

# Appendix B

## Tariff assignment and reassignment policy

## B1. Introduction

This appendix sets out JEN's tariff assignment and reassignment policy to apply from 1 July 2026. It describes the requirements that customers and their representatives must comply with when requesting a tariff assignment or reassignment and how JEN will respond to such requests. The policy is consistent with our TSS and reflects the outcomes of our customer engagement process.

When developing this policy, JEN has considered the need to:

- Assign and reassign customers to the appropriate network tariffs under the regulatory framework
- Ensure that customers pay a fair amount for their use of the distribution system (so that one customer does not benefit to the detriment of other customers).

This policy also sets out the eligible tariffs that are available for customers to request to be assigned or reassigned to.

## B2. Process to assign and reassign customers

JEN uses the following process to assign or reassign customers to the appropriate tariff:

- Step 1: Tariff class assignment – the customer is assigned to the appropriate tariff class (residential, small, medium or large business) based on the tariff class criteria described in section B3.
- Step 2: Tariff assignment – For residential and small business customers, once the customer is assigned to the tariff class, the appropriate tariff is based on the default tariff for the customer as per the criteria specified in Section B4. For large business, high-voltage and sub-transmission customers the appropriate tariff is determined based on the customer's load and metering characteristics, specified against the criteria applicable to each tariff within the tariff class (see Section B6).

JEN's tariff schedule, published annually, also lists the criteria applicable to each tariff and tariff class. This policy and the tariff schedule provide the customer and customer's representative with the necessary information to select the tariff when applying for a tariff assignment or reassignment.

## B3. Tariff class assignment

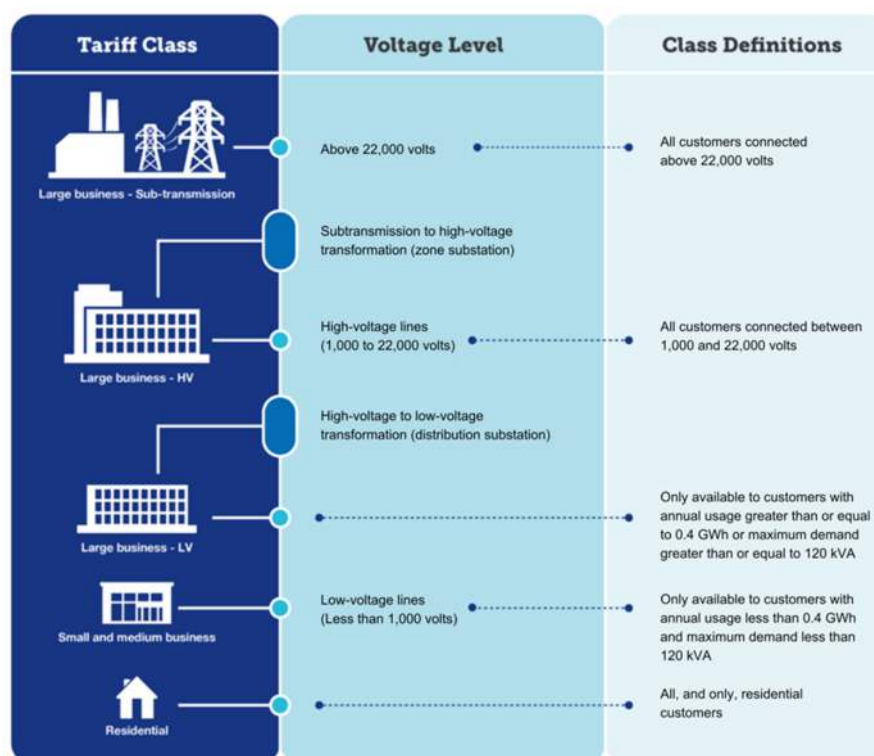
JEN has grouped its tariffs into five tariff classes based on customer's type (residential or business), customer's load and connection characteristics.

Each tariff class incorporates several tariffs sharing a common tariff code numbering convention. For example, the Residential tariff class contains tariffs with tariff codes starting with A1XX, whereas the Small and Medium Business tariff class contains tariff codes starting with A2XX. The list of tariffs contained within each tariff class is detailed in Section B6. The five tariff classes are shown in Figure B3-1. The tariff class criteria used for tariff class assignment are:

1. Residential: This tariff class contains all tariffs starting with tariff codes A1XX and applies to all residential customers.
2. Small and Medium Business: This tariff class contains all tariffs starting with tariff codes A2XX and applies to Low Voltage business customers: a) consuming an annual amount of electricity less than 400 MWh; and b) having a maximum demand of less than 120 kVA.
3. Large Business Low Voltage: This tariff class contains all tariffs starting with tariff codes A3XX and applies to large business customers connected at low voltage: a) consuming an annual amount of electricity greater than or equal to 400 MWh; or b) having a maximum demand greater than or equal to 120 kVA; or c) where supply is taken from an on-site or dedicated substation.
4. Large Business High Voltage: This tariff class contains all tariffs starting with tariff codes A4XX and applies to large business customers connected at high voltage.

5. Large Business Sub-transmission: This tariff class contains all tariffs starting with tariff codes A5XX and applies to large business customers connected at sub-transmission voltage.

**B3-1: JEN's tariff classes by voltage level and definition**



### B3.1 Embedded networks

Embedded networks are subject to the same criteria as non-embedded networks. They may be allocated to the small and medium business tariff class or one of the large business tariff classes (low voltage, high voltage or sub-transmission) depending on the embedded network's connection characteristics.

## B4. Tariff assignment

Tariff assignment occurs when a customer:

- Commences to consume electricity from a new supply point (i.e. new connection); or
- Takes over an existing supply point (i.e. change of occupancy).

Table B4-1 defines how the tariff is assigned in each of the above cases.

**Table B4-1: Tariff assignment**

Customer Type	New Connection	Change of occupancy
Residential customers	JEN will assign the customer to the relevant default tariff as described in Table B4-2.	If the retailer wishes to change tariff from that which is currently assigned to the NMI, the customer's retailer must request a tariff change to JEN using a B2B service order.
Small and medium business customers	JEN will use the estimated information collected from the customer, the customer's	The customer or the customer's representative must notify JEN in writing of the change in occupancy,

	representative or the retailer's B2B service order to assign the customer to the tariff as described in Table B4-2.	using either B2B or the form at Section B7 to enable JEN to assign the customer to the appropriate tariff. <sup>96</sup>
Large business customers	JEN will use the estimated information collected from the customer, the customer's representative or the retailer's B2B service order to assign the customer to the appropriate tariff.	The customer or the customer's representative must notify JEN in writing of the change in occupancy, using the form at Section B7 to enable JEN to assign the customer to the appropriate tariff. <sup>97</sup>

## B4.1 Process for change of occupancy

Where the completed request form is received:

- within 20 business days from the date the change of occupancy occurred, the new tariff assignment (if approved by JEN) will take effect from the date the change of occupancy occurred, or
- after 20 business days from the date the change of occupancy occurred, the new tariff assignment (if approved by JEN) will take effect from the first day of the next billing cycle after the date of application.

The new network tariff assignment will not take effect until JEN advises the applicant in writing of the approval and effective date of the new tariff assignment.

JEN will use reasonable endeavours to advise the applicant in writing of the decision to a tariff assignment within 20 business days of receipt of the request.

As the tariff assignment will be based on estimated information obtained from the customer or customer's representative, it is the responsibility of the customer or customer's representative to monitor the suitability of the tariff applied and advise JEN if a tariff reassignment is required (see Section B5).

Where there has been a change of occupancy at the premises and sufficient actual data is available for consumption and demand for the new occupant, JEN will endeavour to use actual data to determine the tariff applicable.

## B4.2 Default tariffs

Table B4-2 provides the default tariffs applicable to new customers (except for change of occupancy).<sup>98</sup>

**Table B4-2: Default tariffs**

Customer Type	Criteria	Default Tariff
Residential customers	Residential customer	A130
Small business customers	Customers consuming < 40 MWh per annum AND with a two-rate accumulation meter or Interval meter	A210

<sup>96</sup> The applicant is wholly responsible for conveying the correct information to JEN and communicating any further requests and decisions made by JEN to the customer. JEN may request the applicant to re-submit the application form if the initial form is not correctly completed.

<sup>97</sup> The applicant is wholly responsible for conveying the correct information to JEN and communicating any further requests and decisions made by JEN to the customer. JEN may request the applicant to re-submit the application form if the initial form is not correctly completed.

<sup>98</sup> Change of occupancy customers would continue to remain on the tariff previous assigned to the NMI.

Medium business customers	Customers consuming $\geq 40$ MWh per annum AND with a two-rate accumulation meter or Interval meter.	A230
Large business customers	As per estimated demand and annual consumption (see the table in Section B6).	

### B4.3 Site-specific tariffs

Where any major customer (22kV and above) requests for a site-specific tariff, JEN may consider the request and tailor a site-specific tariff that will mirror those of the standard large business tariffs, as detailed in Table 8-2. Price levels will be determined based on each connecting customer's actual or expected consumption profile. JEN will set these price levels consistent with the LRMC and pricing principles set out in Chapter 6 of the National Electricity Rules.

JEN will use this site-specific tariff to calculate the capital contribution applicable to the connecting customer. Also, this tailored site-specific tariff would then apply to the connecting site post-energisation. These actions would co-occur at the time the offer is provided to the customer.

Any customer connected on a site-specific tariff (A40S or A50S) will be subject to an annual review along with other standard tariffs. JEN may adjust a customer's site-specific pricing for their usage profile if cost recovery is lower than expected.

### B4.4 Examples

Below are several examples to illustrate how JEN determines the appropriate tariff to be assigned to a customer.

#### B4.4.1 Example 1 – Business Customer A

Assumptions:

- Estimated annual consumption: 360 MWh
- Estimated maximum demand: 125 kVA
- Low voltage supply

Assessment:

- Step 1 – Tariff class assignment: The estimated maximum demand is 125 kVA, which is greater than 120 kVA. As a result, the customer is assigned to tariff class "Large Business - Low Voltage".
- Step 2 – Tariff assignment: The estimated annual consumption is 360 MWh, which is less than or equal to 0.8 GWh (each GWh = 1,000 MWh). As a result, the customer is assigned to tariff code A30C "LV  $\leq 0.8$  GWh".

#### B4.4.2 Example 2 – Business Customer B

Assumptions:

- Estimated annual consumption: 240 MWh
- Estimated maximum demand: 70 kVA / 56 kW
- Interval meter

Assessment:

- Step 1 – Tariff class assignment: The estimated maximum demand is less than 120 kVA and the estimated annual consumption is less than 400 MWh. As a result, the customer is assigned to tariff class “Small and Medium Business”.
- Step 2 – Tariff assignment: The estimated annual consumption is greater than 40 MWh and the customer has an interval meter. As a result, the customer is assigned to tariff code A230 “Time of use weekdays - Demand”.

## B5. Tariff reassignment

When a new customer is assigned to a tariff, that tariff will continue to apply until it is changed as part of a regulatory reset process or there is a change in the customer’s load, connection or metering characteristics, and:

- the customer or the customer’s representative applies for a tariff reassignment in accordance with Section B5.1; or
- JEN initiates the tariff reassignment in accordance with Section B5.2.

### B5.1 Customer-initiated reassignment

Where the customer or the customer’s representative (e.g., a retailer) wants to request a tariff reassignment, they must apply in writing, either via:

- for residential customers and small business customers consuming under 40 MWh per year, a B2B service order from their retailer; or
- for small business customers consuming over 40 MWh per year and large business customers, completing the Jemena Tariff Reassignment Form in Section B8.<sup>99</sup>

Section B6 provides the criteria for, and a list of, eligible tariffs other than the default tariff for residential and small and medium business customers.

JEN will use reasonable endeavours to advise the applicant in writing of the decision to a tariff reassignment within 20 business days of receipt of the request.

The number of tariff reassignment applications a customer or the customer’s representative may make in any 12-month period is:

- two times for residential customers and small business customers who consume under 40 MWh per annum,
- one per supply point for all other customers,

#### B5.1.1 Tariff reassignment for site-specific tariffs

Customers assigned to a site-specific tariff may request to be reassigned to an eligible standard tariff. When a customer requests reassignment from a site-specific tariff to a standard tariff, it will be subject to Jemena’s assessment and approval process. This process may trigger a recalculation of the capital contribution applicable to their connection. Any capital contribution requirements will be communicated to the customer, and the recalculated capital contribution amount must be paid in full before the tariff can be reassigned.

<sup>99</sup> The applicant is wholly responsible for conveying the correct information to JEN and communicating any further requests and decisions made by JEN to the customer. JEN may request the applicant to re-submit the application form if the initial form is not correctly completed.

## B5.2 JEN-initiated reassignment

JEN may become aware of the change in the customer's load, connection or metering characteristics through a number of means including, but not limited to:

- a written application or correspondence received from the customer or the customer's representative, such as an application for a tariff reassignment, a contract demand reset, request for upgrade or connection alteration, or the receipt of a B2B service order from the customer's retailer.
- internal processes of review.
- the entering of a contractual arrangement between JEN and the customer.

Whether the customer, the customer's representative or JEN initiates a tariff reassignment JEN will use the process described in this document to reassign the customer to the appropriate tariff. JEN will endeavour to provide the customer or the customer's incumbent retailer with 20 business days' notice prior to the reassignment.

Where a residential or a small or medium business customer is on a single rate tariff and installs distributed energy resources capable of injection into JEN's network (including solar PV systems or batteries<sup>100</sup>) or upgrades the connection to a three-phase supply point, then JEN will automatically reassign the NMI to the default tariff specified under Section B4. In such cases, JEN will not provide the customer with prior notice of the reassignment. However, if the customer or the customer's representative prefers to be reassigned to another eligible tariff they can, via their retailer, either, inform JEN with a written application of the preferred tariff at the time of change or opt out of the default tariff at a later date.<sup>101</sup>

## B5.3 Approach to contract demand

Contract demand is the kW (or kVA) demand used to calculate the demand charge component of a demand tariff where one is applicable to the customer in each billing period.

Where a customer is on a demand tariff that has a minimum chargeable demand, the tariff reassignment does not trigger an automatic change in the contract demand.<sup>102</sup> However, where the minimum chargeable demand of the new tariff is greater than the contract demand that is applied to the existing tariff, the contract demand will increase to match the minimum chargeable demand of the new tariff (see example 3 below).

Further information on the application of contract demand can be found in JEN's Policy for Resetting Contract Demand which can be accessed on the [JEN website](#).

## B5.4 Examples

We provide examples below to illustrate how JEN determines the appropriate tariff to be reassigned to the customer.

### B5.4.1 Example 1 – Business Customer C

Assumptions:

- Annual consumption: Changed from 420 MWh to 830 MWh (changes in load characteristics)
- Low voltage supply

<sup>100</sup> If a robust register or other means to identify them becomes available to JEN, we will automatically assign customers who have a dedicated EV charger to the default tariff. Customers with a dedicated EV charger assigned to the default tariff would be able to seek reassignment to other eligible tariffs but would no longer have access to the flat rate network tariff.

<sup>101</sup> JEN will allow opt-out reassignment in accordance with the requirements of the AMI Order in Council.

<sup>102</sup> Please refer to JEN's annual network tariff schedule or our tariff structure statement for the minimum chargeable demand for each of the tariffs.

- Existing tariff class: “Large Business - Low Voltage”
- Existing tariff code: A30C
- Existing contract demand 280 kVA
- The customer applied to be reassigned to tariff code A32C.

Assessment:

- Step 1 – Tariff class assignment: The customer’s annual consumption is 830 MWh, which is greater than or equal to 400 MWh. As a result, the customer will remain within the “Large Business - Low Voltage” tariff class.
- Step 2 – Tariff assignment: The annual consumption is 830 MWh, which is greater than 0.8 GWh but less than or equal to 2.2 GWh. As a result, the customer’s application to be reassigned is successful and they will be reassigned to tariff code A32C. The contract demand will not change as a result of switching to tariff code A32C.

#### B5.4.2 Example 2 – Business Customer D

Assumptions:

- Annual consumption: Changed from 805 MWh to 380 MWh (changes in load characteristics)
- Existing tariff class: “Large Business - Low Voltage”
- Existing tariff code: A32C
- Existing contract demand 252 kVA
- The customer applied to be reassigned to tariff code A230 under tariff class “Small Business”.

Assessment:

- Step 1 – Tariff class assignment: The customer has a contract demand of 252 kVA, which is above 120 kVA. As a result, the customer is not eligible to be reassigned to the “Small and Medium Business” tariff class. The customer will remain on the “Large Business - Low Voltage” tariff class. The customer’s application is unsuccessful.
- Step 2 – Tariff assignment: Despite the customer’s tariff class application being unsuccessful, JEN will assess if the customer can remain on the existing tariff code A32C. The annual consumption is 380 MWh, which is less than 0.8 GWh. As a result, the customer will be reassigned to tariff code A30C. The contract demand will not change as a result of switching to tariff code A30C.

#### B5.4.3 Example 3 – Business Customer E

Assumptions:

- Annual consumption: Changed from 270 MWh to 405 MWh (changes in load characteristics)
- Existing tariff class: “Small and Medium Business”
- Existing tariff code: A230
- Existing contract demand: 105 kVA
- The customer applied to be reassigned to tariff code A300 under tariff class “Large Business - Low Voltage”.

Assessment:

- Step 1 – Tariff class assignment: The customer’s annual consumption is 405 MWh, which is greater than or equal to 400 MWh. As a result, the customer will be reassigned to the “Large Business - Low Voltage” tariff class.
- Step 2 – Tariff assignment: The annual consumption is 405 MWh, which is less than or equal to 0.8 GWh. As a result, the customer’s application is successful, and the customer will be reassigned to tariff code A300. The contract demand will increase to 120 kW, being the minimum chargeable demand under tariff code A300.

#### B5.4.4 Reassignment notification

Other than as noted in Section B5.2, JEN will notify the customer or the customer’s representative directly in writing of the tariff class to which the customer has been reassigned prior to the reassignment occurring.

#### B5.4.5 Tariff reassignment initiated by the applicant

In the event the applicant initiates the tariff reassignment, JEN will notify the applicant in writing of the success or otherwise of the application. Where the application is not successful, JEN will advise the applicant of the reason for not being successful, and alternative tariffs that might be available to the customer.

Where the applicant is someone other than the customer or customer’s retailer, the applicant will be required to obtain authorisation from the customer to deal with JEN on their behalf. The applicant will also take responsibility of communicating the outcome of the tariff reassignment to the customer.

### B5.5 Objection

Customers or the customer’s representative may request further information from JEN or object to the proposed tariff reassignment decision.

Customers or the customer’s representative who wish to lodge an objection must do so in writing by using the Tariff Reassignment Objection Form in Section B9 and provide supporting evidence or documentation relating to the review. Customers or the customer’s representative who wish to object to the tariff reassignment decision should refer to their load, connection and metering characteristics. JEN relies on this information to be able to review the customer’s or the customer’s representative’s objection application.

The completed Tariff Reassignment Objection Form must be emailed to [CustomerRelations@jemena.com.au](mailto:CustomerRelations@jemena.com.au). We encourage customers or the customer’s representative to request further information or clarification of the tariff reassignment decision before an objection is lodged.

If the completed objection form is lodged:

- within 20 business days from the date the customer or customer’s representative was advised of the tariff reassignment decision, JEN will apply the changes following a successful objection from the 1st billing period starting after the request of tariff assignment/reassignment from the customer.
- after 20 business days from the date the customer or customer’s representative was advised of the tariff reassignment decision, JEN will apply the changes following a successful objection from the 1st billing period starting after receipt of the completed objection form.

In both situations, if JEN requests further information pertaining to the objection application and such information is not provided within 20 business days from the date requested, JEN will apply the changes following a successful objection from the 1st billing period starting after receipt of the requested information.

Upon receipt of the customer’s or the customer’s representative’s completed Tariff Reassignment Objection Form, JEN will review the assignment in accordance with our internal procedures and notify the applicant of the outcome within 20 business days. We may contact the applicant to request further information and advise if there are circumstances causing a longer review process.

If the customer remains unsatisfied with JEN's decision and response, they may contact the Energy and Water Ombudsman Victoria (EWOV) or seek a decision from the Australian Energy Regulator (AER) using the dispute resolution process available under Part 10 of the NEL.

## B6. Tariff structures

Table B6–1: Proposed tariffs

Tariff	Tariff code	Components	Unit	Notes
<b>Open residential tariffs</b>				
Residential single rate	A100	Standing charge	\$ per annum	
		Unit rate	c/kWh	Applies at all times
Residential Time of Use (ToU) daytime saver	A130	Standing charge	\$ per annum	
		Peak unit rate	c/kWh	4 pm to 9 pm local time every day
		Solar soak unit rate	c/kWh	11 am to 4 pm local time every day
		Off-peak unit rate	c/kWh	All other times
Residential export tariff	A10E	Standing charge	\$ per annum	
		Peak unit rate	c/kWh	4 pm to 9 pm local time every day
		Solar soak unit rate	c/kWh	11 am to 4 pm local time every day
		Off-peak unit rate	c/kWh	All other times
		Export reward	c/kWh	4 pm to 9 pm local time every day
		Export charge	c/kWh	11 am to 4 pm local time every day
<b>Residential tariffs closed to new entrants</b>				
Residential off-peak hot water	A180	Standing charge	\$ per annum	Set to zero
		Off-peak unit rate	c/kWh	11 pm to 7 am daily (AEST)
<b>Open small and medium business tariffs</b>				
Small business single rate (default for customers with accumulation meters and consumption of < 40 MWh per annum only)	A200	Standing charge	\$ per annum	
		Unit rate	c/kWh	Applies at all times
Small business ToU weekdays (default for customers with smart meters with consumption of < 40 MWh per annum)	A210	Standing charge	\$ per annum	
		Peak unit rate	c/kWh	9 am to 9 pm local time on weekdays
		Off-peak unit rate	c/kWh	All other times

Tariff	Tariff code	Components	Unit	Notes
Medium business ToU weekdays demand (default for customers with consumption of >= 40 MWh per annum)	A230	Standing charge	\$ per annum	
		Peak unit rate	c/kWh	7 am to 11 pm local time on weekdays
		Off-peak unit rate	c/kWh	All other times
		Annual demand charge	\$/kW per annum	Annual demand charge applied to the maximum demand set using data over the last 12 months (where available)
Medium business ToU weekdays demand (opt-out) (available for customers with consumption of >= 40 MWh per annum and < 160 MWh per annum, but a capital contribution recalculation may be triggered)	A23N	Standing charge	\$ per annum	
		Peak unit rate	c/kWh	7 am to 11 pm local time on weekdays
		Off-peak unit rate	c/kWh	All other times
		Annual demand charge	\$/kW per annum	Annual demand charge set to zero
Public lighting and street furniture <sup>103</sup>	A290	Peak unit rate	c/kWh	7 am to 11 pm local time on weekdays
		Off-peak unit rate	c/kWh	All other times
<b>Small and medium business tariffs closed to new entrants<sup>104</sup></b>				
Small and medium business ToU extended demand (applicable to existing customers with consumption of < 40 MWh per annum)	A270	Standing charge	\$ per annum	
		Peak unit rate	c/kWh	7 am to 11 pm local time
		Off-peak unit rate	c/kWh	All other times
		Annual demand charge	\$/kW per annum	Maximum demand set using data over the last 12 months (where available), subject to a minimum chargeable demand of 60 kW per annum
<b>Open large business – LV tariffs</b>				
Large business - LV <= 0.8 GWh	A30C	Each contains a: <ul style="list-style-type: none"> <li>Standing charge</li> <li>Peak unit rate</li> </ul>	Unit is: <ul style="list-style-type: none"> <li>\$ per annum</li> <li>c/kWh</li> <li>c/kWh</li> <li>\$/kVA per annum</li> </ul>	Annual demand charge subject to minimum chargeable demand of 120 kVA per annum
Large business - LV 0.8+/- 2.2 GWh	A32C		Annual demand charge subject to minimum chargeable demand of 250 kVA per annum	

<sup>103</sup> Consistent with the AEMC's 2025 Flexible Trading Arrangements consultation. This tariff excludes pole-mounted EV chargers.

<sup>104</sup> New customers cannot be assigned to this tariff, but existing customers can remain on this tariff.

Tariff	Tariff code	Components	Unit	Notes
Large business - LV 2.2+/- 6.0 GWh	A34C	<ul style="list-style-type: none"> <li>Off-peak unit rate</li> <li>Annual demand charge</li> </ul>	<ul style="list-style-type: none"> <li>c/kVA/day</li> </ul>	
Large business - LV 6.0+ GWh (SDIC)	A37C	<ul style="list-style-type: none"> <li>Summer demand incentive charge (SDIC)</li> </ul>		Annual demand charge subject to minimum chargeable demand of 450 kVA per annum
Large business battery tariff (available upon application and at JEN's discretion to customers with battery storage capacity <= 500 kVA)	A30B <sup>105</sup>	Standing charge	\$ per annum	
		Peak unit rate	c/kWh	4 pm to 9 pm local time every day
		Off-peak rate	c/kWh	All other times
		SDIC	c/kVA/day	Levied if a battery is charged during the evening peak (4 pm to 7 pm) in the hottest months of the year (December to March) <sup>106</sup>

#### Large business – LV tariffs closed to new entrants

Large business - LV <sub>MS</sub> 2.2+/- 6.0 GWh (SDIC)	A34T	Each contains a: <ul style="list-style-type: none"> <li>Standing charge</li> </ul>		Annual demand charge subject to minimum chargeable demand of 250 kVA per annum
Large business - LV <sub>MS</sub> 6.0+ GWh (SDIC)	A37T	<ul style="list-style-type: none"> <li>Peak unit rate</li> <li>Off-peak unit rate</li> <li>Annual demand charge</li> <li>Summer demand incentive charge (SDIC)</li> </ul>	Unit is: <ul style="list-style-type: none"> <li>\$ per annum</li> <li>c/kWh</li> <li>c/kWh</li> <li>\$/kVA per annum</li> <li>c/kVA/day</li> </ul>	Annual demand charge subject to minimum chargeable demand of 450 kVA per annum

#### Open large business – HV tariffs

Large business - HV <sub>CR</sub> (SDIC)	A40C	Each contains a: <ul style="list-style-type: none"> <li>Standing charge</li> </ul>	Unit is: <ul style="list-style-type: none"> <li>\$ per annum</li> </ul>	Annual demand charge subject to minimum chargeable demand of 1,000 kVA per annum
Large business - HV - Annual consumption ≥ 55 GWh (SDIC)	A48C	<ul style="list-style-type: none"> <li>Peak unit rate</li> <li>Off-peak unit rate</li> <li>Annual demand charge</li> </ul>	<ul style="list-style-type: none"> <li>\$ per annum</li> <li>c/kWh</li> <li>c/kWh</li> <li>\$/kVA per annum</li> </ul>	Annual demand charge subject to minimum chargeable demand of 10,000 kVA per annum
Large business – HV site-specific	A40S	<ul style="list-style-type: none"> <li>SDIC</li> </ul>	<ul style="list-style-type: none"> <li>c/kVA/day</li> </ul>	Annual demand charge subject to minimum chargeable demand of 1,000 kVA per annum

#### Large business – HV tariffs closed to new entrants

<sup>105</sup> Applies to any storage-only or battery-only site connected to the LV network with a capacity of no less than 100 kVA and no more than 500 kVA. Assumes no other consumption at the NMI other than the storage technology.

<sup>106</sup> This helps to disincentivise battery customers from charging their batteries during the evening peak period and instead charge during the solar soak or off-peak periods.

Tariff	Tariff code	Components	Unit	Notes
Large business - HV <sub>RF_CR</sub> (SDIC)	A40T	Each contains a: <ul style="list-style-type: none"> <li>Standing charge</li> <li>Peak unit rate</li> <li>Off-peak unit rate</li> <li>Annual demand charge</li> <li>SDIC</li> </ul>	Unit is: <ul style="list-style-type: none"> <li>\$ per annum</li> <li>c/kWh</li> <li>c/kWh</li> <li>\$/kVA per annum</li> </ul>	Annual demand charge subject to minimum chargeable demand of 1,000 kVA per annum
<b>Open large business – subtransmission tariffs</b>				
Large Business - Subtransmission (SDIC)	A50C	Each contains a: <ul style="list-style-type: none"> <li>Standing charge</li> <li>Peak unit rate</li> <li>Off-peak unit rate</li> <li>Annual demand charge</li> <li>SDIC</li> </ul>	Unit is: <ul style="list-style-type: none"> <li>\$ per annum</li> <li>c/kWh</li> <li>c/kWh</li> <li>\$/kVA per annum</li> <li>c/kVA/day</li> </ul>	Annual demand charge subject to minimum chargeable demand of 15,000 kVA per annum
Large business - Multiple connections	A50M			
Large business - Subtransmission MA (SDIC)	A50T			
Large business - Subtransmission EG (SDIC)	A50X			
Large business - Subtransmission site-specific	A50S			

## B7. Jemena tariff assignment form

This request form (see Appendix C) applies for business customers only. It must be used to request a network tariff assignment with respect to a change of occupancy where the customer or the customer's representative believes the network tariff and/or contract demand that applied to the previous tenant are no longer appropriate to continue to apply. This form may be updated from time to time according to customer and business needs.

## B8. Jemena tariff reassignment form

This request form (see Appendix C) must be used to request a network tariff reassignment for an existing business customer. This form may be updated from time to time according to customer and business needs.

## B9. Network tariff reassignment objection form

This objection form (see Appendix C) must be used to lodge a tariff reassignment objection to a decision JEN has made with regards to a network tariff reassignment either initiated by the customer or by JEN. This form may be updated from time to time according to customer and business needs.

# Appendix C

## JEN tariff assignment, reassignment and reassignment objection forms

**Jemena Electricity Networks (VIC) Ltd**  
**Network Tariff Assignment Request Form for Business Customers**

[Please use one form per Supply Point and email the form to [JENTariffs@jemena.com.au](mailto:JENTariffs@jemena.com.au)]

This **Request Form** applies for business customers only. It must be used to request a network tariff assignment with respect to a Change of Occupancy situation where the customer or the customer's representative believes the network tariff and/or contract demand that applied to the previous tenant are no longer appropriate to continue to apply.

Generally, a change of business name or business ownership does not constitute a Change of Occupancy for network tariff assignment purposes (i.e. current network tariff and contract demand applies). However, where the customer can demonstrate that the business' operation will change (or has changed) as a result of the change in business name or business ownership, then this form can also be used to request a tariff assignment provided supporting documentation is submitted with the Request Form.

Supporting documentation may include a statement from the customer (a person holding a General Manager position or higher) explaining what changes will be (or have been) implemented that would cause the site's current load characteristics to change, why in the customer's views these changes will cause the site's current load characteristics to change, the date(s) these changes will be (or have been) implemented and the impact of these changes to the site's current load characteristics. **Note: All fields denoted with \* are mandatory**

**1. NEW CUSTOMER DETAILS**

Business name\*:

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Business ABN or ACN\*:

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Supply point address\*:

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NMI\*:                      VDDD \_\_\_\_\_ or 6001 \_\_\_\_\_

Date the change of occupancy (name or business ownership) occurred\*: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Briefly describe the nature of the business and hours of operation:

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**2. PREVIOUS CUSTOMER DETAILS**

Business name\*:

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Business ABN or ACN\*: \_\_\_\_\_

Date the previous customer moved out\*: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**3. CUSTOMER TARIFF DETAILS**

Type of network tariff assignment request (choose a number from the list below)\*: \_\_\_\_\_

1. Change of occupancy, i.e., previous tenant moved out and new tenant moved in.
2. Change of business name (supporting documentation is required for this type of request)
3. Change of business ownership (supporting documentation is required for this type of request)
4. Other (specify) \_\_\_\_\_

Site's load characteristics resulting from the change:

1. Estimated annual consumption in kWh\*: \_\_\_\_\_ kWh
2. Estimated maximum demand in kW \*: \_\_\_\_\_ kW / kVA

**Metering type currently installed (please tick)\*:**

- 1. Interval/Smart meter manually or remotely read
- 2. Two rate accumulation meter WITHOUT demand meter
- 3. Two rate accumulation meter WITH demand meter.
- 4. Single rate accumulation meter

**4. PROPOSED NETWORK TARIFF DETAILS**

Nominated network tariff name\* : \_\_\_\_\_

Nominated network tariff code\*: A \_\_\_\_\_ or T \_\_\_\_\_ or F \_\_\_\_\_

**5. CONDITIONS APPLYING TO THE REQUEST**

- The applicant must sign and email the completed Request Form to [jentariffs@jemena.com.au](mailto:jentariffs@jemena.com.au).
- Requests to reassign a Customer to a network tariff starting with the letter "T" must be made by the customer's retailer.
- Where the applicant is not the Customer, it is the applicant's responsibility to ensure the Customer is aware of and agrees to this tariff reassignment request. The applicant is wholly responsible for conveying the correct information to JEN and also communicating the decision made by JEN to the Customer.
- JEN may request the applicant to re-submit the request if the initial Request Form is not correctly completed or if the form is modified in any manner.
- The applicant acknowledges that in the event the request is approved the contract demand applicable to the new tariff will be set in accordance with the JEN Policy for Resetting Contract Demand.
- Any network tariff reassignment request will not take effect until JEN advises the applicant in writing of the approval and the effective date of the new tariff assignment.
- Network tariff reassignment requests are limited to one application over any 12-month period.

**6. APPLICANT DETAILS**

Name (person lodging the request form): \_\_\_\_\_

Business Name: \_\_\_\_\_

Position Title (if applicable): \_\_\_\_\_

Telephone Number: ( \_\_\_\_\_ ) \_\_\_\_\_ Email: \_\_\_\_\_

Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Note: If the applicant is the Customer's Retailer, the applicant warrants that it has been authorised to act on the Customer's behalf.**

The section below is required to be completed by the customer, if the Applicant is someone other than the Customer or Customer's Retailer.

I \_\_\_\_\_ at the supply point address referred to in this Request Form, consent to the above applicant acting on my behalf. My contact details are as follows:

Position Title: \_\_\_\_\_

Telephone Number: ( \_\_\_\_\_ ) \_\_\_\_\_ Email: \_\_\_\_\_

Customer's Signature: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Jemena Electricity Networks (VIC) Ltd**  
**Network Tariff Reassignment Request Form for Business Customers**

[Please use one form per Supply Point and email the form to [JENTariffs@jemena.com.au](mailto:JENTariffs@jemena.com.au)]

This **Request Form** must be used to request a network tariff reassignment for an existing business customer. **Note: All fields denoted with \* are mandatory. Fields denoted with # only apply to customers currently assigned to a demand network tariff.**

**1. CUSTOMER DETAILS**

Business name\*:

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Supply point address\*:

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NMI\*: VDDD\_\_\_\_\_ or 6001\_\_\_\_\_

Reasons for change in load and/or connection characteristics\*:

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**2. TARIFF REASSIGNMENT DETAILS**

The network tariff code currently assigned to the customer\*: \_\_\_\_\_

The contract demand currently applicable to the customer \*#: \_\_\_\_\_ kw / KVA

The maximum demand recorded over the past 12 months \*#: \_\_\_\_\_ kW / KVA

Actual consumption (complete section A or B as applicable) \*:

**A.** Where the customer has been connected for a period of at least 12 months

- The actual annual consumption over the past 12 months: \_\_\_\_\_ kWh

**B.** Where the customer has been connected for a period less than 12 months

- The customer's actual consumption: \_\_\_\_\_ kWh
- Recorded over the period: From: \_\_\_/\_\_\_/\_\_\_ To: \_\_\_/\_\_\_/\_\_\_

Metering type currently installed (please tick) \*:

1. Interval/Smart meter manually or remotely read
2. Two rate accumulation meter WITHOUT demand meter
3. Two rate accumulation meter WITH demand meter.
4. Single rate accumulation meter

**3. PROPOSED NETWORK TARIFF DETAILS**

Nominated network tariff name\*: \_\_\_\_\_

Nominated network tariff code\*: \_\_\_\_\_ (Please refer to tariff schedule)

#### 4. CONDITIONS APPLYING TO THE REQUEST

- The applicant must sign and email the completed Request Form to [jentariffs@jemena.com.au](mailto:jentariffs@jemena.com.au).
- Requests to reassign a Customer to a network tariff starting with the letter "T" must be made by the customer's retailer.
- Where the applicant is not the Customer, it is the applicant's responsibility to ensure the Customer is aware of and agrees to this tariff reassignment request. The applicant is wholly responsible for conveying the correct information to JEN and also communicating the decision made by JEN to the Customer.
- JEN may request the applicant to re-submit the request if the initial Request Form is not correctly completed or if the form is modified in any manner.
- The applicant acknowledges that in the event the request is approved the contract demand applicable to the new tariff will be set in accordance with the JEN Policy for Resetting Contract Demand.
- Any network tariff reassignment request will not take effect until JEN advises the applicant in writing of the approval and the effective date of the new tariff assignment.
- Network tariff reassignment requests are limited to one application over any 12-month period.

#### 5. APPLICANT DETAILS

Name (person lodging the request form):

\_\_\_\_\_

Business Name:

\_\_\_\_\_

Position Title (if applicable):

\_\_\_\_\_

Telephone Number: ( \_\_\_\_\_ ) \_\_\_\_\_ Email: \_\_\_\_\_

Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Note: If the applicant is the Customer's Retailer, the applicant warrants that it has been authorised to act on the Customer's behalf.**

The section below is required to be completed by the customer, if the Applicant is someone other than the Customer or Customer's Retailer.

I \_\_\_\_\_ at the supply point address referred to in this Request Form, consent to the above applicant acting on my behalf. My contact details are as follows:

Position Title: \_\_\_\_\_

Telephone Number: ( \_\_\_\_\_ ) \_\_\_\_\_ Email: \_\_\_\_\_

Customer's Signature: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Jemena Electricity Networks (VIC) Ltd**  
**Network Tariff Reassignment Objection Form - Residential and Business Customers**

[Please use one form per Supply Point and email the form to [CustomerRelations@jemena.com.au](mailto:CustomerRelations@jemena.com.au)]

This **Objection Form** must be used to lodge a tariff reassignment objection to a decision JEN has made with regards to a network tariff reassignment either initiated by the customer or by JEN. **Note: All fields indicated with a \* are mandatory.**

**1. CUSTOMER DETAILS**

Business name (if business customer)\*:

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Customer name (if residential customer)\*:

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Supply point address\*:

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NMI\*: VDDD \_\_\_\_\_ or 6001 \_\_\_\_\_

**2. TARIFF REASSIGNMENT DETAILS**

This objection is in relation to JEN's decision regarding (please tick one):

- Network Tariff Reassignment Application
- JEN initiated Network Tariff Reassignment

Date on letter or email communication (Notification) received from JEN: \_\_\_\_/\_\_\_\_/\_\_\_\_

**3. OBJECTION DETAILS**

The applicant should provide reason for their objection. The applicant is encouraged to attach as a separate document:

1. The reasons for the objection to JEN's decision regarding the Tariff Reassignment
2. Provide any supporting evidence or documentation.

**4. CONDITIONS APPLYING TO THE REQUEST**

- Applicant to sign and email the completed form to [CustomerRelations@jemena.com.au](mailto:CustomerRelations@jemena.com.au).
- The applicant acknowledges that they have read the Policy for Tariff Assignment and Reassignment and that the information provided in this form is true, accurate and complete.
- Where the applicant is not the Customer, the applicant is wholly responsible for conveying the correct information to JEN and also communicating the decision made by JEN to the Customer.
- The applicant acknowledges that if the completed Objection Form is received within 20 business days from the date of JEN's Notification to the Customer or Customer's representative, JEN will apply the changes following the successful objection from the first billing period starting after the Notification.
- The applicant acknowledges that if the completed Objection Form is received after 20 business days from the date of JEN's Notification to the Customer or Customer's representative, JEN will apply the changes following the successful objection from the first billing period starting after receipt of the completed Objection Form.
- JEN may request the applicant to re-submit the Tariff Reassignment Objection Form if the initial form is not correctly completed or if the form is modified in any manner.

**5. APPLICANT DETAILS**

Name (person lodging the objection form):

\_\_\_\_\_

Business Name (if applicable):

\_\_\_\_\_

Position Title (if applicable):

\_\_\_\_\_

Telephone Number: ( \_\_\_\_\_ ) \_\_\_\_\_ Email: \_\_\_\_\_

Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Note: If the applicant is the Customer's Retailer, the applicant warrants that it has been authorised to act on the Customer's behalf.**

The section below is required to be completed by the customer, if the Applicant is someone other than the Customer or Customer's Retailer.

I \_\_\_\_\_ at the supply point address referred to in this Request Form, consent to the above applicant acting on my behalf. My contact details are as follows:

Position Title: \_\_\_\_\_

Telephone Number: ( \_\_\_\_\_ ) \_\_\_\_\_ Email: \_\_\_\_\_

Customer's Signature: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_