

Revised Electricity Tariffs to apply from 1 November 2020

The South Australian Government continues its support of remote South Australian communities by providing subsidised electricity to around 3,400 customers across 13 townships and 15 Aboriginal Communities under the Remote Area Energy Supply (RAES) scheme.

RAES tariffs are reviewed and set annually by the Minister for Energy and Mining, with residential and business tariffs aligned to the average of market/discount offers provided by South Australian on-grid retailers.

As a result of the 2020 tariff review, the Minister for Energy and Mining has directed that RAES tariffs be adjusted downward to maintain parity with average on-grid prices.

This equates to an average reduction of \$118 per year for residential and \$286 per year for business customers.

A reduction in the supply charge for Aboriginal Community Stores, Nganampa Health and Government customers to maintain alignment with the business rate will provide a reduction of \$51 per year for these customers.

A review of the demand-based standby connection tariff is currently occurring and until completed this tariff has been left unchanged as it remains slightly lower than the average of on-grid market demand tariffs. A fact sheet regarding installation of private solar on the RAES grid is available at www.energymining.sa.gov.au/raes.

Over the course of 2020, RAES electricity meters are being replaced with new smart meters that will help to improve energy efficiency and service delivery across the network. The new meters and in-home display are provided free of charge and will have no impact on RAES tariff prices, or the quantity or quality of electricity supplied to customers. Should you have any questions regarding the new meters or the in-home-display, please contact Cowell Electric on 1800 805 020.

Holders of a pension concession card, DVA, Gold Card or Centrelink low income health care card may be eligible to receive a concession on your energy costs. Phone 1800 307 758 or go to www.sa.gov.au/concessions to apply.

If you wish to explore how you can reduce the amount of energy used in your home or business, please call the Energy Advisory Service within the Department for Energy and Mining on the “free call” number 1800 671 907.

Any queries regarding RAES tariffs should be directed to Cowell Electric Supply on 1800 805 020 or cowellelectric@cowellelectric.com.au.

Outage Reporting and Electrical Safety

Before calling to report that the power is out there are a few things to check:

1. Are other lights and electrical equipment working?
2. Do your neighbours have power?
 - a. If **YES** to either of these questions, the problem could be inside your home. Check your main fuses or circuit breakers to see if they have blown or tripped. If this is the case contact your electrician as the problem may be within your home. If you live in a **Housing SA residence**, please call the Housing SA maintenance number and they can respond to your concerns.

Do not touch any wiring or electrical appliances that may be unsafe.

If Cowell Electric attends and the fault is within your property, you may be required to pay for the call out.

- b. If **NO**, then look outside for damage, such as wires down or trees lying across powerlines.

Stay away from any fallen powerlines or trees lying across powerlines and DO NOT attempt to reinstate the power from the distribution network.

Once you have assessed the situation, call Cowell Electric's emergency service on **1800 805 020**

You will hear a pre-recorded message, **press 1 for Power Outage or Emergency.**

Cowell Electric staff will ask questions about:

- Your name and property type
- The area you are from
- Your address
- Whether your property is the only one affected
- The time the power went out.

If other calls have already been received reporting the problem, you will be advised of that and your information will be used to update the work crews.

Customers are reminded that only trained employees of the licenced distributor (Cowell Electric) are certified to undertake work on the distribution network or your electricity meter. Customer attempts to reinstate the power from the network could result in fatality by electrocution or cause damage to the network. Repeated customer intervention could also result in persistent faults going unreported, resulting in continued poor reliability of the service.

Internal electrical works undertaken on customer's properties (from the outward connection of the meter onwards) must be undertaken by a qualified electrician, with a certificate of compliance completed and provided to the Office of the Technical Regulator and the RAES licenced distributor (Cowell Electric). Information regarding certificates of compliance can be found at www.sa.gov.au/otr/ecoc.

REMOTE AREA ENERGY SUPPLY (RAES) FEES AND CHARGES

Applicable from 1 November 2020

Service	Application/Comments	Charge (incl GST)
Electricity Supply and Consumption	The South Australian government subsidises electricity for communities under the RAES scheme by aligning residential and business tariffs to the average of market offers from electricity retailers supplying to the South Australian on-grid market.	See RAES Tariff Sheets
Generation Levy	Applies to new connections and applications for increased capacity of supply. <i>Cost is a per kVA figure over a 10kVA threshold allowance.</i>	\$1,650 per kVA
Special Meter Reading	Applies if a meter reader is required to visit a property to conduct a meter read. This includes manual read and download of data if a customer elects for smart meter communication to be inactivated.	\$100
Charge for Meter Test	Applies if a customer has requested a meter test and the meter is found not to be faulty	\$165
Disconnection of Supply and Final Meter Reading	No charge will apply for customer requested disconnections and final readings where at least 3 business days notice has been provided to the RAES retail contractor. <i>A special meter reading fee will apply if 3 business days notice has not been provided</i>	Nil
	Clause 27.1 of the Connection & Supply Contract allows that a supply address can be disconnected under certain conditions. A charge will apply for both the disconnection and reconnection of supply associated with the enforcement of Clause 27.1 disconnections.	\$100
Meter Replacement	Applies when damaged equipment needs replacing and the customer is shown to be responsible for the damage	Full Cost
In-Home Display	RAES Smart Meter In-Home Display (<i>includes postage and pairing to smart meter system</i>).	\$120
Permanent Removal of Supply	Permanent removal of supply may include removal of an overhead service or disconnection of overhead or underground services. Listed charge will apply where the work can be conducted as part of the distribution contractor's existing schedule of works for the area. <i>Full cost of service will apply where sufficient notice has not been provided and removal is required outside of existing work schedules.</i>	\$Nil

The Government of South Australia reserves the right to charge the full cost of service in situations not covered above.

RAES Tariff Sheets and the RAES Customer Connection and Supply Contract can be obtained at www.energymining.sa.gov.au/raes

Any queries regarding RAES fees and charges should be directed to Cowell Electric Supply on 1800 805 020 or cowellelectric@cowellelectric.com.au.

REMOTE AREA ENERGY SUPPLY (RAES) ELECTRICITY TARIFFS

Applicable from 1 November 2020

Tariff ¹ (Prices include GST)	RAES Townships and Communities ² cents/kWh	
Residential (formerly Domestic)		
Supply Charge (cents/day)	94.15	
All kWh per day	33.87	
Business (formerly General Supply)		
Supply Charge (cents/day)	94.15	
All kWh per day	36.08	
State and Commonwealth Government Agencies³		
Supply Charge (cents/day)	94.15	
All kWh per day	75.00	
Aboriginal Community Stores and Nganampa Health		
Supply Charge (cents/day)	94.15	
All kWh per day	26.50	
Demand Based Standby Connections⁴	Residential	Business
Supply Charge (cents/day)	88.00	155.00
Peak Demand Charge (cents/kVA/day) ⁵	-	34.00
Peak Demand Charge (cents/kW/day) ⁵	32.00	-
All kWh per day	27.00	28.00

1. Tariffs are applied on the basis of average daily use. Quarterly thresholds are estimates only, based on a 91 day quarter.

2. Includes:

- Townships supplied by the RAES power stations at Blinman, Glendambo, Kingoonya, Mannahill, Marla, Marree, Nundroo, Oodnadatta and Parachilna.
- Communities and homelands supplied by the Central Power House at Umuwa and power stations at Murpatja, Pipalyatjara, Oak Valley and Yalata.
- Townships supplied by independent operators at Andamooka, Coober Pedy and Yunta.

3. State and federal government customers pay the full cost of their electricity supply and consumption. For customers in Cockburn, the government rate is equivalent to the business (general supply) reflecting that electricity is sourced from the national grid.

4. Applies to customers that have private generation installed and remain connected to the RAES grid.

5. Demand charge is calculated as the peak kVA or kW demand for the month x number of days x tariff rate.

The RAES Customer Connection and Supply Contract can be obtained at

www.energymining.sa.gov.au/raes

Any queries regarding RAES Tariffs should be directed to Cowell Electric Supply on
1800 805 020 or cowellelectric@cowellelectric.com.au.

A fact sheet regarding installation of private solar on the RAES grid is available at

www.energymining.sa.gov.au/raes.

REMOTE AREA ENERGY SUPPLY (RAES) PUBLIC LIGHTING CHARGES

Applicable from 1 November 2020

Type of Light ¹	\$/month (incl GST)
Telephone Booth Fluorescent 20 Watt	19.96
Light Emitting Diode (LED) RAES Standard LED Streetlight RAES Standard Security Floodlight	8.16 20.64

1. Standard monthly public lighting (street lights, telephone booths etc) charges for photo-electric or time switch controlled night-time only operation.

The RAES Customer Connection and Supply Contract can be obtained at

www.energymining.sa.gov.au/raes

Any queries regarding RAES Public Lighting Charges should be directed to Cowell Electric Supply on 1800 805 020 or cowellelectric@cowellelectric.com.au.