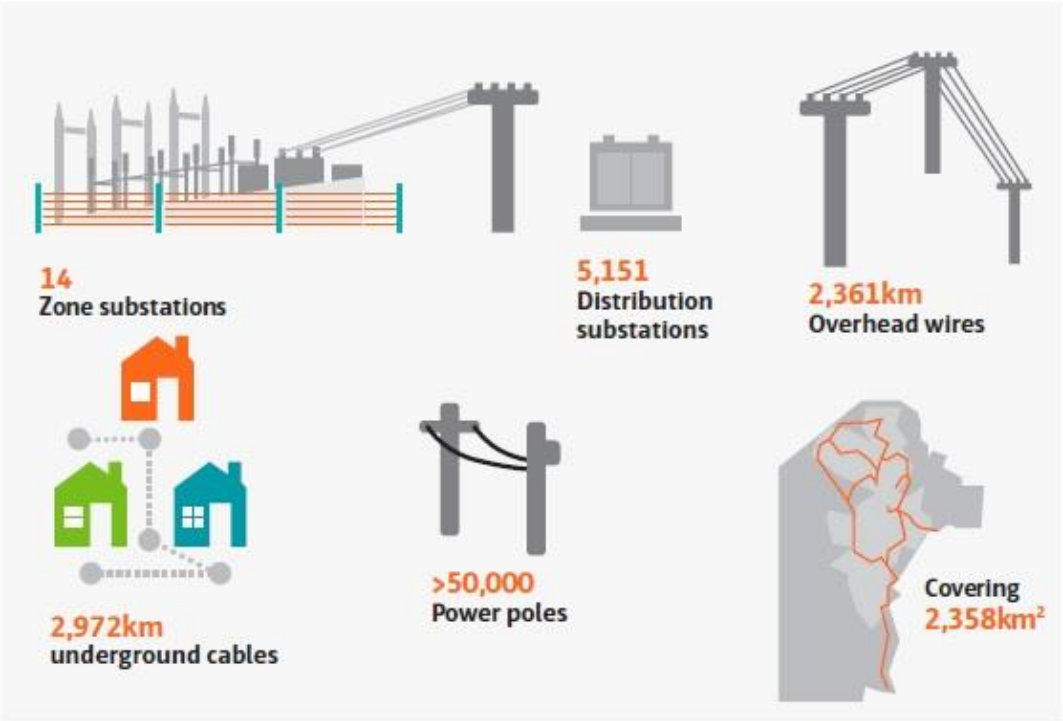
Figure 1.1 The energy market



Within the ACT, Evoenergy operates and maintains a network of poles, wires, transformers and other equipment to distribute electricity safely and reliably to consumers. The Evoenergy network is an essential part in the process of moving electricity from where it is generated to where it is used by consumers, as illustrated in Figure 1.2.

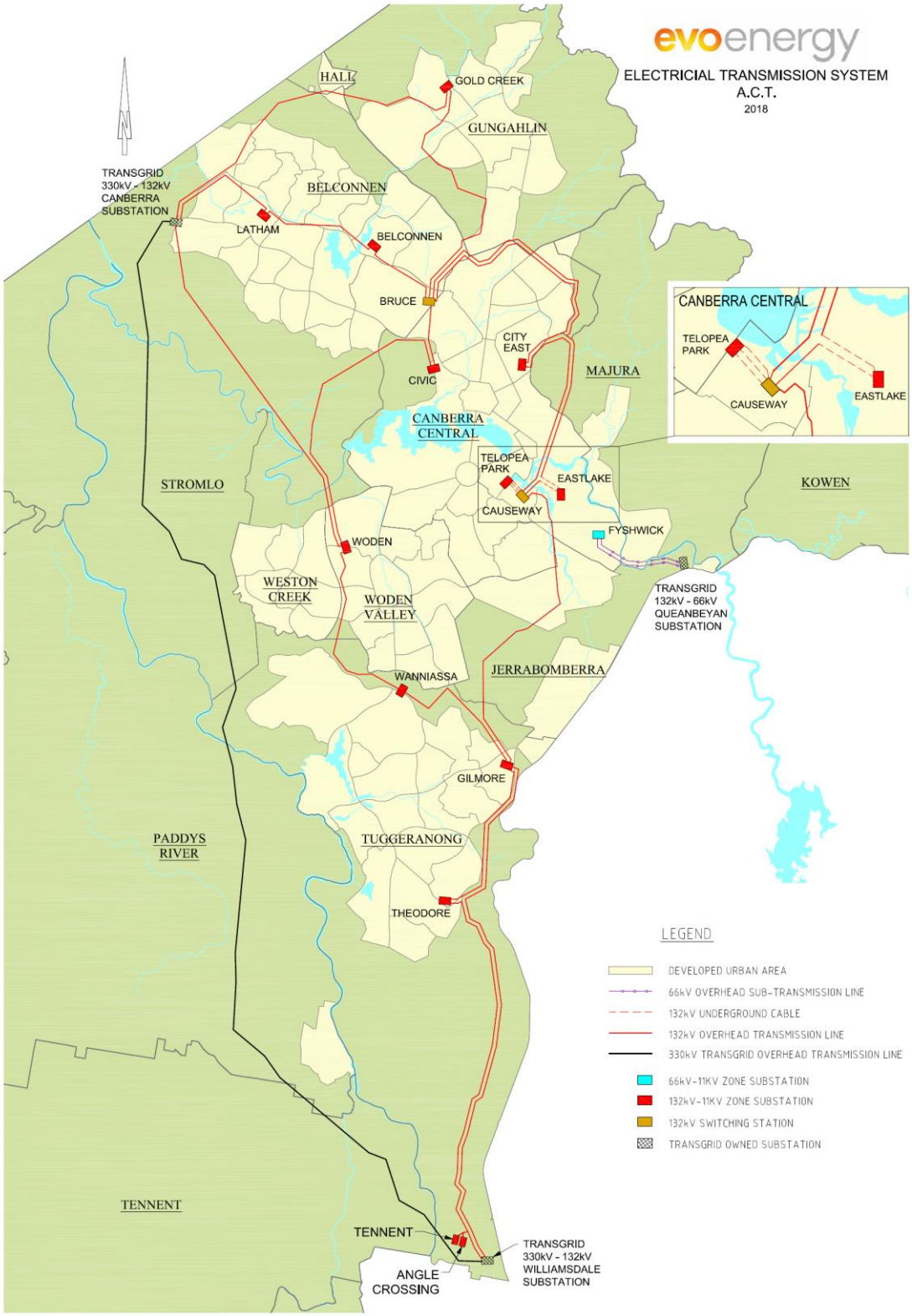
[6] Based on 2016/17. See Figure 1.2.

Figure 1.2 Evoenergy network assets



The extent of Evoenergy's service area is shown in Figure 1.3.

Figure 1.3 Evoenergy's service area in the ACT



1.2 Objective of this document

The Tariff Structure Statement (TSS) provides Evoenergy's consumers, and other stakeholders, with clear and accessible information about current network tariffs, and how these tariffs may change in the future. Evoenergy prepared a TSS in November 2015 and submitted a revised TSS to the AER in October 2016. The first TSS was approved by the AER in February 2017 and applies in 2017/18 and 2018/19.

The National Electricity Rules (Rules)[7] require network businesses such as Evoenergy to develop a TSS that clearly shows how the pricing principles have been applied to develop price structures and indicative price levels, typically for a five-year regulatory period.[8]

The proposed version of the second TSS was submitted to the AER on 31 January 2018. The AER made a draft decision on 27 September 2018 not to approve all aspects of the proposed TSS. Hence, this is a revised version of the second TSS. In its draft decision, the AER did not accept some other elements of the proposed TSS and as a result could not approve the document in its entirety. The AER did not accept the following. [9]

- The assignment policy of LV commercial customers with embedded generation.
- The change in the default demand tariff structure from flat energy charges to time of use energy charges

In this revised version of the TSS, Evoenergy has made adjustments in response to the issues identified by the AER which prevented approval of the proposed TSS. These include:

- removing references to embedded generation in the assignment policy
- removing the TOU charges from the residential and LV kW demand tariffs and reinstating anytime energy charging in these tariffs

In addition, Evoenergy has amended other aspects of the network tariff structure, including the:

- tariff assignment policy for customers with a replacement meter in line with the AER's Draft Decision; and
- the commercial customer tariff assignment policy.

Once approved by the AER, the revised TSS will remain in place for the entire regulatory period (that is, from 1 July 2019 until 30 June 2024), unless an event occurs that is beyond the reasonable control of the distribution business and could not reasonably have been foreseen, and the AER approves a change. This second TSS continues to transition Evoenergy's network tariff structure along the cost-reflective spectrum. In preparation for this TSS, Evoenergy took into account recent changes in electricity markets and a comprehensive review of its network costs and existing tariff structures, and consulted widely with the ACT community, large consumers and retailers (see section 5).

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[7] Clause 6.18.1.

[8] The Rule changes put in place transitional provisions for the initial TSS to be effective for the last two years (2017/18 and 2018/19) of the current regulatory control period (2014/15 to 2018/19). This second TSS is being developed for the next five-year regulatory period 2019–24.

[9] Attachment 18: Tariff Structure Statement, Draft Decision – Evoenergy distribution determination 2019–24

1.3 Background

1.3.1 History of tariff changes

Evoenergy began introducing cost-reflective tariffs more than 10 years ago. The next phase of this journey focuses on implementing a more cost-reflective tariff structure and changing tariff levels over time. In the first TSS, Evoenergy reformed the existing network tariff structure to include more cost-reflective tariffs. A summary of the approved changes resulting from the first TSS are listed below.

- **Residential consumers—**A new peak period demand tariff was introduced from 1 December 2017 for residential consumers whose premises are fitted with type 4 meters. This start date aligned with the timeframe for metering contestability. For consumers without type 4 meters, Evoenergy improved the alignment of their tariff levels to the estimates of long-run marginal cost of supply.
- **Low voltage commercial consumers—** A new peak period demand tariff for commercial LV consumers was introduced from 1 December 2017, while continuing to offer existing cost-reflective tariffs for consumers in this tariff class.
- **High voltage commercial consumers—**Given that HV commercial consumers already have a highly cost-reflective network tariff structure, Evoenergy maintained the existing tariff structure for commercial HV commercial consumers and consolidated the number of tariffs from four to three.

In October 2010, time-of-use (TOU) tariffs became the default tariff for all new residential and low voltage commercial premises, but consumers could opt out of TOU charging by selecting an alternative tariff. Around 30,000 residential consumers are now on the Residential TOU tariff,[10] which represents approximately 18 per cent of all residential consumers. Also, more than 4,500 commercial consumers have moved to the General TOU or the LV commercial demand tariffs,[11] representing approximately 27 per cent of all LV commercial consumers.

1.3.2 Regulatory background

As with all electricity distribution network service providers in the National Electricity Market, Evoenergy is a regulated business. As such, Evoenergy complies with the Rules and the National Electricity Law. The Australian Energy Market Commission (AEMC) is responsible for setting the Rules. The AER monitors and enforces compliance with these regulatory requirements.

As stated, once approved this second TSS will remain in place from 1 July 2019 to 30 June 2024. The tariff structures contained in the approved TSS will form the basis of Evoenergy's annual pricing proposals submitted to the regulator for the financial years 2019/20 to 2023/24. As part of this TSS proposal, Evoenergy cannot increase the revenue it is allowed to recover which is set by the AER.

The Independent Competition and Regulatory Commission (ICRC) regulates ActewAGL Retail's (AAR's) standing offer electricity prices for small customers in the ACT. AAR is subject to price regulation by the ICRC for the current three year period (2017/18 – 2019/20) which covers part of this TSS reform period. The ICRC is currently undertaking a review of its pricing model and methodology (the Review) for the supply of electricity to small customers on AAR's regulated tariffs. This Review seeks to ensure that the ICRC's pricing model is accurate, reflects current market conditions and retailer practices, and is

[10] Evoenergy, Evoenergy 2018/19 Annual Pricing Proposal, p. 20.

[11] Evoenergy, Evoenergy 2018/19 Annual Pricing Proposal, p. 21.

consistent with the ICRC's obligations under the Independent Competition and Regulatory Commission Act 1997 in setting prices from 1 July 2020[12] to 30 June 2023.

1.3.3 National and jurisdictional context

The development of Evoenergy's second TSS has taken place in the midst of a number of changes to the national and jurisdictional regulatory environment. A summary of these changes and jurisdictional specific context is outlined below.

- **Roll out of smart meters in the ACT:** In accordance with the Metering Rule Change,[13] smart meters became the standard electricity meter in the ACT for all new connections and for all meter replacements from 1 December 2017. Smart meters record customers' electricity usage within a defined time interval.
- **Solar panels, batteries and other distributed energy resources:** The proliferation of emerging technologies is changing the way consumers source and use electricity. According to the Clean Energy Regulator, at October 2018 in the ACT, there were around 22,000 small generation solar units, around 11,000 solar water heater and air source heat pumps, and 530 solar photovoltaic (PV) systems with concurrent battery storage capacity.[14] Solar PV up-take in the ACT is expected to rise owing to falling installation costs, continued government incentives, forecast increases in retail electricity prices, and requirements in new residential subdivisions. The Australian Energy Market Operator (AEMO) also notes that as capital costs decline in the medium term, together with the introduction of cost-reflective tariff structures, more residential battery storage is expected to become viable.
- **ACT Government utilities concession and other assistance to low-income households:** On 1 July 2017, the ACT government merged the Energy and Utility Concession and the Water and Sewerage Rebate into a single Utilities Concession. The maximum annual rebate for 2018–19 is $654 per household.
- **The ACT Government's 100 per cent renewable energy target:** In 2016, the ACT Government legislated a target of sourcing 100 per cent renewable electricity by 2020 from within the ACT or across the National Electricity Market. To assist this policy, the ACT Government provides feed-in tariffs (FiT) to encourage investment in the generation of renewable energy. Evoenergy pays the generator the difference between their FiT price for each megawatt hour (MWh) of renewable electricity generated and the value of that MWh in the wholesale electricity market.
- **Other ACT legislation:** Existing legislation made by the ACT Government sets out certain requirements for the recovery of particular levies and fees through network prices. This includes, and is not limited to, Energy Industry Levy,[15] Utilities Network Facilities Tax,[16] Feed-in Tariff (Large-scale)[17] and Feed-in Tariffs.[18]
- **Demand management actions:** In addition to cost-reflective network tariffs, Evoenergy has recently undertaken initiatives to reduce peak demand on its

[12] http://www.icrc.act.gov.au/energy/electricity/electricity-model-and-methodology-review-2018-19/

[13] AEMC, National Electricity Amendment (Expanding competition in metering and related services) Rule 2015, 26 November 2015.

[14] http://www.cleanenergyregulator.gov.au/RET/Forms-and-resources/Postcode-data-for-small-scale-installations#Summary-of-postcode-data.

[15] *Utilities (Energy Industry Levy) Amendment Bill 2007* (ACT).

[16] *The Utilities (Network Facilities Tax) Bill 2006* (ACT).

[17] *Electricity Feed-in (Large-scale Renewable Energy Generation) Bill 2011* (ACT).

[18] Electricity Feed-in (Renewable Energy Premium) Act 2008.

network. These initiatives include the following examples. Further information about Evoenergy's demand management programs can be found here: https://www.evoenergy.com.au/emerging-technology/demand-management

- Trial of SMS curtailment requests: In 2017 Evoenergy undertook a two-month investigative project to determine the acceptance and effectiveness of sending direct messages to customers via SMS to request short-term load curtailment over designated times. Around six per cent of the study population responded to the SMS requests demonstrating moderate acceptance of the curtailment request, and that customers had curtailed load in some way in response to the request.
- Virtual power plant: Between November 2017 and March 2018, Evoenergy successfully conducted seven trials of the coordinated deployment of residential battery stored power for network support. The trials demonstrated the potential for a much larger deployment of residential battery-stored power to change the way the network operates and defer or potentially avoid network augmentation.
- Demand reduction contracts: Evoenergy has trialled contracts for demand reduction with a number of large commercial customers. Under these contracts, customers were encouraged to curtail their load from the network at designated times of network constraint. If implemented and operated correctly, these contracts have the potential to reduce overall network costs through deferral of augmentations.

- **Retail response to cost-reflective tariff reform:** In the ACT, there are three active retailers—ActewAGL Retail, Origin Energy and EnergyAustralia. At the time of this submission, ActewAGL Retail has adopted the same structure as the recently introduced network demand tariffs for residential and LV commercial customers.

1.4 Structure of this document

The remainder of this document is structured as shown in Table 1.1.

Table 1.1 Structure of the Proposed TSS

Question addressed	Section
• What are tariffs? • What is Evoenergy's current tariff structure and tariff availability?	Section 2—Current tariffs
• What are the various components of electricity bills to electricity consumers? • What are the current capacity constraints and how do they drive network augmentation?	Section 3—ACT electricity network
• What is Evoenergy's understanding of the network pricing objective and pricing principles?	Section 4—Pricing principles
• What is Evoenergy's consumer engagement strategy? • How did Evoenergy engage with different consumer groups and what was heard? • How did Evoenergy engage with retailers?	Section 5—Consumer engagement

• What is Evoenergy's long-term tariff strategy?	Section 6—Evoenergy's tariff strategy
• Is Evoenergy making changes to tariff classes? • What changes are Evoenergy making to the existing tariff structure? • How does Evoenergy set its tariffs? • What are the possible consumer impacts? • How does the tariff setting approach comply with the pricing principles? • Evoenergy's approach to updating tariffs annually.	Section 7—Proposed tariff structure

1.5 Compliance with Rule requirements

Table 1.2 demonstrates compliance with the TSS Rule requirements. Evoenergy's TSS contains the sections referenced to address Rule 6.18 and 6.8.

Table 1.2 Compliance with the TSS Rule requirements

Requirement	Rule Reference	Reference in TSS
The TSS must include **tariff classes**	6.18.1A(a)(1)	Section 7.1
The TSS must include the policies and procedures for **assigning consumers to tariffs and reassigning** from one to another	6.18.1A(a)(2)	Sections 7.2.3 and 7.3.3
The TSS must include the **structures** for each tariff	6.18.1A(a)(3)	Sections 7.2.4 and 7.3.4
The TSS must include the **charging parameters** for each tariff	6.18.1A(a)(4)	Sections 7.2.4 and 7.3.4
The TSS must include a **description of the approach to be taken in setting each tariff** in each pricing proposal during the regulatory period	6.18.1A(a)(5)	Section 7.6 and Addendum A1
A description of how the **TSS complies with the pricing principles,** including supporting materials	6.8.2(c), 11.73.2	Section 7.7
The TSS must be accompanied by an **indicative pricing schedule**	6.18.1A(e), 6.8.2(d1)	Appendix 1.2

2 Current tariffs

2.1 Understanding the tariff concepts used in this TSS

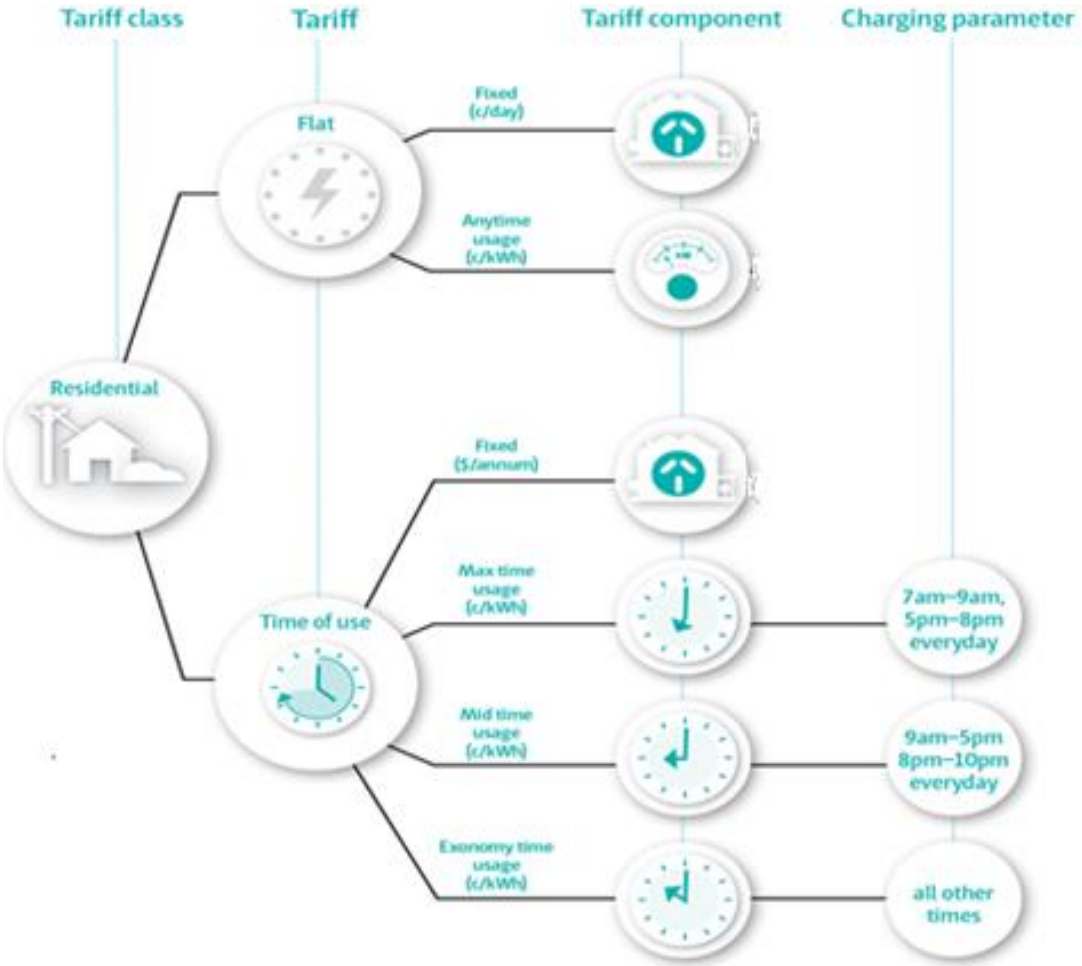
The key concepts used to describe tariffs for electricity distribution are as follows.

- **Tariff classes—**Evoenergy serves about 187,000 residential and commercial electricity consumers.[19] Based on their characteristics, they are categorised into three tariff classes: residential, LV commercial and HV commercial. See section 2.2 for further information about current tariff classes.
- **Tariffs—**For each tariff class, Evoenergy currently offers a number of tariffs each with different tariff components. See section 2.3 for further information on existing tariffs.
- **Tariff components—**Each tariff consists of different tariff components which enables consumers to receive different pricing signals. For example, one tariff may only have two components, such as a fixed charge and an energy consumption charge that does not vary with the time of the day. Another tariff may include up to five components, such as a fixed charge, an energy charge for peak periods, an energy charge for shoulder periods, a different energy charge for off-peak periods, and a demand charge. Section 2.4 explains tariff components in more detail.
- **Tariff levels—**The price that is charged for each tariff component is referred to as the tariff level.
- **Charging parameter—**These provide additional information on how and when a tariff component and level are applied. For example, the charging parameter for the off-peak charge for energy consumption may be 10 pm – 7 am.

Figure 2.1 sets out how these various concepts fit together.

[19] [19]Evoenergy, Evoenergy 2018/19 Annual Pricing Proposal, p. 21–22.

Figure 2.1 Residential tariff concepts



2.2 Current tariff classes

Evoenergy electricity consumers are categorised into three separate tariff classes: [20]

- Residential—there are about 171,000 consumers in this tariff class;
- Commercial LV—there are about 17,000 consumers in this tariff class; and
- Commercial HV—there are 27 consumers in this tariff class.

The Rules stipulate that tariff classes must be constituted with regard to the need to group consumers together on an economically efficient basis and the need to avoid unnecessary transactions costs (clause 6.18.3(d)). Evoenergy meets this requirement by grouping consumers according to type of connection (residential or commercial) and connection voltage (LV or HV). This means that consumers within each class have similar load and connection characteristics. The relevant costs for each class can then be identified and reflected in the tariffs for each class.

To qualify for the HV commercial network tariffs, consumers must take their energy at high voltage (nominal voltage not less than 11 kV) and make a capital contribution towards their connection assets and transformers. High voltage consumers have the

[20] Evoenergy, Evoenergy 2018/19 Annual Pricing Proposal, p. 21–22.

option of owning and operating their own HV assets. Low voltage commercial customers are customers that take electricity at a voltage lower than 11,000 volts (11 kV).

2.3 Evoenergy's network tariffs

Within each of the three tariff classes, Evoenergy has developed a suite of network tariffs that (subject to metering capabilities) effectively meets the diverse needs of its consumers, encourages efficient use of the network and signals the costs of future network expansion. Evoenergy must comply with four key requirements in the Rules[21] when designing its future network tariffs in that they:

- must be based on the long-run marginal cost of supply (LRMC);
- must be set so as to recover an amount of revenue that lies between the stand--alone and avoidable cost of supply of a consumer (or group of consumers);
- must recover any residual costs in a way that least distorts consumer behaviour; and
- can be transitioned to cost-reflective levels over time.

A more cost-reflective tariff structure, consistent with the requirements of the Rules, will include tariff components that are based on the demand that the consumer places on the network when that part of the network experiences peak demand. This tariff component is typically a demand, capacity, or critical peak component of a network tariff.

A number of Evoenergy's existing network tariffs are already cost-reflective, subject to constraint (such as metering technology, customer impacts, retailer adoption of network tariff structures). This is because Evoenergy has been progressively implementing more cost-reflective tariff components.

Evoenergy's HV commercial and large LV commercial consumers have historically been offered tariffs with demand and/or capacity tariff components, rewarding them for managing their peak demand, together with TOU consumption charges to provide them with further reward for consuming energy more efficiently.

More recently, Evoenergy has introduced peak demand tariffs for residential and LV commercial consumers with Type 4 meters. The introduction of these tariffs was instigated in the first TSS, and implemented on 1 December 2017 in line with the Metering Rule Change.[22] Prior to the implementation of kW demand tariffs for small consumers, all new small consumers were assigned to the TOU tariffs as the default tariff, though were able to opt out to flat or block tariffs.

Figure 2.2 summarises Evoenergy's current network tariff structure.

[21] Rules, clause 6.18.

[22] AEMC, National Electricity Amendment (Expanding competition in metering and related services) Rule 2015, 26 November 2015.

Figure 2.2 Structure of Evoenergy's current network tariffs

			Consumption charges						Demand charges		
Tariff class	Tariff structure	Fixed	All time	Block Tariff	Peak c/kWh	Shoulder c/kWh	Off-peak c/kWh	Controlled load off-peak	Demand kW	Demand kVA	Capacity kVA
Residential	Res Basic	✓	✓								
	TOU	✓			✓	✓	✓				
	Res 5000	✓		✓							
	Res Heat Pump	✓		✓							
	Demand	✓	✓						✓		
	Off-peak (1)							✓			
	Off-peak (3)							✓			
LV Business	General	✓		✓							
	General TOU	✓			✓	✓	✓				
	Small Unmetered	✓	✓								
	Streetlight	✓	✓								
	LV kW Demand	✓	✓						✓		
	LV TOU Demand	✓			✓	✓	✓			✓	
	LV TOU Capacity	✓			✓	✓	✓			✓	✓
HV Business	HV Demand	✓			✓	✓	✓			✓	✓

Existing tariffs
Obsolete tariffs (from 1 December 2017)

2.3.1 Residential tariffs

Evoenergy's residential network tariff structure is shown in the first block of Table 2.1. Residential consumers are currently offered a choice of two network tariff options, plus two controlled load off-peak options (shown in blue):

- Residential kW Demand;
- Residential time of use (TOU);
- Off-peak (1); and
- Off-peak (3).

On 1 December 2017, coinciding with the introduction of smart meters, Evoenergy introduced a **Residential kW Demand** tariff that provided residential customers a more cost-reflective option than existing residential tariffs. This became Evoenergy's default residential tariff and enabled residential customers to more actively manage and control the size of the distribution component of their electricity bills by considering when and how they use electricity. The demand tariff includes a fixed component, an anytime energy consumption component, and a demand component. The demand component applies a demand charge to a customer's maximum half-hourly demand (measured in kilowatts) during the hours of 5 pm to 8 pm (AEST) daily during a calendar month.

Customers have the option of opting out to the Residential TOU tariff if they do not wish to receive demand-based pricing signals.

The introduction of the Residential kW Demand tariff was established to coincide with the introduction of Type 4 meters from 1 December 2017. Only customers who have a Type 4 meter installed from 1 December 2017 are assigned, by default, to the demand tariff.

BOX 1: METER TYPES

There are seven different types of metering installations. Generally, the type of meter a customer has is determined by the amount of electricity they are likely to use each year.

- Small customers consume less than 160 MWh of electricity per annum and are candidates for Types 4, 5 and 6 meters.
- Large customers consume more than 160 MWh per annum and are candidates for Types 1, 2, 3 and 4 meters.
- Unmetered connections are candidates for Type 7 meters. For example, a Type 7 meter is connected to a public light to confirm it is operational, but does not record any electricity usage.

Type 4 meters are interval meters which measure how much electricity is used by a customer at least every 30 minutes. Type 4 include 'smart' meters with remote communication capabilities.

Type 5 meters are for customers that use less than 160 MWh of electricity per annum and are a standard type of interval meter, and do not have remote communications capabilities.

Type 6 meters are also for customers that use less than 160 MWh of electricity per annum and are a standard type of accumulation meter that measures how much electricity a customer has used from the moment it is installed by the Distribution Network Service Provider (DNSP).

Evoenergy also offers residential consumers the **Residential TOU** tariff. This tariff provides an opportunity and an incentive for consumers with the necessary metering capability to respond to price signals at different times of the day[23] and manage their electricity bill in line with the costs they impose on the network. The Residential TOU tariff was the default tariff for all new residential connections from 1 October 2010 to 30 November 2017.

The **Off-peak tariffs** (codes 060 and 070) can be used in conjunction with the Residential kW Demand or Residential TOU tariffs. The Off-peak tariffs which apply to controlled loads will continue to be offered, as these supplementary tariffs encourage usage at off-peak times.

From 1 December 2017, the following tariffs were closed to new Evoenergy consumers because they were not sufficiently cost reflective:

- Residential Basic Network (code 010 and 011);
- Residential 5000 Network (code 020 and 021); and
- Residential with Heat Pump Network (code 030 and 031).

[23] This statement assumes the retailer passes on the network tariff structure.

Customers assigned to these tariffs may remain on them until they receive a Type 4 meter. Evoenergy's assignment policy means that because consumers with a Type 4 meter are automatically assigned to the demand tariff (with a provision to opt out to TOU), the above three residential tariffs will eventually become obsolete.

Evoenergy's residential network tariff structure is shown in Table 2.1.

Table 2.1 Current network tariff structure: residential

Tariff	Charging parameters	Explanation
Residential basic network	Network access charge (c/day/customer) Energy charge (c/kWh)	The residential basic network tariff is available to installations at private dwellings, excluding serviced apartments, but including: • living quarters for members and staff of religious orders; • living quarters on farms; • charitable homes; • retirement villages; • residential sections of nursing homes and hospitals; • churches, buildings or premises which are primarily used for public worship; and • approved caravan sites. The energy charge varies neither with the level of consumption nor the time of day. However, customers on this tariff are also eligible for the off-peak tariffs. This tariff was closed to new customers from 1 December 2017 and will become obsolete over time.
Residential time-of-use (TOU) network[24]	Network access charge (c/day/customer) Energy at max times, i.e. 7 am to 9 am and 5 pm to 8 pm every day (c/kWh) Energy at mid times, i.e. 9 am to 5 pm and 8 pm to 10 pm every day (c/kWh) Energy at economy times, i.e. all other times (c/kWh)	This tariff is available to residential customers (as defined above) and to electric vehicle recharge facilities on residential premises with a meter able to be read as a TOU meter. The energy charges relate to the supply of network services at various times. Higher rates apply at maximum or peak times to encourage users to shift their load to off-peak periods. Customers on this tariff are also eligible for the controlled load off-peak tariffs. Residential customers with a meter with three registers capable of providing TOU consumption data from each register may have the TOU charges applied separately to each register.
Residential with heat pump	Network access charge (c/day/customer) Energy for the first 165 kWh/day (c/kWh) Energy above 165 kWh (c/kWh)	This tariff is only available to existing residential customers with a reverse cycle air conditioner. An inclining block structure applies (i.e. higher energy rates for the second block of energy). The lower energy rate is set to recover the incremental cost of energy load on the network as a demand management tool to lower winter peak loads and improve utilisation of the network in summer and so improve overall network utilisation. This tariff was closed to new customers from 1 December 2017 and will become obsolete over time.

[24] All times for metering are Australian Eastern Standard Time.

Tariff	Charging parameters	Explanation
Residential 5000 network	Network access charge (c/day/customer) Energy for the first 60 kWh/day (c/kWh) Energy above 60 kWh/day (c/kWh)	This tariff is designed for existing residential customers who have large continuous (rather than time controlled) loads, such as electric hot water systems, and consume over 5,000 kWh per annum. The energy charges relate to the supply of network services above and below certain volume thresholds. An inclining block structure applies (i.e. higher energy rates for the second block of energy). The lower energy rate is limited to consumption up to 60 kWh per day. This is sufficient to cover the energy requirements of many residential customers. This tariff was closed to new customers from 1 December 2017 and will become obsolete over time.
Residential kW demand	Network access charge (c/day/customer) Energy charge (c/kWh) Maximum demand (in billing period) (c/kW/day)	This tariff is available to residential customers from 1 December 2017 who have a Type 4 (i.e. 'smart') meter installed. The energy charge varies neither with the level of consumption nor the time of day. Customers on this tariff are also eligible for the off-peak tariffs. The demand charge is based on a customer's maximum half hourly demand (measured in kilowatts) during the maximum demand window of 5 pm to 8 pm daily, during a calendar month billing period. Half-hourly demand is calculated from each half hourly time interval (i.e. 5:30pm, 6:00pm, 6:30pm, 7:00pm and 7:30pm). This tariff became Evoenergy's default tariff for residential customers with a Type 4 meter from 1 December 2017.
Off-peak (1) night network	Energy at controlled times, i.e. between 10 pm and 7 am (c/kWh)	The Off-peak (1) night charge is available only to consumers utilising a controlled load element, and taking all other energy at residential basic network, residential TOU, residential demand, general network, general TOU or LV commercial kW demand tariff rates. The Off-peak (1) night charge is applicable to permanent heat (or cold) storage; electric vehicle recharge; and CNG vehicle gas compression installations. The design and rating must be acceptable to Evoenergy. The installation must use most energy during the controlled times but may be boosted at the principal charge, or charges, at other times. The Off-peak (1) night network energy charge relates to supply of network services at controlled times, for 6 to 8 hours per day between the hours of 10 pm and 7 am.
Off-peak (3) day and night network	Energy at controlled times, i.e. between 10 pm and 7 am and 9 am and 5 pm (c/kWh)	Available only to customers utilising a controlled load element, and taking all other energy at residential basic network, residential TOU, residential demand, general network, general TOU or LV commercial kW demand tariff rates. This charge is applicable to permanent heat (or cold) storage installations. The design and rating must be acceptable to Evoenergy. The Off-peak (3) day and night network energy rate applies to power supplied for up to 13 hours per day between 10 pm and 7 am and again between 9 am and 5 pm.
Renewable energy generation	Energy charges (c/kWh)	This tariff applies to customers with grid connected solar or wind energy generation systems. Different arrangements apply to customers participating in the ACT feed-in tariff scheme, in accordance with the *Electricity Feed-in (Renewable Energy Premium) Act 2008* (ACT). Net metering applies to new PV customers since July 2013.

All times refer to Australian Eastern Standard Time.

2.3.2 LV commercial tariffs

LV commercial customers are currently offered four main tariff options:

- General TOU tariff;
- LV kW Demand tariff
- LV TOU kVA Demand tariff; and
- LV TOU kVA Capacity tariff.

Since 1 December 2017, LV commercial customers that move to new premises with a remotely read (Type 4) meter, or whose meter is replaced with a Type 4 meter, have been assigned to the **LV kW Demand** tariff by default. This was a change from Evoenergy's previous policy that assigned new connections to the General TOU tariff. Customers have the choice to opt out of the LV kW Demand tariff to the General TOU, kilovolt ampere (kVA) Demand or Capacity tariffs. The LV kW Demand tariff has the same structure as the Residential kW Demand tariff. That is, the LV kW Demand tariff includes a fixed component, an anytime energy consumption component, and a peak demand component. The demand component applies a demand charge to a customer's maximum half-hourly demand (measured in kilowatts) during the hours of 7 am and 5 pm AEST on weekdays each a billing period.

This assignment policy means that the **General network** tariff will eventually become obsolete. This is because, over time, all LV commercial customers will have their meters replaced with a Type 4 meter which will mean they are assigned to the LV kW Demand tariff (with an opt-out provision to other cost-reflective tariffs).

The exception to the above assignment policy is for small unmetered loads (code 135) and streetlighting (code 080), where usage is not measured using a meter. In the case of small unmetered loads (which applies to eligible installations such as telephone boxes), Evoenergy has not connected meters to these loads. The streetlight tariff applies only to usage for public lighting loads that operate at night. Most of these loads are also unmetered. These customers do not vary with usage, or load profile, and therefore there is no need for Evoenergy to transition these loads onto a demand tariff as consumers on these tariffs are unlikely to respond.

Evoenergy sets different tariffs for commercial LV and HV customers, recognising the different costs associated with supplying each group. Within the LV commercial tariff class, a range of tariff options has been developed to meet the diverse needs of commercial customers. LV commercial consumers on the General network, General TOU and LV commercial demand tariffs currently have access to the off-peak (controlled load) tariff options and the embedded renewable generation tariff option on a similar basis to customers in the residential class.

Three of the LV commercial options involve capacity and/or maximum demand charges, in conjunction with consumption charges. Customers able to improve their load factor[25] have an incentive to choose a tariff with a demand or capacity charge and thereby reduce their electricity bills. These tariffs are designed to lower consumers' network costs if they have a sufficiently large load (for the network cost savings to offset the higher cost of interval metering) and if their load factor is suitable (to ensure that the demand costs do not offset the lower energy charges).

Evoenergy's LV commercial network tariff structure is shown in Table 2.2.

[25] The load factor is the ratio of average load to the maximum demand (peak load).

Table 2.2 Current network tariff structure: LV commercial

Tariff	Charging parameters	Explanation
General network	Network access charge (c/day/customer) Energy for the first 330 kWh/day (c/kWh) Energy above 330 kWh/day (c/kWh)	The energy charge varies with the level of consumption, but not with the time of day. This tariff may currently be used in conjunction with the off-peak tariffs. This tariff was closed to new customers from 1 December 2017 and will become obsolete over time.
General TOU network	Network access charge (c/day/customer) Energy at business times* (c/kWh) Energy at evening times (c/kWh) Energy at off-peak times (c/kWh)	The energy charges relate to supply of energy at different times, with lower rates in off-peak times reflecting the availability of capacity and encouraging consumers to shift their load from peak to off-peak times to utilise the available capacity.
LV TOU kVA demand network	Network access charge (c/day/connection point). Maximum demand (in billing period) (c/kVA/day) Energy at business times* (c/kWh) Energy at evening times (c/kWh) Energy at off-peak times (c/kWh)	This tariff is appropriate for customers with an average or stable commercial load. The energy charges relate to supply of energy at different times, with lower rates in off-peak times reflecting the availability of capacity and encouraging consumers to shift their load from peak to off-peak times to utilise the available capacity. It is not available to customers with an embedded generation (other than micro generation) system.[26]
LV TOU kVA capacity network	Network access charge (c/day/connection point) Maximum demand (in billing period) (c/kVA/day) Capacity (max demand in last year) (c/kVA/day) Energy at business times* (c/kWh) Energy at evening times (c/kWh) Energy at off-peak times (c/kWh)	This tariff is open to all LV customers and is intended to reward those customers with seasonally stable loads. It is prescribed for LV customers with embedded generation. The tariff provides an incentive for customers with embedded generation to manage their output and their down times (e.g. for servicing) so as to minimise their demand on the network[27].

[26] This table reflects the current network tariff structure. From 1 July 2019, this reference to embedded generation will be removed as per the AER's draft decision. This change is made in Table 7.4.

[27] Ibid

Tariff	Charging parameters	Explanation
LV kW Demand network	Network access charge (c/day/connection point) Energy charge (c/kWh) Maximum demand (in billing period) (c/kW/day)	This tariff is available to LV commercial customers from 1 December 2017 who have a Type 4 (i.e. 'smart') meter installed. The energy charge varies neither with the level of consumption nor the time of day. Customers on this tariff are currently eligible for the off-peak tariffs. The demand charge is based on a customer's maximum half hourly demand (measured in kilowatts) during the maximum demand window of 7 am to 5 pm week days, during a calendar month billing period. This tariff became the default tariff for LV commercial customers with a Type 4 meter from 1 December 2017.
Streetlighting	Network access charge (c/day/customer) Energy charge (c/kWh)	This tariff applies to the night-time lighting of streets and public ways and places.
Small unmetered loads	Network access charge (c/day/customer) Energy charge (c/kWh)	This tariff applies to eligible installations as determined by Evoenergy, including: • telephone boxes • telecommunication devices; and • other, as determined by the National Metrology Coordinator. Energy charges are calculated based on the assessed rating of the load and the charge period.

* Business times are between 7 am and 5 pm Australian Eastern Standard Time on weekdays. Evening times are between 5 pm and 10 pm Australian Eastern Standard Time on weekdays. Off-peak times are all other times.

2.3.3 HV commercial tariffs

To qualify for the HV commercial demand network tariffs, consumers must take their energy at high voltage (nominal voltage not less than 11 kV) and make a capital contribution towards their connection assets and transformers. HV commercial consumers have the option of owning and operating their own HV assets. Some customers have aggregated their load, incorporating part of Evoenergy's LV network to become a HV customer. A separate HV network tariff is available for such customers.

As set out in Evoenergy's first TSS, HV commercial customers are currently offered three tariff options. This is a change from 2016/17 where four tariffs were offered to HV commercial customers. Specifically, from 1 July 2017, the HV TOU Demand Network – Consumer HV (Code 112) tariff was eliminated. The tariff had no consumers, so there were no consumer impacts from this change.

Evoenergy's HV commercial network tariff structure is shown in Table 2.3.

Table 2.3 Current network tariff structure: HV commercial

Tariff	Charging parameters	Explanation
HV TOU Demand Network (111)	Network access charge (c/day/connection point) Max demand (in billing period) (c/kVA/day) Capacity (max demand in past year) (c/kVA/day) Energy at business times* (c/kWh) Energy at evening times (c/kWh) Energy at off-peak times (c/kWh)	This tariff is appropriate for large customers taking supply at high voltage with a LV network owned and maintained by Evoenergy. The network access charge relates to the connection services provided to the customer, including provision of the current transformer necessary to meter these large loads. The demand charge is applied to the maximum demand in the billing period while the capacity chare is applied to the maximum demand in the previous 13 months inclusive of the current billing month. The capacity charge encourages the consumer to monitor and manage their peak demand over the year, while the demand charge continues to encourage consumers to manage their capacity requirements each month. The energy charges relate to supply of network services at different times, with lower rates in off-peak times reflecting the relatively low costs of off-peak supply, and thereby providing incentives for customers to switch their utilisation of the network to off-peak periods.
HV TOU Demand Network – Customer LV (121)	Network access charge (c/day/connection point) Max demand (in billing period) (c/kVA/day) Capacity (max demand in past year) (c/kVA/day) Energy at business times* (c/kWh) Energy at evening times (c/kWh) Energy at off-peak times (c/kWh)	This network tariff is appropriate for large customers taking supply at high voltage where the customer owns and is fully responsible for their own LV network. The network access charge relates to the connection services provided to the customer including provision of the current transformer necessary to meter these large loads. The demand charge is applied to the maximum demand in the billing period while the capacity charge is applied to the maximum demand in the previous 13 months inclusive of the current billing month. The capacity charge encourages the consumer to monitor and manage their peak demand over the year, while the demand charge continues to encourage consumers to manage their capacity requirements each month. The energy charges relate to supply of network services at different times, with lower rates in off-peak times reflecting the relatively low costs of off-peak supply, and thereby providing incentives for customers to switch their utilisation of the network to off-peak periods.
HV TOU Demand Network – Customer HV and LV (122)	Network access charge (c/day/connection point) Max demand (in billing period) (c/kVA/day) Capacity (max demand in past year) (c/kVA/day) Energy at business times* (c/kWh) Energy at evening times (c/kWh) Energy at off-peak times (c/kWh)	This network tariff is appropriate for large customers taking supply at high voltage where the customer owns and is fully responsible for their own LV network and where the customer owns and is responsible for their HV assets (including transformers and switch gear). The network access charge relates to the connection services provided to the customer including provision of the current transformer necessary to meter these large loads. The demand charge is applied to the maximum demand in the billing period while the capacity charge is applied to the maximum demand in the previous 13 months inclusive of the current billing month. The capacity charge encourages the consumer to monitor and manage their peak demand over the year while the demand charge continues to encourage consumers to manage their capacity requirements each month. The energy charges relate to supply of network services at different times, with lower rates in off-peak times reflecting the relatively low costs of off-peak supply, and thereby providing incentives for customers to switch their utilisation of the network to off-peak periods.

* Business times are between 7 am and 5 pm Eastern Standard Time on weekdays. Evening times are between 5 pm and 10 pm Eastern Standard Time on weekdays. Off-peak times are all other times.

2.4 Tariff components

As shown in the tables above, Evoenergy's existing residential and commercial tariffs broadly comprise different combinations of the following four components:

- fixed network access charge;
- energy consumption charge;
- maximum demand charges; and
- capacity charges.

The fixed network access charge:

- applies per consumer for residential consumers and per connection point or account for commercial consumers;
- involves a fixed daily charge that does not vary with electricity consumption or capacity;
- relates to the connection services provided to consumers; and
- is based on the cost of constructing and maintaining connection assets, as well as servicing consumers for each tariff class, including consumer related costs such as network call centre costs.

Energy consumption or usage charge which applies to each unit of electricity consumed.

- The cent per kilowatt hour (c/kWh) rate may vary with the level of consumption (with higher rates applying above certain thresholds) or with the time of use (with lower rates applying at off-peak periods).
- Higher energy rates at peak periods reflect higher costs of providing capacity during these peak times. Higher energy rates beyond 330 kWh per day for the general network charge encourage larger consumers with a favourable load factor to move to demand or TOU network charges.
- Energy charges relate to the distribution services provided to consumers. They are linked to the cost of constructing, maintaining and servicing distribution assets (other than connection assets), and also recover most of the common services costs.

Maximum demand charges apply per connection point for some residential and commercial tariffs. They involve a charge per unit of maximum demand (in c/kW/day or c/kVA/day). The maximum demand is the highest demand calculated over a 30-minute interval during the billing period. Maximum demand charges may apply within a peak charging window or at any time.

Capacity charges apply on the same basis as maximum demand charges, but are for the maximum demand calculated over a 30-minute interval during the previous 13 months inclusive of the current billing month.

Evoenergy commenced the application of maximum demand and capacity charges for most commercial tariffs several years ago. Maximum demand and capacity charges are based on the cost of providing capacity to meet a consumer's maximum demand and are intended to provide incentives for consumers to manage their load on the network. The application of these charges has further strengthened price signals to consumers, providing incentives to use the network more efficiently and resulting in a significant level of consumer response. The maximum demand charges provide a price signal to

consumers about the relatively high cost of providing capacity to meet demand and provide incentives to consumers to improve both their load factor (i.e. spread their load more evenly) and power factor (which allows the existing network to deliver more energy). These price signals have proven to be effective demand management tools.

Table 2.4 below presents Evoenergy's existing tariff structures and eligibility criteria across all tariff classes.

Table 2.4 Evoenergy's existing tariff structures and eligibility criteria

Tariff class	Tariff	Consumer eligible to receive tariff	Component	Unit	Charging parameter
Residential	Residential kW Demand	Private dwellings (excluding serviced apartments), including living quarters on farms, charitable homes, retirement villages, etc, with Type 4 meters	*Fixed network access charge* *Energy consumption charge* *Peak period demand charge*	*¢/day* *¢/kWh* *¢/kW/day*	*Peak period for demand charge is 5 pm to 8 pm every day.*
	Residential Basic Network	Residential consumers (as defined above) until a Type 4 meter is installed.	*Fixed network access charge* *Energy consumption charge*	*¢/day* *¢/kWh*	
	Residential TOU Network	Residential consumers (as defined above)	*Fixed network access charge* *Energy consumption charge based on TOU*	*¢/day* *¢/kWh*	**Max Times:** 7 am to 9 am and 5 pm to 8 pm every day **Mid Times:** 9 am to 5 pm and 8 pm to 10 pm every day **Economy Times:** All other times
	Residential 5000	Residential consumers who have large continuous (rather than time controlled) loads, such as electric hot water systems, and consume over 5,000 kWh per annum.	*Fixed network access charge* *Inclining block tariff energy consumption charge with 2 tiers*	*¢/day* *¢/kWh*	*Tier break set at 60 kWh per day*
	Residential with Heat Pump	Only available to residential consumers with a reverse cycle air conditioner.	*Fixed network access charge* *Inclining block tariff energy consumption charge with 2 tiers*	*¢/day* *¢/kWh*	*Tier break set at 165 kWh per day*
	Off-peak (1) Night Network	Available only to consumers utilising a controlled load element and is applicable to permanent heat (or cold) storage, electric vehicle recharge, and CNG vehicle gas compression installations.	*Energy consumption charge*	*¢/kWh*	*Within controlled period: 10 pm to 7 am only*
	Off-peak (3) Day & Night Network	Available only to consumers utilising a controlled load element, and is applicable to permanent heat (or cold) storage installations.	*Energy consumption charge)*	*¢/kWh*	*Within controlled period: 10 pm to 7 am and 9 am to 5 pm only*
	Renewable Energy Generation	Consumers with grid connected solar or wind energy generation systems.	*Energy consumption/generation*	*¢/kWh*	
Commercial Low Voltage	LV kW Demand Network	Available to all commercial LV consumers with Type 4 meters	*Fixed network access charge* *Energy consumption charge* *Peak period demand charge*	*¢/day* *¢/kWh* *¢/kW/day*	*Peak period for demand charge is 7 am to 5 pm Mon - Fri*

Tariff class	Tariff	Consumer eligible to receive tariff	Component	Unit	Charging parameter
	General Network	Available to all commercial LV consumers until a Type 4 meter is installed.	*Fixed network access charge* *Inclining block tariff energy consumption charge with 2 tiers*	*¢/day* *¢/kWh*	*Tier break is set at 330 kWh per day*
	General TOU Network	Available to all commercial LV consumers with a TOU meter.	*Fixed network access charge (per connection point)* *Energy consumption charge based on time of use*	*¢/day* *¢/kWh*	**Business Times:** 7 am to 5 pm every weekday **Evening Times:** 5 pm to 10 pm every weekday **Off-Peak Times:** All other times
	TOU kVA Demand Network	Available to all LV consumers with a TOU meter (except those consumers with an embedded generation system)[28].	*Fixed network access charge (per connection point)* *Maximum demand charge* *Energy consumption charge based on time of use*	*¢/day* *¢/kVA/day* *¢/kWh*	*Maximum Demand charge applied to the maximum demand in the billing period.* *Energy charges:* **Business Times:** 7 am to 5 pm every weekday **Evening Times:** 5 pm to 10 pm every weekday ***Off-Peak Times:*** *All other times*
	TOU Capacity Network	Open to all LV consumers with a TOU meter. Prescribed for LV consumers with embedded generation[29].	*Fixed network access charge* *Maximum demand charge* *Capacity charge* *Energy consumption charge based on time of use*	*¢/day* *¢/kVA/day* *¢/kVA/day* *¢/kWh*	*Maximum Demand charge applied to the maximum demand in the billing period.* *Capacity charge applied to the maximum demand in the previous 12 months.* *Energy charges:* **Business Times:** 7 am to 5 pm every weekday **Evening Times:** 5 pm to 10 pm every weekday ***Off-Peak Times:*** *All other times*
	Small Unmetered Loads Network	Applies to eligible installations as determined by Evoenergy, including telephone boxes and telecommunication devices.	*Fixed network access charge* *Energy consumption charge*	*¢/day* *¢/kWh*	

[28] This table reflects the existing tariff structure and eligibility. From 1 July 2019, reference to embedded generation will be removed, as per the AER's draft decision.

[29] Ibid.

Tariff class	Tariff	Consumer eligible to receive tariff	Component	Unit	Charging parameter
	Streetlighting Network	Applies to the night-time lighting of streets and public ways and places.	*Fixed network access charge* *Energy consumption charge*	*¢/day* *¢/kWh*	
Commercial High Voltage	TOU Demand Network	Large consumers taking supply at high voltage with a LV network owned and maintained by Evoenergy.	*All four tariffs have the following components:* • *fixed network access charge (per connection point)* • *maximum demand charge* • *capacity charge* • *energy consumption charge based on time of use*	*$/day* *¢/kVA/day* *¢/kVA/day* ¢/kWh	*Demand charge applied to the maximum demand in the billing period.* *Capacity charge applied to the maximum demand in the previous 12 months.* *Energy charges:* **Business Times:** 7 am to 5 pm every weekday **Evening Times:** 5 pm to 10 pm every weekday **Off-Peak Times:** All other times
	TOU Demand Network – Consumer LV	Large consumers taking supply at high voltage where the consumer owns and is fully responsible for its own LV network.			
	TOU Demand Network – Consumer HV and LV	Large consumers taking supply at high voltage where the consumer owns and is fully responsible for their own LV network and where the consumer owns and is responsible for their HV assets.			

- For each of these tariffs currently offered, two separate charges apply: one which includes a meter capital charge (consumers who connected to the network before 30 June 2015) and one which excludes the meter capital
- All times listed above are Australian Eastern Standard Time.

3 The ACT electricity network

3.1 ACT network charges and retail bills

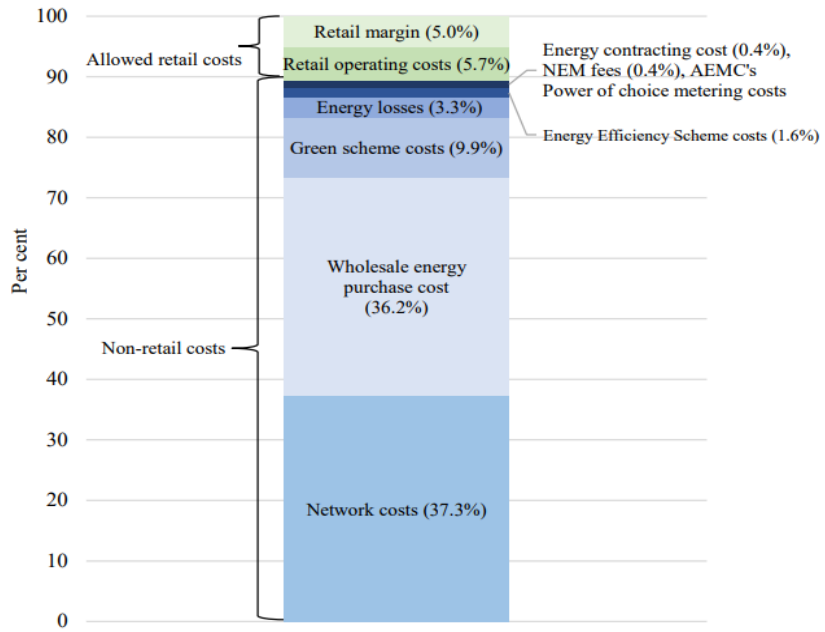
Electricity bills are made up of several components. The network component covers the poles and wires required to deliver electricity. The retail component covers the electricity retailer's costs, including the actual cost of purchasing the electricity. *It is important to note that it is only the network component of the electricity bill that is determined as part of this five-year regulatory review process.*

The network component includes:

- distribution costs—poles and wires that deliver electricity from the electricity substations to homes and businesses;
- transmission costs—high voltage lines that deliver electricity from the large electricity generators to substations;
- ACT Government levies, taxes and tariffs—the energy industry levy, the utilities network facilities tax and the feed-in tariffs for both small and large scale solar and wind; and
- metering costs—for applicable electricity metering services.

Electricity bills also include a retail component which includes wholesale energy costs (purchasing electricity from generators), green energy charges (resulting from government energy saving programs), the ACT Government's Energy Efficiency Improvement Scheme, and retail costs and margins (reflecting retailer operating costs). Figure 3.1 shows the relative components of an average annual electricity bill based on 2018/19 prices.

Figure 3.1 Components of average retail annual electricity bill (2018/19)



Source: Independent Competition and Regulatory Commission, Final Decision: Retail electricity price recalibration 2018–19: Standing offer prices for the supply of electricity to small customers, June 2018, pg. vi

Network charges (comprising distribution, transmission, ACT levies and taxes, and metering) are applied to all network tariffs offered by Evoenergy. Figure 3.2 shows annual network charges for residential and commercial customers with low, average and high consumption levels (based on specific tariffs).

Figure 3.2 Average ACT annual network charges (2018/19)

Residential*	Annual consumption (kWh)	Annual network charges ($, excl. GST)
Low	3,500	355
Average	7,000	613
High	10,000	834
LV Commercial^		
Low	10,000	1,302
Average	30,000	3,550
High	50,000	5,798

* Based on 2018/19 Residential Basic tariff, excluding GST

^ Based on 2018/19 General Network tariff, excluding GST

3.2 Profile of the ACT electricity network

In this section, the current capacity constraints are identified, and the way in which these drive network augmentation.

In either designing new tariffs or assessing the speed of transition to cost-reflective tariffs, Evoenergy must consider the extent and impact of any capacity constraints in the network. For example, a specific and critical capacity constraint may (as part of a wider solution) require designing tariffs to send sharp price signals in the short to medium term.

One of the main drivers of network tariff reform is peak demand constraints which necessitate augmentation of electricity networks. Many factors influence peak demand, including the economy, consumer activity, the type and nature of consumer installations connected to the network, and extremes in weather conditions.

Evoenergy routinely forecasts the network peak demand for summer and winter for a ten-year period, to enable forward planning. These forecasts are provided to the AER every year in Evoenergy's Distribution Annual Planning Report. Based on the load forecasts, the Report outlines Evoenergy's plans for augmentation of the distribution network to meet demand over the next 10 years.

Figure 3.3 and Figure 3.4 provide the latest winter (i.e. peak) load forecasts for key zone substations where load forecasts are expected to be:

i. below the continuous and emergency rating; and

ii. exceed both the continuous and emergency rating.[30]

[30] The continuous and emergency operating ratings are specified for all network assets covering each type of network element in the network. These ratings define limit states of an asset and if the forecast demand based on 50% PoE exceeds these ratings for more than a specified duration, then a network constraint is identified. The continuous and emergency ratings are fixed for individual assets and can be reviewed based on an asset specific technical analysis.

Figure 3.3 Civic Zone Substation winter maximum demand forecast

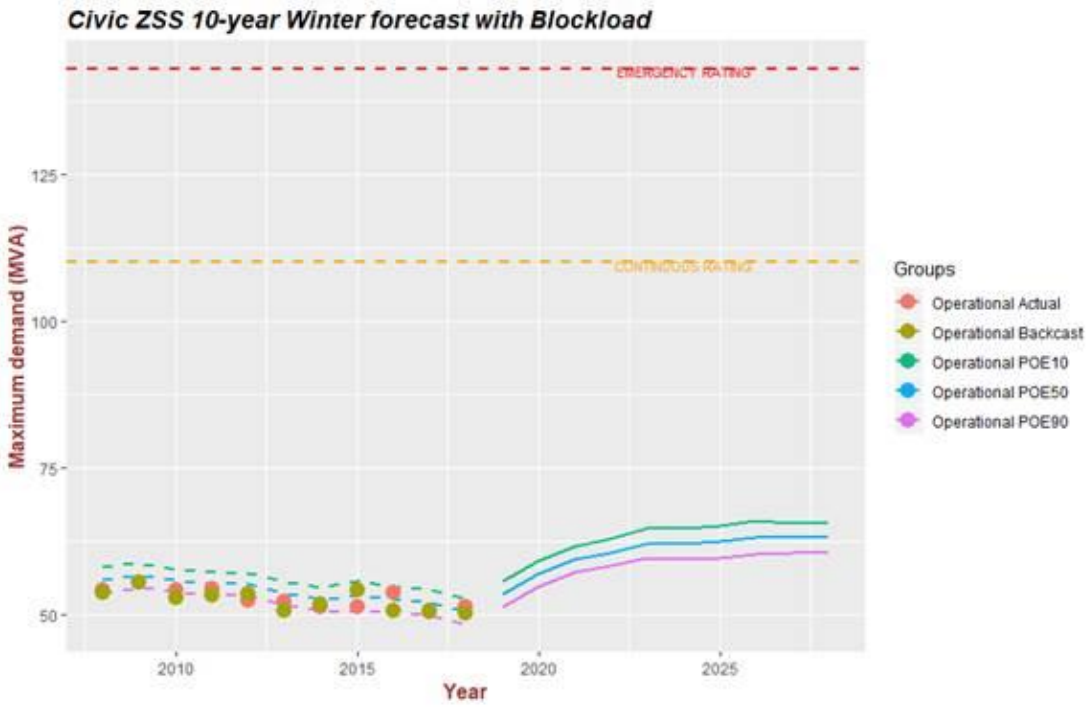
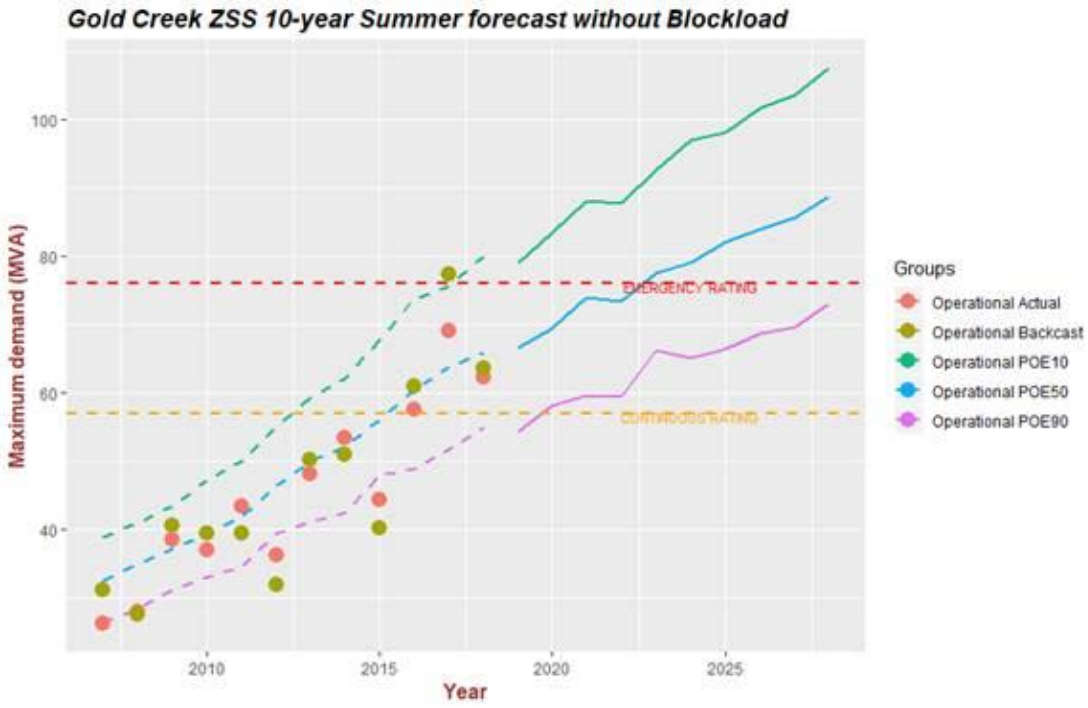


Figure 3.4 Gold Creek Zone Substation winter maximum demand forecast



Several possible planning solutions are available to manage zone substations that are expected to exceed the continuous rating or emergency rating, including:

- transferring load where possible;
- expanding capacity (which could include additional transformers, feeder expansion, or switchboard expansion); and/or
- setting cost-reflective tariffs that incentivise consumers to reduce demand at peak times.

Of equal importance is the number of zone substations that are expected to operate well within their continuous or emergency rating, such as the Civic Zone Substation identified in Figure 3.3. Although the load forecast would suggest that no peak demand constraint exists at that substation, there may still be capacity constraints within different parts of the area covered by the substation.

There could be capacity constraints at the feeder level or specific routes, and augmentation may still be required as driven by consumer requirements. For example, it could be driven by large consumers or new geographic areas that need to be serviced from this zone substation before a new zone substation is built for that area.

As a result, demand-driven augmentation is usually undertaken to meet growing demand in new and existing suburbs, address voltage issues caused by growing demand, or to meet planning criteria where growing demand breaches the planning criteria. The costs of network augmentation, in turn, drive the calculation of long-run marginal costs.

4 Pricing principles

Evoenergy sets network prices to signal to consumers the future costs of providing network services. This enables consumers to make informed choices about their consumption and investment decisions. If consumers choose to lower their consumption to reduce the magnitude of their peak demand during peak periods, this will help to reduce future network costs and lower bills.

The distribution network pricing Rules are designed to provide sufficient flexibility and guidance to encourage network businesses to structure network tariffs and set network prices to achieve two main objectives:[31]

- to ensure that prices signal future costs; and
- to ensure network businesses can recover the total efficient costs of providing network services.

The Rules include a pricing objective and several pricing principles. The network pricing objective is for network prices to reflect the efficient costs of providing services to consumers. This objective guides how to comply with the pricing principles. The pricing principles require compliance in the following areas.

- *No cross subsidies between tariff classes.* The expected revenue from each tariff class must be between the avoidable costs and the stand-alone cost of serving those consumers. This safeguards against cross subsidies between tariff classes, such as between residential and commercial consumers. (Clause 6.18.5(e))
- *Tariffs to be based on long-run marginal cost.* Each tariff must be based on the long-run marginal cost to ensure that network prices send efficient future cost signals to consumers. (Clause 6.18.5(f))
- *Tariffs to recover total efficient costs.* This principle has three parts: to enable the recovery of total efficient costs; that the revenue from each tariff reflects the total efficient cost of providing services to those consumers; and that revenue is recovered in a way that minimises distortions to consumer usage decisions. (Clause 6.18.5(g))
- *Consideration of consumer impacts.* The impact of network price changes on consumers must be considered in determining how to transition consumers to cost-reflective prices over time. (Clause 6.18.5(h))
- *Tariffs to be capable of being understood.* Network prices must be set so that they can be understood by consumers. (Clause 6.18.5(i))
- *Tariffs comply with jurisdictional obligations.* This principle allows network businesses to take into account any jurisdictional specific obligations which apply to prices. (Clause 6.18.5(j))

Evoenergy outlines how this Revised TSS complies with the pricing principles in section 7.8.

[31] AEMC 2014, National Electricity Amendment (Distribution Network Pricing Arrangements) Rule 2014, Rule Determination, pp. 10–11.

5 Consumer engagement

Evoenergy's consumer engagement program supporting the preparation of its second Proposed TSS commenced in August 2016. The program was undertaken within the context of Evoenergy's 2014–18 Consumer Engagement Strategy[32] and coincided with consumer engagement for the 2019–24 regulatory submission. For a more detailed account of the consumer engagement program undertaken for the regulatory submission, please refer to Attachment 2 of Evoenergy's Regulatory Proposa for 2019-24l[33] (Consumer engagement).

Evoenergy's consumer engagement program for the TSS was based on a set of principles that underpin Evoenergy's broader consumer engagement strategy. These principles, outlined in Table 5.1, were adopted throughout the consumer engagement activities undertaken to develop the TSS.

Table 5.1 Evoenergy's consumer engagement principles

Principle	How this is addressed	What it means for customers
Clear, accurate and timely information	Information is provided in a useful, relevant and easy to understand manner.	Customers can make informed choices and contribute effectively to the conversation.
Accessible and inclusive	Customers are engaged broadly across a range of communities and through a variety of interactions.	All customers have the opportunity to participate in discussions, express opinions and understand outcomes of our conversations.
Transparent	Engagement with customers is open and honest, with regular and meaningful reporting.	Allow customers to understand how their views and comments were taken into consideration.
Measurable	Each customer engagement activity establishes clear and (where possible) measurable criteria against which the success of the engagement can be measured.	Customers will be able to hold us accountable against the objectives of each engagement activity, and work with us to continually improve our engagement activities.
Long-term	Engagement with customers is on-going and regular, recognising that customers will be at different levels of understanding and involvement in Evoenergy over time.	Customers will be able to meaningfully engage with Evoenergy at any time.

5.1 Evoenergy's consumer engagement for this TSS

Consumer engagement regarding tariff reform has been an ongoing conversation with customers. In preparation for Evoenergy's first TSS, it consulted widely with a range of customers and stakeholders about cost-reflective tariff designs that would be most suitable for the ACT. In preparation for this second TSS, all consultation included an explanation of the changes made to the tariff structure in the first TSS, and then

[32] https://www.evoenergy.com.au/consumer-engagement-program

[33] Evoenergy, Attachment 2: Consumer engagement, Regulatory proposal for the ACT electricity distribution network 2019-24, January 2018. https://www.aer.gov.au/system/files/Evoenergy-Attachment%202%20Consumer%20engagement-January%202018_Public.pdf

progressed to seek feedback on further reforms, as well as focus on how Evoenergy could best support customers in the transition towards more cost-reflective tariffs.

Evoenergy's consumer engagement program supported the preparation of the TSS as part of an ongoing relationship with Evoenergy's stakeholders that fosters the continual exchange of information with the community. The TSS consumer engagement program builds on existing relationships with stakeholders and uses a range of activities to engage with stakeholders. Consumer engagement for the TSS included four phases:

1. **community informing** and scoping of issues;
2. **gathering feedback** from customers;
3. **responding** to community feedback and, **demonstrating** the influence consumer feedback has had on Evoenergy's tariff strategy included in this TSS; and
4. **post submission**—continued consumer engagement regarding tariff reform.

Table 5.2 describes the activities undertaken at each of the four phases, topics presented to stakeholders, method of promotion of these activities, as well as the feedback mechanism used. Finally, each activity is classified according to the International Association of Public Participation (IAP2) spectrum, which is a widely used tool to identify levels of participation.[34]

During the consultation process, Evoenergy consulted with the Energy Consumer Reference Council (ECRC) on a regular basis. Details about the ECRC are provided in the Box below. A summary of Evoenergy's community consultation activities is provided in Table 5.2.

[34] https://www.iap2.org.au/About-Us/About-IAP2-Australasia-/Spectrum

Energy Consumer Reference Council

The Energy Consumer Reference Council (ECRC) was established by Evoenergy in 2014. It has an independent chairperson and is representative of different types of consumers, including vulnerable consumers, residential, small and large businesses as shown below.

The ECRC spent considerable time considering the electricity tariff reforms, setting aside time at several meetings for presentations and discussion.

Table 5.2 Summary of Evoenergy's consumer engagement activities

	Activity	Topics of engagement	Target stakeholder group					Promotion						Feedback mechanisms				IAP2 Spectrum				
			Residential	Vulnerable customers	Small business	Large customers	Retailers	Website	Industry newsletters	Mailing list	Social media	Community presentation	Social services orgs	ECRC	Customer workshops	One-on-one meetings	Written submissions	Inform	Consult	Involve	Collaborate	Empower
Community informing and scoping issues	Issues Paper - *'A Safe, Reliable and Cost-Effective Electricity Network: ActewAGL Distribution Electricity Network 2019–24 Five Year Plan'.* December 2016	Background information on: • electricity network • regulatory process • concepts of operational and capital expenditure • tariffs, peak demand • Sought feedback on what issues should be explored in the Discussion Paper	✓		✓	✓		✓	✓	✓				✓			✓	✓	✓			
	Discussions with ECRC August 2016 – April 2017	• Approach to customer engagement • Tariff Structure Statement • Cost-reflective tariffs	✓	✓	✓									✓					✓	✓		
	ACTCOSS / Canberra Business Chamber workshop. February 2017	Review of the Issues Paper	✓	✓	✓								✓		✓		✓			✓		
Gathering feedback	Discussion Paper - *'Priorities for the ACT Electricity Network: ActewAGL Distribution Electricity Network 2019-24 Five Year Plan'.* July 2017	• Cost/reliability trade-off • Operational expenditure • Approach to maintenance • Capital expenditure • Technology	✓	✓	✓	✓		✓	✓	✓	✓	✓		✓	✓		✓	✓	✓			

	Activity	Topics of engagement	Target stakeholder group					Promotion						Feedback mechanisms				IAP2 Spectrum				
			Residential	Vulnerable customers	Small business	Large customers	Retailers	Website	Industry newsletters	Mailing list	Social media	Community presentation	Social services orgs	ECRC	Customer workshops	One-on-one meetings	Written submissions	Inform	Consult	Involve	Collaborate	Empower
	Customer workshops July 2017	• Network prices • Support for customers during implementation of cost-reflective tariffs.	✓		✓	✓		✓	✓	✓	✓	✓	✓	✓	✓				✓	✓		
	Online surveys - *general residential + a targeted vulnerable customer survey* September – October 2017		✓	✓				✓					✓						✓			
	Retailer meetings October 2017	• Tariff design • Preservation of network tariffs in retail tariffs • Customer responses to price signals • Communication to retail customers					✓									✓				✓		
	Discussions with ECRC. June – December 2017	• Tariff pricing options • Implementation of new tariffs • Transition arrangements	✓	✓	✓	✓								✓						✓		
Responding &	Discussions with ECRC October - December 2017	• Summary of feedback received to date	✓	✓	✓	✓		✓		✓				✓				✓	✓			

	Activity	Topics of engagement	Target stakeholder group					Promotion						Feedback mechanisms				IAP2 Spectrum				
			Residential	Vulnerable customers	Small business	Large customers	Retailers	Website	Industry newsletters	Mailing list	Social media	Community presentation	Social services orgs	ECRC	Customer workshops	One-on-one meetings	Written submissions	Inform	Consult	Involve	Collaborate	Empower
	Consultation summary		✓	✓	✓	✓		✓	✓					✓				✓				
Post submission	Discussions with ECRC February – October 2018	• Implementation cost-reflective tariffs and transition arrangements	✓	✓	✓	✓								✓				✓	✓			
	Energy Matters Workshop September 2018	• Tariff structure for large customers				✓					✓	✓			✓			✓		✓		
	Retailer meetings October – November 2018	• Draft decision • Revised tariff changes and assignment policy					✓									✓		✓	✓	✓		
	Demand tariff communication for residential and small business customers	• Updated website content • Demand tariff factsheet • Call centre materials	✓		✓			✓										✓				

5.2 Consumer feedback for this TSS

Consumer engagement activities were designed to encourage the involvement of representatives from a cross-section of customer segments. The feedback from consumers and how Evoenergy responded is provided in Table 5.3.

Table 5.3 Customer feedback received

Key theme of consumer feedback	How this has been addressed in the Proposed TSS	TSS Section reference
Throughout consultation, Evoenergy consumers emphasised the importance they place on meaningful involvement in the regulatory submission process (including the TSS).	Evoenergy recognises the need for its consumers to contribute to the regulatory process. It has sought to engage with consumers using a number of methods with the objectives of: • conveying to them a greater understanding of the electricity sector and the regulatory process; and • seeking their preferences on the issues that are most important to them. In this way, Evoenergy believes consumers will be more engaged and can provide more informed and valuable contributions to the regulatory process.	5.2.1
Evoenergy's customers support cost-reflective tariffs as they provide a price signal to encourage consumers to consider changing their electricity consumption. Most consumers are prepared to modify their electricity consumption in response to price signals.	Consumers have indicated their preparedness to modify their energy consumption to make cost savings. The majority of consumers surveyed were willing to modify their energy consumption if offered a saving on their network bill. Evoenergy proposes to continue on its journey towards cost-reflective network tariffs during the 2019–24 regulatory period. We will only implement tariffs or tariff changes where consumers' behaviour has an impact on network costs.	5.2.2
Support for consumers during the transition to more cost-reflective tariffs is important. It is important that price signals are accompanied by consumer information and education to allow consumers to take advantage of potential savings	Evoenergy will continue to engage with consumers and retailers, through to the implementation of tariff changes, by providing information and education.	5.2.3
Consumers identified price predictability and certainty as important.	Evoenergy will continue to ensure that consumer bill impacts are considered when setting network prices.	5.2.4

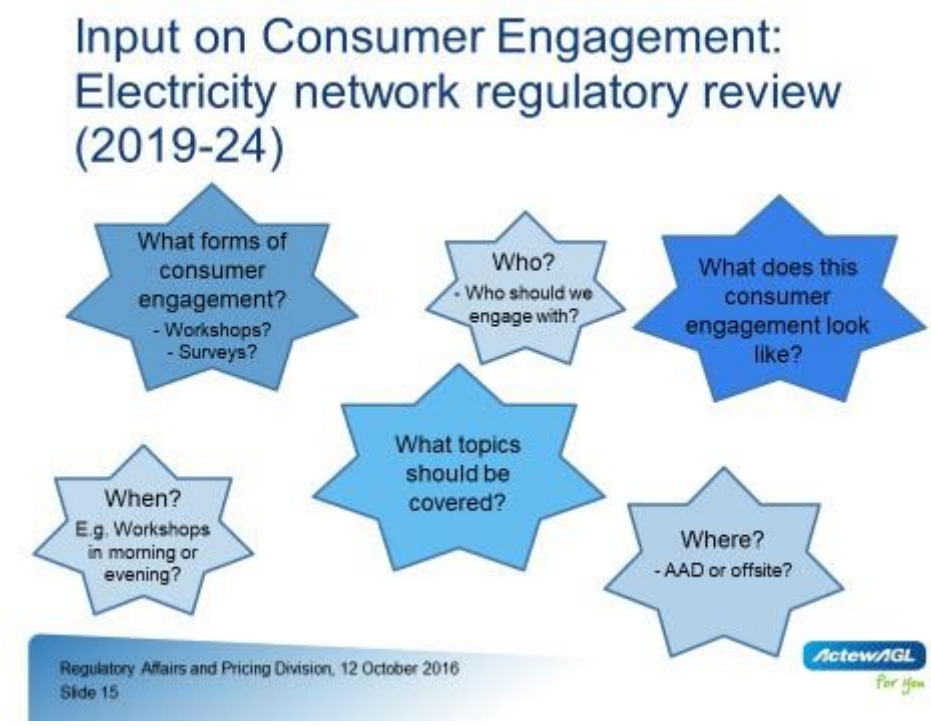
Key theme of consumer feedback	How this has been addressed in the Proposed TSS	TSS Section reference
Large customers are interested in highly cost-reflective tariff structures.	Evoenergy is trialling demand reduction contracts with HV commercial consumers, which is expected to have a similar effect on peak demand as a critical peak tariff.	5.2.5

Each key theme identified in the table above is expanded in the subsections below.

5.2.1 Importance of consumer involvement in developing the TSS

In the early stages of developing its consumer engagement strategy for the 2019–24 regulatory submission (including the TSS), Evoenergy sought input about its approach to consumer engagement from the ECRC. Below is a copy of a slide presented to the ECRC when seeking input on the consumer engagement strategy for the regulatory submission (including the TSS).

Figure 5.1 Extract from presentation to ECRC, October 2016[35]



During the October 2016 discussions with the ECRC, the importance of early engagement with consumers, supported by clear information to help build the understanding of customers, was highlighted by participants.

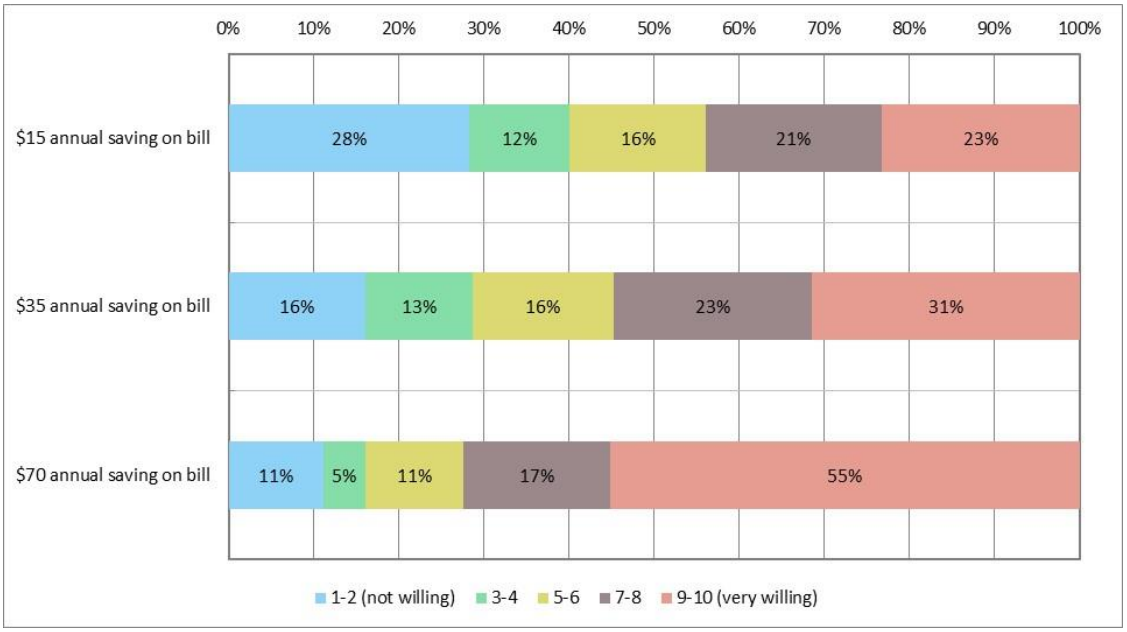
[35] Source: https://www.evoenergy.com.au/consumer-engagement-program/energy-consumer-reference-council/ecrc-meeting-papers

Based on this feedback, Evoenergy released an issues paper *A Safe, Reliable and Cost-Effective Electricity Network: ActewAGL Distribution Electricity Network 2019–24 Five Year Plan* in December 2016. A stakeholder workshop conducted jointly by the ACT Council of Social Service and the Canberra Business Chamber provided a written submission to the issues paper which reiterated the importance of consumer engagement.[36]

5.2.2 Customer support for cost-reflective tariffs

The support for cost-reflective tariffs that was strongly established during the consumer engagement associated with Evoenergy's first TSS was reiterated in consumer engagement carried out during the preparation of the second TSS. To gauge customer support, participants were asked how willing and able they were to reduce electricity usage at peak times for a saving on the network component of their annual electricity bill. Participants were asked to rate their willingness and ability, on a scale of 1 to 10 (10 being the most willing/able), for three different savings options. Figure 5.2 provides a summary of consumer responses to the question posed both during customer workshops and in an online survey.

Figure 5.2 Willingness to reduce electricity usage to obtain a saving on electricity bill (residential customers)



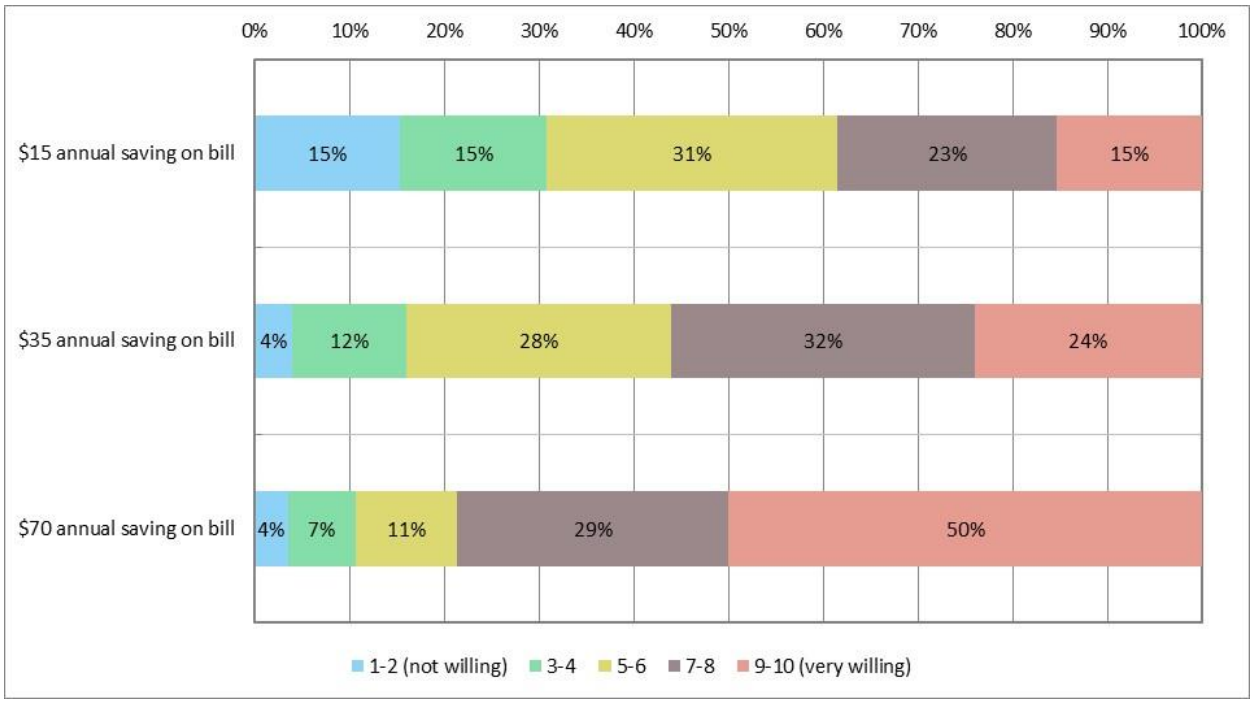
Assuming a rating of 5 and over indicated willingness/ability to respond to price signals, Figure 5.2 shows that while over 40 per cent of residential customers were willing/able to respond for a $15 annual saving, over 80 per cent were willing/able to respond to achieve a higher saving of $70 annually. As expected a greater saving incentivises a greater behavioural response to price signals.

Vulnerable customers were asked the same question as part of a survey and the results, provided in Figure 5.3, show a similar pattern; that is, for both the typical residential and

[36] The written submission to the issues paper was attached to Attachment 2 (Consumer Engagement) of Evoenergy's Regulatory Proposal. https://www.aer.gov.au/system/files/Evoenergy-Attachment%202%20Consumer%20engagement-January%202018_Public.pdf

vulnerable customer cohorts, as the potential saving on electricity bills gets larger, more customers are willing to modify their behaviour. However, overall, vulnerable customers were more willing to respond to price signals in order to receive a saving than typical residential customers. Around 70 to 90 per cent of vulnerable customers rated their willingness/ability to respond to price signals as 5 or higher.

Figure 5.3 Willingness to reduce electricity usage to obtain a saving on electricity bill (vulnerable customers)



During the small business workshop it was noted that it is harder for businesses to shift energy use to reduce electricity use during peak times, and thus achieve cost savings, particularly for small businesses such as retail and hospitality. It was suggested that a campaign identifying useful tools and tips could help businesses understand how to modify their electricity consumption patterns.

At the large customer workshop, HV commercial customers were asked a slightly different question relating to their willingness/ability to reduce electricity usage on critical peak days. Those customers that were able to modify electricity usage were willing, but noted that willingness and ability depended upon a number of factors, including the size of any financial savings or rewards (see section 5.2.5).

5.2.3 Support for customers during transition to cost-reflective tariffs

Another of the key themes heard from consumers was that information and education is important during the transition to more cost-reflective tariffs. Workshop and survey participants were asked to select the most effective ways of supporting customers from the following list:

- information brochures;
- workshops;
- log books/mobile apps; and

- contact centre (phone line).

All options were considered important by customers; however, the two preferred options were information brochures and log books/mobile applications. This feedback was consistent between the residential and vulnerable customer feedback.

Other suggestions customers made about supporting the transition to more cost-reflective tariffs included the following comments.

- Work with consumer advocates who understand and can pass on information, perhaps through workshops.
- Contact centre (phone line) with well-briefed staff, including being able to tell the customer about their pattern of energy use.
- Website.
- Help people to understand the effects of their electricity usage on their bill.
- Information on energy rating of homes and appliances as well as information on available rebates.

Customer voice

'Should communicate through every channel possible.'

Residential customer workshop 19/7/17

Additional suggestions from vulnerable customers included the use of electronic distribution and social media channels. Vulnerable customers also suggested that smart meters should be able to provide information and alerts to customers when certain energy usage thresholds are reached.

In response to this feedback, Evoenergy has developed improved communication resources to support customers' transition to cost reflective demand tariffs. This has included factsheets and updated website content to explain demand tariffs, as per the feedback received. Details of these initiatives are outlined in Section 5.4.

5.2.4 Importance of price predictability and certainty

Price predictability and certainty is a regular theme that Evoenergy hears from consumers across a number of consultation channels, particularly through the ECRC. Evoenergy believes this feedback reflects growing interest by customer stakeholders to work with Evoenergy to be better informed of longer-term policy impacts including price.

Regular engagement with organisations that include the Master Builders Association and the Canberra Business Chamber on topics such as Power of Choice and changes to vegetation clearing rules feature regular reminders by these business community representatives of the importance of price predictability and certainty with respect to network charges.

During the consumer engagement program for the regulatory submission, the importance of price predictability and certainty was again highlighted by the ECRC. This was discussed in the context of the participant derogation rule change[37] to smooth revenue (August 2016 meeting).

Similarly, the ACTCOSS submission to the Issues Paper highlighted the importance of avoiding 'bill shock' through the provision of information to potentially impacted

[37] AEMC, *National Electricity Amendment (Participant derogation - ACT DNSP revenue smoothing)* Rule 2017, 1 August 2017.

customers. This focus on communication and providing price certainty was also a theme in the ACTCOSS submission to the Discussion Paper.

The importance of price predictability and certainty is also consistent with the feedback obtained during the development of the first TSS.

5.2.5 Large customers interested in highly cost-reflective tariff structure

Large customers were asked to provide feedback on the use of critical peak pricing, such as through the establishment of a critical peak tariff. An example of a critical peak tariff was presented along with discussion of the critical peak tariff used in Victoria. Although feedback was mixed, participants generally expressed interest in considering such tariffs. Feedback received from large customers on this topic included the following comments.

- This type of tariff could be a driver of innovation or change.
- The detail would need to be considered carefully. It has to make financial sense.
- Pricing has to recognise cost to run alternative power sources—fuel, maintenance, depreciation, etc.
- Important for cost saving but often operations are time dependent. Therefore may have limited control of load/demand at any given point in time.

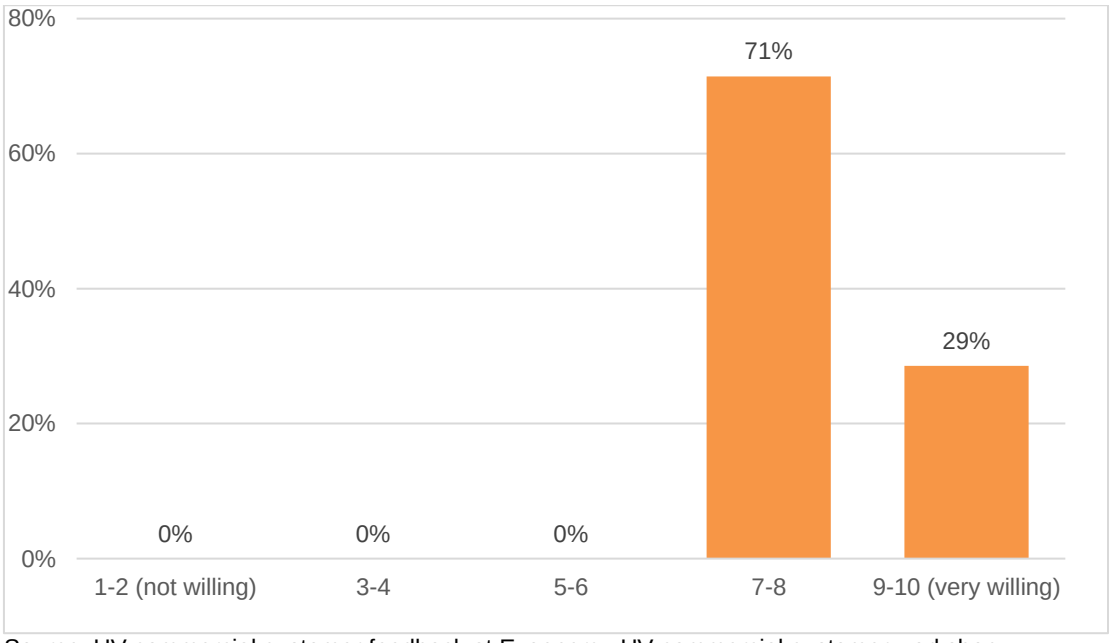
Customer voice

'We are well suited to manage our load, but it would need to make financial sense before adoption'.

Large customer workshop 25/7/17

As shown in Figure 5.4, all HV commercial customers who attended the workshop (14 people) were willing and able to reduce electricity usage on critical peak days, with scores of 7 and over on the scale of 1 to 10 provided (10 being the most willing).

Figure 5.4 Willingness to reduce electricity usage to obtain a saving on electricity bill (HV commercial customers)



Source: HV commercial customer feedback at Evoenergy HV commercial customer workshop

Evoenergy has considered this feedback and responded by trialling demand reduction contracts with HV commercial consumers. This initiative is expected to have a similar effect on peak demand as a critical peak tariff, with the advantage of tailoring contracts to individual customers. This approach of tailoring contracts to the load profile of individual HV commercial customers is a viable solution for Evoenergy given the relatively small number of HV commercial customers.

5.3 Engagement with retailers

In October 2017 and November 2018, Evoenergy met separately with EnergyAustralia, Origin Energy and ActewAGL Retail to seek their feedback on the proposed and revised network tariff reforms. The discussions with the retailers focussed on the following topics.

- Proposed network tariff and assignment strategy for:
    - Residential customers
    - LV commercial customers; and
    - HV commercial customers
- Other proposed changes
- Consumer feedback (to October 2017)
- Implementation of first TSS

Each retailer offered valuable feedback on the proposed tariff reforms, as discussed below.

Residential tariff structure

At the October 2017 meetings, Evoenergy informed retailers of the proposal to change the structure of the Residential kW Demand tariffs from a flat-rate energy charge to a Time-of-Use based energy charge. Retailers expressed reservations about this proposal, explaining that a demand charge accompanied by a flat-rate energy charge was already cost-reflective, and easier to explain to retail customers. In light of this feedback, in its Proposed TSS, Evoenergy proposed to introduce a time-of-use energy charge structure for its Residential kW Demand tariffs, but without initially activating the associated price levels. In the November 2018 meetings, Evoenergy explained to retailers that it was the AER's draft decision not to accept Evoenergy's proposal to shift the flat energy charge to a time-of-use energy charge.

At the November 2018 meetings, Evoenergy also explained to retailers that the AER draft decision for 2019-24 requires Evoenergy to retain customers who receive a type 4 meter as a replacement meter on their existing network tariff for 12 months before moving to a cost reflective network tariff. This is because the AER considers this requirement will enable Evoenergy to better account for possible changes in the visibility of distributed energy resources and assist retailers to manage customer impacts[38].

While one of the retailers considered this requirement to be in the interest of customers, other retailers expressed strong concern that this requirement would create complexity and therefore confusion amongst customers. Some retailers were also concerned about the mechanism to recover the cost of smart meters to affected customers during this 12 month period, particularly given that customer would potentially receive little benefit from the smart meter during this time.

[38] AER, Draft Decision. Evoenergy Distribution Determination 2019 to 2024, Attachment 18, September 2018, p. 18-17 to 18-18.

Commercial tariff structure

The changes proposed to the LV kW Demand tariff (shifting the flat energy charge to a time-of-use based energy charge) in the Proposed TSS were identical to those proposed for the Residential kW Demand tariff. Hence, retailer's had the same concerns about the proposed changes to the LV kW Demand tariff. That is, retailers held reservations over this proposed change to the energy charge and the activation of the seasonal demand charge. At the November 2018 meetings, Evoenergy relayed the AER's draft decision to not accept this proposed tariff change.

The retailers were supportive of the proposed changes to the LV TOU kVA Demand and Capacity tariffs (for large LV and HV commercial customers). The retailers questioned whether the change would result in the demand charge rate increasing. Evoenergy informed retailers that (based on preliminary modelling at the time), the change in the demand charge rate would be relatively modest, as most customers on these tariffs already peak during the peak charging window. The retailers agreed this change would increase cost-reflectivity and was consistent with other jurisdictions.

Controlled load tariffs; XMC tariffs

At the October 2017 meetings, the future of controlled load tariffs was discussed with the retailers. This is because Evoenergy was considering reforms to these tariffs. The retailers were generally supportive of continuing to offer these tariffs because of the potential for load control, and noted the high level of customer satisfaction with these tariffs in other jurisdictions.

Evoenergy and retailers discussed the proposal to eliminate XMC tariffs[39] from the network tariff schedule from 1 July 2019. Retailers were generally supportive of this change, indicating that it would simplify the network tariff structure. Retailers noted that this proposed approach would be similar to the method used by most other DNSPs. At the October 2017 meeting, one retailer noted that the current structure (with XMC and non-XMC tariffs) was preferable from a billing perspective.

The key themes of this feedback are summarised in Table 5.4.

Table 5.4 Retailer feedback

Key theme of retailer feedback	How this has been addressed in the TSS	Proposed TSS Section reference
Retailers value the ability to easily explain cost-reflective tariffs to customers, and therefore a simple tariff structure is preferred.	Given that the recent implementation of network kW demand tariffs for residential and small business customers introduces a new concept (charging mechanism) for these customers, Evoenergy initially proposed to make changes to the structure of these tariffs and delay the activation of the associated pricing signals. The AER's draft decision did not accept this proposed tariff structure reform, so the structure of these tariffs will remain unchanged in the 2019-24 regulatory period.	7.3.1 7.4.1
It is important to understand the effectiveness of tariff changes introduced in the first TSS before implementing further cost-reflective changes.	Retailers' concerns have been taken into account by proposing changes to the structure network tariffs, and waiting until sufficient analysis of customer data has been undertaken before activating those changes.	7.3.1 7.4.1

[39] XMC tariffs that exclude metering capital from the fixed access charge.

The ICRC has been informed of the TSS process and, in particular, the changes to AAR's regulated tariffs relating to Power of Choice reforms. This is important given that AAR's tariff structure changed as a result of reforms made in Evoenergy's first TSS and may change in light of the network tariff reforms proposed for the 2019-24 regulatory control period.

5.4 Consumer engagement since proposed TSS submission

A key theme identified from consumer engagement for the development of Evoenergy's proposed TSS is that accessible information and education is critical to help consumers understand cost reflective tariffs and their benefits.

Drawing on this theme, Evoenergy has continued its consumer engagement program following the submission of its proposed TSS, with a strong focus on informing consumers about proposed tariff reforms and supporting the transition to more cost reflective tariffs. In particular, Evoenergy has:

- developed a suite of communication materials to support residential and LV commercial customers during the implementation of demand tariffs; and
- hosted an 'Energy Matters' workshop in September 2018 to explain proposed changes to the tariff structure and build relationships with large customers.

These initiatives are described in greater detail in the sections below.

5.4.1 Communication materials for residential and small business customers

On 1 December 2017, Evoenergy introduced a demand tariff as the default tariff for residential and LV commercial customers receiving a new or replacement smart meter.

Evoenergy recognises that demand-based charging may be a new concept for many residential and small business consumers in the ACT. These consumers may be accustomed to consumption-based charging, and may have limited familiarity with the concept of 'demand'. A key enabler to the success of demand tariffs is ensuring that consumers are informed about how demand tariffs work, why there are being introduced, and how consumers can benefit. This requires the development of simple, consumer-focussed messaging to help grow levels of understanding as demand tariffs are gradually introduced in ACT.

In July 2018, Evoenergy engaged a consulting firm with specific expertise in creating engaging, consumer-oriented communication campaigns related to electricity tariffs. The consultants were engaged to assist Evoenergy develop targeted customer messaging as the basis for developing a package of communications materials to support the implementation of demand tariffs in ACT.

This has enabled Evoenergy to create a refreshed demand tariff webpage, consumer factsheet, and materials for its call centre staff. Evoenergy is also currently exploring the production of a short explanatory video on demand tariffs, which could be utilised through Evoenergy's website and as part of broader consumer engagement initiatives.

A common theme across these communication materials is the focus on simple tips about how consumers can manage their electricity bill and reduce their demand charge. This is illustrated through two fictional personas – 'High Peak Harry' and 'Low Peak Laura' – showing how simple changes to appliance use during peak times can reduce electricity demand. These examples are supported by illustrative bill calculations to show how a demand charge is calculated, and to signal the potential bill impacts of different energy usage patterns. Evoenergy has contacted ACT retailers to notify them of these published demand tariff materials.

The major communication materials developed by Evoenergy are summarised below.

Website

In September 2018, Evoenergy launched an updated webpage with information on demand tariffs for residential and small LV commercial customers.[40] The webpage covers the major aspects of demand tariffs including:

- why a peak demand tariff was introduced – explaining why the ACT has moved to demand-based pricing and the key benefits to consumers;
- how a peak demand tariff works – explaining the demand charge and how it is calculated;
- how customers can take control of their bill – outlining some simple tips for reducing energy demand during peak times; and
- who goes on a peak demand tariff – describing how customers transition to demand tariffs, and the option to opt-out.

The webpage has been designed with a user friendly structure, where high-level summary information is presented on the main page, and links are included to sub-pages covering specific topics in greater detail. The webpage is intended as a resource for ACT consumers, retailers and other stakeholders seeking greater information on demand tariffs.

Factsheet

Evoenergy has developed a demand tariff factsheet, designed for residential and small commercial customers. The factsheet can be downloaded from Evoenergy's website[41], and is also intended as a resource to support consumer engagement more generally (e.g. it can be distributed at relevant consumer engagement sessions, and in response to enquiries from the public).

The factsheet focusses on describing how consumers can reduce their network electricity bills by making simple changes to their electricity use during peak times. The factsheet is supported by diagrams to help communicate the concept of demand, and illustrate the effects on network bills.

Updated information for call centre staff

Evoenergy has updated its call centre materials to ensure that customer service representatives are well equipped to provide information on demand tariffs to both consumers and retailers. The call centre materials have also been aligned to the website and factsheet content to provide consistent messaging across all communication channels.

5.4.1 Energy Matters workshop

Energy Matters is an Evoenergy event series for largecommercial customers. It was created to build relationships with large customers and develop collaborative innovative approaches to managing the ACT distribution network.

Energy Matters also provides Evoenergy's large customers with an opportunity to meet and share ideas – they are a small, diverse group but share similar challenges and opportunities in energy use and infrastructure management.

[40] http://www.evoenergy.com.au/demandtariffs

[41] http://www.evoenergy.com.au/dtfactsheet

The most recent Energy Matters workshop was hosted in September 2018, and focussed on proposed changes to Evoenergy's commercial tariff structure and the potential impact of these changes on large customers.

Information on proposed tariff changes was set against the backdrop of conducting business in the ACT. The ACT Government has attracted attention worldwide for adopting a strong stance on climate change and setting a target of zero net greenhouse gas emissions by 2045.[42] Attendees heard an update on ACT climate change policy implementation, and a large customer shared their sustainability journey and initiatives.

The Energy Matters IAP2 Spectrum Public Participation Goal was to Inform: attendees were provided with balanced and objective information to assist them in understanding the intent, implications, and opportunities created by the proposed tariff changes.

Attendees were encouraged to ask questions following each presentation. At the conclusion of the presentation on proposed tariff changes, there was a facilitated discussion on how large customers would be impacted or might take advantage of these changes. Attendees acknowledged that they actively work to modify their energy use to reduce their costs, and recognised the impact on the electricity network and the environment. They also shared plans to introduce renewable energy sources or smart energy management systems to their infrastructure.

An online survey after the workshop showed that the majority of the attendees found the event useful and were satisfied with their opportunity to participate in discussion.

5.5 Future engagement

Evoenergy has continued to progress with planning the next stage of its consumer engagement program, and will continue its engagement with key stakeholders in the lead-up to the AER's final decision, and throughout the 2019-24 regulatory period.

In particular, Evoenergy is focussed on ensuring an effective transition to cost reflective tariffs for residential and LV commercial customers as smart meters are gradually introduced in the ACT. Evoenergy will continue to refine its communication materials, and inform customers about demand tariffs, and how customers can benefit.

[42] ACT Government, *ACT's Climate Strategy: To a Net Zero Emissions Territory*, December 2017.

6 Evoenergy's tariff strategy

In developing its tariff strategy for the upcoming regulatory period Evoenergy has considered a number of factors, the most important of which are:

- the network pricing objective and the pricing principles (outlined in section 4);
- the consumer and network benefits and opportunities;
- consumer and retailer feedback (outlined in section 5);
- the practicalities of detailed cost methodologies and calculations that influence the introduction of more complex tariffs;
- the ability of consumers to respond to price signals and impacts of tariff reform; and
- enabling technologies that are necessary to introduce more cost-reflective tariffs.

The Rules give some flexibility as to the period over which Evoenergy transitions its network tariffs to levels or structures that are more cost-reflective. This flexibility has been provided to ensure the transition can proceed smoothly, as explained in the Rules.[43]

> *A Distribution Network Service Provider must consider the impact on retail consumers of changes in tariffs from the previous regulatory year and may vary tariffs from those that comply with paragraphs (e) to (g) to the extent the Distribution Network Service Provider considers reasonably necessary having regard to:*
>
> 1. *the desirability for tariffs to comply with the pricing principles referred to in paragraphs (f) and (g), albeit after a reasonable period of transition (which may extend over more than one regulatory control period);*
> 2. *the extent to which* retail *consumers can choose the tariff to which they are assigned; and*
> 3. *the extent to which retail consumers are able to mitigate the impact of changes in tariffs through their usage decision.*

Based on the tariffs Evoenergy currently offers, and the nature of the network load profile at both the total system and zone substation level, Evoenergy believes that a different path will be needed to move each tariff class from the tariffs they are currently on to an adequately cost-reflective tariff. Therefore, the tariffs for each of the tariff classes are likely to travel a different path and take a different amount of time to reach the intended structure and level.

In setting out how Evoenergy will continue to transition to more cost-reflective tariffs, it is worth explaining that the concept of cost reflectivity can refer to different aspects of network tariffs. These concepts include:

- cost-reflective tariff **levels** (pricing);
- cost-reflective tariff **structure**; and
- cost-reflective **revenue base.**

To provide clarity on Evoenergy's proposed transition, each of these concepts is discussed separately below.

[43] Rule 6.18.5(h).

6.1 Transition to more cost-reflective tariff levels (pricing)

Evoenergy's network tariffs have been based on the LRMC since 1 July 2017, within the regulatory requirements and in line with the Rules regarding cost-reflective network pricing. Evoenergy has updated the LRMC calculation for this revised second TSS to take into account updated data, and changes to the methodology requested by the AER at the conclusion of the first round of TSS.

The cost-reflective nature of network tariffs is subject to change as Evoenergy refines its calculation of LRMC over time and the methodology used to base prices on LRMC. This refinement is likely to be ongoing.

6.2 Transition to a more cost-reflective tariff structure

In regards to the cost reflectiveness of Evoenergy's network tariff structure, refinements to the demand tariffs introduced on 1 December 2017 for residential and LV commercial customers will move Evoenergy's network tariff structure further along the cost-reflective spectrum.

Evoenergy intends to continue progressing along the cost-reflective tariff spectrum in the 2019–24 regulatory period and beyond. The timeframe to achieve a fully cost-reflective network tariff structure is uncertain, given a range of factors that are outside Evoenergy's control. Some of these factors include changes in technology and consumer willingness to adapt to more cost-reflective tariffs.

6.3 Transition to a more cost-reflective revenue base

For Evoenergy to recover all revenue from a cost-reflective network tariff structure, all Evoenergy customers would be assigned to cost-reflective tariffs that offer fully cost-reflective prices. This objective entails a transition path. Evoenergy's ability to achieve a fully cost-reflective revenue base depends on two enablers, described below.

6.3.1 Availability of remotely read interval meters

About 60 per cent of Evoenergy's consumers have accumulation meters, which simply record the amount of electricity used over time and must be manually read. Consumers with accumulation meters are not able to use demand-based tariffs until a Type 4 meter is fitted, through replacement or at the consumer's request. Most of the interval meters are currently programmed to display TOU data which has allowed Evoenergy to offer TOU tariffs. A Type 4 meter that meets the minimum standard specifications from 1 December 2017, is capable of reading data at the intervals required for more cost-reflective tariffs, such as demand and TOU tariffs.

The interval meters that have been installed until 1 December 2017 are read manually as they do not have remote reading capability. With the Metering Rule[44] change in effect, the demand data will be available together with the TOU data for an increasing proportion of customers, enabling greater access to cost-reflective tariffs.

6.3.2 How Evoenergy assigns consumers to tariffs

The pace of adoption of cost-reflective tariffs is influenced by how consumers are assigned to tariffs. The way in which consumers are assigned to tariffs typically involves a mandatory, opt-out or opt-in approach.

[44] AEMC, National Electricity Amendment (Expanding competition in metering and related services) Rule 2015, 26 November 2015.

While Evoenergy is aiming to move customers towards cost-reflective tariffs more quickly, a number of factors will influence the speed and the increments at which the transition can be undertaken, including:

- the roll out of smart (Type 4) meters;
- the impact of each incremental change in tariff structure on customer bills; and
- events and activities in the rest of the electricity supply chain, including changes in wholesale prices (which affect the customer's bill and therefore can increase consumer sensitivity to additional changes in price levels or structure), and the activities of retailers (which may serve to blunt or heighten the impact on customers of changes in the network tariff structure or level).

As a result, while Evoenergy may want to move as quickly as possible, it is not entirely within its ability to dictate the timing. For the reasons stated above, Evoenergy cannot be certain when all of its customers will be assigned to more cost-reflective tariffs. However, it will certainly take less time for some tariff classes than others. For example, the following transitional outcomes are expected.

- **HV commercial customers**. These customers are already on highly cost-reflective demand tariffs. The proposed changes to the HV commercial tariff structure in the 2019–24 regulatory period (section 7.3) are not expected to cause significant customer impacts.
- **LV commercial customers.** Most small business customers are expected to receive a Type 4 meter in the next 15 to 20 years.[45] Given that the proposed assignment policy (section 7.3.3) is to default to an LV commercial demand tariff, all LV commercial customers should be on a cost-reflective tariff within the next 15 to 20 years.
- **Residential customers.** Most residential customers are expected to receive a Type 4 meter in the next 15 to 20 years.[46] Given that the assignment policy (section 7.4.3) is to default to the Residential kW Demand tariff (with an opt-out provision to the TOU tariff), the transition to cost-reflective tariffs will be similar to that of LV commercial customers (15 to 20 years).

Based on the assumptions above, Evoenergy estimates that the percentage of **customers** on cost-reflective tariffs is expected to rise from approximately 22 per cent in 2017/18 to a forecast 37 per cent by the end of the next regulatory period (30 June 2024) as depicted in Figure 6.1.[47] The forecast proportion of **consumption** incurred on cost-reflective tariffs is expected to rise from approximately 58 per cent in 2017/18 to a forecast 67 per cent by the end of the next regulatory period, as depicted in Figure 6.2.

[45] Modelling Appendix, Metering PTRM.

[46] Ibid.

[47] Cost-reflective tariffs include tariffs referred to in note to Figure 6.1 and 6.2.

Figure 6.1 Percentage of electricity customers on cost-reflective and non-cost-reflective tariffs

Source: Evoenergy

Figure 6.2 Percentage of electricity consumed by customers on cost-reflective and non-cost-reflective tariffs

Source: Evoenergy

Notes (applicable to Figures 6.1 and 6.2 above):

Cost-reflective tariffs include: Residential TOU, Residential Demand, Off peak (1/2), Off peak (3), General TOU, LV TOU kVA Demand, LV TOU kVA Capacity, LV Demand, HV TOU Demand, HV TOU Demand – Customer LV, HV TOU Demand – Customer HV and LV.

Non-cost-reflective tariffs include: Residential Basic, Residential 5000, Residential Heat Pump, Streetlighting, Small Unmetered Loads.

7 Proposed tariff structure

The aim of Evoenergy's tariff strategy outlined in this Revised TSS is to continue to move its tariff structure further along the cost-reflectivity spectrum.[48] In this context, cost-reflective pricing is about ensuring that network electricity charges to consumers reflect the cost of providing electricity network services to the consumer (for both usage and capacity). Customer responsiveness to cost-reflective price signals is expected to lead to better use of the existing network and more efficient augmentation of the network. That is, as customers respond to cost-reflective price signals by shifting electricity usage from peak periods when the network faces its highest demand, the requirement for network investment can potentially be deferred. These pricing reforms aim to reflect costs and create incentives for better use of the network so as to avoid or defer network expenditure and reduce network costs in the future. The changes proposed to the tariff structure are designed to enhance cost reflectivity and economic efficiency.

This section outlines Evoenergy's proposed tariff structure as follows.

- An explanation of network tariff classes is provided in section 7.1.
- Contextual information regarding the changes is provided in section 7.2.
- Details of the tariff structure and charging parameters for tariffs offered to commercial and residential customers is provided in sections 7.3 and 7.4, respectively.
- Other changes related to the tariff structure are provided in section 7.5.
- A description of the way in which the tariffs comply with the pricing principles is provided in section 7.6.
- An explanation of how Evoenergy will update its tariffs annually is provided in section 7.7.

7.1 Network tariff classes

Evoenergy's approach to the classification of network tariff classes remains unchanged from the classification approved by the AER for the 2014–19 regulatory control period.[49] Consumers are currently classified into three tariff classes:

- Residential;
- Low voltage (LV) commercial; and
- High voltage (HV) commercial.

In accordance with clause 6.18.1A(a) of the Rules, these are the classes into which retail consumers for direct control services will be classified during the 2019–24 regulatory control period.

The tariff classes are set on an economically efficient basis. Consumers within each tariff class have similar load and connection profiles, which mean they impose similar costs on the network. Thus, setting tariffs within tariff classes enables Evoenergy to distinguish those similar costs and apply charges to each tariff class appropriately, which results in an efficient outcome.

[48] This strategy is dependent on metering installations, customer impacts and retailers' response to cost-reflective network tariff reforms.

[49] AER, Final Decision, Tariff Structure Statement, ActewAGL, February 2017, p. 33.

Consistent with clause 6.18.3(d), these tariff classes also enable Evoenergy to avoid unnecessary transaction costs by treating consumers with similar profiles in a similar way. These tariff classes have proven to provide the most cost-effective way of grouping consumers together to minimise administrative costs, compared to offering additional classes and re-assigning existing consumers to different classes.

7.2 Context to proposed tariff changes

To provide contextual background to the proposed tariff changes, this section explains the relevant changes that were made to the tariff structure in the first TSS (section 7.2.1) and the core concepts on which the proposed tariff changes for this second TSS are based (section 7.2.2).

7.2.1 Changes implemented in first TSS

In the first TSS, Evoenergy introduced a range of highly cost-reflective tariff reforms. A summary of the approved changes resulting from the first TSS are listed below.

- **Residential consumers—**A new peak period demand tariff was introduced from 1 December 2017 for residential consumers whose premises are fitted with interval meters that can be read remotely. This start date aligned with the timeframe for metering contestability. For consumers without remotely read metering technology, Evoenergy improved the alignment of their tariff levels to the estimates of long-run marginal cost of supply.
- **Low voltage commercial consumers—**A new peak period demand tariff for small commercial LV consumers was introduced from 1 December 2017, while continuing to offer existing cost-reflective tariffs for consumers in this tariff class.
- **High voltage commercial consumers—**Given that HV commercial consumers already have a highly cost-reflective network tariff structure, Evoenergy maintained the existing tariff structure for commercial HV commercial consumers and consolidated the number of tariffs from four to three.

7.2.2 Core concepts for second Proposed TSS

In this second Revised TSS, Evoenergy progresses its network tariff reforms based on three core concepts which have been used to form and validate the reforms, as explained below.

7.2.2.1 VALIDATION OF CHARGING WINDOWS

The proposed changes to tariff structures and levels are based on **residential and commercial load profiles** rather than the network load profile. Given that the ACT is a planned city, residential and commercial areas are, for the most part, deliberately separated. Table 7.1 below shows the percentage of feeder length servicing residential and commercial customers for each distribution zone station in the ACT, providing an indication of the types of customers located in each zone substation's servicing area. It shows that some of the zone substations service predominantly residential customers (i.e. Latham), others service predominantly commercial customers (i.e. Fyshwick), and some service a mix of residential and commercial customers (i.e. Civic).

This information has been used to establish 'predominantly residential' and 'predominantly commercial' zone substation load profiles which are then used to analyse appropriate charging windows for residential and commercial customers, separately. Since residential and commercial customers are in some cases located in particular geographic areas, the application of peak prices based on specific estimates of LRMC

for each tariff class to some extent includes a locational dimension to Evoenergy's tariff structure.

This approach of using predominantly residential and commercial load profiles is more cost reflective than using a network load profile which would be a weighted average of the residential and commercial load profiles. This analysis thereby provides a more accurate local profile on which to set charging windows, which ultimately leads to residential and commercial customers receiving sharper price signals that, on average, reflect the peaks that occur on the network in their area.

Table 7.1 Percentage of feeder length servicing residential and commercial customers by zone substation

	Residential	Commercial
Belconnen	69%	31%
City East	65%	35%
Civic	60%	40%
East Lake	18%	82%
Fyshwick	0%	100%
Gilmore	59%	41%
Gold Creek	83%	17%
Latham	100%	0%
Telopea Park	46%	54%
Theodore	99%	1%
Wanniassa	90%	10%
Woden	70%	30%

Source: Evoenergy's Electrical data manual

7.2.2.2 ROBUST CUSTOMER IMPACT ANALYSIS

The customer impact analysis of the proposed tariff reforms uses a **theoretical** approach to establish hypothetical customer impacts, as well as an approach based on **actual sample data** collected from customers, to add a realistic analysis of customer impacts (see sections 7.3.4 and 7.4.4).

The customer impacts based on actual data provides insights into the proportion of customers who are expected to be better off, worse off and indifferent to the proposed reforms. This analysis has been undertaken to provide greater understanding of the impact on customer network bills assuming the proposed tariff reforms are implemented and no behavioural changes to the prices. The load profile generated from the sample of actual customer level metering data was compared to and found to be consistent with

load profiles generated from the predominantly residential and commercial zone substation data and aggregated residential and commercial data. (See sections 7.3.5 and 7.4.5).

7.2.2.3 VALIDATION OF COST-REFLECTIVE TARIFF REFORM

Evoenergy has undertaken extensive analysis (presented sections 7.3 and 7.4) to identify appropriate cost-reflective reforms to the network tariff structure. Subsequently, Evoenergy has compared the proposed tariff reforms to past industry research[50] which has been observed to align with Evoenergy's proposed approach. In this context, Evoenergy refers to industry research which identified an optimal tariff structure after extensive modelling based on Australian data, and taking into account the impacts of solar PV penetration and take-up of technologies such as air conditioners. The optimal tariff structure is a three-part tariff comprising:

- a fixed charge;
- TOU energy consumption charges; and
- a demand charge.

The research concluded that a demand tariff 'substantially increases the efficiency and fairness of the price signal'.[51] Further, the research argued that 'an optimal tariff structure can correct hidden subsidies and enhance the distributional equity and efficiency of distortionary costs'.[52] While the research was based on the experience of the southeast Queensland market, it notes that the implications of the research can be applied to other jurisdictions with similar characteristics. A recent workshop hosted by Energy Consumers Australia explained the modernisation of distribution tariffs for residential customers. In particular, it referenced a modern tariff design as encompassing "time-varying energy rates, demand charges to recover capacity costs, and the fixed charges to recover the costs of "revenue cycle" services" [53]. Given that Evoenergy's proposed tariff reforms for the 2019–24 regulatory control period are designed to increase cost-reflectivity in Evoenergy's tariff structure, the assessment provides further confirmation and validation for Evoenergy's proposal.

7.3 Proposed tariff structure for commercial customers

The majority of proposed network tariff reforms for the 2019–24 regulatory control period are related to the LV and HV commercial tariff classes. The following sections explain the proposed changes as follows:

- an outline of the proposed changes to Evoenergy's LV and HV commercial tariff structure, and the AER's response to these proposals in their draft decision (section 7.3.1);
- an explanation of the charging windows applied to LV and HV commercial tariffs (section 7.3.2);
- Evoenergy's LV and HV commercial customer assignment policy (section 7.3.3); and
- the indicative commercial customer impacts (section 7.3.4).

[50] Paul Simshauser 2014, 'Network tariffs: resolving rate instability and hidden subsidies'.

[51] Ibid, p. 1.

[52] Ibid, p. 26.

[53] https://energyconsumersaustralia.com.au/news/innovation-energy-services-workshop-2/

7.3.1 Proposed changes to commercial tariffs

7.3.1.1 Evoenergy's proposed TSS tariff reforms

In Evoenergy's proposed TSS submitted in January 2018, a range of commercial tariff reforms were proposed. In this subsection, Evoenergy explains these proposed reforms, with regard to the AER's Draft Decision. A summary of tariff reforms in Evoenergy's proposed TSS, and the AER's corresponding Draft Decision, presented in Figures 7.1 and 7.2.

Figure 7.1 Summary of proposed LV commercial tariff structure

	Tariff Components							
	Fixed	Flat energy	Inclining Block energy	TOU energy	kVA anytime demand	kVA peak demand	kVA capacity	Seasonal kW peak demand
General Network*	✓		✓					
General TOU	✓			✓				
LV TOU Demand	✓			✓	✓ →	✓		
LV TOU Capacity	✓			✓	✓ →	✓	✓	
LV KW Demand	✓	✓ → ✗ →		✓				✓
Streetlighting	✓	✓						
Small unmetered	✓	✓						

* Obsolete to new customers from 1 December 2017
Note: Red ticks indicate proposed change (for the 2019–24 regulatory control period) that was not accepted by the AER in its draft decision.
Green ticks indicate proposed changes that were accepted by the AER in its draft decision.

In the proposed TSS, Evoenergy proposed three changes to the existing LV commercial tariff structure (Figure 7.1).

1. **106 LV KW Demand tariff:** replace the flat energy charge with a TOU energy charge.
2. **101 LV TOU kVA Demand tariff:** replace the anytime kVA maximum demand charge with a peak kVA maximum demand charge.
3. **103 LV TOU kVA Capacity tariff:** replace the anytime kVA maximum demand charge with a peak kVA maximum demand charge.

Evoenergy proposed the following changes to the existing HV commercial tariff structure (Figure 7.2).

1. **111 HV TOU Demand tariff:** replace the anytime kVA maximum demand charge with a peak kVA maximum demand charge.
2. **121 HV TOU Demand – Customer LV tariff:** replace the anytime kVA maximum demand charge with a peak kVA maximum demand charge.
3. **122 HV TOU Demand – Customer HV and LV tariff:** replace the anytime kVA maximum demand charge with a peak kVA maximum demand charge.

Figure 7.2 Summary of proposed HV commercial tariff structure

	Tariff Components				
	Fixed	TOU energy	kVA anytime demand	kVA peak demand	kVA capacity
HV TOU Demand	✓	✓	✓ → ✓		✓
HV TOU Demand - Customer LV	✓	✓	✓ → ✓		✓
HV TOU Demand - Customer LV & HV	✓	✓	✓ → ✓		✓

Note: Green ticks indicate proposed change (for the 2019–24 regulatory control period) that were accepted by the AER in its draft decision.

The existing suite of commercial tariffs is already highly cost-reflective, with most tariffs including maximum demand and (in some cases) capacity charges. The proposed changes to the commercial tariffs were designed with an emphasis on a customer's maximum demand during the peak charging window. This differs from the existing commercial tariffs[54] which base a customer's demand charge on their maximum demand at any time of the day. This change creates a greater incentive for large commercial consumers to actively manage their load to reduce their maximum demand during the peak charging window. As explained in section 7.3.1.2, the AER accepted this proposed change to the tariff structure in its draft decision.

Most of the existing commercial demand tariffs have TOU energy charges in their structure. To align the structure of the LV kW Demand tariff with these tariffs and improve the cost reflectivity of this tariff, Evoenergy proposed to change the flat energy charge in this particular tariff, introduced on 1 December 2017, to a TOU energy charge. This means that consumers on the tariff would pay a bill that more closely reflects the long-term marginal cost of supplying electricity to them. It would also provide customers with greater incentive to actively manage and control the distribution component of their electricity bills by controlling when and how they use electricity.

As explained in section 7.3.1.2, the AER's Draft Decision is to not approve the transition from a flat energy charge to a TOU energy charge within the LV kW Demand tariff [55]. Evoenergy accepts this decision and so this revised TSS does not include a TOU energy charge within the LV kW Demand tariff (Table 7.4).

As explained in section 7.2.2.2, the proposed reforms to the network tariff structure were supported by industry research that define an optimal tariff structure as a three-part tariff comprising a fixed charge, TOU energy consumption charges, and a demand charge. This structure corrects for cross subsidies and improves economic efficiency.[56]

The structure of the commercial demand tariffs is shown in Figure 7.3 below.

[54] Excluding the LV kW Demand tariff.

[55] AER, Draft Decision. Evoenergy Distribution Determination 2019 to 2024, Attachment 18, September 2018, p. 18-9

[56] Paul Simshauser 2014, Network tariffs: resolving rate instability and hidden subsidies, p. 26.

Figure 7.3 Proposed commercial demand tariff structure

Fixed	Consumption	Demand	Capacity
• cents/day	• c/kWh • based on time of use	• c/kW/day(code 106) • c/kVA/day(codes 101, 103, 111, 121, 122) • based on consumer's maximum demand (1/2 hour), during a defined peak time period, in a calendar month	• c/kVA/day(codes 103, 111, 121, 122) • based on consumers' maximum demand (1/2 hour), during the previous 13 months inclusive of the current billling month

Note: 106 LV kW Demand tariff has anytime energy charging, as per AER Draft Decision for 2019-24

In line with current practice, the **fixed supply** component of these tariffs would not vary with the level of energy consumption or demand. The fixed charge relates to the connection services provided to consumers and ensures approved revenue requirements are met (i.e. return of and on the undepreciated portion of the sunk capital expenditure and fixed operating and maintenance costs associated with the existing asset base). The fixed charge signals the cost of maintaining connection assets and servicing consumers (e.g. consumer-related costs such as the network call centre) as well as ensuring energy is available to the consumer.

Part of a consumer's bill would be based on **energy** consumption, with different rates applying at peak, shoulder and off-peak periods of the day.

Part of the consumer's bill would be based on the maximum **demand** that the consumer places on the network during the peak charging window. For the kVA demand and capacity tariffs, this is a change from the current structure of the maximum demand charge which applies to any time of the day. Under the proposed tariff structures, the maximum demand is the highest average demand placed on the network during any of the 30-minute intervals that occur during the peak period charging window during a calendar month. The demand charges are proposed to be applied to a set charging window as defined in the next section.

Changing the anytime maximum demand charge to a peak maximum demand charge means that commercial customers are focussed to reduce demand during times when the aggregated commercial load peaks. Applying a peak demand charge in conjunction with a peak consumption charges means that customers are sent a price signal to incentivise them to manage their usage during the peak period for the whole billing period, rather than for only a single half hour within peak times during the period.

Part of the bill for consumers on the LV TOU Capacity tariff or HV commercial tariffs is based on the maximum **capacity** that the consumer places on the network. This charge is currently applied on the same basis as the maximum demand charge (i.e. a consumer's maximum demand at any time), but is calculated based on the consumer's highest 30-minute peak demand over the previous 13 months inclusive of the current billing month. Evoenergy does not propose to make any change to this component of the tariffs.

Outside the peak charging window, the anytime capacity charge continues to provide an incentive for large commercial consumers to manage their load. For example, a

restaurant (i.e. commercial customer) that peaks in the evening (i.e. outside the commercial peak charging window of 7 am to 5 pm weekdays) is encouraged to manage their load with the incentive of a capacity charge in place. Capacity tariffs are designed to encourage customers to flatten their seasonal loads.

Evoenergy considered introducing a critical peak tariff for HV commercial customers, and consulted with customers about this potential change. There were mixed views by HV commercial customers about the introduction of a critical peak tariff with most recognising that the impact would depend upon the individual financial circumstances and drivers for each customer. Evoenergy is not proposing to introduce a critical peak tariff in the 2019–24 regulatory control period because reductions in demand by HV commercial customers can be achieved, where necessary, by entering into tailored demand reduction contracts with individual HV commercial customers. This option is currently being trialled by Evoenergy, and is a feasible option given the relatively small number of HV commercial customers.[57]

There are no proposed changes to the General Network, General TOU, Streetlighting or Small unmetered tariffs, as these tariffs are sufficiently cost reflective. The General Network and General TOU tariffs are as cost reflective as they can be given the metering functionality of customers on these tariffs. Small unmetered and streetlighting tariffs are sufficiently cost reflective given the cost associated with installing metering that would allow consumption to be more accurately recorded.

7.3.1.2 The AER's Draft Decision

On 27 September 2018 the AER released its Draft Decision on Evoenergy's proposed TSS[58]. The AER accepted five of Evoenergy's six proposed changes to commercial tariffs (Figure 7.4).

Figure 7.4 AER Draft Decision: LV and HV commercial tariffs

Tariff	Evoenergy proposed change	AER Draft Decision
106 - LV KW Demand	Replace the flat energy charge with a TOU energy charge	Not approved – Evoenergy will retain flat energy charge
101 - LV TOU kVA Demand	Replace the anytime kVA maximum demand charge with a peak kVA maximum demand charge	Approved. Change from anytime to peak demand charge
103 - LV TOU kVA Capacity		
111 - HV TOU Demand		
121 - HV TOU Demand – Customer LV		
122 - HV TOU Demand – Customer HV and LV		

[57] 26 customers in 2016/17.

[58] https://www.aer.gov.au/networks-pipelines/determinations-access-arrangements/evoenergy-actewagl-determination-2019-24

7.3.1.3 Evoenergy's response to the AER's Draft Decision

On 1 July 2019, Evoenergy will implement the tariff reforms according to the AER's Draft Decision. As a result, from 1 July 2019, Evoenergy's demand charges will be based on the highest 30 minute demand during the commercial peak window (7am – 5pm AEST, weekdays). This peak demand event will continue to be calculated on a calendar month basis.

Evoenergy accepts the AER's draft decision to not approve the proposed change from anytime to TOU energy pricing in the LV kW Demand tariff. As a result, Evoenergy proposes to retain the current structure of the LV kW Demand tariff that includes anytime consumption charging.

For completeness, the analysis of commercial load profile data is repeated in this Revised TSS in the next section.

7.3.2 Charging window analysis

As discussed in section 7.2.2.1, one of the key concepts that forms the basis of Evoenergy's network tariff structure is the separate price signals sent to residential and commercial consumers. Given that many areas of the ACT are dominated by either residential or commercial loads that have distinctly different load profiles, separate price signals are sent to residential and commercial customers via different charging windows. This means that commercial consumers located in predominantly commercial areas receive a price signal designed to address peak demand in predominantly commercial areas. The evaluation of the commercial charging windows that apply to TOU consumption and peak time maximum demand charges in the following tariffs are discussed in this section:

- General TOU Network;
- LV kW Demand Network;
- LV TOU kVA Demand Network;
- LV TOU Capacity Network;
- HV TOU Demand Network;
- HV TOU Demand Network – Customer LV; and
- HV TOU Demand Network – Customer HV and LV.

Evoenergy proposes to set the same peak, shoulder and off-peak charging windows for consumption and demand charges in each of the applicable commercial tariffs (see above). This alignment will make it easier for customers to understand the commercial tariff structure and assess the implications of moving from one commercial tariff option to another (subject to the assignment policy described in section 0).

To define the charging windows for applicable commercial tariffs, it is important to align the peak charging window with times at which the electricity network peaks in predominantly commercial areas. To identify when the predominantly commercial areas of the network peak, Evoenergy has compiled load profiles for:

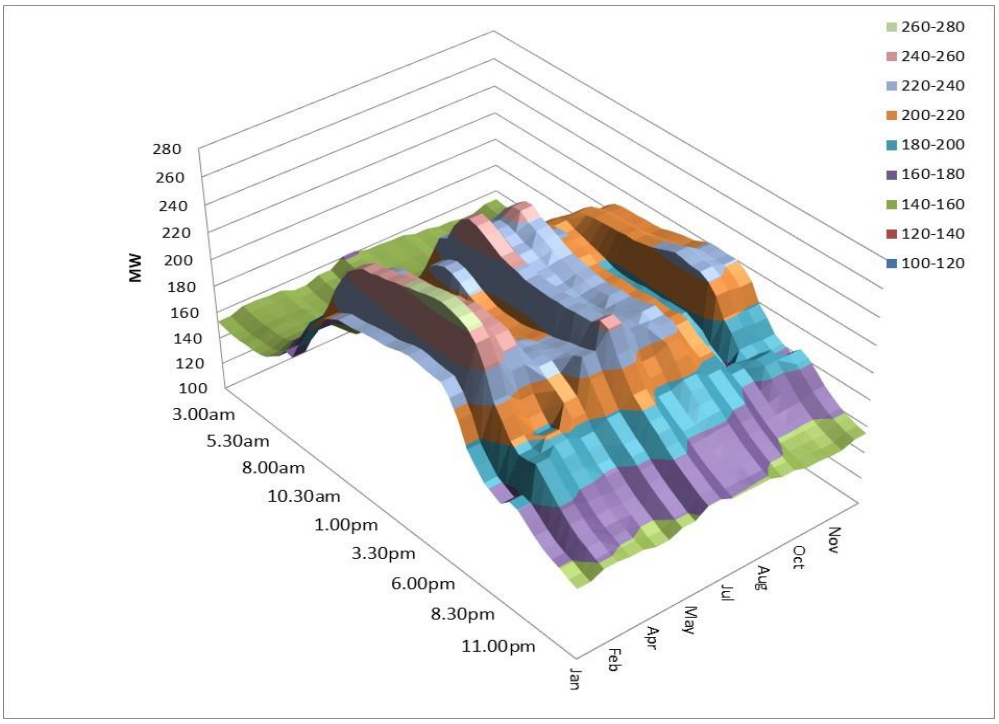
1. the total commercial load profile (shown in Figure 7.5);
2. predominantly commercial zone substations in the ACT (Figure 7.6);
3. a sample of commercial customers (Figure 7.7);[59] and

[59] Evoenergy has extracted a sample of LV commercial customer data to analyse customer impacts. This sample of data is used to generate a load profile (Figure 7.6) to test whether the sample is representative of the total LV commercial load profile.

4. the total HV commercial load profile (shown in Figure 7.8).

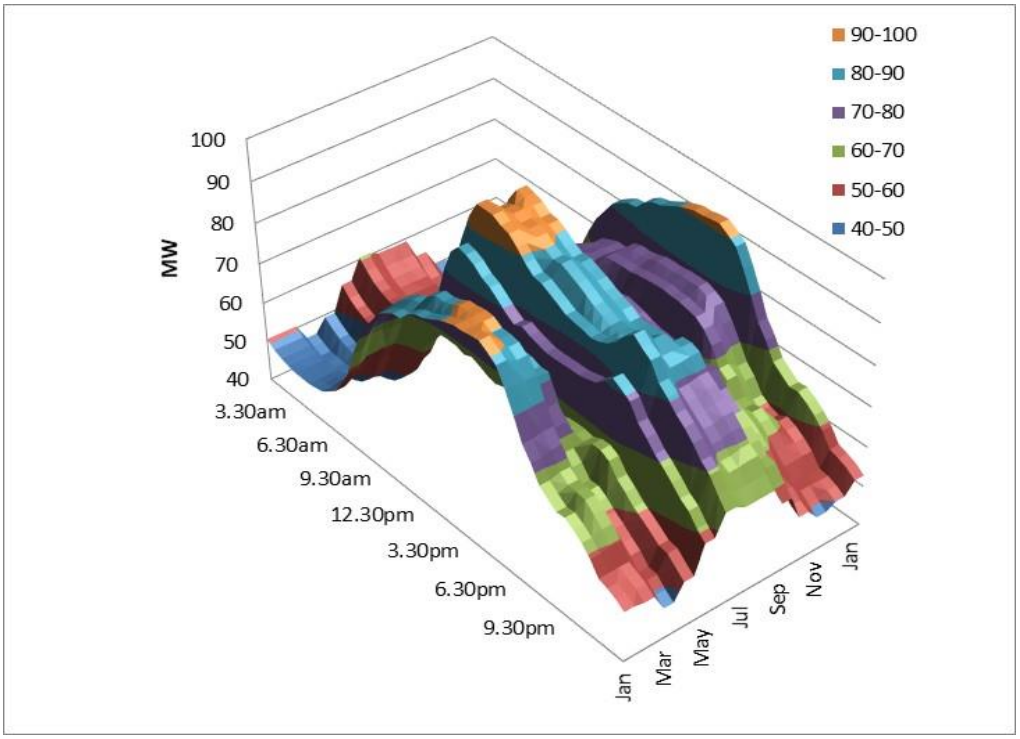
A comparison of these profiles is undertaken to assess the appropriate charging windows for commercial consumers. (The load profile based on sample data is also used to validate the customer impact analysis undertaken in section 7.3.4).

Figure 7.5 For each month and for each half hour, the average daily total commercial load (MW), 2016



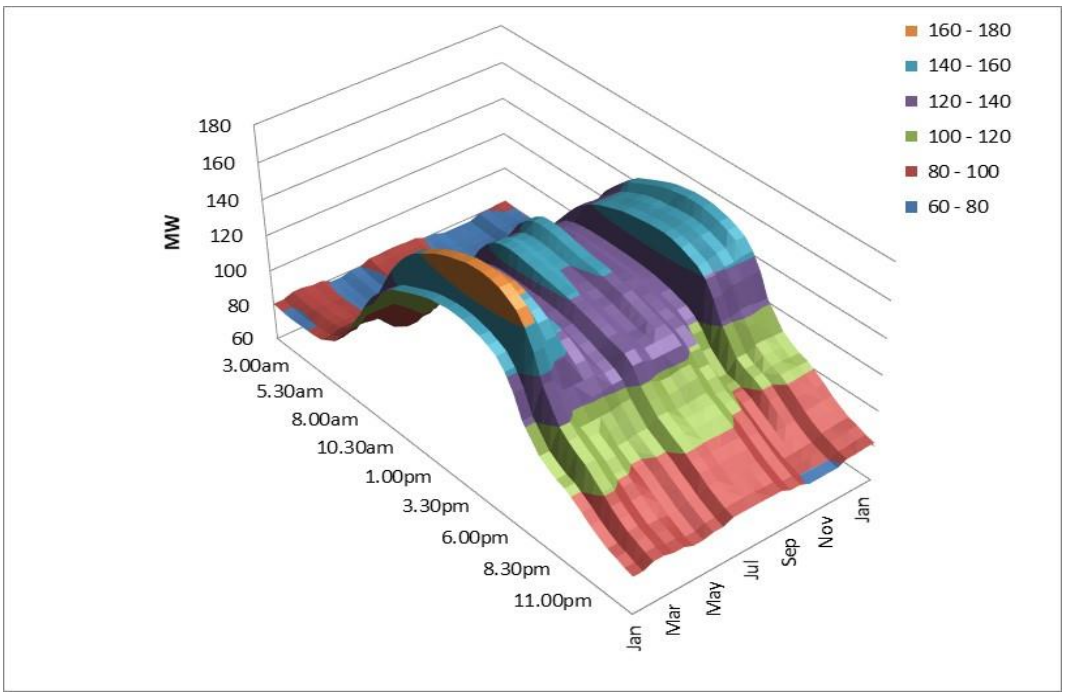
Source: Evoenergy

Figure 7.6 For each month and for each half hour, the average daily total load (MW) on predominantly commercial zone substations, 2016



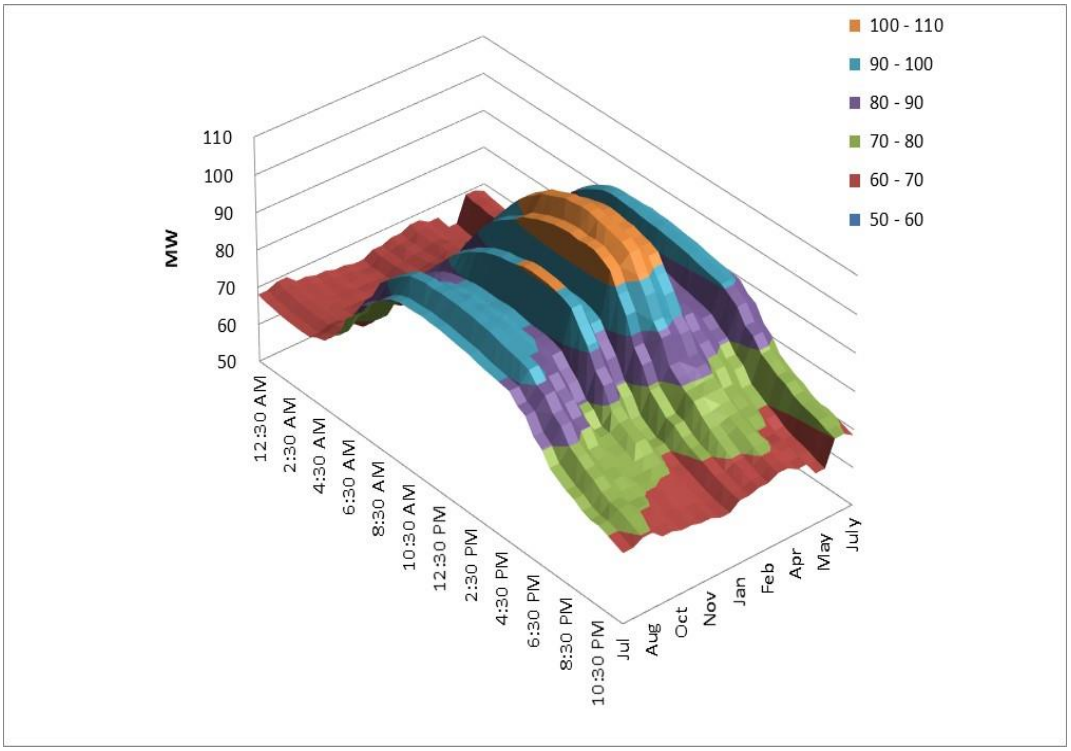
Source: Evoenergy
Note: based on Eastlake, Fyshwick and Telopea Park zone substations

Figure 7.7 For each month and for each half hour, the average daily total load profile of a sample of LV commercial customers (MW), 2016



Source: Evoenergy
Note: customer in this sample had interval meters

Figure 7.8 For each month, the average daily energy consumption in each half hour of the HV commercial consumers, 2016



Source: Evoenergy

Given that the HV commercial load profile (Figure 7.8) is shown to be similar to the LV commercial load profiles (Figure 7.5 to Figure 7.7), it is reasonable to set the same charging window for LV and HV commercial consumers.

This analysis forms the basis for setting charging windows for commercial tariffs. Further detailed analysis of load profiles is provided below to provide further documentation that the commercial charging windows associated with the applicable commercial tariffs are appropriate.

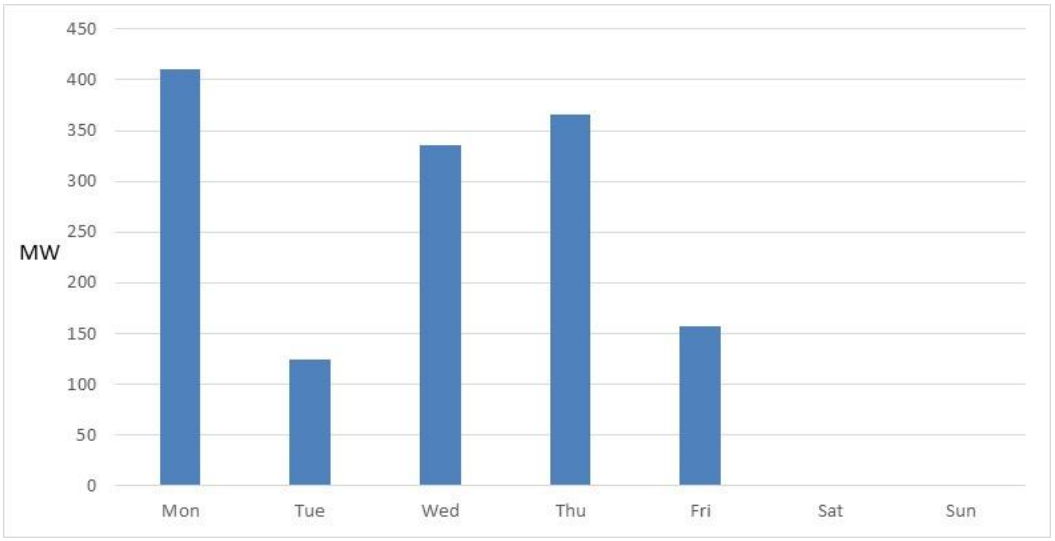
Time of Day

A comparison of the above load profiles consistently shows that the commercial load profile is highest between 7 am and 5 pm. This is because most commercial consumers operate their businesses during the day and the resulting activity by businesses is reflected in the high peaks occurring at that time of day.

Day of the Week

Evoenergy has also reviewed the days of the week at which peaks occur for commercial consumers. Using the data from predominantly commercial zone substations in the ACT, Evoenergy identified the days of the week on which the maximum demand occurred in each month of 2016. Figure 7.9 shows that at these zone substations, maximum demand occurred during weekdays, but not on weekends. This is because most commercial consumers operate their businesses on weekdays and the resulting activity is reflected in the peaks occurring during weekdays rather than weekends.

Figure 7.9 Maximum demand (MW) by day of the week at predominantly commercial zone substations, 2016



Source: Evoenergy

Seasonality

Figure 7.5 to Figure 7.8 also show that the commercial load is higher in both summer and winter months of the year, and lower during the autumn and springs months. This reflects the use of energy for cooling in summer and for heating in winter.

In the first TSS, the AER approved the introduction of the LV kW Demand tariff with seasonal demand charges set at the same level throughout the year. In that TSS, Evoenergy indicated that it may activate the seasonal demand charges in the following regulatory control period (2019–24). Evoenergy proposes to delay the activation of seasonal demand charges until there has been sufficient time to analyse data on customer's response to the existing structure of the tariff (as per QUT research[60]). Evoenergy does not yet have a full year of LV kW Demand tariff customer data on which to base this analysis.

Summary of charging window analysis

Based on the above analysis, the commercial load peaks:

- during the day, between 7 am and 5 pm;
- on weekdays; and
- generally highest during summer and winter.

Hence, Evoenergy proposes to maintain its current peak charging window for the LV and HV commercial tariffs as the daytime (7 am to 5 pm AEST) of each weekday, all year round. The peak charging window will apply to the tariffs and tariff components shown in Table 7.2.

[60] QUT and Citysmart *2017*, Taking advantage of electricity price signals in the digital age: Householders have their say.

Table 7.2 Peak charging window application

	Peak period consumption	Peak period maximum demand	Anytime consumption
General TOU Network	✓		
LV kW Demand Network		✓	✓
LV TOU kVA Demand Network	✓	✓	
LV TOU Capacity Network	✓	✓	
HV TOU Demand Network	✓	✓	
HV TOU Demand Network – Customer LV	✓	✓	
HV TOU Demand Network – Customer HV and LV	✓	✓	

7.3.3 Proposed assignment policy for commercial customers

The AER's draft decision requires specific changes to the commercial tariff assignment policy.

1. Removal of references to assigning LV commercial customers with embedded generators to the LV Capacity tariff[61].
2. Customers who receive a Type 4 meter as a replacement meter remain on their existing network tariff for 12 months before moving to a more cost-reflective network tariff. The AER considers[62]:

> *"that including a 12 month delay for end of life meter replacements will assist retailers in managing customer impacts on users who have not initiated a change to their circumstances. This period of delay will provide retailers load profile information which will better inform them on the retail tariff options suitable for these customers."*

Evoenergy accepts the AER's draft decision for 2019-24. Hence, in this revised TSS, Evoenergy proposes to revise the LV commercial tariff assignment policy.

In relation to the second requirement, (to delay assignment of customers with a replacement meter to a more cost reflective tariff), feedback from internal consultation within the Evoenergy network business, and external consultation with active retailers revealed that there are concerns that this new requirement may cause confusion for customers with replacement meters. The nature of these concerns are outlined below.

- Inconsistent outcomes for customers: Tariff assignment for customers with a type 4 meter differs depending on the circumstances in which the meter was installed (i.e. new connection, customer initiated or meter replacement).

[61] AER, Draft Decision. Evoenergy Distribution Determination 2019 to 2024, Attachment 18, September 2018, p. 18-9.

[62] AER, Draft Decision. Evoenergy Distribution Determination 2019 to 2024, Attachment 18, September 2018, p. 18-17 to 18-18.

- Delay in realising the full benefit of type 4 meters: Customers may be frustrated that they have had advanced metering technology in place for 12 months, yet may not be aware of the capability of that technology or able to benefit from it (in regard to tariff choice).
- Customer confusion: This change requires retailers, particularly those who align their retail tariffs with network tariffs, to contact replacement meter customers 12 months after their meter is replaced to notify them of a change in tariff. This added complexity to the network tariff assignment may lead to greater customer confusion about electricity tariffs.

To partially address these concerns, Evoenergy proposes that a customer with a replacement meter be allowed to opt-in to more cost reflective LV commercial tariffs within the first 12 months that the type 4 meter is installed.

In addition to these required changes, Evoenergy proposes to further refine the LV commercial tariff assignment policy. Specifically, customers with Current Transformer (CT) meters will be assigned by default to the LV kVA TOU demand tariff, while customers without a CT meter will be assigned by default to the LV kW demand tariff. Both customer types (those with and without CT meters) will have cost reflective opt-out options, as shown in Table 7.3 below.

The LV kW demand tariff is designed for smaller commercial customers (i.e. customers who generally do not have CT meters) who share common assets. These customers tend to have peakier loads than large commercial customers, but because of the diversity of their peaks these customers are expected to have a lower demand charge. The LV kW demand tariff is better suited to small commercial customers.

LV commercial customers without Type 4 meters will remain on their existing tariff until their meter is changed to a Type 4 meter. The General Network tariff is closed to new connections from 1 December 2017 and will eventually become obsolete as customers receive Type 4 meters and are placed onto more cost-reflective tariffs.

For completeness, Table 7.3 below shows Evoenergy's commercial tariff assignment policy for 2019-24.

Table 7.3 Commercial tariff assignment policy

	Default	Opt-out
LV commercial without a CT meter	LV kW Demand*	1. LV kVA TOU Demand 2. LV kVA TOU Capacity 3. General TOU
LV commercial with a CT meter	LV kVA TOU Demand	1. LV TOU kVA Capacity 2. General TOU
HV commercial	HV TOU Demand (code 122)	Not applicable (mandatory default)

Notes: From 1 July 2019, LV commercial customers with a replacement meter will remain on their existing network tariff until 12 months after their smart meter is installed, however they can opt-in to a cost reflective LV commercial tariffs according to the assignment policy shown in the table above.

Customers are ineligible to switch to one of these tariffs if they have been on the tariff in the previous 12 months.

* When requested by retailers, under specific scenarios, Evoenergy currently offers to backdate a demand tariff to TOU tariff once per site in a 12 month period. Evoenergy reverses and reissues the bill (NUoS) for no more than 40 calendar days for commercial sites. This process applies to the LV kW demand tariff (network code 106 and 107).

Evoenergy proposed to revise its HV assignment policy to mandatorily assign all new HV customers to the 122 tariff from 1 July 2019. Tariff code 122 is designed for customers who own and operate their own LV and HV assets. As a result of this change in assignment policy, tariff codes 111 and 121 are proposed to be closed to new connections. Existing customers on tariff codes 111 and 121 may remain on these tariffs, or switch to tariff code 122 following consultation with Evoenergy.

7.3.4 Proposed commercial tariff structure Changes

Evoenergy's revised commercial tariff structure, tariffs and eligibility are summarised in Table 7.4. In summary, each of the tariffs has been reviewed to base the tariff on LRMC (as per Rule 6.18.5(f)) and the changes to the commercial tariff structure have been included.

Table 7.4 Evoenergy's proposed commercial tariff structure and eligibility criteria

Tariff class	Tariff	Consumer eligibility	Component	Unit	Charging parameter
Commercial Low Voltage	General Network	Available to existing commercial low voltage consumers without Type 4 meters.	*Fixed network access charge (per connection point)* *Inclining block tariff energy consumption charge with 2 tiers*	*¢/day* *¢/kWh*	*Tier break is set at 330 kWh per day*
	General TOU Network	Available to all commercial low voltage consumers with a TOU or type 4 meter.	*Fixed network access charge (per connection point)* *Energy consumption charge based on time of use*	*¢/day* *¢/kWh*	**Business Times:** 7 am – 5 pm every weekday **Evening Times:** 5 pm – 10 pm every weekday **Off-Peak Times:** All other times
	TOU kVA Demand Network	Available to all low voltage consumers with a TOU or type 4 meter	*Fixed network access charge (per connection point)* *Peak period demand charge* *Energy consumption charge based on time of use*	*¢/day* *¢/kVA/day* *¢/kWh*	*Maximum Demand charge applied to the maximum demand in the billing period* *Peak period for demand charge is 7am – 5pm Mon – Fri* *Energy charges:* **Business Times:** 7 am – 5 pm every weekday **Evening Times:** 5 pm – 10 pm every weekday ***Off-Peak Times:*** *All other times*

Tariff class	Tariff	Consumer eligibility	Component	Unit	Charging parameter
	TOU kVA Capacity Network	Open to all low voltage consumers with a TOU or type 4 meter.	*Fixed network access charge (per connection point)* *Peak period demand charge* *Capacity charge* *Energy consumption charge based on time of use*	*¢/day* *¢/kVA/day* *¢/kVA/day* *¢/kWh*	*Peak period for demand charge is 7am – 5pm Mon - Fri* *Capacity charge applied to the maximum demand in the previous 13 months inclusive of the current billing month.* *Energy charges:* **Business Times:** 7 am – 5 pm every weekday **Evening Times:** 5 pm – 10 pm every weekday ***Off-Peak Times:** All other times*
	LV kW Demand Network	Available to commercial low voltage consumers with a Type 4 meter. Closed to new customers with CT meters from 1 July 2019	*Fixed network access charge (per connection point)* *Anytime energy consumption charge* *Peak period demand charge*	*¢/day* *¢/kWh* *¢/kW/day*	*Peak period for demand charge is 7am – 5pm Mon - Fri*
	Street Lighting Network	Applies to the night-time lighting of streets and public ways and places.	*Fixed network access charge* *Energy consumption charge*	*¢/day* *¢/kWh*	
	Small Unmetered Loads Network	Applies to eligible installations as determined by Evoenergy, including: telephone boxes, telecommunication devices.	*Fixed network access charge* *Energy consumption charge*	*¢/day* *¢/kWh*	
Commercial High Voltage	TOU Demand Network (111)	Large consumers taking supply at high voltage with a low voltage network owned and maintained by Evoenergy. Closed to new customers from 1 July 2019	*All three tariffs have the following components:* • *Fixed network access charge (per connection point)* • *Peak period demand charge* • *Capacity charge* • • • • • *Energy consumption charge based on time of use*	*$/day* *¢/kVA/day* *¢/kVA/day* *clkWh*	*Peak period for demand charge is 7 am – 5 pm Mon - Fri* *Capacity charge applied to the maximum demand in the previous 13 months inclusive of the current billing month.* *Energy charges:* **Business Times:** 7 am – 5 pm every weekday **Evening Times:** 5 pm – 10 pm every weekday **Off-Peak Times:** All other times
	TOU Demand Network – Consumer LV (121)	Large consumers taking supply at high voltage where the consumer owns and is fully responsible for its own low voltage network. Closed to new customers from 1 July 2019			
	TOU Demand Network – Consumer HV and LV (122)	Large consumers taking supply at high voltage where the consumer owns and is fully			

Tariff class	Tariff	Consumer eligibility	Component	Unit	Charging parameter
		responsible for their own low voltage network and where the consumer owns and is responsible for their high voltage assets.			

All times refer to Australian Eastern Standard Time.

7.3.5 Indicative bill impacts for commercial customers

The indicative pricing schedule for commercial tariffs has been set such that the average commercial customer would:

- be better off on the LV kW Demand tariff than the General Network tariff;
- be indifferent or better off on the proposed structure of the LV TOU kVA Demand and LV TOU Capacity tariffs (i.e. with peak demand charges) compared to the current structure (i.e. with anytime demand charges); and
- be indifferent or better off on the proposed structure of the HV commercial tariffs (i.e. with peak demand charges) compared to the current structure (i.e. with anytime demand charges).

In this section, indicative commercial customer impacts are separately analysed using **theoretical** and **actual** customer demand and consumption profiles to determine how usage patterns affect network electricity bills. In the theoretical analysis, network electricity charges are calculated for a range of theoretical consumption profiles (from 2,000 to 11,000 kWh pa) and three load profiles that reflect the range of different maximum demands associated with commercial consumer load factors. The customer impacts based on actual customer data calculates network electricity bills for a representative sample of commercial consumers, to show the range of consumers who are expected to be better off, worse off and indifferent. All customer impacts are based on proposed network charges contained in the Indicative NUOS Pricing Schedule (Appendix 1.2). The theoretical and actual analyses are presented in sections 7.3.5.1 and 7.3.5.2, respectively.

7.3.5.1 THEORETICAL COMMERCIAL CUSTOMER IMPACTS

In this theoretical analysis, network electricity prices are calculated for a range of hypothetical consumption and demand profiles. The analysis is separated to compare customer impacts for:

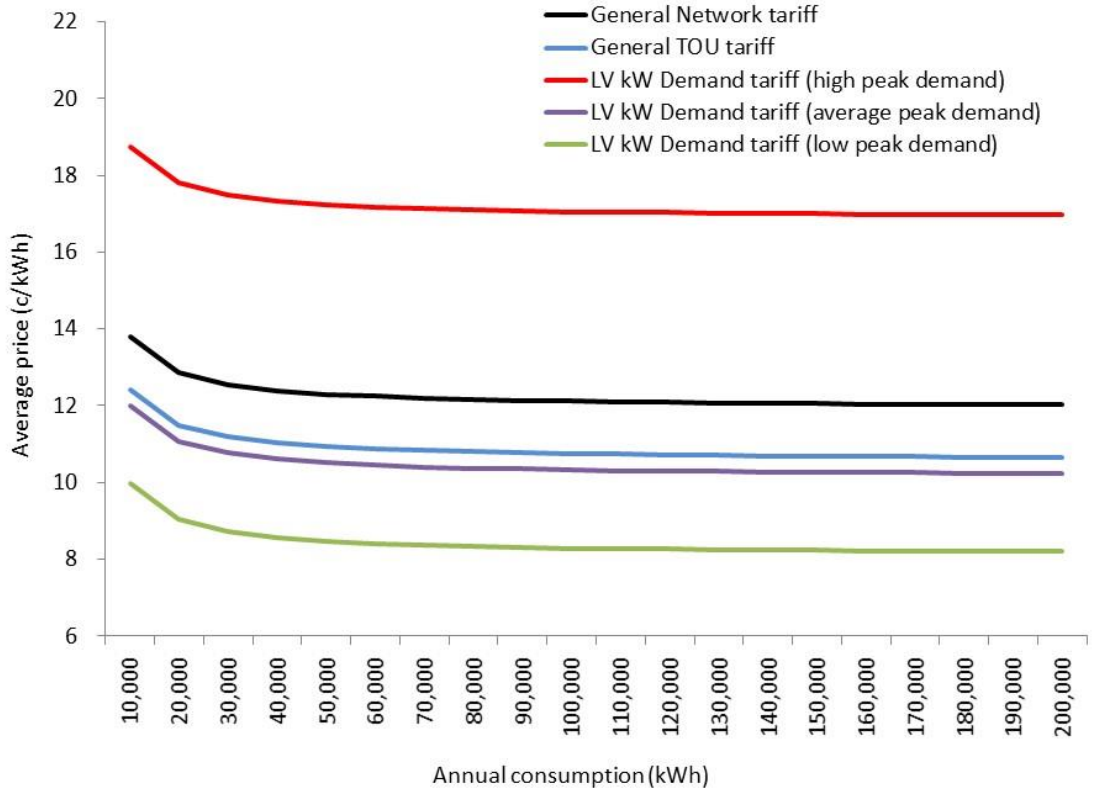
- LV kW Demand, General TOU and General Network tariffs;
- LV TOU kVA Demand and LV TOU Capacity tariffs; and
- HV tariffs.

LV kW Demand, General TOU and General Network tariffs

A comparison of average network prices for LV commercial consumers on the LV kW Demand, General TOU and General Network tariffs is depicted in Figure 7.10. The hypothetical annual consumption is shown on the x-axis (kWh) and average price (total bill divided by energy consumption in c/kWh) is shown on the y-axis. Figure 7.10 shows the following for consumers on the LV kW Demand tariff.

- Consumers with an average peak demand are on average likely to receive a network bill slightly lower than what they could expect on the General Network or General TOU tariffs.
- Consumers with a low maximum demand (and therefore a high load factor) are on average likely to receive a lower network bill than they would on either the General Network or General TOU tariffs.
- Consumers with a high maximum demand (and therefore a low load factor) are likely to receive a higher network bill than they would on the General Network or General TOU tariffs.

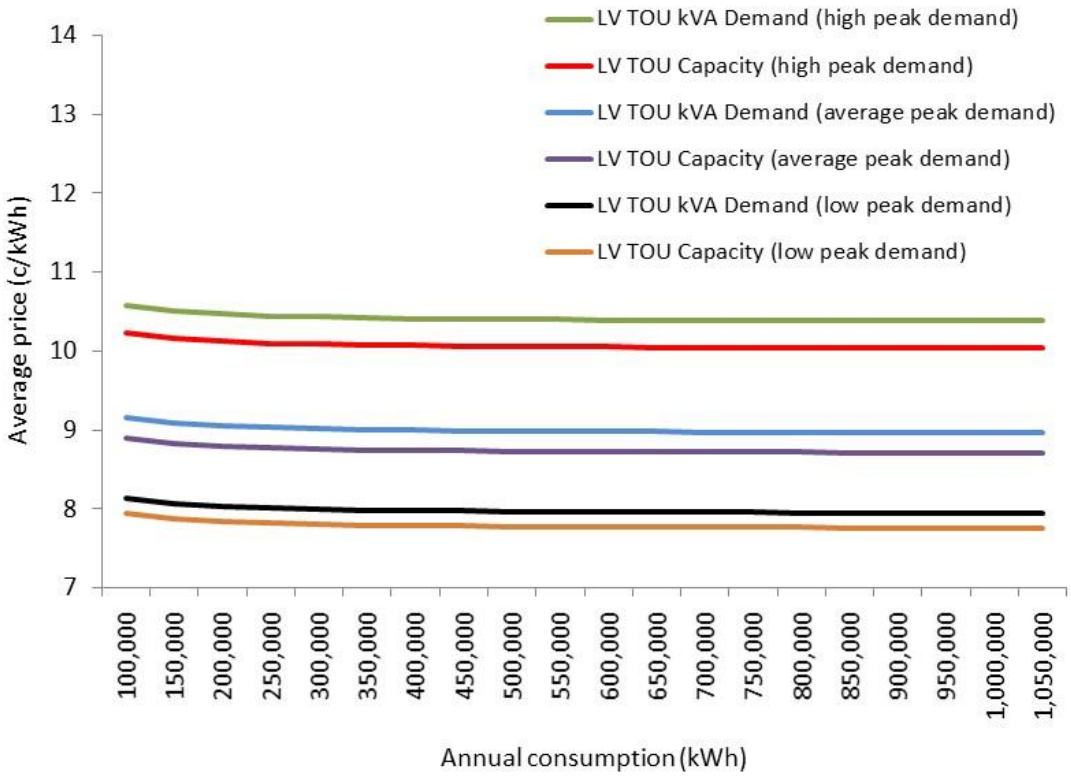
Figure 7.10 LV Commercial: price impacts for different consumption profiles (indicative 2019/20 tariffs)



LV TOU kVA Demand and LV TOU Capacity tariffs

A comparison of average network prices for LV commercial consumers on the LV TOU kVA Demand and LV TOU Capacity tariffs is depicted in Figure 7.11. This figure shows that LV commercial consumers with a low peak demand (during the peak charging window) receive a lower bill because their demand charge is lower than consumers with an average or high peak demand.

Figure 7.11 LV TOU kVA Demand and LV TOU Capacity: price impacts for different consumption profiles (indicative 2019/20 tariffs)



HV commercial tariffs

A comparison of average network prices for each of the HV commercial tariffs is shown in Figure 7.12 to Figure 7.14 below. These Figures consistently show that consumers with a lower peak demand profile (represented by the green lines) receive a lower bill because their demand charge is lower than consumers with average (orange lines) or high (blue lines) peak demand during the peak charging window.

Figure 7.12 HV TOU Demand Network tariff (Code 111): price impacts by consumption profile (indicative 2019/20 tariffs)

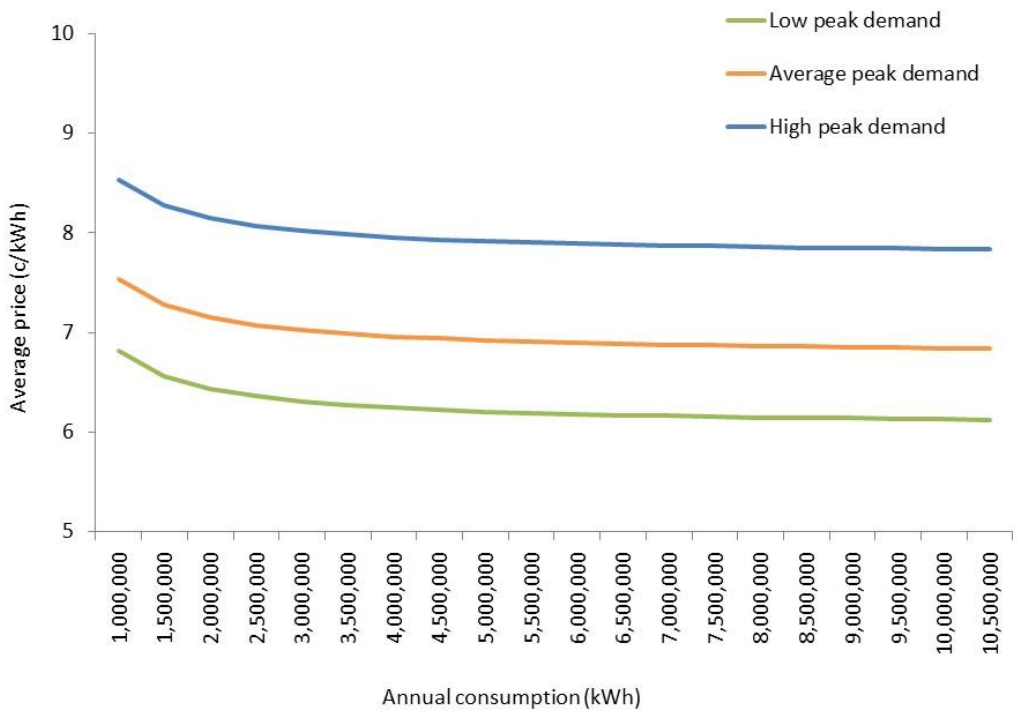


Figure 7.13 HV TOU Demand Network tariff – Customer LV (Code 121): price impacts by consumption profile (indicative 2019/20 tariffs)

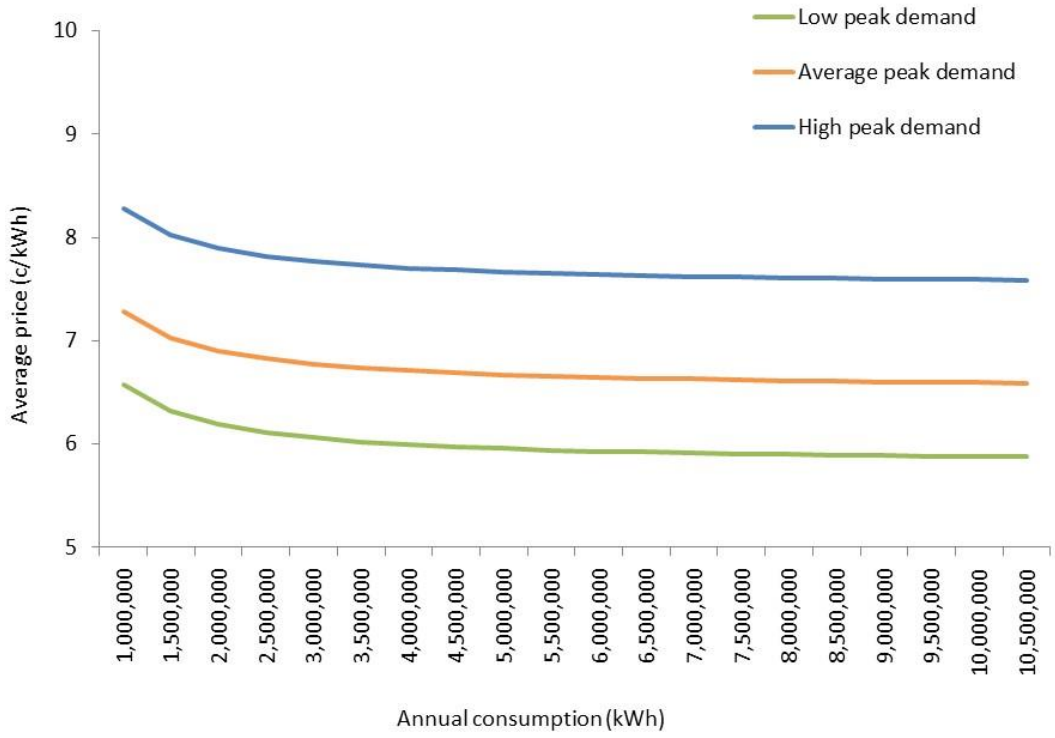
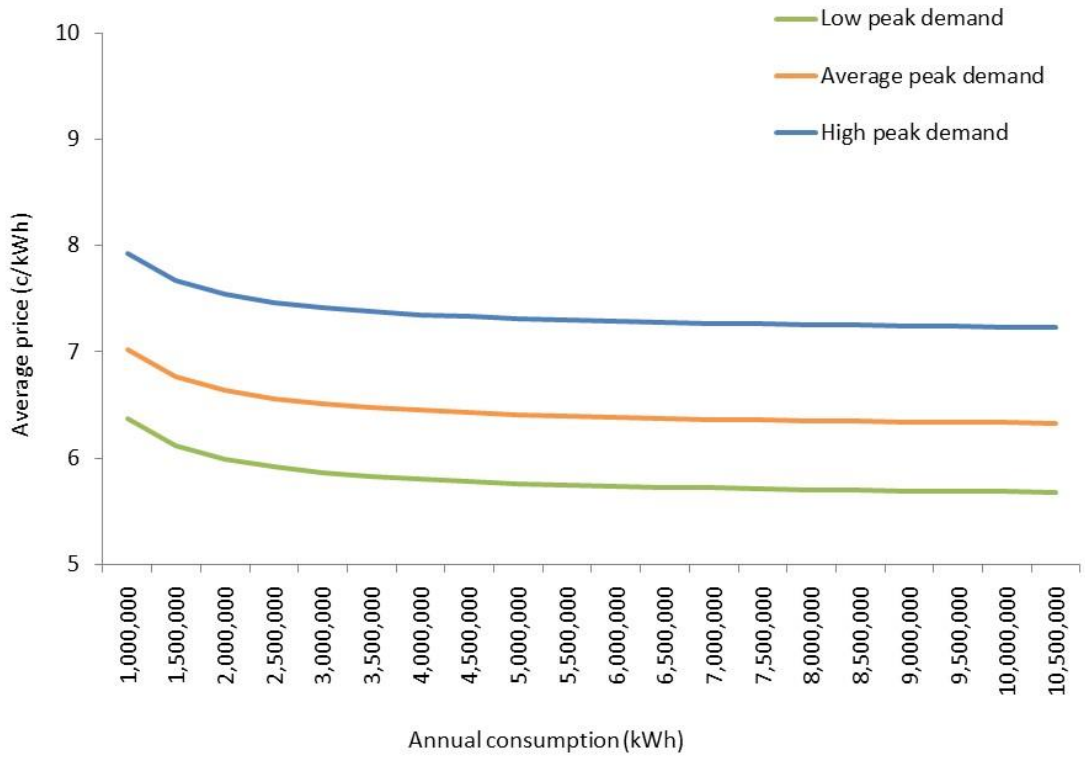


Figure 7.14 HV TOU Demand Network tariff – Customer HV and LV (Code 122): price impacts by consumption profile (indicative 2019/20 tariffs)



In summary, this theoretical analysis shows that an average customer on the LV kW Demand tariff is expected to be better off compared to being on the General Network or General TOU tariff (Figure 7.9). Furthermore, a customer with an average peak demand (during the peak charging window) is expected to be better off on the commercial kVA-based demand tariffs than a customer with a high peak demand.

7.3.5.2 SAMPLE-BASED COMMERCIAL CUSTOMER IMPACTS

As discussed in section 7.2.2.2, one of the key concepts that forms the basis of Evoenergy's network tariff structure is an analysis of customer impacts based on sample data from actual commercial customers. Evoenergy has extracted customer electricity consumption and demand data to analyse customer impacts. This analysis has provided Evoenergy with a better understanding of consumption and demand patterns, to determine how a customer's network bill might be expected to change when the proposed commercial tariff reforms are applied.

The load profile for this sample data was compared to the total commercial load profile and a predominantly commercial zone substation load profile in section 7.3.2. The comparison showed the load profile across the sample data has a similar pattern to the load profile generated using total commercial data and predominantly commercial zone substation data. This similarity of profiles gives credibility to the sample of data being used to analyse the customer impacts. Hence, using this sample data will provide a realistic analysis of expected customer impacts.

The proposed changes to the LV and HV commercial demand tariff structures are separately analysed.

LV TOU kVA Demand and LV TOU Capacity tariffs

The customer impacts for the LV TOU kVA Demand and LV TOU Capacity tariffs are shown in Figure 7.15 and Figure 7.16, respectively. The difference between a customer's monthly network bill on the current structure (i.e. with an anytime demand charge) is compared to their bill on the proposed structure (i.e. with a peak demand charge).

The majority of customers on the proposed structure of the LV TOU kVA Demand and LV TOU Capacity tariffs (i.e. with peak demand charges), are expected to receive an annual network bill that is similar or lower than their bill would have been under the current structure (i.e. with anytime demand charges). Customers who peak within the peak charging window are not expected to see a change in their bill under the proposed peak demand charge. Those who peak outside of the peak charging window are expected to receive a lower network bill under the proposed structure (compared to the current structure).

Specifically, the majority of customers (approximately 75 per cent) on the LV TOU kVA Demand tariff are expected to receive an annual network bill on the proposed structure that is similar to the network bill they would have received on the current LV TOU kVA Demand tariff (Figure 7.15). The remaining 25 per cent of customers are expected to receive a bill that is lower than their bill on the current structure.

Similarly, over half of customers on the LV TOU Capacity tariff are expected to receive an annual network bill on the proposed structure that is similar to the bill they would have received on the current structure (Figure 7.16). The remaining customers are expected to receive a bill that is around 6 per cent lower under the proposed structure compared to the current structure.

Given that the sample is based on 2016 data, none of the customers in this sample are on the proposed versions of these tariffs, and are therefore not responding to the proposed tariffs' price signal. In future, customers on the these tariffs who choose to respond to the peak demand price signal are expected to see bill reductions relative to the current structure of those tariffs, which will potentially move the distribution of customer impacts.

Figure 7.15 Distribution of customer impacts: Proposed LV TOU kVA Demand tariff compared existing LV TOU kVA Demand tariff (Annual bill)

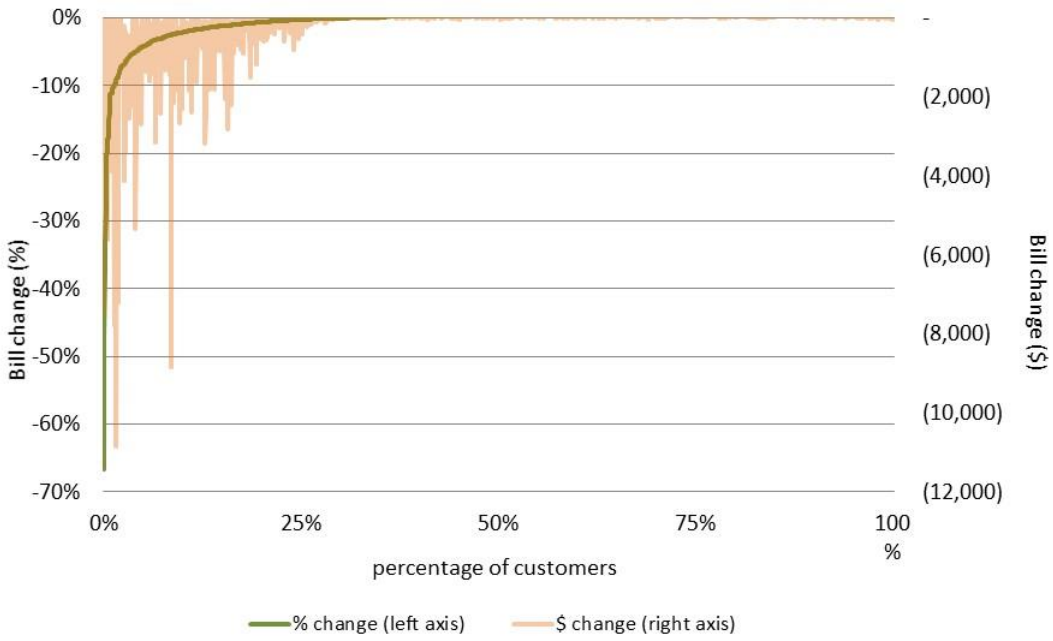
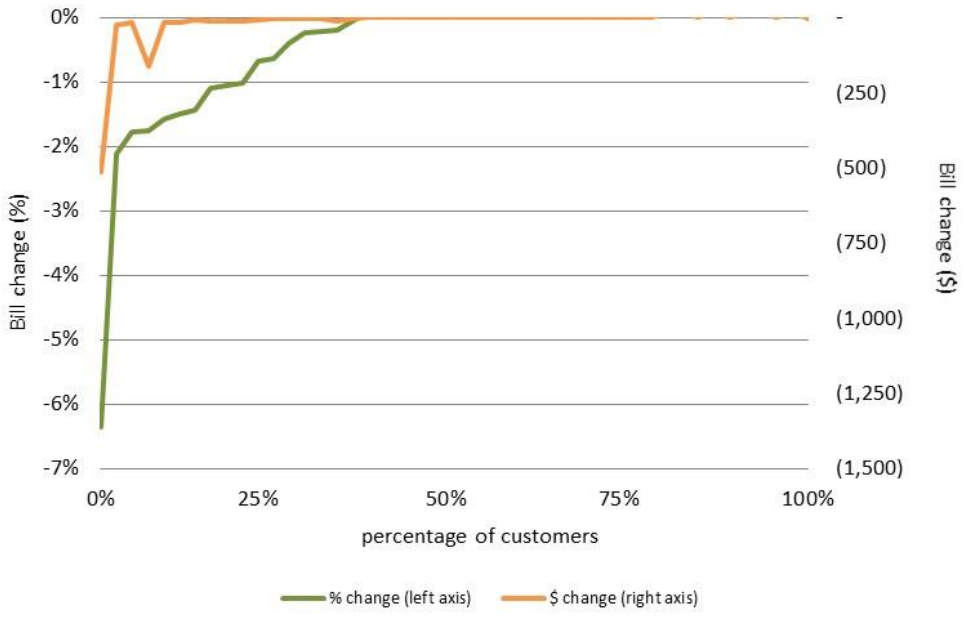


Figure 7.16 Distribution of customer impacts: Proposed LV TOU kVA Capacity tariff compared Existing LV TOU kVA Capacity tariff (Annual Bill)



This difference in kVA and network bills under the current and proposed tariff structures is shown separately for the kVA demand tariff (Figure 7.17) and the kVA capacity tariff (Figure 7.18).

These figures show the largest monthly bill reductions (in percentage terms) are attributed to customers with the largest difference between peak and anytime maximum demand (in kvA).

Figure 7.17 Difference between monthly demand during the peak window under current and proposed LV TOU kVA Demand tariff structure

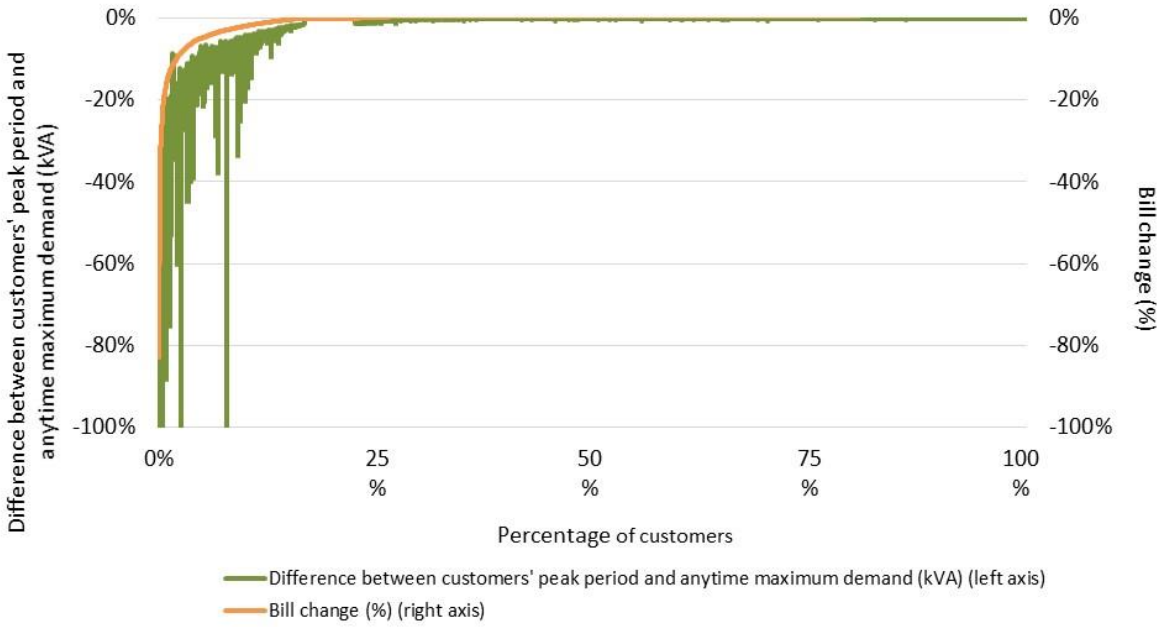
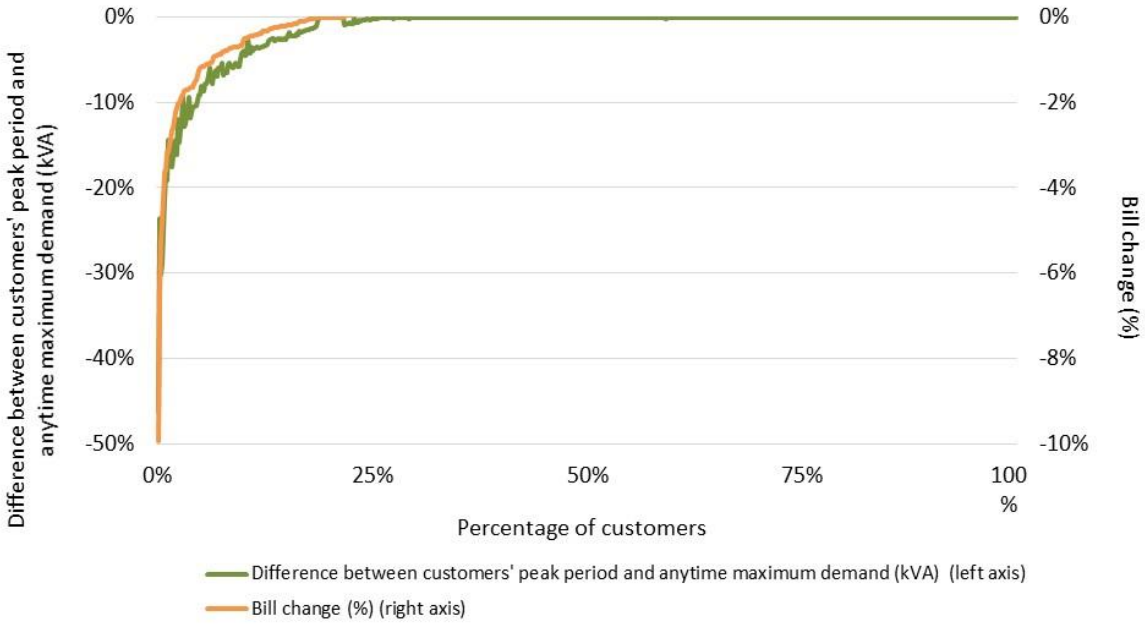


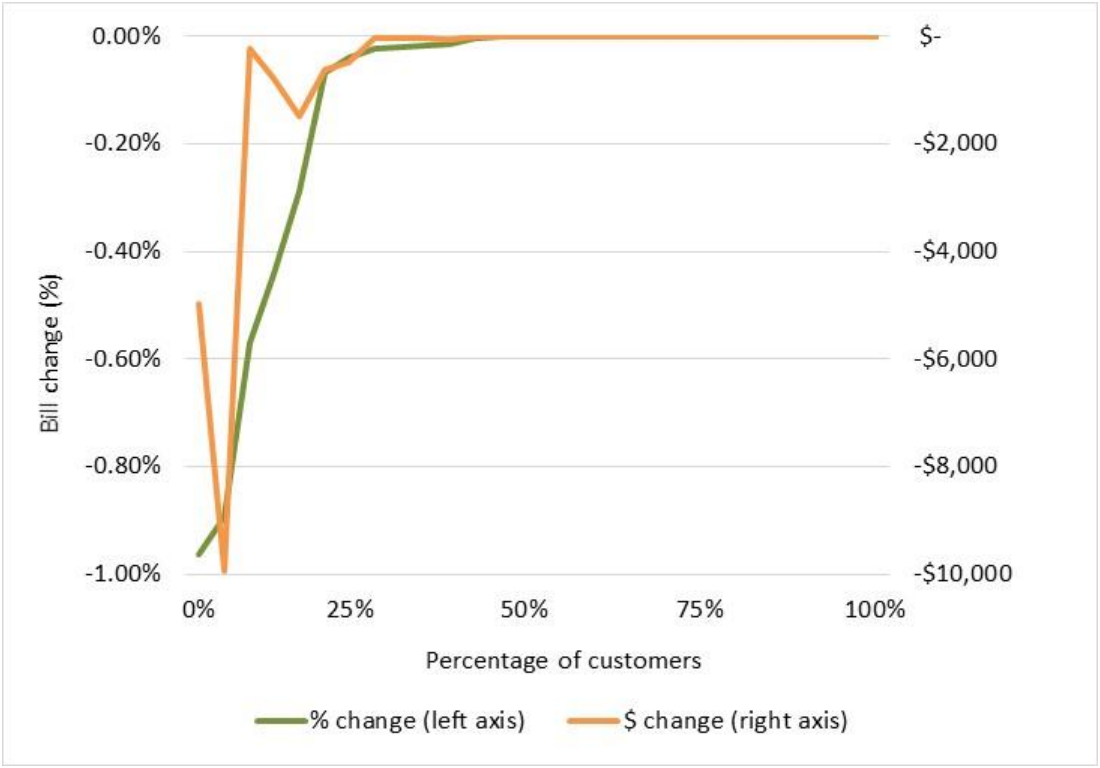
Figure 7.18 Difference between monthly demand during the peak window under current and proposed LV TOU Capacity tariff structure



HV commercial tariffs

As shown in Figure 7.19 below, given that the majority of HV commercial customers peak during the peak charging window, the proposed structural change to the tariffs is expected to result in most customers receiving a similar bill as under the current tariff structure. A minority of Evoenergy's HV commercial customers' consistently record their peak demand outside the 7 am to 5 pm AEST weekday peak charging window. These customers will incur lower demand charges (and therefore a lower network bill) because their own peak demand does not occur in the peak charging window. The proposed structural changes will offer HV commercial customers an additional incentive to reduce their demand during the peak charging window, and spread their load to outside of the peak charging window.

Figure 7.19 Change in monthly bill due to transition from current to proposed : HV TOU Demand tariff structure



Note: analysis based on HV TOU Demand Network – Customer LV tariff (code 121)

7.4 Proposed tariff structure for residential consumers

The following sections provide:

- an outline of the proposed changes to Evoenergy's residential tariff structure (section 7.4.1);
- an explanation of Evoenergy's charging windows applied to residential tariffs (section 7.4.2);
- an explanation of its residential customer assignment policy (section 0); and
- a description of indicative residential customer impacts (section 7.4.4).

7.4.1 Proposed changes to residential tariff structure

In Evoenergy's proposed TSS submitted in January 2018, a residential tariff reform was proposed. In this subsection, Evoenergy explains that proposed reform, with regard to the AER's Draft Decision. A summary of the proposed residential tariff reform in Evoenergy's proposed TSS, and the AER's corresponding Draft Decision, is presented in Figure 7.20.

Figure 7.20 Summary of proposed change in Proposed TSS to the residential tariff structure and AER draft decision

	Tariff Components				
	Fixed	Flat energy	Inclining Block energy	TOU energy	Seasonal kW peak demand
Residential Basic*	✓	✓			
Residential TOU	✓			✓	
Residential 5000*	✓		✓		
Residential Heat Pump*	✓		✓		
Off Peak Night		✓			
Off Peak Night & Day		✓			
Peak Demand	✓	✓	✗ →	✓	✓

Proposed change to TOU energy was not accepted by AER

* Obsolete to new customers from 1 December 2017

Note: Red indicates proposed change (for 2019–24 regulatory control period) presented in Evoenergy's Proposed TSS that was not accepted by the AER in its draft decision.

As can be seen in the last row of Figure 7.20, the structural change that was proposed in the Proposed TSS submitted in January 2018 was the application of a TOU energy charge structure rather than a flat energy charge in the Residential kW Demand tariff. This change would have differentiated the energy charges by time of use.

Switching the flat energy charge of the Residential kW Demand tariff to a TOU energy charge would offer residential consumers a more cost-reflective option. Enhancing the cost reflectivity of this tariff would mean consumers on the tariff pay a bill that more closely reflects the long-term marginal cost of supplying electricity to them. It would also provide customers with a greater incentive to actively manage and control the distribution component of their electricity bills. This is because TOU energy charges will encourage

customers to shift their load to shoulder and off-peak times, which attract lower energy charges than at peak times.

As explained in section 7.4.1.1, the AER's draft decision is to not approve the transition from a flat to a TOU energy charge within the kW Residential demand tariff. Evoenergy accepts the AER's draft decision and so this revised TSS does not include a TOU energy charge in the Residential kW demand tariff (see Table 7.7).

7.4.1.1 The AER's Draft Decision

On 27 September 2018 the AER released its Draft Decision on Evoenergy's proposed TSS. The AER did not approve the change Evoenergy proposed to the Residential kW Demand tariff, which was to replace the flat energy charge with a TOU energy charge.

7.4.1.2 Evoenergy's response to the AER's Draft Decision

Evoenergy accepts the AER's draft decision to not approve the proposed change from anytime to TOU energy pricing in the Residential kW demand tariff. As a result, Evoenergy proposes to retain the current structure of the Residential kW demand tariff that includes anytime consumption charging.

An analysis of residential load profile data is repeated in this revised TSS in the next section.

7.4.2 Charging Window Analysis

Overview

As discussed in the introduction to Section 2.2.2.2, one of the key concepts that forms the basis of Evoenergy's network tariff structure is the separate price signals sent to residential and commercial consumers. Given that many areas of the ACT are dominated by either residential or commercial loads that have distinctively different load profiles, separate price signals are sent to residential and commercial customers via different charging windows. This means that residential customers receive a price signal designed to address peak demand in residential areas. In this section, residential load profile data is analysed to review the charging windows for the Residential kW Demand and Residential TOU tariffs.

To define the charging windows for applicable residential tariffs, it is important to align the peak charging window with times at which the electricity network peaks in predominantly residential areas. To identify when the predominantly residential areas of the network peak, Evoenergy has compiled load profiles for the following:

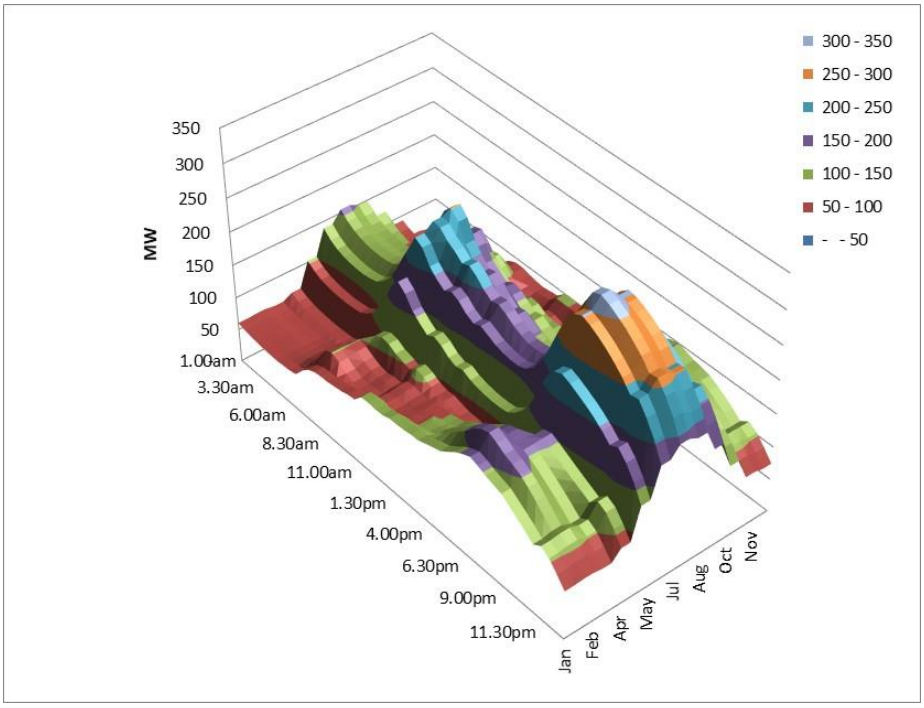
- total residential load profile (Figure 7.21);
- predominantly residential zone substations in the ACT (Figure 7.22); and
- sample of residential customers (Figure 7.23).[63]

The average residential load profile (Figure 7.21) has been derived by deducting the estimated average small commercial load profile from the published AEMO net system

[63] Evoenergy conducted a study to analyse the effect of the residential demand tariff. Evoenergy has collected electricity consumption and demand data from around 300 premises in Canberra since December 2015. Evoenergy analysed the characteristics of these customer demand and consumption data to gain a better understanding of their usage and demand patterns. This is an ongoing study and will inform price setting in the future.

load profile for the ACT.[64] It clearly shows that the residential load profile is higher in winter than other seasons, and is higher in the early evening than at other times of the day. This analysis can be compared to the load profile at predominantly residential zone substations in the ACT (Figure 7.22) and the load profile of a sample of residential customers (Figure 7.23). This comparison of the three sources of residential load profiles consistently shows that the residential load peaks in the early evening and during winter.

Figure 7.21 For each month and for each half hour, the average daily total residential load (MW), 2016

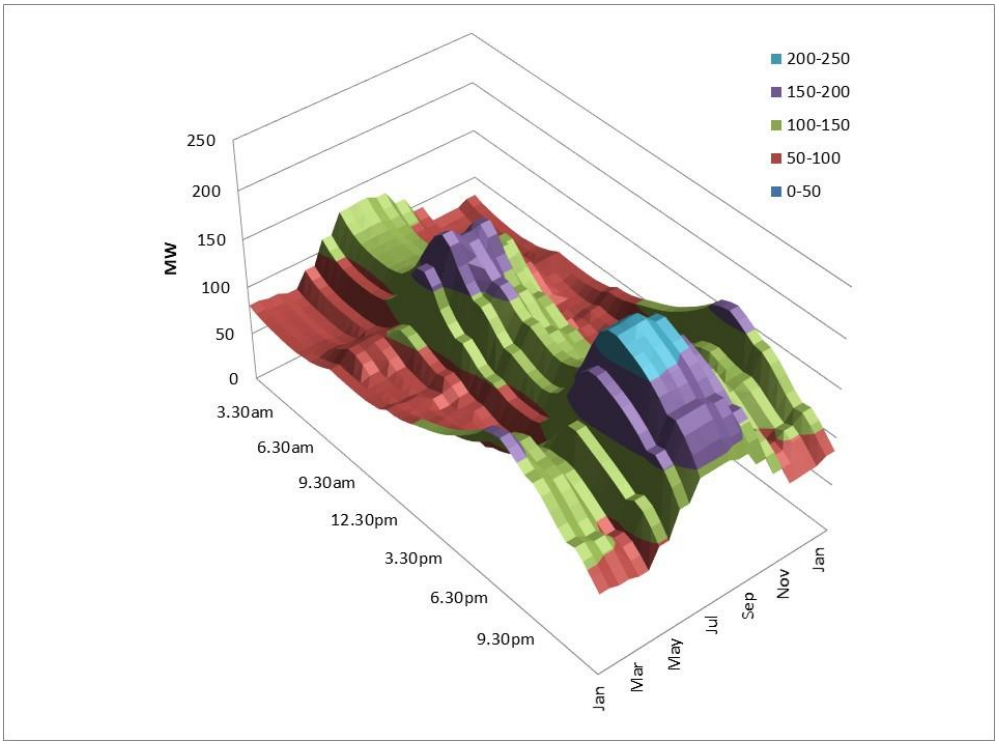


Source: AEMO and Evoenergy data

Note: estimated by deducting the total small commercial load profile from the residual net system load profile for the ACT

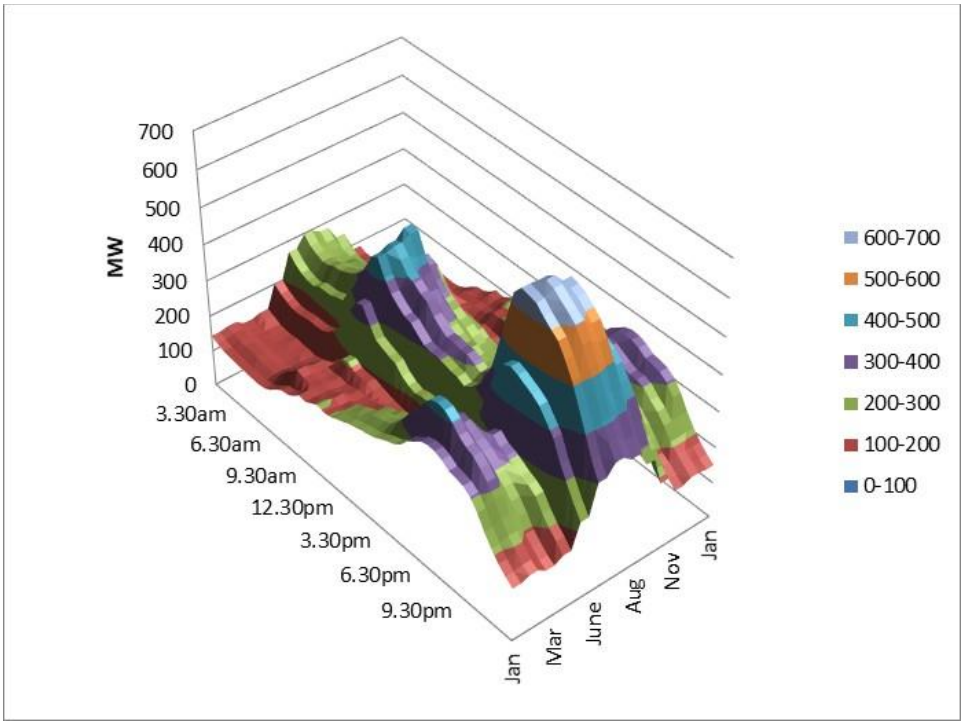
[64] AEMO, Load profiles. Retrieved from < https://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Data/Metering/Load-Profiles>.

Figure 7.22 For each month and for each half hour, the average daily total load (MW) for predominantly residential zone substations, 2016



Source: Evoenergy

Figure 7.23 For each month and for each half hour, the average daily total load (MW) of a sample of residential customers, 2016



Source: Evoenergy

This analysis confirms the validity of the charging windows set for applicable residential network tariffs. Further detailed analysis of load profiles is provided below to document that the residential charging windows associated with these Residential kW Demand and Residential TOU tariffs are appropriate.

Time of Day

A comparison of the above load profiles consistently shows that the residential load profile is highest in the evening between 5 pm and 8 pm. The second highest peak occurs in the morning between 7 am and 9 am. This is because most residential consumers are at home at these times of the day and the resulting activity in households is reflected in the high peaks occurring at these times of the day.

Day of Week

Evoenergy has also reviewed the days of the week at which peaks occur for residential consumers. Table 7.5 below shows the days of the week on which the top 20 peak days at five predominantly residential zone substations occurred, between 2013/14 and 2016/17. The table shows that, on average, peak days occurred 14 times on weekends and 86 times on weekdays. These averages can be considered in percentage terms: 14 per cent of peak days occur on weekends and the remaining 86 per cent of peak days occur on weekdays. On a percentage basis, the analysis can be compared to the percentage of days that occur on a weekend: 29 per cent (calculated as 2/7).

Given that residential peak demand occurs across a spread of weekdays and weekends, Evoenergy concludes that it is reasonable to continue applying the peak demand and TOU consumption charges uniformly across all days of the week.

Table 7.5 Top 20 peak demand days (per year) measured at five predominantly residential zone substations: weekdays and weekends

	2013/14	2014/15	2015/16	2016/17	Average
Weekdays	85	92	86	81	86
Weekends	15	8	14	19	14

Source: Evoenergy

Summary of charging window analysis

Based on the above analysis, it can be seen that, in the main, **maximum** demand for residential customers occurs:

- in the evening (5 pm to 8 pm);
- on a spread of weekend and weekdays; and
- is typically highest during winter.

Residential kW Demand Tariff: Charging Windows

In the first TSS, the AER approved the introduction of a Residential kW Demand tariff with seasonal demand charges set at the same level.[65] In that TSS, Evoenergy indicated that it may activate the seasonal demand charges in the following regulatory period (2019–24). Given the timing of the introduction of the Residential kW Demand tariff (1 December 2017), there was been insufficient time to analyse the impact of activating different seasonal demand charges at the commencement of the 2019–24 regulatory control period. Rather, Evoenergy proposed establishing a project to monitor and

[65] AER 2017, ActewAGL Tariff Structure Statement, Final Decision, February 2017.

analyse the Residential kW Demand tariff's demand and consumption data by season, day-of-week and time-of-day, to evaluate consumer response to the Residential kW Demand tariff. This approach will allow Evoenergy sufficient time to analyse the demand data across seasons before setting different seasonal demand charges.

When engaging with retailers about the proposed changes to the structure of the demand tariff, they expressed reservations about activating additional changes until the impacts of the Residential kW Demand tariff are well understood[66]. This was primarily due to concern about the lack of knowledge of actual customer impacts and behavioural response to the Residential kW Demand tariff, which is consistent with Evoenergy's concerns. Other related concerns expressed by retailers included the following comments.

- It is important to maintain a tariff structure that is easily understood by customers.
- Retailers and customers have limited experience with demand charging. Introducing a demand charge based on a peak time period requires customer education. This education needs to be established before activating further changes.
- There may be significant changes in the timing of cash flows under seasonal demand charging.
- Explaining seasonal demand charging to customers in a call centre environment is difficult, especially when the concept of demand charging (without seasonality) is not widely understood.

This feedback is consistent with Evoenergy's intention to delay the activation of more cost-reflective elements of the Residential kW Demand tariff. As a result, the Indicative NUOS Pricing Schedule (Appendix 1.2) shows no variation in the seasonal demand charges of the Residential kW Demand tariff.

Table 7.6 provides a summary explanation of the demand charge within the Residential kW Demand tariff by showing the parameters and the reason for those parameters. As explained above, the Residential kW Demand tariff will continue to be based on the maximum half-hourly demand that occurs within the peak period of a calendar month.

[66] QUT and Citysmart, *2017*, Taking advantage of electricity price signals in the digital age: Householders have their say.

Table 7.6 Residential kW Demand tariff parameters

	Parameter	Reason
Maximum demand	Maximum half-hourly demand period in a calendar month.	Sends price signal to consumers about the impact of their behaviour on network costs.
Anytime consumption	Anytime energy consumption charge.	
Time-of-day	Maximum demand period is constrained to peak period (5 pm to 8 pm AEST).	Residential peaks occur in the evening (5 pm to 8 pm AEST).
Day-of- week	Maximum demand window to apply every day of the week.	Peak demand days are driven by the weather and can therefore occur on weekends.
Seasonality	Same demand charge applied all year round (each calendar month). Consider adjusting for seasonality in the demand tariff when data is available.	Residential kW Demand tariff introduced on 1 December 2017. Structure has been set up so that demand charge may have a seasonal element in future.

Residential TOU Tariff: Charging Windows

Most residential customers with an interval (Type 5) meter in the ACT are on the Residential TOU tariff (18 per cent of all residential customers in 2017/18). These meters have been configured so that three separate registers record energy use at peak, shoulder and off-peak times of the day. The three TOU charges are then applied to the three energy recordings (based on the meter's three registers' recordings). To change the time periods applicable to the peak, shoulder and off-peak consumption charging windows would involve manually visiting each residential TOU customer's meter and changing the register configuration. The cost to change these meter configurations is expected to outweigh the benefit of changing the meters to refine the peak charging window. In any case, as customers with Type 4 meters default to the Residential kW Demand tariff, this issue will gradually dissipate. For this reason, Evoenergy does not propose to change the current residential TOU consumption charging windows. In any case, the peak charging window within the Residential TOU tariff is set to two time periods: 7 am to 9 am and 5 pm to 8 pm AEST, daily. This latter charging window aligns with the Residential kW demand tariff's peak demand charging window.

Table 7.7 Summary of residential TOU tariff charging windows

TOU charge	Charging parameter
Peak consumption	7 am to 9 am; 5 pm to 8 pm every day
Shoulder consumption	9 am to 5 pm; 8 pm to 10 pm every day
Off-peak consumption	All other times

Note: all times refer to Australian Eastern Standard Time

7.4.3 Proposed assignment policy for residential customers

Evoenergy changed the residential customer assignment policy on 1 December 2017 in line with the introduction of the Residential kW Demand tariff. Under this assignment policy, residential customers whose premises are fitted with Type 4 meters are assigned by default to the Residential kW Demand tariff, but have the ability to opt out to the Residential TOU tariff only. This assignment policy emphasises placing residential customers onto cost-reflective tariffs as soon as they have the necessary metering

equipment installed (Type 4 meters). This residential assignment policy was approved by the AER in its Final Decision on the first TSS[67].

In its Draft Decision for 2019-24, the AER requires that customers who receive a Type 4 meter as a replacement for a Type 5 or 6 meter remain on their existing network tariff for 12 months before moving to a more cost-reflective network tariff[68]. The AER considers[69]:

> *"that including a 12 month delay for end of life meter replacements will assist retailers in managing customer impacts on users who have not initiated a change to their circumstances. This period of delay will provide retailers load profile information which will better inform them on the retail tariff options suitable for these customers."*

Under this requirement, customers with new connections or customer initiated meter replacements will continue to be assigned to the cost-reflective Residential kW demand tariff when their type 4 meter is installed (with the option to opt-out to the Residential TOU tariff).

Evoenergy will incorporate this required change into its tariff assignment policy. However, feedback from internal consultation within the Evoenergy network business, and external consultation with active retailers revealed that there are concerns that this new requirement may cause confusion for customers with replacement meters. The nature of these concerns are outlined below.

- Inconsistent outcomes for customers: Tariff assignment for customers with a type 4 meter differs depending on the circumstances in which the meter was installed (i.e. new connection, customer initiated or meter replacement).
- Delay in realising the full benefit of smart meters: Customers may be frustrated that they have had advanced metering technology in place for 12 months, yet may not be aware of the capability of that technology or able to benefit from it (in regard to tariff choice).
- Customer confusion: This change requires retailers, who align their retail tariffs with network tariffs, to contact replacement meter customers 12 months after their meter is replaced to notify them of a change in tariff. This added complexity to the network tariff assignment may lead to greater customer confusion about electricity tariffs.

To partially address these concerns, Evoenergy proposes that a customer with a replacement meter be allowed to opt in to the Residential kW Demand or Residential TOU tariffs within the first 12 months that the type 4 meter is installed. For example, if a customer is on the Residential Basic tariff when they receive a replacement smart meter, they can choose to opt into either the Residential kW demand or Residential TOU tariff (switching tariffs once within a 12 month period). For completeness, Table 7.8 below shows Evoenergy's residential tariff assignment policy for 2019-24.

[67] AER, Final Decision, ActewAGL Tariff Structure Statement, February 2017, p. 42.

[68] AER, Draft Decision. Evoenergy Distribution Determination 2019 to 2024, Attachment 18, September 2018, p. 18-17 to 18-18.

[69] Ibid.

Table 7.8 Residential tariff assignment policy

	Default	Opt-out	Opt-in
Residential (new connection or customer initiated)	Residential kW demand *	Residential Time-of-Use	
Residential: replacement meter	Residential kW demand tariff 12 months after type 4 meter is installed	Residential Time-of-Use	Residential kW demand or Residential Time-of-Use tariff (anytime after type 4 meter is installed)

Note: Customers are ineligible to switch to one of these tariffs if they have been on the tariff in the previous 12 months.

* When requested by retailers, under specific scenarios, Evoenergy currently offers to backdate a demand tariff to a TOU tariff once per site in a 12 month period. Evoenergy reverses and reissues the bill (NUoS) for no more than 120 calendar days for residential sites. This process applies to the Residential kW demand tariff (network codes 025 and 026).

For residential customers without Type 4 meters, customers will remain on their existing tariff until their meter is changed to a Type 4 meter. The Residential Basic, Residential 5000 and Residential Heat Pump tariffs closed to new connections from 1 December 2017 and will eventually become obsolete as customers receive Type 4 meters and are placed onto more cost-reflective tariffs.

7.4.4 Proposed residential tariff structure

Our proposed residential tariff structure, tariffs and eligibility to tariffs is summarised in Table 7.9. Each of the tariffs has been reviewed to base the tariff on LRMC (as per Rule 6.18.5(f)).

Table 7.9 Evoenergy's proposed residential tariff structure and eligibility criteria

Tariff class	Tariff	Consumer eligibility	Component	Unit	Charging parameter
Residential	Residential Basic Network	A residential consumers has installations at private dwellings, excluding serviced apartments, but including: • living quarters for members and staff of religious orders; • living quarters on farms; • charitable homes; • retirement villages; • residential sections of nursing homes and hospitals; • churches, buildings or premises which are primarily used for public worship; and • approved caravan sites. Residential consumers (as defined above) without Type 4 meters are eligible for this tariff.	*Fixed network access charge* *Energy consumption charge*	¢/day ¢/kWh	

Tariff class	Tariff	Consumer eligibility	Component	Unit	Charging parameter
	Residential TOU Network	Residential consumers (as defined above) with a TOU or type 4 meters.	*Fixed network access charge* *Energy consumption charge based on (TOU)*	*¢/day* *¢/kWh*	**Max Times:** 7 am – 9 am and 5 pm – 8 pm every day **Mid Times:** 9 am – 5 pm and 8 pm – 10 pm every day **Economy Times:** All other times
	Residential 5000	Residential consumers who have large continuous (rather than time controlled) loads, such as electric hot water systems, and consume over 5,000 kWh per annum.	*Fixed network access charge* *Inclining block tariff energy consumption charge with 2 tiers*	*¢/day* *¢/kWh*	*Tier break set at 60 kWh per day*
	Residential with Heat Pump	Only available to residential consumers with a reverse cycle air conditioner.	*Fixed network access charge* *Inclining block tariff energy consumption charge with 2 tiers*	*¢/day* *¢/kWh*	*Tier break set at 165 kWh per day*
	Residential kW Demand	Residential consumers (as defined above) with a Type 4 meter	*Fixed network access charge* *Anytime energy charges* *Peak period demand charge*	*¢/day* *¢/kWh* *¢/kW/day*	*Peak period for demand charge is 5 pm – 8 pm every day.*
	Off-Peak (1) Night Network	Available only to consumers utilising a controlled load element — it is applicable water heating storage units, permanent heat (or cold) storage, residential electric vehicle recharge, and CNG vehicle gas compression installations.	*Energy consumption charge*	*¢/kWh*	*Within controlled period: 10 pm – 7 am only*
	Off-Peak (3) Day & Night Network	Available only to residential consumers utilising a controlled load element — it is applicable water heating storage units, storage space heating or cooling, swimming or spa pool heating.	*Energy consumption charge)*	*¢/kWh*	*Within controlled period: 10 pm – 7 am and 9 am – 5 pm only*
	Renewable Energy Generation	Consumers with grid connected solar or wind energy generation systems.	*Energy consumption/generation*	*¢/kWh*	

All times refer to Australian Eastern Standard Time.

7.4.5 Indicative residential customer impacts

In this section, indicative residential customer impacts are analysed to determine how usage patterns affect residential customers' network electricity bills. The Indicative NUOS Pricing Schedule[70] on which these customer impacts are based, has been set such that an average residential customer:

- is better off on the Residential kW Demand compared to the Residential TOU; and
- is better off on the Residential kW Demand tariff than the Residential Basic tariff.

The customer impacts presented in this section test whether the indicative network prices meet these targets.

7.4.5.1 THEORETICAL RESIDENTIAL CUSTOMER IMPACTS

In this analysis, network electricity charges are calculated for a range of theoretical consumption profiles. The average price and network electricity bill is calculated for the Residential Basic, TOU and kW Demand tariffs, for a wide range of hypothetical consumption profiles (from 2,000 to 20,000 kWh pa) and three load profiles that reflect different maximum demands.

The total estimated network bill for a consumer on the Residential kW Demand (using different consumption profiles), Residential Basic and Residential TOU tariffs are depicted in Table 7.10.[71] Using the indicative charges for 2019/20, the annual network charge for an average residential consumer (7,000 kWh) on the Residential Basic tariff would be $668. This consumer would:

- be better off by about $40 over five years (or $8 pa) if they moved to the Residential TOU tariff;
- be better off by about $561 over five years (or $112 pa) if they were assigned to the Residential kW Demand tariff and responded to that tariff by achieving an average level of peak demand;
- be better off by about $925 over five years (or $185 pa) if they were assigned to the Residential kW Demand tariff and responded to that tariff by low level of peak demand; and
- be worse off by about $326 over five years (or $65 pa) if they were assigned to the Residential kW Demand tariff and exhibited a high level of peak demand.

The table also provides results for the effect of different load profiles for customers with both higher and lower levels of annual consumption.

[70] Appendix 1.2

[71] Based on 2019/20 charges in the Indicative Pricing Schedule.

Table 7.10 Estimated change in residential network bills (indicative 2019/20 tariffs)

	Total annual network bill			Difference from Basic tariff		
Annual consumption (kWh)	**4,000**	**7,000**	**10,000**	**4,000**	**7,000**	**10,000**
Residential Basic tariff	$425	$668	$910			
Residential TOU tariff (average profile)	$421	$660	$899	-$5	-$8	-$11
Residential kW Demand tariff (low peak demand)	$320	$483	$646	-$106	-$185	-$264
Residential kW Demand tariff (average peak demand)	$361	$556	$750	-$64	-$112	-$160
Residential kW Demand tariff (high peak demand)	$463	$733	$1,003	$37	$65	$93

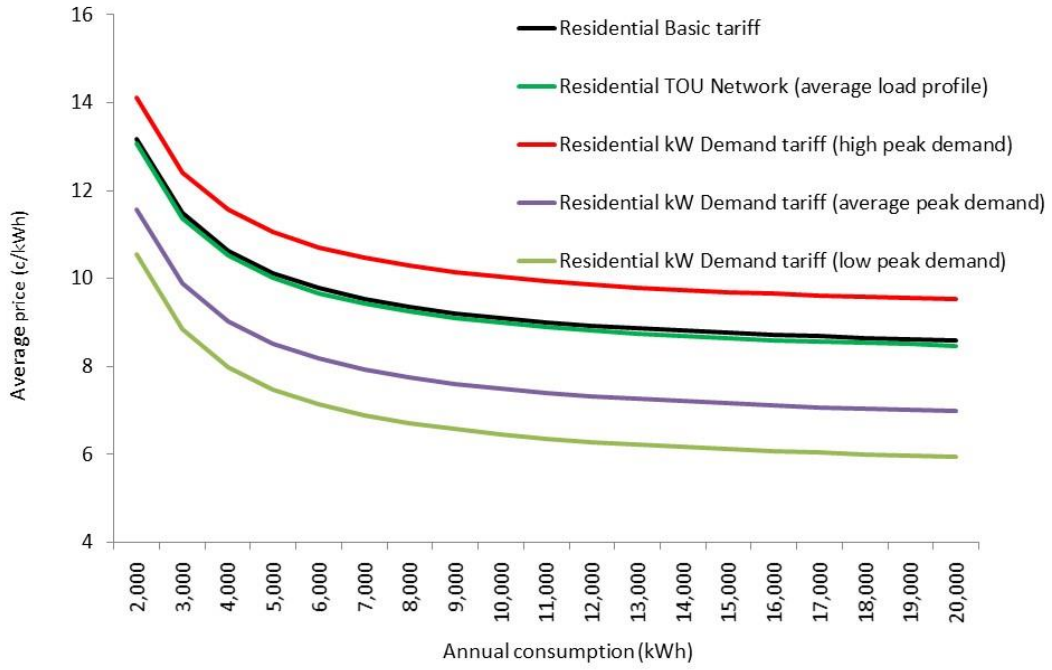
Source: Evoenergy

A comparison of network prices for residential consumers on the Residential kW Demand, TOU and Basic tariffs is depicted in Figure 7.24. Average prices (total bill divided by energy consumption) are shown on the vertical axis and the hypothetical annual consumption is shown on the horizontal axis (kWh). Figure 7.24 shows the following for consumers on the Residential kW Demand tariff.

- Consumers with an average peak demand are on average likely to receive a network bill lower than what they could expect on the Residential Basic or Residential TOU tariffs.
- Consumers with a low maximum demand (and therefore a high load factor) are on average likely to receive a lower network bill than they would on either the current Residential Basic or TOU network tariffs.
- Consumers with a high maximum peak demand (and therefore a low load factor) are likely to receive a higher network bill than they would on either the Residential Basic or Residential TOU tariffs.

This is exactly what cost-reflective tariffs are designed to do: those who place a higher load on the network at peak periods bear higher costs. In contrast, residential consumers with a relatively low maximum demand during the peak period are expected to have the greatest saving when shifting from the Residential Basic or TOU tariffs to the Residential kW Demand tariff.

Figure 7.24 Residential bill impacts for different consumption profiles (indicative 2019/20 tariffs)



The Residential kW Demand tariff will result in some consumers paying less to use the network and others paying more. The impact of the Residential kW Demand tariff on individual customers depends on their specific circumstances, such as their consumption and their peak demand profiles (which determines their load factor) and how they respond to the cost-reflective price signals. Customers with high (i.e. favourable) load factors are expected to be generally better off on the Residential kW Demand tariff than customers with low (i.e. unfavourable) load factors. Further, the impact on customer's bill will depend on how retailers choose to incorporate the proposed network tariff reforms into retail tariff structures (see section 7.5).

In summary, and consistent with how the Residential kW Demand tariff ought to work in principle, the indicative effect of the tariff on a consumer's network bill depends on their demand profile during the peak charging window.

7.5 Further Considerations

While the customer impacts have been modelled using a sample of actual customer data, this analysis assumes that retailers mirror the network tariff structure. That is, it assumes that the pricing signals designed to be passed through to customers in the network tariffs *are* passed through to customers in their retail electricity bill.

Further, the network component of a typical retail electricity bill is around 30–40 per cent.[72] Given this proportion, and assuming that retailers mirror the network tariff structure, the relative effect of the proposed changes on customer's retail bills becomes less significant. If the retailer chooses not to mirror the network tariff structure, then the proposed cost-reflective network tariff changes are potentially not seen by the retail customer which erodes the aim of improving efficient use of the network.

[72] Refer to Figure 3.1.

During the consumer engagement program (particularly by the ECRC) concern was expressed about the possibility of retailers not passing through cost-reflective network tariffs, as this would not only reduce the benefits to customers, but also reduce the ability of customer's to provide feedback to influence future network tariff reforms.

7.6 Other Tariff Structure Changes

Evoenergy proposes to make two adjustments to the network tariff structure to improve consistency and enhance simplicity. These proposed changes are explained in detail in sections 7.6.1 and 7.6.2.

7.6.1 Controlled load network tariffs

Controlled load network tariffs are applicable to installations which use a major proportion of their energy during restricted times, but which may be boosted at the principal charge at other times. These installations include:

- water heating storage units where electricity is used to supplement other forms of energy (for example, solar hot water);
- permanent heat (or cold) storage installations;
- storage space heating or cooling, including under-floor, concrete-slab heating systems;
- swimming or spa pool heating, and associated auxiliaries, but not to spa baths;
- recharging electric vehicles at residential sites; and
- compressing natural gas for Compressed Natural Gas (CNG) vehicles.

Evoenergy currently offers two controlled load tariffs as follows.

1. The **Off-peak (1) Night Network charge** provides operation for a minimum of six hours and a maximum of eight hours within any one day, between 2200 hours (10 pm) and 0700 hours (7 am) AEST.

2. The **Off-peak (3) Day & Night Network charge** provides operation for a total of 13 hours in any one day. The said 13 hours shall be comprised of eight hours between 2200 hours (10 pm) and 0700 hours (7 am) and five hours between 0900 hours (9 am) and 1700 hours (5 pm) AEST.

Evoenergy nominates the time settings for Off-peak (1) and Off-peak (3) charges. These two tariffs are currently available to both residential and commercial customers.

With the implementation of the Metering Rule Change from 1 December 2017,[73] customers with Type 4 meters are assigned to a demand tariff with the option to opt out to the TOU tariff. Both of these tariffs have peak demand or consumption charges based on a peak charging window, to send a price signal to customers about when it is more costly to use the network.

Offering commercial customers the Off-peak (3) Day and Night tariff enables commercial customers (for whom the peak charging window in their primary tariff is between 7 am and 5 pm AEST weekdays) to access an off-peak rate of consumption (via a controlled load tariff) during their peak charging window. This signalling provides a contradictory signal to commercial customers about the time of the day at which it is more costly to use

[73] AEMC, National Electricity Amendment (Expanding competition in metering and related services) Rule 2015, 26 November 2015.

the network. Specifically, the General TOU, LV kW Demand, LV TOU kVA Demand and LV TOU kVA Capacity tariffs all include a peak consumption and/or peak demand charge which is applicable between 7 am and 5 pm AEST on weekdays. Currently, the Off-peak (3) tariff enables LV commercial customers to access electricity at an off-peak rate during the same charging window. To eliminate this contradictory signalling, Evoenergy proposes to make the Off-peak (3) tariff obsolete to new commercial connections from 1 July 2019.

Evoenergy expects this proposed change to have a minimal impact on customers as there were approximately 20 commercial customers on this tariff as at July 2017 (compared to approximately 25,000 residential customers).

7.6.2 XMC Tariffs

Evoenergy currently offers two versions of each residential and LV commercial tariff: an XMC (Excludes Metering Capital) version and a non-XMC version. This approach was adopted from 1 July 2015 when the AER Final Decision stated that new regulated meters were to be paid upfront rather than via an ongoing annual charge (as before 1 July 2015).

For **existing regulated meters** installed before 30 June 2015, Evoenergy paid upfront for the capital costs of the meters which were then added to the asset base and recovered gradually, over the life of the meter, through annual charges. These customers (with a regulated Type 5 or Type 6 meter), continue to pay the following charges:

- a capital component of regulated annual metering charge; and
- a non-capital component of the regulated annual metering charge.

To facilitate these metering arrangements, Evoenergy currently includes the metering capital charge in non-XMC network tariffs.

For **regulated meter** connections installed between 1 July 2015 and 30 November 2017, the capital cost has been paid upfront by the customer. Therefore, they pay only the non-capital component of the regulated annual metering charge. These customers are assigned to a network tariff that excludes metering capital charges (XMC tariffs). These two versions of tariffs ensured that Evoenergy and retailers were able to clearly identify, through the network billing system, which customers had paid for their meters upfront and were therefore not liable for the metering capital charge.

Now that this change has been in place for a few years, Evoenergy proposes to simplify the tariff structure by offering one version of each tariff from 1 July 2019. This version of tariffs would be consistent with the current XMC tariffs, which comprises network use of system (NUOS) charges and excludes any metering (capital or non-capital) charges. From 1 July 2019, Evoenergy proposes to separately add metering charges to the network bill, depending on customers' circumstances. The table below shows the way in which metering charges will be applied, depending on customer's circumstances.

Table 7.11 Application of metering charges[74]

=TYPE OF CUSTOMER	Pays Evoenergy ongoing metering capital charge	Paid Evoenergy upfront metering capital charge	Eligible for XMC tariffs	Pays Evoenergy ongoing metering non-capital charges
- Meter installed before 1 July 2015 - Evoenergy continues to provide metering services	Yes	No	No	Yes
• Meter installed before 1 July 2015 • Customer requested new meter (e.g. for PV system) • Evoenergy installed new meter (before 1 December 2017) • Evoenergy continues to provide metering services	Yes	Yes	No	Yes
- Meter installed before 1 July 2015 - Customer requested new meter (e.g. for PV system) - Evoenergy installed new meter (before 1 December 2017) - Customer switches to another metering provider after 1 December 2017	Yes	Yes	No	No
• New meter (not a replacement) installed between 1 July 2015 and 1 December 2017 • Evoenergy continues to provide metering services	No	Yes	Yes	Yes
- Meter is replaced (in accordance with law) between 1 July 2015 and 1 December 2017 - Evoenergy continues to provide metering services	Yes	No	No	Yes
• New connection from 1 December 2017 • Evoenergy does not install the new meter • Evoenergy does not provide metering services	No	No	Yes	No
- Meter installed before 1 July 2015 - Meter is replaced (in accordance with law) after 1 December 2017 by Metering Coordinator - Evoenergy does not provide metering services after meter is replaced	Yes	No	No	No
• New meter installed between 1 July 2015 and 1 December 2017 • Meter is replaced (in accordance with the law) after 1 December 2017 by Metering Coordinator (not Evoenergy) • Evoenergy does not provide metering services after meter is replaced	No	Yes	Yes	No

This approach to metering charges is similar to the way in which most other DNSPs charge for metering, and will not vary customers' bills in any way. That is, neither the network bill level nor structure will change. The change will be visible to customers who view the network schedule of charges, as it will contain fewer tariffs. Offering one version of each tariff rather than two will reduce the length and complexity of the network schedule of charges. This change will also impact the network and retail billing process. Evoenergy has consulted with both the network billing team and retailers. Both generally indicated they would be comfortable with the proposed approach.

7.7 Setting price levels

Evoenergy sets price levels in two steps. First, costs are allocated to individual tariffs and, second, the structure of charges within each individual tariff is determined.

Evoenergy allocates costs to individual tariffs by:

- allocating every tariff the LRMC of the distribution network[75], consistent with clause 6.18.5(f) of the Rules; then
- allocating the residual costs to individual tariffs by taking into account the previous years' allocation of residual costs and the current year's forecast consumption. In Evoenergy's view, this approach appropriately takes into consideration the impact on retail customers of changes in tariffs from the previous regulatory year consistent with clause 6.18.5(h) of the Rules.

The costs allocated to each tariff are then converted to a charging structure, which may include a fixed charge, consumption charge and/or demand charge. The structure of charges within each tariff are determined on the following basis:

- For demand tariffs and TOU tariffs, Evoenergy proposes to signal to customers the LRMC of providing network services at times of greatest utilisation using the demand charging parameter in demand tariffs and the peak energy charge in TOU tariffs. The demand/ peak consumption charge was selected because it provides a signal to customers that more closely reflects the driver of network costs (i.e. peak demand).
- Costs not recovered from demand charges or peak energy charges are recovered from either fixed charges or consumption charges (kWh charges). In the absence of reliable information on the price elasticity of demand, this allocation is guided by a rebalancing of the recovery of costs towards fixed charges and away from distortionary consumption-based charges, subject to the extent this rebalancing can be achieved without unacceptable network bill impacts for our customers.

The extent to which Evoenergy can move towards LRMC-based charging and higher fixed charges is constrained by prioritising the management of customer bill impacts.

This approach to estimating LRMC and converting those estimates into network prices, then allocating residual costs is discussed in more detail in Addendum A.1.

[74] Evoenergy, 2018/19 Network Schedule of Charges, p. 4.

[75] The AER draft decision notes the AER is "satisfied that Evoenergy's approach to estimating long run marginal cost (LRMC) contributes to compliance with the distribution pricing principles and to the achievement of the network pricing objective" AER, Draft Decision, Evoenergy Distribution Determination 2019 to 2024, Attachment 18, September 2018, p. 18-22.

7.8 Tariff setting to comply with pricing principles

In this section, Evoenergy sets out how tariffs have been set, and how they comply with each of the pricing principles in the Rules.

7.8.1 Tariffs to be based on the LRMC

In order to be consistent with clause 6.18.5(f) of the Rules, Evoenergy's network tariffs are based on the LRMC of providing electricity network services. To guide the development of Evoenergy's tariffs, the Average Incremental Cost (AIC) approach is used to calculate LRMC. Evoenergy's approach to basing tariffs on LRMC is outlined in detail in Addendum A.1 and Appendix 1.2.

7.8.2 There are no cross subsidies between tariff classes

The Rules include a pricing principle that is designed to avoid cross subsidies between different tariff classes (i.e. residential and LV commercial consumers). This principle requires the revenues recovered from each tariff class to be between the avoidable cost of not providing the service and the stand-alone cost of providing the service to the relevant consumers. This safeguards against large cross subsidies between tariff classes, consistent with clause 6.18.5(e). The existing side constraints, which limit annual price movements within a tariff class, are also retained. Addendum A.2 sets out how Evoenergy calculated stand-alone and avoidable costs.

7.8.3 Tariffs recover total efficient costs

The revenue to be recovered from each network tariff must recover the network business' total efficient costs of providing network services in a way that minimises distortions to price signals that encourage efficient use of the network by consumers. This principle has three parts:

1. to enable the recovery of total efficient costs;
2. that the revenue from each tariff reflects the total efficient cost of providing services to those consumers; and
3. that revenue is recovered in a way that minimises distortions to consumers' usage decisions, consistent with clause 6.18.5(g).

Each year Evoenergy will adjust the price levels, consistent with the approach outlined in this TSS, such that the expected revenue from all tariffs is in accordance with the AER's distribution determination. Evoenergy will also ensure that tariffs reflect the total efficient costs of serving each consumer assigned to each tariff by basing tariffs on LRMC (see Addendum A.1).

7.8.4 Consideration of consumer impacts

Tariffs are to be developed in line with a consumer impact principle that requires network businesses to consider the impact on consumers of changes in network prices and to develop price structures that are able to be understood by consumers, as per clause 6.18.5(h).

Evoenergy has considered the consumer impacts of changing network tariffs in determining how to allocate residual costs and how to transition consumers to cost-reflective prices over time (see Sections 7.3.5 and 7.4.5). Evoenergy agrees with the AEMC that clear, understandable and stable network prices, in accordance with the principles in the network pricing Rules, will facilitate the ability of consumers to receive

and respond to future price signals.[76] Evoenergy's ability to move to more cost-reflective tariffs is dependent on constraints (discussed in section 6).

7.8.5 Capable of being understood

Evoenergy has designed tariffs to ensure they are reasonably capable of being understood by consumers, in accordance with clause 6.18.5(i).

Over time, as many network businesses across Australia move towards more cost-reflective tariff structures, consumer familiarity and therefore understanding of cost-reflective tariffs will improve. This will include a greater understanding of the drivers of network costs and how network prices reflect those costs.

In setting the proposed tariff structure for the 2019-24 regulatory control period, Evoenergy has carefully assessed the ability of consumers to understand changes to the tariff structure. Through Evoenergy's continuing consumer engagement process, it will monitor understanding of tariffs by consumers—particularly the recently introduced kW demand tariffs and assignment policy—and evaluate the trade-off between cost reflectivity and complexity to determine the most appropriate way in which the tariff structures could be altered in the future.

7.8.6 Tariffs comply with jurisdictional obligations

As per clause 6.18.5(j), network tariffs must comply with any jurisdictional pricing obligations imposed by state or territory governments. If network businesses need to depart from the above principles to meet jurisdictional pricing obligations, they must do so transparently and only to the minimum extent necessary. In line with ACT Government requirements, Evoenergy recovers the following jurisdictional schemes in the ACT (based on 2018/19).

- Energy Industry Levy $1.6m;
- Utilities Network Facilities Tax $7.9m;
- Feed-in Tariff (small and medium scale) $15.5m; and
- Feed-in Tariff (large schemes) $44.1m.[77]

These jurisdictional schemes are recovered in Evoenergy's NUOS tariffs.

7.8.7 Approach to updating tariffs annually

The AER is required to make a final determination on Evoenergy's TSS in early 2019. The AER's TSS determination will apply for each of the five years between 1 July 2019 and 30 June 2024.[78]

Evoenergy's annual pricing proposal[79] will apply the methodology detailed in Addendum A.1 and will:

- incorporate use of updated cost or volume information to derive updated tariff levels;

[76] AEMC 2014, National Electricity Amendment (Distribution Network Pricing Arrangements) Rule 2014, Rule Determination, p. 12.

[77] Evoenergy, 2018/19 Network Pricing Proposal, p. 27.

[78] After this, Evoenergy will be required to submit another TSS proposal together with a regulatory proposal for the regulatory control period 1 July 2024 to 30 June 2029.

[79] Consistent with the contents of the pricing proposal specified in Rule 6.18.2(b).

- explain material differences (if any) between the tariffs included in the TSS indicative pricing schedule and those in its annual pricing proposal; and
- demonstrate compliance with the AER's TSS final determination.

The Rules do not permit Evoenergy to amend the approved TSS in its first year.[80] Should it be necessary to revise the tariff structure for subsequent years, Evoenergy will consult with stakeholders and seek the approval of the AER nine months before any changes are to come into effect, pursuant to Rule 6.18.1B(b). Otherwise, as part of on-going consumer engagement, Evoenergy proposes to discuss the annual changes with the ECRC, an independent ACT forum of representatives from the ACT community, and provide information to other consumers through its consumer engagement webpages.

[80] Rule 6.18.1B(a) and 11.73.2. The financial year 2019/20 is the first year during which the TSS will be effective.

Shortened forms

Term	Meaning
AAR	ActewAGL Retail
ACS	Alternative Control Services
ACT	Australian Capital Territory
AEMC	Australian Energy Market Commission
AEMO	Australian Energy Market Operator
AER	Australian Energy Regulator
AEST	Australian Eastern Standard Time
AIC	Average Incremental Cost
c	cents
capex	capital expenditure
CNG	compressed natural gas
CPI	Consumer Price Index
DNSP	Distribution Network Service Provider
DUOS	Distribution Use of System
ECRC	Energy Consumer Reference Council
FiT	feed-in tariffs
GST	goods and services tax
HV	high voltage
ICRC	Independent Competition and Regulatory Commission
km	kilometre
kV	kilovolt
kVA	kilovolt-amperes
kW	kilowatt
kWh	kilowatt hour
LRMC	long-run marginal cost
LV	low voltage
MVA	mega volt amperes
MW	megawatt
MWh	megawatt hour
NPV	net present value
NSW	New South Wales
NUOS	network use of system
pa	per annum
PTRM	post-tax revenue model
PV	photovoltaic
repex	replacement expenditure

Term	Meaning
Rules	National Electricity Rules
SCS	Standard Control Services
TOU	time of use
TSS	Tariff Structure Statement
TUOS	transmission use of system
UG	underground
XMC	Excludes Metering Capital

A.1 Addendum: Price Setting Description

A1.1 Estimating Long Run Marginal Cost (LRMC)

The requirement to base network tariffs on LRMC when developing network prices reflects a fundamental economic concept - namely allocative efficiency. Allocatively efficient outcomes will be promoted if customers consume electricity up to the point where the marginal benefit to them of consuming an additional unit of energy (kWh, kW or kVA, depending on the cost driver being priced) equals the marginal cost of providing that extra unit of energy to that customer. When price deviates from the marginal cost of supply — in this case, the LRMC — customers will consume either:

- too much of the service. For example, when the price of an additional unit of electricity service is less than the cost of those services, some customers will consume more of those services. This creates an overall welfare loss (an economically inefficient outcome) as the cost of providing those customers with an additional unit of electricity services exceeds the benefit those customers receive from consuming those electricity services; or,
- not enough of the service. For example, when the price of an additional unit of electricity services is greater than the cost of those services, some customers will consume less of those services (perhaps due to a budget constraint). This creates an overall welfare loss (an economically inefficient outcome) as the overall net benefits of supplying electricity services could be increased by reducing the price of the electricity services and thereby allowing customers to obtain the benefits of consumption that are in excess of the LRMC.

A1.2 LRMC Approach

The LRMC of providing a network service can be calculated in a number of different ways. One calculation method is the Average Incremental Cost (AIC) approach, which is underpinned by a business' forecast of the change it expects to incur in its future costs (numerator) as a result of its forecast change in demand for its service/s (denominator), with both the numerator and denominator discounted back to create a net present value (NPV).

$$\frac{\text{NPV (Forecast capital and operating costs)}}{\text{NPV (Forecast growth in service attribute driving those costs)}}$$

An alternative approach is to use the perturbation approach. This approach, in practical terms, seeks to ascertain how a business' expected future costs would change (in NPV terms) if there were to be an incremental increase (or decrease) in the future levels of demand for its services, relative to its underlying forecast.

$$\frac{\text{NPV (Revised Capex \& Opex Program } \textit{less} \text{ Initial Capex \& Opex program)}}{\text{NPV (Revised demand forecast } \textit{less} \text{ Initial Demand Forecast)}}$$

Consistent with Rule 6.18.5 (f), Evoenergy have considered the costs and benefits of both methodologies and have adopted the AIC method of calculating the LRMC, along with an evaluation period of 10 years. The AIC approach ensures that if Evoenergy's underlying demand and cost forecasts eventuate, the NPV of revenue generated over the evaluation period from the implementation of LRMC-based tariffs will equal the NPV of the costs that

Evoenergy incurs. Also, the AIC method was preferable because it is underpinned by forecasts that are included in the 2019-24 Revised Regulatory Proposal. Further, this approach is commonly used by distribution networks as it is generally considered to be well suited to situations where there is a fairly consistent profile of investment over time to service growth in demand.

A.1.2.1 Improvements to estimation of Long Run Marginal Cost

Evoenergy made a number of improvements to its methodology for estimating LRMC in this TSS, including:

- the extent to which replacement expenditure should be reflected in the estimate of LRMC used to set prices was investigated;
- the precision of both the expenditure and demand inputs used in the LRMC calculation was refined; and

Attached to the Proposed TSS (submitted in January 2018) is a report by HoustonKemp that reviews the methodology for compliance with the requirements of the Rules.[81] HoustonKemp concluded that the methodology complies with the requirements of the Rules, is consistent with the economic concept of LRMC and reflects the particular circumstances of Evoenergy's customers and network.

The following sections present a brief summary of the price setting methodology.

A.1.2.2 Research on replacement expenditure

A detailed analysis of replacement expenditure with respect to the estimate of LRMC is presented in Appendix 17.2 of Evoenergy's Proposed TSS (submitted January 2018)[82]. In essence, Evoenergy's research identified that:

- replacement expenditure is only avoidable in areas of the network where demand is declining;
- not all replacement expenditure in those areas is potentially avoidable;
- the relationship between demand and replacement expenditure is generally not linear;
- downsizing an asset upon replacement must be evaluated against the risk that an unexpected increase in demand requires future augmentation costs that exceed the initial cost savings from downsizing; and
- the LRMC of a decrement in demand in areas of declining demand is likely to be significantly less than the LRMC in areas of the network where demand is growing.

Given the findings of our research on avoidable replacement expenditure, Evoenergy undertook an indicative analysis of the approximate level of LRMC in areas of our network where demand is expected to decline (i.e. in those areas where replacement expenditure is avoidable).

Evoenergy undertook this analysis over a ten year estimation horizon by reference to:

- forecast annual replacement capital expenditure at zone substations where demand is expected to decline, annualised over an assumed useful life;[83]

[81] Houston Kemp, Estimating the long run marginal cost of providing electricity distribution network services, January 2018, submitted as Evoenergy, Proposed Tariff Structure Statement, Appendix 17.2, January 2018.

[82] Evoenergy, Appendix 17.2: Proposed Tariff Structure Statement – Explanatory Statement, January 2018.

[83] Evoenergy allocated total replacement expenditure to these substations on the basis of their relative contribution to network maximum demand.

- replacement-related operating expenditure, assumed to be equal to 2 per cent of replacement expenditure; and
- forecast demand at zone substations for which demand is expected to decline.

The average incremental cost approach has an implicit focus on forecast demand growth and growth-related avoidable costs. Therefore, we modified the average incremental cost approach so as to enable its application to a decrement (rather than an increment) in demand.

In particular, we adopted a conservative assumption that there exists a linear relationship between demand and replacement expenditure and, on that basis, estimated LRMC in areas of our network where demand is expected to decline as follows:

$$LRMC^{decrement} = \frac{PV(total\ capital\ and\ operating\ repex\ at\ zone\ substations\ where\ demand\ is\ falling)}{PV(total\ demand\ at\ zone\ substations\ where\ demand\ is\ falling}$$

This gave rise to an indicative, network-level estimate of LRMC in areas of our network where demand is expected to decline equal to **$7.9 per kW**. This estimate is significantly lower than the LRMC in areas where demand is growing (as described in Section A1.2.4 below). Moreover, the true LRMC of a decrement in demand may be even lower than this indicative estimate because:

- it reflects a conservative assumption that there exists a linear relationship between demand and replacement expenditure, whereas our research indicated this relationship is generally non-linear; and
- Evoenergy included all categories of replacement expenditure in this calculation, including those for which different asset sizes don't exist – the potential removal of these cost items would reduce our estimate further.

On the basis of our preliminary analysis – namely the very low estimate of LRMC in areas where demand is expected to decline – it can be concluded that the level of research and analysis required to derive robust tariff-class specific estimates of LRMC in these areas (e.g. detailed allocations of demand and costs) was not warranted.

In this context, prices are set based on the LRMC of an increment in demand. The evidence that LRMC is higher in areas of our network where demand is growing suggests that the cost consequences of sending a price signal that is too low in areas where demand is increasing are materially greater than the potential cost savings arising from a reduction in demand in areas where demand is declining.

Further, demand growth is forecast to be more prevalent on the network than declining demand. Specifically demand at only one of the 15 zone substations is forecast to decline in the 2019-24 regulatory control period.

Finally, reflecting the LRMC in areas of declining demand in the estimate used to set prices would necessarily reduce the level of LRMC-based prices (because LRMC in areas of falling demand is likely to be much lower). This would, in turn, require:

- the recovery of more residual costs from fixed charges, with potential adverse customers bill impacts; and/or
- the recovery of more residual costs from less efficient (more distortionary) non-LRMC based variable charges.

A.1.2.3 Refining demand and expenditure inputs

Evoenergy has refined the expenditure inputs to the LRMC calculation by reviewing the drivers of all demand driven capital expenditure projects considered for inclusion in the LRMC. This is because the classification of augmentation expenditure for network

planning purposes can in some cases be improved for the purpose of estimating LRMC. Consequently, some costs from the augmentation plan were excluded for the purpose of estimating LRMC.

Similarly, capital expenditure inputs are annualised to account for potential end-effects arising from the use of a ten year estimation horizon, which would otherwise bias the estimate of LRMC.[84]

The demand inputs to the LRMC calculation were also refined by removing the off-setting effect of zone substations where demand is falling. In particular, the forecast demand used in the denominator in the AIC calculation was, in each year, equal to the sum of forecast demand at those zone substations where demand is forecast to increase over the evaluation period. This removed the off-setting effect of the few zone substations where demand is forecast to decline, the inclusion of which would act to artificially understate the additional demand served as a result of the expenditure in the numerator to the AIC calculation.

In other words, Evoenergy's proposed approach will better link forward looking costs to changes in demand for the purpose of its analysis of LRMC and, therefore, improve the estimation of LRMC.

A.1.2.4 Deriving LRMC estimates for each tariff class

Evoenergy estimates the LRMC of providing network services to customers in each of the three tariff classes, whereas previously (in the first TSS) prices were based on a single estimate of LRMC for all customers.

Evoenergy derived tariff class-specific demand forecasts by evaluating the extent to which customers in each tariff class contributed to peak demand on the network, and then apportioning the demand forecast to each tariff class on that basis.

Further, a detailed review of each relevant capital expenditure project was undertaken to identify the extent to which each project is driven by the demand of customers in each tariff class. This approach is more accurate than simply allocating forecast expenditure to tariff classes on the basis of a high-level allocation key such as 'contribution to maximum demand'. Evoenergy adopted an assumption that growth related operating expenditure is equal to 2 per cent of growth-related capital expenditure in each year of the evaluation period.

Estimates of the LRMC of providing network services to customers in each tariff class are included in Table A-1 below.

Table A.1 LRMC by Tariff Class (2018/19 $/kW p.a.)

Tariff Class	LRMC
Residential	111
LV Commercial	53
HV Commercial	13

[84] Capital expenditure was annualised over a representative useful life of 45 years and on the basis of a pre-tax real weighted average costs of capital.

A.1.2.5 Converting estimates of LRMC into prices

For the purpose of allocating LRMC to each of Evoenergy's tariffs, the above estimates of LRMC, expressed on a kW per annum basis are converted to a per kWh basis:

$$LRMC\ estimate\ (\$\ /\ kWh) = \frac{LRMC\ (\$\ per\ kW\ p.a.)}{8760\ hours}$$

For the purpose of setting the structure of charges within the TOU and demand tariffs, the above estimates of LRMC, expressed on a kW per annum basis, are converted into efficient price levels using the following formulae.

- ToU peak energy charges[85]

$$LRMC\ \ estimate\ (\$\ /\ kWh\ ) = \frac{LRMC\ (\$\ per\ kW\ p.a)\ \times\ Prob.\ MD\ occurring\ during\ time\ period}{Total\ number\ of\ \ hours\ in\ time\ period\ in\ the\ year}$$

- Peak demand charges [86]

$$LRMC\ \ estimate\ (\$/kW/day\ ) = \frac{LRMC\ (\$\ per\ kW\ p.a)\ \times\ Prob.\ MD\ occurring\ during\ time\ period}{Total\ number\ of\ \ days\ in\ the\ year}$$

This approach to converting estimates of LRMC into price levels represents an improvement to the previous approach and, for some tariffs, resulted in strictly LRMC-based price levels that would give rise to unacceptable customer bill impacts. In these circumstances, prices are to be transitioned to the efficient LRMC-based price level so as to avoid any unacceptable customer bill impacts.

Estimates of LRMC, like those of other DNSPs, vary through time and so transitioning to LRMC-based price levels, where necessary, will generally assist in smoothing intertemporal variation in LRMC-based prices.

A1.3 The allocation of residual costs

Absent reliable information on customers' price elasticity of demand for distribution network services – which is theoretically required to minimise distortions to price signals for efficient usage – DUOS residual costs are allocated to network tariffs on the basis of the previous year's allocation and the current year's consumption volumes[87]. This ensures the level of DUOS revenue expected to be recovered from each network tariff and across all network tariffs complies with the requirements of clause 6.18.5(g)(1) and 6.18.5(h).

As to the allocation of DUOS residual costs to the charging parameters that comprise each tariff, the AEMC explained that:[88]

[85] 'MD' is an abbreviation of 'maximum demand' in this expression.

[86] For tariffs with kVA based demand charges, the same formula is applied except the $/kW/day is divided by the power factor.

[87] The same approach is used to allocate TUOS and Jurisdictional Scheme costs.

[88] AEMC, *Rule Determination – National Electricity Amendment (Distribution Network Pricing Arrangements) Rule 2014*, November 2014, p.159.

The underlying principle that minimises distortions to efficient usage decisions is to assign residual costs to tariff components in inverse proportion to consumers' responsiveness to that tariff component.

Although Evoenergy does not have reliable information on the price elasticity of demand at the charging parameter level, economic theory establishes that fixed charges are the most appropriate charging parameter by which to recover residual costs because they are the most price inelastic. Therefore, our allocation of DUOS residual costs is guided by a rebalancing of the recovery of residual costs towards fixed charges and away from more distortionary consumption-based charges, subject to the extent Evoenergy can achieve this rebalancing without unacceptable network bill impacts for our customers.

Evoenergy then allocates to non-LRMC based variable charges the remaining residual costs to be recovered from each network tariff (i.e. the DUOS residual costs to be recovered from a particular tariff less the DUOS residual costs recovered by means of the fixed charge).

A.2 Addendum 2: Standalone costs and avoidable costs

This Addendum discusses the methodology Evoenergy used to generate the stand alone and avoidable cost efficiency test. In setting its tariffs, Evoenergy must comply with Rule 6.18.5 (e) which requires:

> *'…that for each tariff class, the revenue expected to be recovered must lie on or between:*
>
> *(1) an upper bound representing the stand alone cost of serving the retail consumers who belong to that class; and*
>
> *(2) a lower bound representing the avoidable cost of not serving those retail consumers'*

For a tariff to be deemed to be efficient under the Rules, it must deliver a stream of revenue from a class of consumers that is between this upper and lower bound. This is commonly known as the 'efficient pricing band'. Tariff prices are deemed to be efficient if revenue recovered is (1) less than the stand alone cost and (2) greater than the avoidable cost. There are two reasons why a price within this 'band' is deemed to be efficient.

1. Less than the stand alone cost: Breaching this upper bound may result in that tariff class being incentivised to inefficiently by-pass Evoenergy's existing distribution network in order to avoid paying Evoenergy's network tariffs, despite the fact that the incremental cost to Evoenergy of providing these services to that consumer (or tariff class) may be less than the alternative (by-pass) option.
2. Greater than the avoidable cost: If the revenue expected to be recovered from a tariff class does not exceed the cost that the business would avoid if they did not provide them with electricity services, that tariff class is (a) being subsidised by other tariff classes, and (b) would be over-consuming electricity services, relative to efficient levels (assuming that the tariff class' demand curve is not perfectly inelastic).

Avoidable and Stand Alone Costs

The avoidable cost for each tariff is estimated using Evoenergy's estimate of LRMC, which is calculated using the methodology set out in Addendum A1. Evoenergy estimates the stand-alone cost for each tariff class as the avoidable cost for each tariff plus total common costs.

Hence, the table shows that the DUOS revenue for each tariff class lies within the lower bound of the avoidable cost and the upper bound of the stand alone cost. The tariffs therefore comply with Rule 6.18.5 (e).

Table A.2 Avoidable and standalone costs, 2019/20 ($'000)

	Avoidable Cost	DUOS Charges	Stand Alone Cost
Residential	15,446	57,125	134,977
LV Commercial	8,759	79,589	128,290
HV Commercial	570	7,591	120,101
Total		144,306	