



Jemena Electricity Networks (Vic) Ltd

Contract Demand Reset Policy



An appropriate citation for this paper is:

Contract Demand Reset Policy

Contact Person

Christopher Stewart
Manager, Pricing & Compliance
Ph: 02 9867 7290
Christopher.Stewart@jemena.com.au

Jemena Electricity Networks (Vic) Ltd

ABN 82 064 651 083
Level 16, 567 Collins Street
Melbourne VIC 3000

Postal Address

PO Box 16182
Melbourne VIC 3000
Ph: (03) 9713 7000
Fax: (03) 9173 7516

Table of Contents

Glossary	iv
1. Introduction	1
1.1 Outline	1
2. Initial setting of the contract demand	2
2.1 Contractual arrangement between JEN and the Customer	2
2.1.1 New Customers having minimum contract demand specified in the contract	2
2.1.2 Existing customers previously supplied under a demand tariff and having minimum contract demand specified in the contract.....	2
2.2 No contractual arrangement between JEN and the customer	2
2.2.1 New customers having no contractual arrangement with JEN	2
2.2.2 Existing customers not previously supplied under a demand tariff.....	3
2.2.3 Existing customers previously supplied under a demand tariff.....	3
3. Permanent increase in contract demand	4
3.1 Request for increase in contract demand	4
3.2 Automatic increase in contract demand	4
4. Temporary increase in contract demand	5
4.1 A fault in the customer’s electrical installation.....	5
4.2 Planned temporary increase	5
5. Permanent decrease in contract demand	7
5.1 How JEN measures Contract Demand	7
5.2 Permanent contract demand decreases	8
5.2.1 Permanently decrease demand above the minimum contract demand as specified in the contract	8
5.2.2 Permanently decrease demand below the minimum contract demand as specified in the contract	9
6. Tips to assist JEN’s timely processing of your request	11

Glossary

JEN	means Jemena Electricity Networks (Vic) Ltd in its capacity as a Distribution Licence holder.
Authorised Representative	in relation to a Customer means the Retailer, consultant, administrator, liquidator or third party contractor acting on the Customer's behalf.
Business Day	means a day other than a Saturday, Sunday or gazetted public holiday in Melbourne on which banks are open for general banking business in Melbourne.
Contract Demand	means the kW (or kVA) demand used to calculate the Demand Charge in each billing period. Contract Demand is always greater than or equal to the maximum demand, the minimum chargeable demand for the assigned tariff and the minimum contract demand. May also be referred to as billed demand.
Customer	means, in relation to the Retailer, a person: <ol style="list-style-type: none"> 1) who has a Supply Point in JEN's distribution area or is seeking to establish a Supply Point in JEN's distribution area; and 2) either: <ol style="list-style-type: none"> a) whose NMI is allocated to the Retailer under the National Electricity Code; or <p>to whom the Retailer agrees to sell electricity under a Retail Contract, or to whom the Retailer is deemed under the Electricity Industry Act ("EI Act") to have a contract for the sale and supply of electricity (whether as a "default retailer" or a "supplier of last resort" or otherwise).</p>
Capital Contribution	is the amount calculated by JEN and paid by the Customer for customer initiated works done on JEN's Distribution System involving new connections and Supply upgrade.
Demand Charge	is equal to the Contract Demand multiplied by the demand rate of the relevant Demand Tariff.
Demand Tariff	means an JEN Network Tariff approved by the ESC which has a demand rate.
Distribution License	means a licence granted under section 19 of the EI Act to distribute and deliver electricity using a distribution system.
Distribution System	means the system of electric lines (generally at nominal voltage levels of 66kV or below) which JEN is licensed to use to distribute electricity for delivery under its Distribution Licence.
Electrical Installation	means electrical equipment that is fixed or to be fixed in, on, under or over any land that is not part of the Distribution System.
ESC	means the Essential Services Commission under the Essential Services Commission Act 2001 (Vic) and/or any other body given authority under the Electricity Industry Act in relation to the provision of distribution services by the Distributor to the Retailer or to Customers.
GWh	is a unit of electrical energy consumption measurement (Gigawatt Hours). 1 GWh is equivalent to 1,000,000 kWh.
High Voltage	nominal voltage levels of 1,000 volts or more but less than or equal to 22,000 volts.
Initial chargeable demand	Is the maximum of the Minimum Contract Demand and Minimum Chargeable Demand. This would be set by JEN as defined in section 3.1 of this document.
kWh	is a unit of electrical energy consumption measurement (Kilowatt Hours).

kVA _{rh}	Is a unit for measuring the consumption of reactive power
kW	is a unit of electrical demand measurement (Kilowatt).
kVA _r	is a unit of electrical energy consumption measurement (Kilowatt Hours).
kVA	is a unit of electrical demand measurement (Kilo Volt-Amperes). Derived using the formula
Low Voltage	nominal voltage levels less than 1,000 volts.
Maximum Demand (kW)	in relation to a billing period, is the demand calculated as being the highest energy consumption in kWh recorded over any 15-minute period multiplied by four (or in case of a 30-min interval meter, the kWh recorded over any 30-minute period multiplied by two).
Maximum Demand (kVA)	in relation to a billing period, the is the demand calculated as being the highest average kVA recorded over any 15-minute period (or in case of a 30-min interval meter, highest average kVA recorded over any 30-minute period).
Minimum chargeable demand	The minimum chargeable demand for the tariff as specified on the tariff schedule.
Minimum contract demand	The demand specified on the connection contract agreed between the Customer and JEN.
Network Tariffs	means the tariff or tariffs charged by JEN to Retailers in respect of their Customers, for distributing electricity using the Distribution System and the transmission system, as approved by the ESC from time to time, in accordance with the Use of System Agreements between JEN and each Retailer.
New Customer	means a Customer who has taken over an existing Supply Point (i.e. change of occupancy) or has commenced to consume electricity from a new Supply Point in JEN's distribution area (whether or not the Customer has changed premises).
NMI	means "National Metering Identifier" as defined in the National Electricity Code.
Retailer	means a person who holds a retail licence in Victoria to sell electricity to Customers.
Sub-transmission	nominal voltage levels greater than 22,000 volts
Supply	means the delivery of electricity
Supply Point	in relation to a Customer, means the point where a Supply of electricity taken by the Customer leaves a Supply facility owned or operated by JEN before being Supplied to the Customer provided that where the Customer's Electrical Installation is not directly connected to the Distribution System, the Supply Point is the point at which the electricity last leaves the Supply facility owned or operated by JEN before being Supplied to the Customer, whether or not the electricity passes through facilities owned or operated by any other person after leaving that point before being so Supplied.
Written Notice	means notice given via e-mail

1. Introduction

1.1 Outline

This document sets out JEN's policy for resets in Customers' Contract Demand.

The policy describes the requirements which Customers or their Authorised Representatives must comply with when requesting a review in the Customer's Contract Demand at a particular Supply Point, how JEN will respond to such requests, and generally how a Customer's Contract Demand may vary from time to time.

The policy is based on and consistent with JEN's Tariff Structure Statement and outlines how JEN, customers and their representatives implement:

- The initial setting of the Customer's Contract Demand;
- A permanent increase in the Customer's Contract Demand;
- A temporary increase in the Customer's Contract Demand; and
- A permanent decrease in the Customer's Contract Demand.

When developing this policy, JEN has endeavoured to balance on the one hand JEN's rights to set Contract Demand under the regulatory framework and the need to 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 all other Customers, with on the other hand Customers' need to adjust Contract Demand from time to time).

JEN reserves the right to change this policy at any time without notice.

2. Initial setting of the contract demand

Contract Demands are set for all Customers assigned to or requesting to be assigned to a Demand Tariff.

2.1 Contractual arrangement between JEN and the Customer

JEN will comply with the terms of any contract between JEN and the Customer specifying an Minimum Contract Demand.

The initial chargeable demand which JEN will agree to in such contracts will not be less than the minimum chargeable demand applicable to the relevant Demand Tariff.

JEN will set the Initial Chargeable Demand as outlined as below.

2.1.1 New Customers having minimum contract demand specified in the contract

The Contract Demand for new customers, having “Minimum Contract Demand” specified in the contract, will be set at the higher of:

1. The minimum chargeable demand applicable to the assigned Demand tariff; or
2. The value set under “Minimum Contract Demand” in the contract between the customer & JEN.¹

2.1.2 Existing customers previously supplied under a demand tariff and having minimum contract demand specified in the contract

The Contract Demand for existing customers previously supplied under a demand tariff will be set to the higher of:

1. The minimum chargeable demand applicable to the re-assigned demand tariff; or
2. The value set under “Minimum Contract Demand” in the contract between the customer & JEN; or
3. The Maximum Demand (kVA or kW based on the tariff²) achieved by the site in the 12 months prior to the change of tariff.

2.2 No contractual arrangement between JEN and the customer

Where there is no contractual arrangement between JEN and the Customer specifying an Minimum Contract Demand, JEN will set the initial Contract Demand as outlined as below.

2.2.1 New customers having no contractual arrangement with JEN

Where (in JEN’s view) a New Customer takes over the operation of a premises at a given supply point, the contract demand applied to the previous customer will continue to apply to the new Customer, unless JEN is advised in writing of the change in occupancy.

Where the new customer has taken occupancy of a new premises, that was not previously occupied, the contract demand will be set at the minimum chargeable demand applicable to the relevant Demand Tariff.

JEN reserves the right to set the Contract Demand to the highest of:

- The minimum chargeable demand applicable to the relevant Demand tariff;

¹ If the Minimum Contract Demand for a large business customer is in kW only, then there will be a kVA equivalent value based on the tariff the customer is assigned to. JEN will use this kVA value as the Minimum Contract Demand.

² Large business is charged based on kVA and small business tariffs with a demand charge are charged based on kW.

- The expected Maximum Demand agreed between JEN and the New Customer or the New Customer's Representative; or
- The minimum contract demand for the supply point.

JEN may request the New Customer or the New Customer's Representative to provide supporting documentation (at the New Customer's cost) demonstrating to JEN's satisfaction how the expected Contract Demand was derived. Such documentation may include:

- where the New Customer reallocates its operation from site A to site B (whether or not site A is connected to JEN Distribution System) - the Maximum Demand recorded for the Customer in the preceding 12 months; and/or
- a detailed report, prepared by a Register Electrical Contractor or the New Customer's Representative. The report should include a list of the equipment connected (including kW rating for each item) and the calculation of the expected Maximum Demand.

2.2.2 Existing customers not previously supplied under a demand tariff

The Contract Demand for existing customers not previously supplied under a Demand Tariff will be set at the higher of:

- the minimum chargeable demand applicable to the relevant Demand Tariff; or
- the highest Maximum Demand recorded for the Customer at the relevant Supply Point in the preceding 12 month period (the 12 month period ending on the date the Customer is assigned to the relevant Demand Tariff by JEN), or if the relevant Supply Point has been connected for less than 12 months, since the Supply commenced.

2.2.3 Existing customers previously supplied under a demand tariff

The Contract Demand for existing customers previously supplied under a demand tariff will be set at the highest of:

- The minimum chargeable demand applicable to the re-assigned Demand tariff; or
- The Maximum Demand (kVA or kW) achieved by the site in the 12 months prior to the change.

3. Permanent increase in contract demand

A permanent increase in Contract Demand occurs when a Customer's Maximum Demand exceeds its existing Contract Demand (other than where notice is given to JEN of a temporary increase in Contract Demand in accordance with section 5). The increase in Maximum Demand may result from a number of situations such as an increase in production, a change in equipment operation or the effect of weather conditions on the Customer's load.

3.1 Request for increase in contract demand

JEN will consider a Customer's request for an increase in Contract Demand, once the Customer or the Customer's Representative advises JEN in writing of the Customer's request. JEN will increase the Contract Demand from the date requested by the Customer or their Representative or as near as possible thereafter, provided that JEN is not required to perform augmentation work on its Distribution System to allow for the increased level of Contract Demand.

If JEN believes that augmentation is required to allow the Customer to increase its Contract Demand, JEN will advise the Customer or the Customer's Representative. The Customer may then ask JEN for an offer and JEN will provide the Customer with an offer including the price and other terms and conditions for the augmentation works. If the Customer accepts JEN's offer, a connection agreement will be entered into between JEN and the Customer in relation to these augmentation works.

JEN may require the Customer to install a load-limiting device (at the Customer's cost) to ensure that the Customer's Maximum Demand does not exceed its Contract Demand.

3.2 Automatic increase in contract demand

Whether a request from a Customer is received or not, JEN will automatically increase a Customer's Contract Demand at a Supply Point where the Customer has achieved a Maximum Demand exceeding the Contract Demand billed in the previous billing period. In these circumstances, the Contract Demand will be automatically increased to be equal to the highest Maximum Demand recorded within the billing period during which the Contract Demand was exceeded. The new Contract Demand will apply until the Contract demand automatically increases due to the Customer achieving a higher Maximum demand or is automatically reset as per section 6.1.

The Customer or the Customer's Representative can request an increase/reset in Contract Demand in accordance with section 5.2 or section 6.

If JEN identifies the demand requirement of the customer exceeds the connection capacity at the supply point, JEN will contact the customer and arrange the necessary augmentation work to determine whether the customer would be required to make a capital contribution towards the augmentation works. As a result of the augmentation works the customer contractual arrangement may be revised.

JEN may also require the Customer to install a load-limiting device (at the Customer's cost) to ensure that the Customer does not exceed the connection capacity available at the supply point.

4. Temporary increase in contract demand

A Customer may request a temporary increase in Maximum Demand (and hence in Contract Demand) where the increase in Maximum Demand has resulted from:

- a fault in the Customer's Electrical Installation which caused a single spike in customers recorded demand resulting in increase of the billed contract demand ; or
- planned work which increases Maximum Demand for a short period such as testing or commissioning of new plant/equipment.

4.1 A fault in the customer's electrical installation

An abnormal Maximum demand is sometimes recorded as a spike due to a fault in the customer's electrical installation. This single 15 min (or 30 min) spike can result in increased contract demand being billed to the customer from the month in which the spike was recorded. Under these circumstances JEN (upon application by the customer) may reset the Contract Demand back to the previous level, provided that:

- JEN receives a Contract Demand Reset Request Form for such a reset from the Customer or the Customer's Representative within 30 days of billing following the fault; and
- JEN has been advised, with supporting documentation, and satisfied that the fault has been diagnosed and action has been taken to avoid a recurrence of any such faults.

The Contract Demand Reset Request Form must include in writing:

- an explanation of the reasons why the Contract Demand should be reset (or reduced back to the previous level);
- a summary of the cause(s) of the increase (i.e. the type of fault in the Customer's electrical installation); and
- a description of the actions the Customer has taken to mitigate the possibility of this type of event occurring in the future.

If JEN agrees to reset the Contract Demand then:

- where the Contract Demand has been exceeded in only one 15-minute (or 30-minute) period during a billing period, JEN will reset the Contract Demand to that of the previous billing period; or
- where the Contract Demand is exceeded in more than one 15-minute (or 30-minute) period during a billing period, JEN will reset the Contract Demand to that of the second highest recorded demand in that billing period.

In any of the cases above, JEN will not reset the demand to below the Contract Demand applicable in the previous billing period.

4.2 Planned temporary increase

In the case of planned work or other temporary increases in Contract Demand, the Customer or the Customer's Representative must request a temporary increase in Contract Demand at least 20 Business Days prior to the proposed commencement of work or temporary increase. JEN only allows temporary increase in demand over the non-summer months i.e. April – November of each calendar year. No applications for temporary increase during the summer months would be approved by JEN.

Application for temporary increase in demand should be in writing and the Written Notice must include:

- the dates between which the increased Contract Demand is required;
- the reason(s) for the increase; and
- an estimate of the increase in Contract Demand.

A Customer must not utilise a planned temporary increase in Contract Demand without the prior agreement of JEN. This agreement may be conditional upon the necessary capacity being available on JEN's Distribution System.

A truck appointment, at customer's expense, may be required by JEN to verify the available capacity on the Distribution system. The customer is required to schedule the truck appointment to verify the capacity at least 7 Business Days prior to the proposed commencement of work or temporary increase. Please refer to our Alternative Control Services price list for pricing details.

Despite being required by JEN, if the customer chooses not to verify the available capacity via a truck appointment then JEN would not be liable for any damages to the distribution assets incurred by the customer during the increased demand period.

Planned temporary increases in Contract Demand are limited to one occurrence in any 12 month period and apply for one billing period only unless JEN agrees otherwise.

Where JEN agrees in writing to a planned temporary increase in Contract Demand, at the end of the agreed period the Contract Demand will be reset to the Contract Demand that applied to the billing period prior to the commencement of the temporary increase. The higher of the Maximum Demand in the billing period and the Contract Demand (applied to the billing period prior to the commencement of the temporary increase) will be used for billing purposes during the agreed period of the planned temporary increase.

JEN will advise the Customer or the Customer's Representative in writing of the decision regarding a request for a temporary change in demand within 20 Business Days of receipt of the request or if JEN requires the Customer's co-operation in providing other things to enable JEN to consider the request (such as specific information or documents or access to the Customer's installation), within 20 Business Days of the Customer fulfilling the last of JEN's requirements.

5. Permanent decrease in contract demand

A Customer may request that JEN resets their Contract Demand at a Supply Point once in any 12 month period. To do this the customer or the Customer's Authorised Representative should follow the guidance in this section. They should complete the attached 'Contract Demand Reset Request Form'.

This section sets out:

- How JEN measures Contract Demand from 1 July 2021
- The process and conditions for customers to seek permanent decreases in contract demand:
 - That remain above their Minimum Contract Demand specified in their contract
 - That are below their Minimum Contract Demand specified in their contract.

JEN may require the Customer to agree to one or more of the following before we agree to decrease the Customer's Contract Demand:

- Installation of a load-limiting device by the Customer to limit the demand to the requested contract demand value;
- Replacement of the existing transformer/substation with another transformer/substation having capacity that satisfies the lower Contract Demand requirement. This applies to Low Voltage Customers only.

If JEN agrees to reset the Contract Demand, the new value would be made applicable from:

- The first day of the next billing cycle after the date of a valid and complete application or
- As per the response provided by JEN in relation to the application.

The customers Contract Demand would then adjust in accordance with section 6.1.

5.1 How JEN measures Contract Demand

The Contract Demand for each billing period is automatically reset on a monthly basis and is based on the 12-month rolling maximum demand achieved by the Customer at each of their respective sites.

The Contract Demand applicable for the billing period is calculated for each customer using the higher of:

- Minimum Chargeable Demand of the assigned tariff, unless a tariff change application is submitted along with the Contract Demand Reset Form, in which case, the minimum chargeable demand of the requested tariff would be considered (see section 2.1.2);
- The Minimum Contract Demand stated in the contract between the Customer and JEN; or
- Maximum Demand achieved by the site during 12 months prior to the end date of the billing period.

No application is required from the Customer or their Authorised Representative to have the demand reset on a monthly basis as stated above.

5.2 Permanent contract demand decreases

There may be instances where customers have undertaken some activity which reduces their maximum demand and for which they do not wish to wait for the effect of the 12 month rolling maximum demand to give effect to their reduced usage.

JEN may consider resetting the Contract Demand for a Customer site prior to this where the Customer has installed load management equipment approved by JEN or has recently removed machinery or equipment used in production.

Our approach will depend on whether the Contract Demand level requested is above or below their minimum chargeable demand specified in their contract.

5.2.1 Permanently decrease demand above the minimum contract demand as specified in the contract

Where load management equipment approved by JEN is installed or machinery or equipment used in production has been removed, a review period of 3 full calendar months (following the completion of the said activity) may be applied before the demand is reset at the site.

If requested by JEN, the Customer must provide JEN with additional information or access to inspect the Customer's Electrical Installation., JEN will not be able to consider the Contract Demand reset request until such additional information or access is not provided.

If JEN agrees to reset the Contract Demand, the demand at site would be reset after the completion of the review period or from the first day of the next billing cycle after the date of application, whichever is later.

If JEN agrees to reset the Contract Demand, the new Contract Demand will be reset to the highest of the:

- Contract Demand requested by the Customer or the Customer's Representative and agreed upon by JEN;
- Maximum Demand recorded during the review period agreed by JEN;
- Minimum chargeable demand of the tariff the Customer is currently assigned to, unless a tariff change application is submitted along with the Contract Demand Reset Form, in which case, the minimum chargeable demand of the requested tariff would be considered; or
- "Minimum Contract Demand" stated in the contract between the customer and JEN.

Once approved, JEN will advise the Customer's Retailer as soon as practicable of the new Contract Demand.

JEN will advise the Customer's Retailer of the new Contract Demand as soon as practicable after the end of the notice period. In all cases resets of Contract Demand shall not be below the minimum chargeable demand applicable to the Network Tariff assigned to the Customer.

5.2.1.1 Installation of power factor correction unit or improvement of power factor at the supply point

Customers can expedite the process for a permanent decrease where they have installed a power correction factor unit or otherwise taken action to improve their power factor. The customer should advise JEN in writing, including the type of equipment installed, the date of installation, the kVAR rating, or other relevant evidence of actions taken to improve their power factor as required by JEN (see tips in section 6).

JEN would then review the site for a period of 3 calendar months after the date of application to determine the improved power factor based on the recorded power factor value at the highest kVA during the review period.

If there is a sufficient improvement (greater than 5%) in the power factor, JEN will reset the contract demand to the higher of:

- kVA determined by the applying the improved power factor to the highest kW achieved by the site in the 12 months prior to the reset;
- Improved power factor applied to the minimum contract demand of the site; or
- Minimum chargeable demand of the applicable tariff.
- Minimum contract demand applicable for the supply point, If there exists a contractual agreement between the customer and JEN stating a demand in kW, JEN will recalculate the minimum contract demand applicable to the supply point based on the improved power factor.

This new kVA demand value would be applicable from the first day of the following billing period after the completion of the review period.

5.2.1.2 Permanent decrease due to removal of equipment or replacement with more energy efficient equipment at the supply point

Customers can expedite the process for a permanent decrease where they have equipment removed or existing equipment replace with energy efficient equipment. The customer should advise JEN, in writing, including the type of equipment removed or replaced, date of removal or replacement, or other relevant evidence of action taken to reduce the load at the supply point.

JEN would then review the site for a period of 3 calendar months after the date of application to determine the reduced actual demand.

JEN will reset the contract demand to the higher of:

- kW or kVA demand achieved by the site during the review period;
- Minimum chargeable demand of the applicable tariff; or
- Minimum contract demand applicable to the supply point.

This new demand value would be applicable from the first day of the following billing period after the completion of the review period.

5.2.2 Permanently decrease demand below the minimum contract demand as specified in the contract

Where the Customer or their Authorised Representatives want to reset the Contract Demand to be below the “minimum contract demand” value stated in their contract with JEN, the Customer can organise to have the contractual agreement reviewed. This might also qualify the Customer for a change in tariff (in accordance with the JEN’s Tariff reassignment policy³)

JEN may agree to a reduction in minimum contract demand. However, JEN will evaluate whether this requires a recalculation of the customer contribution paid at the time of the supply connection. Where this results in a potential under-recovery by JEN, we will seek from the customer the difference between the customer contribution amount recalculated and that paid by the customer at the time the supply was taken.⁴

JEN will recalculate the additional capital contribution required using:

- The Contract Demand which is the higher of the:
 - New “minimum contract demand”, requested by the customer;

³ <https://jemena.com.au/getattachment/b85146dc-1c19-4766-bf63-d0e1570724dd/Policy-for-Network-Tariff-Assignment-and-Reassignm.aspx>

⁴ This also includes customers who consume below 160MWh per annum who wish to be reassigned from a large business tariff to our A23N small business tariff with the demand charge set to zero. A recalculation of customer contribution would also be undertaken for these customers on the basis that the tariff change request is the same as asking for a reduction to their Contract Demand to zero.

- Maximum demand achieved by the supply point in the 12 months prior to the application. This demand value can be ignored if the customer can prove that such demand is no longer required; or
- “Minimum chargeable demand” of the eligible tariff the site qualifies for or is assigned to
- The most eligible tariff applicable, as determined by JEN.

To reduce the “minimum contract demand” the customer is required to pay any additional capital contribution and sign a variation stating the new “minimum chargeable demand”.

JEN will advise the Customer's Retailer of the new Contract Demand as soon as practicable after the end of the notice period. In all cases resets of Contract Demand shall not be below the minimum chargeable demand applicable to the Network Tariff assigned to the Customer.

6. Tips to assist JEN's timely processing of your request

All applications should:

- Specify the new Contract Demand level,⁵ provide specific supporting reasons and include relevant documentation to support the claim.
- Be made in writing by the Customer or the Customer's Representative using the attached 'Contract Demand Reset Request Form'.

Where an application for reset in Contract Demand is received by JEN, due to installation of load management equipment approved by JEN or due to removal of machinery or equipment used in production, JEN may agree to reset the Contract Demand earlier than the 12 month rolling method, provided:

- the application for reset in Contract Demand includes a description of the load management used or a list of all machinery or equipment to be removed including kW/kVA rating of each item;
- If the load management equipment is manually operated, the customer is also required to submit:
 - a detailed description of the load management system and how the load management equipment works. The details must demonstrate that the Maximum Demand will be maintained at or below the new Contract Demand level sought by the Customer or the Customer's Representative; and
 - the Customer's written policies or/and procedures related to the operation of the load management equipment
- JEN receives written advice from the Customer or the Customer's Representative once the removal has taken place specifying the date the change was implemented; and
- JEN receives written evidence of the said activity with the application. Such evidence may include:
 - Certificate of Electrical Safety (CES) associated with the installation of the load management equipment; or
 - lease documents for machinery or equipment showing expiration of lease (including kW/kVA rating for each item) and a written confirmation that the machinery/equipment has been electrically disconnected; or
 - documents detailing sales of machinery or equipment from the site (including kW/kVA rating for each item) and a written confirmation that the machinery or equipment has been electrically disconnected; or
 - transportation documents showing that the machinery or equipment has been transported from the site (including kW/kVA rating for each item).

Please ensure you apply in time to benefit from your investment. We cannot begin to process these until we have received a complete and valid 'Contract Demand Reset Request Form'.

⁵ JEN will not accept a new Contract Demand level which is lower than the maximum demand recorded on the 12 month period preceding the end of the application unless customer can demonstrate that such maximum demand is unlikely to reoccur in the future.