- Tariff options and customer information
- 2019-24 Regulatory Decision



Endeavour Energy's charges make up about 30% of the average residential bill. Endeavour Energy has no control over the 70% of other costs which make an average residential customer's electricity bill.

How do I get more information on the best energy plan for me?

Customers should shop around on the Australian Government's Energy Made Easy website www.energymadeeasy.gov.au to find the best energy plan for them.

Customers should also check with their electricity retailer to make sure they are getting the right network tariff to suit their lifestyle.

What are my tariff options? When do these tariff options apply?

To give customers greater choice and control over their electricity bill than ever before, we have introduced four tariff options for residential and small business customers from 1 July 2019.

- 1. Flat/Block energy the current default tariff. It will become an optional tariff from 1 July 2019.
- 2. **Transitional demand** the default tariff from 1 July 2019.
- 3. **Demand** an optional tariff from 1 July 2019.
- 4. **Seasonal time of use energy** an optional tariff from 1 July 2019.

The new tariffs are being introduced in a staged manner and will not immediately apply to the vast majority of our residential and small business customers.

From 1 July 2019, new customers and existing customers whose basic meter is upgraded to a digital meter will be placed on the transitional demand tariff by default.

These customers will retain the right to opt-out of the transitional demand tariff and into any of our other tariffs, including the flat tariff.

Customers who already have a digital (or smart) meter can chose to opt-in to the new demand and time of use tariffs to get the greatest benefit from their investment in solar, batteries and electric vehicles.

Do I need a smart meter for these new tariffs?

It is not mandatory for a customer with an existing accumulation meter to install a smart meter.

Customers will need a smart meter if they move into a newly constructed home, their current meter needs replacing, they change the capacity of their connection (e.g. single phase to three phase) or install a new solar system or battery in their home.

Customers also need a smart meter if they want to take advantage of our new network tariffs.