

NSW Retail Price Change

1 July 2011 – General Q&As



Question	Answer
Why are prices changing?	<p>Each year the Independent Pricing and Regulatory Tribunal (IPART) review the electricity and gas pricing for NSW. In line with the IPART determination EnergyAustralia has reviewed the pricing and this year prices will increase effective from 1 July 2011.</p> <p>This year, prices have increased due to increases in network charges and also the cost of complying with the Federal & State Government's Small Scale Renewable Energy Scheme (SRES).</p> <p>The increase does not affect any other parts of your agreement with us.</p>

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<p>How were we notified prices were going to increase?</p>	<ul style="list-style-type: none">• EnergyAustralia bills issued from 1 April – 30 June had a price rise notification message• EnergyAustralia website will reflect new prices from 1 July 2011. • Advertisements in SMH & Newcastle Herald will appear before 30 June 2011 (for our network area only). <p>For bills issued in the month of July to September 2011, an additional insert will be include communicating the same message as the press ads stated above, plus:</p> <ul style="list-style-type: none">• advise of the average 17.9% increase for EnergyAustralia customers; and <p>EnergyWise</p> <ul style="list-style-type: none">• Saving Time issue, promoting using less energy.• Energy Efficiency tips. <p>To help reduce the impact of the price increase, EnergyAustralia is promoting our awareness campaign of “Using Less” to:</p> <ul style="list-style-type: none">• Reduce the amount of electricity used with efficiency tips on our website.• Reduce the amount of their bills through:<ul style="list-style-type: none">▪ Energy or health related rebates (specified below)▪ Payment Assistance plans such as RPO and EnergyAssist program.

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<p>Residential Customers.</p> <p>How much are the prices increasing for Residential Customers?</p> <p>Note: The average increase for a residential customer of EnergyAustralia will be around \$5.50 (inc. GST) per week</p>	<p>For Single Consumption Customers (prices include GST): Previously, you were paying 19.0850 cents per kWh for the first 1,750 kWh of the quarter then 28.0500 cents per kWh for the balance of the quarter and 47.3000 cents/day Service Availability Charge.</p> <p>Under the new pricing schedule you will now be paying 22.6600 cents per kWh for the first 1,750 kWh of the quarter then 32.0100 cents per kWh for the balance of the quarter and 52.8000 cents/day Service Availability Charge.</p> <p>For Time Of Use Customers (prices include GST): Previously, you were paying 40.2600 cents per kWh during peak time, 8.8000 cents per kWh during off-peak time and 14.9600 cents per kWh during shoulder time. And a Service Availability Charge of 52.8000 cents per day.</p> <p>Under the new pricing schedule you will now be paying 44.6600 cents per kWh during peak time, 10.5600 cents per kWh during off-peak time and 18.0400 cents per kWh during shoulder time. And a Service Availability charge of 64.9000 cents per day.</p>

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<p>How much are the prices increasing for Endeavour?</p>	<p>Electricity prices for Endeavour customers will increase by 15.5%.</p> <p>CSR Note: Please refer to the price list for the Endeavour Network area</p>
<p>How much are the prices increasing for Essential?</p>	<p>Electricity prices for Essential customers will increase by 18.1%</p> <p>CSR Note: Please refer to the price list for the Essential Energy Network Area</p>
<p>When is the price rise taking effect?</p>	<p>The price increase will take effect from 1 July 2011. For more information, including the new rates, visit our website www.energyaustralia.com.au from 1 July 2011.</p>
<p>Why do I have a SAC fee?</p>	<p>The Service Availability Charge reflects the fact that a portion of costs (eg. Metering costs, costs of issuing bills etc) are fixed for each customer and not associated with usage.</p>
<p>Why is the PowerSmart SAC higher?</p>	<p>The difference in SAC charges between tariffs is largely due to the different costs on the network side.</p>
<p>What happens if I have a bill that covers a period before and after 1 July 2011?</p>	<p>Your bill will be pro-rata'd so that the period before 1 July will be billed at the old rates and the period from 1 July will be billed at the new rates.</p> <p>On your bill you will see separate line items for the Energy & Service Availability Charges before and from 1 July.</p>

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<p>Are other retailers increasing their prices as well?</p>	<p>Regulated rates are increasing across NSW, QLD and ACT on 1 July. Whether other retailers have increased their rates or not, we do not know and we cannot comment on.</p> <p>Retailers generally advertise their prices on their website.</p> <p>You may want to refer to other Retailers websites to find out their prices.</p>
<p>Was the general public consulted about the price rises?</p>	<p>The 2011/12 financial year is the second period under the 2010 IPART Pricing Determination. The public was invited to participate in the determination's consultation process in 2009 and early 2010.</p> <p>An annual review was conducted April-June with the public to make submissions in April-May 2011.</p> <p>The final decision came out on the 14 June 2011. The Pricing Determination is available on IPART's website.</p>
<p>What is the regulated retail pricing determination?</p>	<p>The regulated retail pricing determination is a document which sets out the framework for calculating the rates payable by customers for electricity under standard supply arrangements and how those rates may vary over time. The regulated retail pricing determination covers a three year period from 1 July 2010 to 30 June 2013.</p>
<p>Does EA have to comply with the regulated retail pricing determination?</p>	<p>Yes it is a requirement that EA comply and set prices for standard form supply arrangements in accordance with the regulated retail pricing determination. Note: our market agreements that follow regulated rates have also had price increases.</p>

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Where can I get a copy of the regulated retail pricing determination?	You can get a copy from www.ipart.nsw.gov.au .
Who makes the determination?	The determination is made by the independent pricing regulator, IPART.
Who is IPART?	IPART (Independent Pricing and Regulatory Tribunal) is an independent statutory body that oversees regulation in the water, gas, electricity and public transport industries in NSW, in accordance with legislation.
What can I do to reduce my energy bill?	If you have access to the internet you can visit our website where you will find helpful energy saving tips (www.energyaustralia.com.au). Alternatively you can ring 13 15 35 and we can send you a brochure on Energy Saving Tips.
These price increases mean I will have difficulty paying my bill.	EnergyAustralia has a number of payment options that may assist you in paying your bills.

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<p>Have any other fees / charges been impacted by the price rise?</p>	<p>The PureEnergy prices from 1 July 2011 (inclusive of GST) will remain the same:</p> <ul style="list-style-type: none"> • PureEnergy10 - \$14.30/quarter • PureEnergy25 - 33.00 cents/day • PureEnergy50 - 3.30 cents/kWh • PureEnergy100 - 6.60 cents/kWh <p>There has been a change to the security deposit fee, RES has increased to \$350 from \$200. The late payment fee has also changed to \$7.50 from \$7.00. There are no changes to special meter read, disconnection / reconnection etc.</p>
<p>I am on a pension. Does the price increase affect me?</p>	<p>The 2011/12 price rise will affect all customers who are on regulated rates and market agreements that follow those regulated rates. While eligible pensioners and health care card holders will continue to receive their rebates, their energy rates will increase.</p>
<p>I am a pensioner / concession card holder. Given prices have increased, does this mean that my energy rebate / life support rebate has also increased?</p>	<p>The NSW Department of Trade and Investment Regional Infrastructure and Services set the NSW Government Energy Rebate and life support rebate rates for NSW. This year, energy rebate rates will be changing.</p> <p>The NSW Government Low Household Rebate (formerly NSW Government Energy Rebate) increased from \$145 a year to \$200 per year calculated at a daily rate of 54.79 cents.</p> <p>The NSW Medical Energy Rebate has also increased to \$200 a year from 1 July 2011.</p> <p>No Life Support Rebate rates are increasing.</p>