

Revised Electricity Tariffs to apply from 15 November 2021

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 2021 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 \$127 per year for residential and \$139 per year for business customers.

Following the review of the demand based standby tariff that was flagged at the time of the 2020 tariff review, the residential and business demand tariffs will be adjusted to align more closely with current on-grid rates. A government and Community Store/Health demand tariff will also be introduced to apply to from the first full billing period post 15 November 2021.

Over the course of 2021, RAES electricity meters have been replaced with new smart meters that will help to improve energy efficiency and service delivery across the network. 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.

A fact sheet regarding installation of private solar on the RAES grid is available at www.energymining.sa.gov.au/raes.

Any queries regarding RAES tariffs, or supply of electricity to your property should be directed to Cowell Electric 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 15 November 2021

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. <u>This includes manual read and download of data if a customer elects for smart meter communication to be inactivated.</u>	\$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 disconnections and final readings undertaken remotely via the metering system. <i>A special meter reading fee will apply if at least 3 business days notice has not been provided to the RAES retail contractor and on-site attendance is required.</i>	Nil
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. No 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 on 1800 805 020 or cowellelectric@cowellelectric.com.au.

REMOTE AREA ENERGY SUPPLY (RAES) ELECTRICITY TARIFFS

Applicable from 15 November 2021

RAES Townships and Communities ¹ (Prices include GST)	Standard Consumption Tariff ¹	Demand Based Standby Connection Tariff ⁴
Residential (formerly Domestic)		
Supply Charge (cents/day)	88.7	72.3
All kWh per day (cents/kWh)	32.0	24.4
Peak Demand Charge (cents/kW/day) ⁵	—	60.8
Business (formerly General Supply)		
Supply Charge (cents/day)	93.0	164.6
All kWh per day (cents/kWh)	34.9	32.9
Peak Demand Charge (cents/kVA/day) ⁵	—	27.0
State and Commonwealth Government Agencies³		
Supply Charge (cents/day)	93.0	164.6
All kWh per day (cents/kWh)	75.0	75.0
Peak Demand Charge (cents/kVA/day) ⁵	—	27.0
Aboriginal Community Stores and Nganampa Health		
Supply Charge (cents/day)	93.0	164.6
All kWh per day (cents/kWh)	26.0	26.0
Peak Demand Charge (cents/kVA/day) ⁵	—	27.0

1. Tariffs are applied on the basis of average daily use.

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) tariff 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 in the month x tariff rate.

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

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1800 805 020 or cowellelectric@cowellelectric.com.au

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REMOTE AREA ENERGY SUPPLY (RAES) PUBLIC LIGHTING CHARGES

Applicable from 15 November 2021

Type of Light ¹	\$/month (incl GST)
Telephone Booth Fluorescent 20 Watt	19.96
Light Emitting Diode (LED) RAES Standard LED Streetlight	8.16
RAES Standard LED Security Floodlight	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 on
1800 805 020 or cowellelectric@cowellelectric.com.au.