



What is my electricity tariff?



Retailers provide plans that tell you how you'll be charged for electricity, including your tariff, prices and any discounts or benefits. **A plan can also be called an offer or a contract.**

Charges are the calculation of what you pay on your bill based on your usage, the length of the billing period, the tariff, energy price and any discounts or benefits that are part of your energy plan.

The types of electricity meters and tariffs are changing

Basic meters used to be the most common type of meter. They record how much electricity is used between the start and the end of the meter read. Basic meters don't record when the energy was used within that timeframe.

Since 2017, all new meters installed are smart meters. A smart meter records how much electricity is used in intervals (at least every 30 minutes) and the data is read remotely through telecommunications. NSW aims for everyone to have a smart meter by 2030.

When meters can record what time of day energy is used tariffs can be cost-reflective. This means the tariff can be structured with different prices for electricity used at different times of day, usually related to peak demand periods.

How am I charged for electricity?







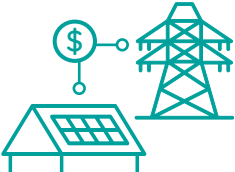


Confused? We can help you understand

Tariffs set out how you are charged for your electricity. A common structure is to have a price for the energy that passes through your meter combined with a fixed price for service availability. **A price can also be called a rate.**

Price structure example:

Electricity tariff =	<ul style="list-style-type: none"> cents per kWh for electricity usage that passes through the meter cents per day for fixed supply or service availability costs.
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	<p>Step 1: the network tariff</p> <p>Network tariffs are assigned to your electricity meter by the electricity network provider in your area (Ausgrid, Endeavour Energy or Essential Energy).</p>
	<p>Step 2: your electricity meter</p> <p>The network charges your retailer for the electricity usage recorded by your meter based on the network tariff.</p>
	<p>Step 3: the retail tariff</p> <p>Your energy retailer pays the network for the electricity usage recorded by your meter based on the network tariff. The retailer then bills you for the electricity you have used based on its own retail tariff (this includes retailer costs).</p> <p>Your retailer can structure your tariff in many ways, it does not have to be the same as your network tariff.</p>
	<p>Step 4: your electricity bill</p> <p>The charges you pay on your bill are based on the retail tariff.</p>

 Tariff type	 How are the charges calculated?	 What tariffs are available in my area for my electricity meter?
Flat tariff 	<p>A single rate for electricity usage at all times of the day.</p> <p>Usage: ¢ per kWh Fixed charge: ¢ per day</p>	<p>Customers with basic meters.</p> <p>No longer available to new customers or existing customers on another type of network tariff.</p> <p>If you're currently on this, it may change if your meter is replaced, or you will be transitioned off this tariff over time.</p>
Time of Use (TOU) tariff 	<p>Different prices for electricity usage based on the time of day and/or year energy was used eg peak price for 3-9pm in summer and winter, and an off-peak price for all other times.</p> <p>Peak usage: ¢ per kWh Off peak usage: ¢ per kWh Fixed charge: ¢ per day</p>	<p>Ausgrid: Customers with a smart meter may be transitioned to the TOU tariff after 1 July 2024.</p> <p>Endeavour Energy: TOU will be the default tariff for customers that install a new meter after 1 July 2024.</p> <p>Essential Energy: TOU will be the default tariff for customers installing a new meter or rooftop solar after 1 July 2024, combined with an export tariff ('the Sun Soaker' tariff).</p>
Demand tariff 	<p>The demand price is often combined with another price, such as TOU.</p> <p>Demand is calculated by taking the total amount of energy used during a specified time eg how many kWh you used in a single 30 min period. This figure is then used to calculate an additional fixed charge.</p> <p>Examples of a demand charge: c per kW per day \$ per kVA per month</p>	<p>Ausgrid: If a smart meter is installed at your premises after 1 July 2024, demand tariff is the default. Customers who already have a smart meter may be transitioned to this tariff over time.</p> <p>Essential Energy and Endeavour Energy: Customers can opt-in.</p>
Feed-in tariff 	<p>Electricity retailers do not have to offer a feed-in price as part of an energy plan. However, if an advertised energy plan does include any conditions relating to solar (eg price changes, charges or benefits) the retailer must provide this information when you accept the plan.</p> <p>Feed-in: ¢ per kWh</p>	<p>The Independent Pricing and Regulatory Tribunal sets a voluntary benchmark price range for feed-in prices. This may help you decide what is a reasonable retail offer.</p> <p>You can find out what prices/rates are available through energymadeeasy.gov.au</p>
Export tariff 	<p>An export price applies to energy (from solar or batteries) exported from the home to the grid above a basic limit. It may be limited to specific periods of the day, or days of the week.</p> <p>An export rebate (credit or payment) applies to energy exported at specific times of the day, or days of the week.</p> <p>Export charge/rebate: ¢ per kWh</p>	<p>Networks in NSW cannot apply an export price until 1 July 2025, unless the customer agrees to opt in.</p> <p>Essential Energy: Export tariffs will be applied by default for customers who install a new meter after 1 July 2024, however, the export price will be \$0 until 1 July 2025.</p> <p>Ausgrid: Customers can opt-in after 1 July 2024, and it will be the default after 1 July 2025.</p> <p>Endeavour Energy: Customers can opt-in after 1 July 2024, and it may be the default after 1 July 2025.</p>
Controlled load tariff 	<p>Controlled load is often used to control large appliances such as hot water systems, air conditioners, pool pumps and underfloor heating.</p> <p>Electricity is separately metered from the rest of the electricity supply and controlled at the connection point so that the energy is mostly used during periods of low energy demand usually with a lower price per kWh.</p> <p>Usage: ¢ per kWh Fixed charge: ¢ per day</p>	<p>If you don't already have controlled load and you are interested in the benefits, talk to your energy retailer.</p> <p>The retailer can talk you through the process, but you may need to make changes to your own electricity installation, such as installing a new meter, or changing the wiring to the appliance that you want controlled.</p>



Choosing a plan

Make sure you choose a plan that best suits your household needs. You can compare plans at energymadeeasy.gov.au or contact your energy retailer to find out what plans are available.

When you sign up to a plan, the structure of your retail charges will be outlined in the plan offer or welcome pack provided by the retailer. This includes the tariff, prices and any discounts or benefits.

The energy plans available to choose from can vary depending on the retailer, your meter type and your energy network (Ausgrid, Endeavour Energy or Essential Energy).



How can I reduce my electricity cost?

There is no one size fits all rule when it comes to the most efficient time and way to use electricity. Each household uses energy in different ways, depending on when they are home, what appliances they own and many other factors.

Each tariff has different ways to make the most of your energy. For example time of use tariffs or demand tariffs, may be better used on one appliance at a time, or to use appliances outside the peak demand window, ie overnight. However, on a flat price tariff, it may be better to simply monitor and reduce your overall energy usage.

You can talk to your retailer about your household energy use, tariffs and how to save on energy costs.



Common complaints

Here are some common complaints we hear at EWON.

- A customer's basic meter was replaced with a smart meter and their retailer did not provide information about changes to the tariff. We explained that retailers are required to inform customers about tariff changes before their meter is exchanged.
- A customer had to arrange and pay for work on their meter board before a smart meter could be installed. We explained that work on the meter board is at the home-owner's cost.
- A customer wanted their old basic meter reinstalled. We explained that basic meters cannot be reinstalled once a smart meter is installed.



Make a complaint or enquiry

Freecall 1800 246 545*
Mon – Fri, 9am – 5pm

Freepost Reply Paid 86550
Sydney South NSW 1234

Interpreter 131 450

TTY/Voice 133 677

Online ewon.com.au

In person Level 11, 133 Castlereagh St,
Sydney, NSW 2000

*** If you are calling from a mobile phone, let us know and we will call you back.**