



Solar Sharer Offer



What is the Solar Sharer Offer?

The Solar Sharer Offer is an opt-in standing offer available to eligible residential customers with a smart meter.

In South Australia, the offer includes three hours of free electricity every day from **12 pm to 3 pm**. The free period remains fixed year-round and does not change with daylight saving.

The offer is designed to help households make use of abundant solar energy during the middle of the day. While it won't be the best option for everyone, some households could reduce their electricity costs by shifting more of their electricity use into the free period.

Electricity used during the free period is free up to a limit of **24 kWh per day**. If you exceed this amount, additional usage during the free period may be charged at a set rate.

It's important to remember that the daily supply charge still applies.

Frequently asked questions

How does the pricing work?

The Solar Sharer Offer is based on a time-of-use tariff structure.

To provide free electricity during the middle of the day, retailers recover those costs through slightly higher usage charges at other times. This means electricity consumed outside the free period will generally cost more than on a standard time-of-use standing offer.

Whether you save money depends largely on how much of your electricity use you can shift into the **12 pm to 3 pm** free period.

Is it right for my household?

The Solar Sharer Offer may suit households that can regularly shift a meaningful portion of their electricity use into the middle of the day.

Examples of higher-energy activities that could be shifted into the free period include:

- Running washing machines, dryers and dishwashers
- Charging an electric vehicle
- Running a pool pump
- Using heating or cooling to pre-condition your home

The more electricity you can consistently use during the free period, the more likely you are to benefit.

The offer may be less suitable for households that use most of their electricity in the evening and cannot easily change their usage patterns.

Because electricity rates outside the free period are generally higher, customers who continue to use most of their energy in the morning or evening may not see savings and could potentially pay more.

Do I need a smart meter?

Yes.

A smart meter is required to access the Solar Sharer Offer, as well as other time-

of-use and flexible pricing plans.

If you have an older basic meter, speak with your retailer about your metering options and whether any costs may apply for an upgrade.

Do you need solar panels?

No.

Despite the name, you do not need rooftop solar to access the Solar Sharer Offer. The offer is intended to allow households to benefit from periods of high solar generation across the electricity network, even if they do not generate solar power themselves.

What about controlled load and electric hot water?

If you have a controlled load, such as separately metered electric hot water, it is billed under a separate tariff.

These charges are not covered by the Solar Sharer Offer's free electricity period, even if the appliance operates between 12 pm and 3 pm.

If you're unsure whether you have a controlled load, check your electricity bill or ask your retailer.

Do all retailers have the Solar Sharer Offer?

No.

The Solar Sharer Offer is required to be offered by retailers with over 1,000 residential customers. Smaller retailers aren't required to offer it.

Before you sign up

Before switching to the Solar Sharer Offer, consider the following:

- Do you have a smart meter?

- Can you realistically move some of your electricity use into the 12 pm to 3 pm period?
- Have you checked the usage rates outside the free period?
- Have you considered the daily supply charge?
- Do you have a controlled load that will continue to be charged separately?
- Have you reviewed your electricity usage over the past 12 months?

Comparing the Solar Sharer Offer with your current plan using your own usage data is the best way to determine whether it is likely to save you money.

Talk to your retailer

If you're interested in the Solar Sharer Offer, contact your retailer to confirm:

- Whether you are eligible
- Your current metering arrangement
- The rates and charges that will apply
- How any controlled load tariffs will be billed

Your retailer should also explain how the offer works and whether it is likely to suit your usage patterns.

Need help?

Call us **1800 665 565** (free call)
Monday to Friday,
8:30am to 5:00pm
131 450 (interpreter service)

Text us **0488 854 555**

Online **ewosa.com.au**

We are independent. Our complaint resolution service is free, fair and easy to use. If we can't help you, we will tell you about someone who can.

