



Energy Price Guide

Effective 1 July 2001

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Application of New Rates and Charges

Integral Energy's new prices apply to usage from 1 July 2001 onwards, until further changes are published in the Public Notice section of a metropolitan newspaper.

Small retail customers will be charged in line with previous prices, up to 30 June 2001.

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Definitions

In this Energy Price Guide, unless inconsistent with the context or subject matter:

"The Chief Executive Officer" means the Chief Executive Officer of Integral Energy or a person authorised by the Chief Executive Officer or the Board to act on his behalf.

"Week" (or "weekly"), "month" (or "monthly") "bi-month" (or "bi-monthly") as the case may be, means the period elapsing between ordinary consecutive routine readings by Integral Energy's staff or agents of the meter or meters for the registration of the supply of electricity to any premises for which period is approximately seven days in the case of a weekly reading, approximately 31 days in the case of a monthly reading and 60 days in the case of a bi-monthly reading.

"Principal" means those pricing options applicable to the small retail customer's general installation. The purpose for which the premises are used shall determine the Principal Pricing Option applicable to the installation.

"Small retail customer" means a franchise small retail customer or person who, in accordance with clause 58(4) of the *Electricity Supply (General) Amendment Regulation 2000*, elects to be supplied with electricity by Integral Energy for persons within the Integral Energy distribution area, under a Standard Form Customer Supply Contract and / or the Standard Form Customer Connection Contract.

"Special" means those pricing options applicable to the supply of electricity for certain special purposes or under special conditions as laid down in this Energy Price Guide and supply may be metered separately to that supplied at the Principal Price.

"System Access Charge" is a charge designed to cover the fixed costs associated with delivering electricity to small retail customers.

Determination of Pricing Options

The decision of the Chief Executive Officer shall be final and conclusive in determining the pricing option, which shall be applicable to any installation or part thereof, to which electricity is supplied by Integral Energy.

Security Deposits

Integral Energy may, after supply is made available, require the applicant or small retail customer to lodge a deposit with it as security for payment of any amount due.

This amount may be either:

- (i) 1.75 times the average two monthly account; or
- (ii) 2.50 times the average monthly account

based on the average consumption for that type of small retail customer over the past 12 months.

The types of security that we may request you provide (at our discretion) are:

- (i) cash or cheque or credit card for domestic and small business small retail customers;
- (ii) annual security levy from business small retail customers only; and
- (iii) guarantees, including Department of Housing Guarantees from residential small retail customers, and bankers' guarantees from business small retail customers (subject to section 2 below) for business small retail customers.

No GST liability applies on payment of a security deposit.

1. Residential Small Retail Customers

Security deposits will not be required from residential small retail customers prior to connection unless one or more of the following applies:

- (i) the small retail customer has left a previous supply address without settling an outstanding electricity usage debt, the debt remains outstanding, and the small retail customer refuses to make an arrangement to pay it; or
- (ii) the small retail customer has been responsible for the illegal use of electricity, within the previous two years; or
- (iii) the small retail customer does not have a satisfactory credit history with Integral Energy or cannot demonstrate satisfactory credit history with another electricity retailer, and Integral Energy has offered the small retail customer an instalment plan or other payment option (eg direct debit) and the small retail customer has refused, or failed to agree to the offer.

Where the applicant or small retail customer is unable to provide written proof of ownership of the relevant premises (and is not a customer described in (i) (ii) or (iii) above), and is a domestic small retail customer being a tenant who produces their Centrelink Pensioner Concession Card; Department of Veterans Affairs Pensioner Concession Card; or Department of Veterans Affairs Disability Pension at the 'totally and permanently incapacitated' (TPI) rate, the security deposit may be waived if not a Parenting Payment Single Pensioner. If a Parenting Payment Single Pensioner applies, a security deposit equal to half the domestic security deposit will be charged.

The Chief Executive Officer may, at his discretion, permit people in difficult circumstances (who can produce evidence of this) to pay their small retail customers' security deposits by up to three instalments.

Where a domestic small retail customer has been connected to Integral Energy's supply immediately prior to moving to another residential location in the Integral Energy area (and has been required to pay a security deposit for that location) they may be permitted to transfer the existing security deposit.

2. Business Small Retail Customers

Security deposits will not be required from business small retail customers prior to connection unless one or more of the following applies:

- (i) the small retail customer is a new business; or
- (ii) the small retail customer has been responsible for the illegal use of electricity, within the previous two years; or

- (iii) the business does not have a satisfactory credit history with Integral Energy or cannot demonstrate satisfactory credit history with another electricity retailer.

Where the amount required by Integral Energy for a security deposit exceeds \$1,000, the Chief Executive Officer may, at his discretion, permit a business small retail customer to lodge a Guarantee from a financial institution, determined by him/her.

3. General

In accordance with IPART's Retail Determination, effective 1 January 2001, when a small retail customer has been required by Integral Energy to pay a security deposit, Integral Energy must within 10 business days of either:

- (i) a residential small retail customer's completing one year's payment of the billing cycle by the due dates listed on the initial bills; or
- (ii) a business small retail customer's completing two years payment of the billing cycle by the due dates listed on the initial bills and still has a satisfactory credit rating

inform the small retail customer of the amount of the security deposit refundable in the small retail customer's next bill and credit the amount to the small retail customer's account.

When a small retail customer who has been required by Integral Energy to pay a security deposit, requests that Integral Energy cease supplying electricity to the small retail customer's supply address, Integral Energy will within 10 business days of the small retail customer ceasing to take supply, inform the small retail customer in writing of the amount (if any) of the security deposit and pay the amount (if any) to either:

- (i) the small retail customer's account; or
- (ii) the small retail customer.

With respect to all small retail customers, the Chief Executive Officer may at his discretion:

- (a) waive the lodgement of security deposits by small retail customers of good standing; or
- (b) transfer to the credit of the relevant electricity account the deposit of a small retail customer who produces written proof of ownership of the premises covered by the deposit.

A security deposit or any part thereof may be applied by Integral Energy at its discretion towards the satisfaction of any breach by the small retail customer or of any obligation by the small retail customer to Integral Energy.

Integral Energy does not pay interest on small retail customers' deposits.

Calculation of Charges

Integral Energy has some existing customers on tariffs which have been declared 'obsolete'. These comprise of stepped rates, and the calculation method shown below applies.

For electricity bills issued for periods outside Integral Energy's standard billing period, the price block(s) will be apportioned in accordance with the formulae:

$$B = D/60 \times U \times R \text{ (for bi-monthly billing)}$$

and

$$B = D/30 \times U \times R \text{ (for monthly billing)}$$

where

B = the charge per price block.

D = the actual number of days between meter reading periods.

U = kWh units applicable to the bi-monthly/monthly price block(s).

R = the rate applicable to the price block(s).

For obsolete pricing options which include standing charge provisions, where electricity bills are issued for periods outside Integral Energy's standard billing periods, the standing charge will be apportioned in accordance with the formulae:

$$A = D/60 \times T \text{ (for bi-monthly billing)}$$

and

$$A = D/30 \times T \text{ (for monthly billing)}$$

where

A = the proportionate standing charge.

D = the actual number of days between meter reading periods.

T = the billing period amount of the standing charge.

For pricing options which include minimum charge provisions, where electricity bills are issued for periods outside Integral Energy's standard billing periods the minimum charge applicable will be apportioned in accordance with the formulae above, except:

T = minimum charge.

Change of Pricing Option

Should a small retail customer require that the pricing option applicable to any portion of his installation be changed the following should apply:

- (i) Application shall be made by the small retail customer in writing.
- (ii) A change of pricing option may be sought at any time provided that not more than one change of pricing option will be permitted in respect of any installation within any period of 12 months.

Principal Pricing Options – Conditions

Domestic (Code 010) (exclusive of GST)

All Energy	10.6299 ¢ per kWh
System Access Charge	19.7122 ¢ per day

Applicable to electricity supplied to the following:

- (i) Private dwellings.
- (ii) Boarding houses and lodging houses as defined in the *Public Health Act 1902*.
- (iii) Retirement villages.
- (iv) Residential sections of nursing homes and hospitals.
- (v) Living quarters for members and staff of religious orders.
- (vi) Residential sections of educational institutions.
- (vii) Children's homes.
- (viii) Approved baby health centres, day nurseries and kindergartens.
- (ix) Churches – building or premises which are used principally for public worship or partly for public worship and educational purposes.
- (x) Approved caravan sites.

1. Use of Supply

Where electricity is supplied under this pricing option, the small retail customer is also entitled to obtain supply from Integral Energy at the following pricing options:

- (a) Off Peak 1 (refer to pages 13,14,15)
- (b) Off Peak 2 (refer to pages 17,18,19)

Domestic Time of Use (kWh) (Code 011)
(exclusive of GST)

Peak Energy	21.8873¢ per kWh
Shoulder Energy	19.2591¢ per kWh
Off Peak Energy	3.9191¢ per kWh

Peak: 7 am – 9 am and 5 pm – 8 pm, working week days.

Shoulder: 9 am – 5 pm and 8 pm –10 pm, working week days.

Off-Peak: 10 pm – 7 am Monday to Friday and 10 pm Friday
– 7am Monday (weekends) and 24 hours on Public Holidays.

The above pricing option is presently available to designated new housing estates at the discretion of the Chief Executive Officer.

1. Capital Contribution

A capital contribution towards the cost of special metering may be required prior to supply being made available at this pricing option.

2. Commencing Date

The commencing date for supply under this option will be the date nominated by the Chief Executive Officer. This will usually be the commencement of the first billing period following the installation of the required metering equipment.

3. Definition

Working weekday – All days of a monthly billing period other than those which are Saturdays, Sundays and the following public holidays: New Year's Day, Australia Day, Good Friday, Easter Monday, Anzac Day, Queen's Birthday, Labour Day, Christmas Day, Boxing Day, and gazetted public holidays.

4. Application

Any small retail customer requiring supply under this pricing option shall make application in writing to the Chief Executive Officer.

5. Use of Supply

Off Peak 1 and Off Peak 2 Pricing Options are not available with this Pricing Option.

General Supply (Code 800, 810)
(exclusive of GST)

All Energy	10.3684¢ per kWh
System Access Charge	38.1819¢ per day

Applicable to electricity used for any purpose.

1. Use of Supply

Where electricity is supplied under this pricing option, the small retail customer is also entitled to obtain supply at the following pricing options:

- (a) Off Peak 1 (storage water heaters only – refer pages 13,14,15)
- (b) Off Peak 2 (storage water heaters only – refer pages 17,18,19)

General Supply Time-of-Use (kWh) (Code 820)
(exclusive of GST)

Peak Energy	14.4918¢ per kWh
Shoulder Energy	11.9891¢ per kWh
Off-Peak Energy	5.7682¢ per kWh

Peak: 7 am – 9 am, 5 pm – 8 pm, working week days.

Shoulder: 9 am – 5 pm, 8 pm – 10 pm, working week days.

Off-Peak: 10 pm – 7 am Monday to Friday and 10 pm Friday – 7 am Monday (weekends) and 24 hours on public holidays.

Applicable to electricity used for any purpose, provided minimum daily average consumption is 165 kWh and not exceeding a daily average consumption of 1,600 kWh.

1. Use of Supply

Where electricity is supplied under this pricing option, the small retail customer shall not be entitled to obtain supply for any purpose at any other pricing options set out in the Energy Price Guide.

2. Capital Contribution

A capital contribution towards the cost of special metering may be required prior to supply being made available at this pricing option.

3. Commencing Date

The commencing date for supply under this pricing option will be the date nominated by the Chief Executive Officer. This will usually be the commencement of the first billing period following the installation of the required metering equipment.

4. Definition

Working weekday – All days of a monthly period other than those which are Saturdays, Sundays and the following public holidays: New Year's Day, Australia Day, Good Friday, Easter Monday, Anzac Day, Queen's Birthday, Labour Day, Christmas Day and Boxing Day, and gazetted public holidays.

5. Application

Any small retail customer requiring supply under this pricing option shall make application in writing to the Chief Executive Officer.

6. Billing

Billing under this pricing option is monthly.

**Off-Peak 1 (Codes 050, 051,052)
(exclusive of GST)**

4.1405¢ per kWh

Off-Peak 1 applies where specified appliances approved by the Chief Executive Officer are controlled by Integral Energy’s equipment so that supply may not be available between 7 am and 10 pm. Supply will be made available for selected periods between 10 pm and 7 am as approved by the Chief Executive Officer.

Storage Water Heaters

The rated hot water delivery of storage heaters shall not be less than 250 litres, unless otherwise approved by the Chief Executive Officer and subject to the following conditions:

- (a) Off-peak prices apply to storage heaters provided the main heating units are controlled by Integral Energy’s equipment.
- (b) The Principal Pricing Option applicable to the premises will apply to any booster-heating unit, which will not be controlled by Integral Energy’s equipment.
- (c) Booster heating units shall be so controlled that simultaneous operation with the main heating units is not possible.
- (d) Unless otherwise approved by the Chief Executive Officer, heating units must be arranged as multiples of 4.8 kW in accordance with the following table:

Rated Hot Water Delivery (in Litres)	Number and Rating of Heating Elements
Up to and including 400	1 x 4.8 kW
Above 400 and not exceeding 630	2 x 4.8 kW
Above 630	As necessary to provide the full amount of heat in approx. 8 hours but in any case not more than 20 watts/litre rated hot water delivery.

NOTE: The above requirements may be varied where an Off-Peak element is provided as a booster for a solar water heater.

Available to Domestic and General Supply Small retail customers.

Other Appliances

Swimming pool pumps and pool heating, dishwashers, clothes dryers, washing machines and other appliances approved by the Chief Executive Officer may be supplied at Off-Peak 1 prices provided that:

- (a) Domestic price applies as the principal price for the premises.
- (b) An approved storage water heater or storage space heater is also installed and supplied at the same Off-Peak 1 price.
- (c) Each appliance is permanently connected to the fixed wiring.
- (d) All Off-Peak circuits originate at the meter board and are controlled by Integral Energy's equipment so that supply is available during specified Off-Peak 1 hours.
- (e) For pool heating, the equipment rating shall not exceed 520 watts per square metre of the water surface, unless approved by the Chief Executive Officer.

Noise Control

Under the provisions of the *Noise Control Act 1975*, local councils may impose conditions relating to the use or operation of equipment causing offensive noise. Air conditioners, swimming pool pumps and heat pump motors may be subject to such conditions and small retail customers should consult the local council before arranging for such equipment to operate at night on Off-Peak 1.

Thermal Storage Space Heaters (Heat Banks)

- (a) Off-Peak 1 prices apply to approved thermal storage space heaters provided they are controlled by Integral Energy's equipment and the aggregate rating is not less than 3 kW.
- (b) Applies to Domestic pricing options (refer pages 9,10) and schools as approved by the Chief Executive Officer.

Under Floor Heating

- (a) Off-Peak 1 prices apply to approved under floor heaters provided they are controlled by Integral Energy's equipment and the aggregate rating is not less than 3 kW.
- (b) Applies to Domestic pricing options (refer pages 9,10) and schools as approved by the Chief Executive Officer.

Ice Storage Systems

Off-Peak 1 also applies to ice storage systems provided the unit is controlled by Integral Energy's equipment.

Transfer Between Pricing Options

A switch which transfers apparatus normally supplied at an Off-Peak 1 price to another price is not permissible.

Existing Installations

Storage water heaters and thermal storage space heaters, previously approved for connection to an Off-Peak 1 pricing option will continue to be eligible for supply at the Off-Peak 1 prices.

Special conditions – single person and dual occupant aged person accommodation

Notwithstanding the rated hot water delivery requirements of the Off-Peak 1 pricing option, in the case of single and dual occupant aged person accommodation owned and controlled by the NSW Department of Housing, or some institution/charity as defined by the Chief Executive Officer, the minimum rated hot water delivery may be reduced in accordance with the following:

Number of Occupants in Premises	Minimum Rated Hot Water Delivery	Minimum Kilowatt Rating
1	80 litres	3.6 kW
2	125 litres	3.6 kW

Big Blue (Code 053)
(exclusive of GST)

4.1405¢ per kWh

Off-Peak 1 also applies to single unit residential premises supplied at the Domestic pricing option, where special hot water systems, equipped with two non-simultaneous heating elements (Big Blue), are installed to meet Integral Energy's minimum tank size requirements:

Number of bedrooms	1 or 2	3	4 or more
Minimum size water heater (litres)	250	315	400

In this case, supply is made available to the bottom-heating element outside the period between 7 am and 10 pm. However, the top element can be heated at any other time (at the Off-Peak 1 price) to satisfy small retail customer needs for hot water.

**Off-Peak 2 (Codes 054, 055, 056)
(exclusive of GST)**

6.7891¢ per kWh

Off-Peak 2 applies where specified appliances approved by the Chief Executive Officer are controlled by Integral Energy's equipment so that electricity is available for restricted periods not exceeding 17 hours in any period of 24 hours.

Storage Water Heaters

The rated hot water delivery of storage heaters must not be less than 100 litres, unless otherwise approved by the Chief Executive Officer and subject to the following conditions:

- (a) Off-peak prices apply to storage heaters provided the main heating units are controlled by Integral Energy's equipment.
- (b) The Principal pricing option applicable to the premises will apply to any booster-heating unit which is not controlled by Integral Energy's equipment.
- (c) Booster heating units must be so controlled that simultaneous operation with the main heating units is not possible.
- (a) Unless otherwise approved by the Chief Executive Officer, heating units must be arranged as multiples of 4.8 kW in accordance with the following table:

Rated Hot Water Delivery (in Litres)	Number and Rating of Heating Elements
Up to and including 400	1 x 4.8 kW
Above 400 and not exceeding 630	2 x 4.8 kW
Above 630	As necessary to provide the full amount of heat in approx. 8 hours but in any case not more than 20 watts/litre rated hot water delivery.

NOTE: The above requirements may be varied where an Off-Peak element is provided as a booster for a solar water heater.

Available to Domestic and General Supply Small retail customers.

Other Appliances

Swimming pool pumps and pool heating, dishwashers, clothes dryers, washing machines and other appliances approved by the Chief Executive Officer may be supplied at Off-Peak 2 prices provided that:

- (a) Domestic price applies as the principal price for the premises.
- (b) An approved storage water heater or storage space heater is also installed and supplied at the same Off-Peak 2 price.

- (c) Each appliance is permanently connected to the fixed wiring.
- (d) All off-peak circuits originate at the meter board and are controlled by Integral Energy's equipment so that supply is available during specified Off-Peak 2 hours.
- (e) For pool heating, the equipment rating must not exceed 520 watts per square metre of the water surface, unless approved by the Chief Executive Officer.

Noise Control

Under the provisions of the *Noise Control Act 1975*, local councils may impose conditions relating to the use or operation of equipment causing offensive noise. Air conditioners, swimming pool pumps and heat pump motors may be subject to such conditions and small retail customers should consult the local council before arranging for such equipment to operate at night on Off-Peak 2.

Thermal Storage Space Heaters (Heat Banks)

- (a) Off-Peak 2 prices apply to approved thermal storage space heaters provided they are controlled by Integral Energy's equipment and the aggregate rating is not less than 3 kW.
- (b) Applies to Domestic pricing options only (refer pages 9,10).

Under Floor Heating

- (a) Off-Peak 2 prices apply to approved under floor heaters provided they are controlled by Integral Energy's equipment and the aggregate rating is not less than 3 kW.
- (b) Applies to Domestic pricing options (refer pages 9,10) and schools as approved by the Chief Executive Officer.

Transfer Between Pricing Options

A switch which transfers apparatus normally supplied at an Off-Peak 2 price to another price is not permissible.

Existing Installations

Storage water heaters and thermal storage space heaters, previously approved for connection to an Off-Peak 2 pricing option will continue to be eligible for supply at the Off-Peak 2 prices.

Special conditions – single person and dual occupant aged person accommodation

Notwithstanding the rated hot water delivery requirements of the Off-Peak 2 pricing option, in the case of single and dual occupant aged person accommodation owned and controlled by the NSW Department of Housing or some institution/charity as defined by the Chief Executive Officer, the minimum rated hot water delivery may be reduced in accordance with the following:

Number of Occupants in Premises	Minimum Rated Hot Water Delivery	Minimum Kilowatt Rating
1 or 2	80 litres	3.6 kW

Miscellaneous Fees and Charges

Unless otherwise specified, the following fees and charges apply during normal business hours on Business Days. The times during which 'normal business hours' apply are between 7am and 4pm on business days. Additional costs may be incurred for work undertaken at the specific request of small retail customers outside these times. The Chief Executive Officer has the authority to waive any of the fees referred to below in individual cases, dependent upon the circumstances.

	Excl GST	Incl GST
1 Fee for provision of time-of-use or half-hourly metering data per half-hour (or part thereof) is	\$24.82	\$27.30
This charge will cover the cost of staff time to:		
(a) obtain and provide historical metering data to non-contestable small retail customers, where such data is not available from normal meter readings; and		
(b) install and remove recording instruments to obtain the metering data.		
2 Disconnection Visit		
(a) Where it is necessary to call at a small retail customer's premises for the purpose of disconnecting supply for the non-payment of an account, but does not proceed with disconnection because the small retail customer tenders acceptable payment, the personal visit fee is:	\$29.77	\$32.75
(b) Where it is necessary to call at a small retail customer's premises for the non-payment of an account, the small retail customer does not tender acceptable payment and disconnection occurs, a fee which covers a second visit to reconnect supply shall be payable as follows:		
(i) Disconnection visit fee	\$59.59	\$65.55
(ii) Fee for disconnection at pole top/pillar box (Where access denied for disconnection, or there is evidence that the small retail customer has reconnected supply illegally)	\$99.27	\$109.20
3 Special Meter Reading Fee		
(a) Special meter reading (where meter inaccessible or at small retail customers request, and an estimated reading is not acceptable to the small retail customer)	\$29.77	\$32.75
(b) Special meter reading outside normal business hours	\$74.45	\$81.90
4 Meter Test Fee		
(a) Fee for the testing of a meter at small retail customer's request	\$49.64	\$54.60
(b) Fee for the testing of a meter outside normal business hours	\$124.09	\$136.50
5 Account Establishment Fee		
(i) A fee to cover the costs of establishing a new account and recording the meter reading for a new small retail customer. This applies to both new and existing premises	\$34.73	\$38.20
(ii) Where a request for supply is submitted after 4pm on a Business Day and supply is required for that same day, or where the request is for supply on a Saturday, Sunday or a public holiday (apart from Bank Holiday), an additional fee to (i) above is charged. The total charge is:	\$86.86	\$95.55

