

29 May 2020



24-28 Campbell St
Sydney NSW 2000

Dear Retailers,

Your customers may receive a reduction in network costs

We understand the needs of many businesses in our community have changed and are continuing to change due to COVID-19. In response, Ausgrid has created a new package to support medium and large business customers most affected by the pandemic.

Ausgrid is offering a **one-off capacity reset** to our medium and large business customers on tariffs with a capacity charge component.

This package is applicable to customers on our low voltage tariffs EA302, EA305, EA310, as well as our high voltage tariffs EA370, EA380, EA390, EA391, and to customers on individually calculated tariffs.

How Ausgrid will deliver this package

Commencing 1 June 2020, Ausgrid will:

- a) Proactively identify customers who have experienced **at least a 75% drop** in peak demand in April 2020 compared to April 2019 and applying capacity resets **automatically** from 1 April 2020 (or from the start of the next meter read that occurs after 23 March 2020, for a customer with a Type 5 meter on an EA302 tariff)
- b) Repeat the identification and assessment process again based on May 2020 data once it is ready
- c) Provide a list of NMIs to retailers with the effective date of any applied capacity resets
- d) Automatically reverse the bills and re-issue them using the new capacity value based on the peak demand in the month of the reset
- e) Offer this assistance until 30 June 2020, unless terminated earlier.

Requests for tariff reassignments

Our Tariff Structure Statement (TSS) for 2019-24 was approved by the AER in April 2019, with capacity-based tariffs for medium and large business customers forming an integral part of our tariff structures. Our proposed package aligns with the provisions for tariff reassignments and capacity resets under our [TSS](#) and [ES7 – Network Price Guide](#).

In line with this, requests for tariff reassignments due to temporary reduction in consumption because of COVID-19 will not be approved.

Ausgrid requires assurance that savings will be passed through to customers

As a condition of this assistance package, Ausgrid requires retailers to provide assurance that network cost savings to affected customers are passed on in full. To do this, retailers must email service.orders@ausgrid.com.au to confirm in writing that they are passing on these costs to our customers.

Ausgrid reserves the right to ask for additional information and clarification on any customer account, or any application or request we receive from a retailer.

Should you need further information

If you have any questions on this process or customer eligibility, please email service.orders@ausgrid.com.au. For retailers looking to escalate any specific cases, please contact myself via email at NBall@ausgrid.com.au.

Thank you for your cooperation in helping us implement the proposed capacity reset package. This, along with our network customer relief package, will support our customers during these difficult times.

Regards,



Nathan Ball

Customer Hub Manager | Customer & Strategy

