

Revised Electricity Tariffs to apply from 29 February 2024

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.

Considering the 2023 tariff review, which indicated that on-grid prices had increased by more than 25 per cent, the Minister for Energy and Mining has directed that increases in RAES tariffs for 2024 be limited to reflecting the increased cost of energy production across the scheme.

Consequently, increases have been capped at 7.0 per cent in line with the increase in RAES service and fuel costs.

This equates to an average increase of \$164 per year for residential and \$328 per year for business customers.

Government, Community Stores and Health and Public Lighting tariffs have also been increased to reflect the increase in the cost of energy production. Community pre-pay tariffs remain unchanged reflecting the staged introduction of charging across those communities.

Introduced in 2018, the demand based standby tariff was to be applied to customers that install RAES approved private solar photovoltaic systems and remain connected to RAES grid, reflecting that there is a holding cost associated with maintaining peak generation. Given the difficulties involved in implementing the tariff, and the recent requirement for on-grid distributors to apply time-of-use tariffs for customers with grid connected solar installations, the demand tariff will be replaced with a time-of-use tariff to align RAES more closely with on-grid standard practice.

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.raes.sa.gov.au.

Any queries regarding RAES tariffs should be directed to Cowell Electric Supply on 1800 805 020 or retail@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 29 February 2024

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>	\$1,760 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>	\$107
Charge for Meter Test	Applies if a customer has requested a meter test and the meter is found not to be faulty	\$177
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>).	\$128
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.raes.sa.gov.au

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

**REMOTE AREA ENERGY SUPPLY (RAES)
PUBLIC LIGHTING CHARGES****Applicable from 29 February 2024**

Type of Light ¹	\$/month (incl GST)
Telephone Booth Fluorescent 20 Watt	23.50
Light Emitting Diode (LED) RAES Standard LED Streetlight	9.61
RAES Standard LED Security Floodlight	24.28

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.raes.sa.gov.au

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

REMOTE AREA ENERGY SUPPLY (RAES) - ELECTRICITY TARIFFS

Applicable from 29 February 2024

RAES Townships and Communities ² (Prices include GST)	Residential	Business	Government ³	Community Stores and Health ⁴	Community New to Payment Customers ⁵
Standard Consumption Tariff					
Supply Charge (cents/day)	106.5	121.7	121.7	121.7	—
All kWh (cents/kWh)	37.1	40.9	96.3	30.0	10.0
Time of Use Tariff ⁶					
Supply Charge (cents/day)	107.1	129.8	129.8	129.8	—
Off Peak – 10 am to 4:59 pm (cents/kWh)	27.8	34.4	80.9	25.2	—
Peak – 5 pm to 9:59 am (cents/kWh)	43.0	49.6	96.3	36.4	—

1. Tariffs are applied on recorded daily use.

2. Includes:

- Townships supplied by the Cowell Electric at Blinman, Glendambo, Kingoonya, Mannahill, Marla, Marree, Nundroo, Oodnadatta and Parachiina.
- Communities and homelands supplied by Cowell Electric in the APY Lands, 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 49.6 cents per kWh reflecting that electricity is sourced from the national grid.

4. Aboriginal Community Stores and Nganampa Health in the APY Lands, Oak Valley and Yalata.

5. Anangu residential customers in the communities and associated homelands of the APY Lands, Yalata and Oak Valley who were not required to pay for electricity prior to 1 July 2022 and for whom the default electricity payment method is prepayment.

6. Applies to customers that have private generation installed and remain connected to the RAES grid. A fact sheet regarding installation of private solar on the RAES grid is available at www.raes.sa.gov.au

The RAES Standard Terms and Conditions for Sale and Supply can be obtained at www.raes.sa.gov.au or www.cowellelectric.com.au/raes/

Any queries regarding RAES Tariffs should be directed to Cowell Electric at retail@cowellelectric.com.au or phone:

[1800 805 020](tel:1800805020) - Account Customer General Enquiries

[1800 485 788](tel:1800485788) – Community Prepayment Customer Enquiries

[1800 805 020](tel:1800805020) – Faults and Emergencies