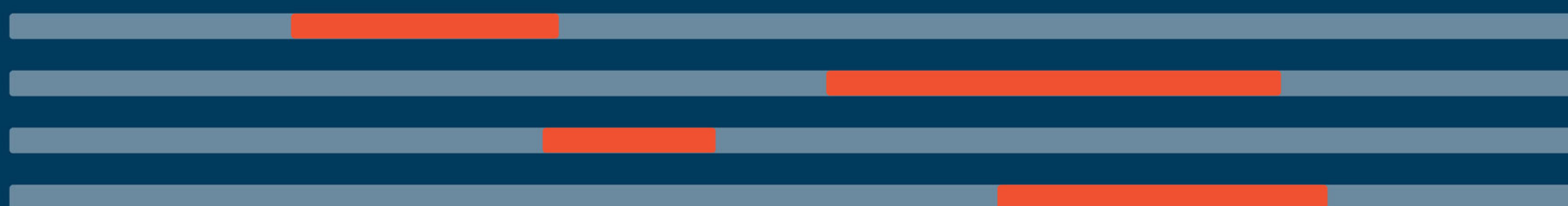


Your peak window is probably not when you think it is.

A guide to SME Time of Use tariffs, and how to find the hours that actually apply to your site.



A tariff is just the price you pay for electricity.

On a Time of Use plan, that price changes depending on the hour. Shift flexible load into the cheaper windows and the bill follows.



THREE RATES, NOT ALWAYS

Peak, off-peak, and sometimes shoulder.

Peak

The priciest hours. Late afternoon and evening, when the grid works hardest.

Off-peak

The cheapest hours. Overnight and early morning.

Shoulder

In between. Not every tariff has one, and some networks have merged it into off-peak.

WHEN RATES APPLY

EXAMPLE ONLY

How your week might look

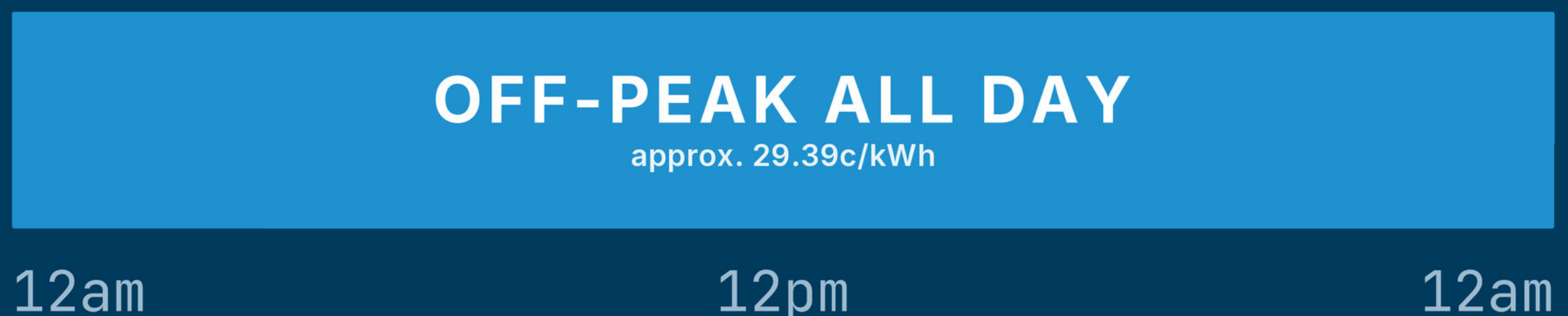
Illustrative rates and times only. Not from your bill.

Weekdays



Example only: peak 3pm to 9pm. Every other hour is off-peak.

Weekends and public holidays



Example only: off-peak all day, every hour.

BUT



Those times were an example.

Peak windows are set by your distribution network, and they differ by state. Some run every day of the week, not just weekdays. Victorian small business sites commonly sit on a 9am to 9pm weekday peak instead. A few networks drop the peak entirely in spring and autumn.

WHAT YOU ACTUALLY PAY FOR

Your bill is more than one charge.



Retail charges. The electricity itself, priced by your retailer. Usually split into peak, shoulder and off-peak.



Network charges. Passed through from your distributor for the poles and wires. Also priced by time of day.



Environmental charges. Federal and state green schemes. You may see them as LREC, SREC, VEEC, ESC or AEEC.

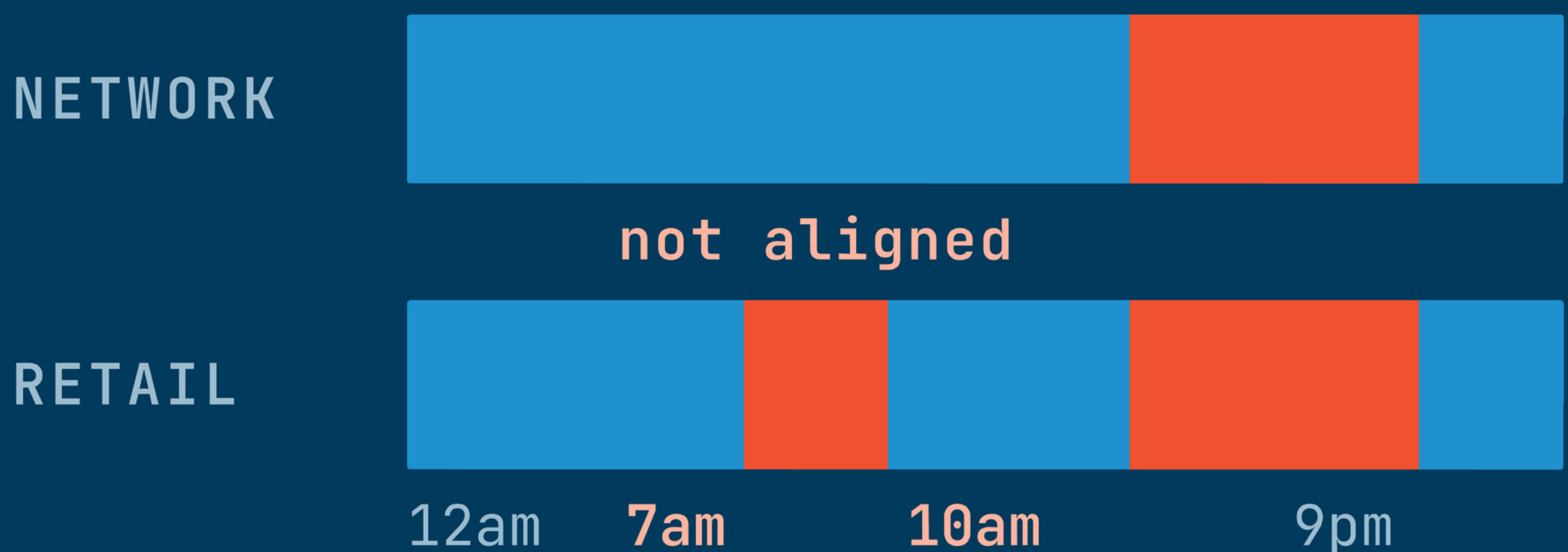


Market and metering charges. AEMO market fees, plus the cost of reading and maintaining your meter.

On a bundled small business contract several of these are rolled into one rate. On an unbundled contract you see them line by line.

THE OVERLAP

Two sets of time bands, one bill.

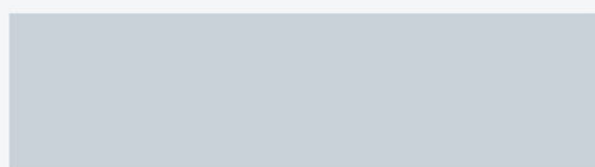


Often both the retail charges and network charges use the same time of use windows, but not always.

ONE REQUIREMENT

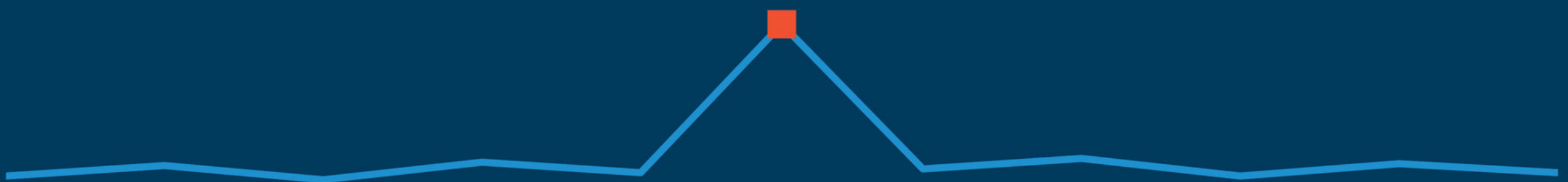
No interval meter, no Time of Use.

ToU only works if your meter records when you use power, not just how much. An older accumulation meter records a single total, so it cannot support time-based pricing.



Above a certain size, none of this is standard.

Windows vary by state, by retailer, and sometimes negotiated contract by contract. Many large sites also sit on demand tariffs, where the biggest driver is a single peak demand reading rather than which hours your energy falls in. If that sounds like your site, this guide is simply a starting point.



Three ways to get the real answer.

1 **Check your bill.** Look for the tariff name or code and the peak, shoulder and off-peak line items.

2 **Read your energy price fact sheet.** Your retailer must publish the charging windows for your contract.

3 **Ask us.** We will identify your network tariff and confirm the actual windows.

Move what you can.



Run non-urgent equipment and machinery during off-peak hours.



Set timers so appliances start after peak ends.



Track your usage patterns anytime in the SmartView portal.

GET CONTROL

Not sure you're on the most cost- effective tariff?

We can review your rates, your usage and your network tariff, then tell you which option costs you least. Completely independent of any retailer.

1800 676 098

customerservice@eutility.com.au

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