

Why our network tariffs are changing

Endeavour Energy distributes electricity from where it is generated and stored, to where it is used in communities across Greater Western Sydney, the Illawarra, Shoalhaven and Southern Highlands. We charge energy retailers network tariffs, which they then bundle into retail pricing plans. This means that the price you pay for electricity is determined by the energy retailer you choose, and the retail plan you select from their range of options. This is like the NBN, which charges internet providers, who then sell competitive retail broadband packages to customers on the market.

Our charges are regulated

The [Australian Energy Regulator](#) is an independent body that is responsible for governing the wholesale electricity and gas markets in Australia.

The Australian Energy Regulator approves our tariffs every year to ensure they are fair.

The National Electricity Rules require distribution networks to gradually make our tariffs better reflect the way customers use the network. See below how we are making these changes.

A snapshot of our charges



Endeavour Energy contributes around **1/4** of the average residential and small business electricity bill



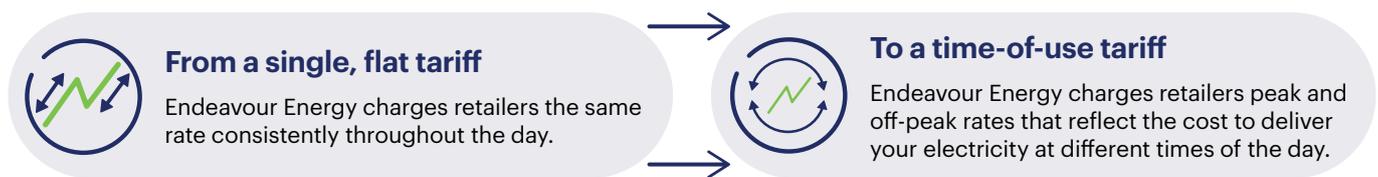
We work hard to keep your network costs down. Our contribution to customer bills is **\$198/year less than it was 10 years ago.***

* Based on real pricing (adjusted for inflation)

Why the tariffs we charge energy retailers are evolving

Endeavour Energy has started charging retailers time-of-use tariffs, rather than a single flat rate. The move towards time-of-use network tariffs is encouraged by the National Electricity Rules and the Australian Energy Regulator (AER) because they are considered fairer and more efficient.

The way our customers are using the grid is changing. More than ever before, customers are feeding cheap solar energy back into the grid in the middle of the day. To make our tariffs fairer and more equitable, we have reduced our charges in the middle of the day to our lowest ever rate so all customers can benefit from cheap solar energy.



Our revenue is capped by the Australian Energy Regulator. Because we operate under a regulated revenue cap, our change in tariffs to retailers does not increase Endeavour Energy's revenue.

Our network tariffs reflect the changing way customers use the network. We aim to:

- Share the costs of maintaining and upgrading the network fairly among all customers.
- Encourage and incentivise more efficient use of the network, bringing costs down for everyone.
- Ensure energy customers pay their fair share for the way they use the network.
- Include our lowest ever network tariff for retailers to encourage consumption of cheap, sustainable solar energy in the middle of the day.

How we keep network costs down

- Efficient network management**
We target network investment in the service outcomes our customers value and prioritise.
- Cost control**
We closely control our operational expenses to prevent unnecessary cost increases for customers.
- Regulatory oversight**
The Australian Energy Regulator ensures our network tariffs to retailers are fair and reasonable.

What you can do to keep costs down

Choosing the best retail plan to suit your household or business can make a big difference to your electricity costs. This is just one simple but effective action you can take to manage your electricity costs. See below a summary of the five key actions to lower your electricity costs.

Our Managing your Electricity Costs fact sheet provides detailed advice about how to take these simple actions and the savings they can bring you.



Choose

Understand your energy consumption and which type of retail pricing plan is best for you.

Shop around for the deal that is right for you.

energymadeeasy.gov.au



Use

Take simple steps to use energy more efficiently and save money every day.

Use it, don't lose it.



Access

Explore the potential government financial support and energy efficiency rebates on offer.

Don't miss out on the money.



Save

See if you can save money by moving your energy usage to cheaper, off-peak periods offered under time-of-use retail pricing plans.

Align your habits with your chosen plan.



Ask

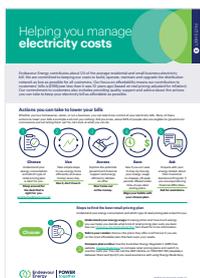
Enquire with your energy retailer about their Customer Assistance Program if you are experiencing financial difficulties.

Ask for assistance.

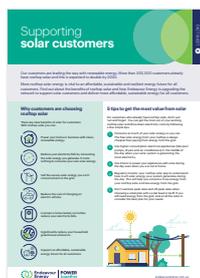
We want to help you understand your bill, make affordable energy choices and access the right support to reduce your energy costs.



Choosing the right retail pricing plan



Helping you manage electricity costs



Supporting solar customers



Our role in your energy costs

For more information

Endeavour Energy

www.endeavourenergy.com.au
131 718

Energy Made Easy

www.energymadeeasy.gov.au/
1300 585 165

A free, Australian Government energy price comparison service for households and small businesses.

Australian Government

www.energy.gov.au/households
www.energy.gov.au/business

NSW Government

www.energy.nsw.gov.au/households
www.energy.nsw.gov.au/business-and-industry
13 77 88

NSW Energy & Water Ombudsman

www.ewon.com.au/page/customer-resources
1800 246 545

For questions about your retail plan, contact your energy retailer directly.