

# Time of use tariffs

## What are time of use tariffs?

A time of use (ToU) tariff means the price you pay for electricity changes depending on what time of day you use it.

Unlike a flat-rate tariff, the price changes throughout the day. The aim is to encourage electricity use when demand is lower.

ToU tariffs are different from **controlled load** tariffs, which only apply to certain appliances, like electric hot water systems.

## Could a ToU tariff save you money?

A ToU tariff may help reduce your electricity costs if you can shift some of your energy use to cheaper times of day.

It may be suitable if you:

- are home during the day
- can set timers so large appliances run during lower-priced periods
- have a home battery.

Whether you'll save money depends on when you use electricity. If most of your energy use happens during peak periods, your bills could increase.

## Do I need a smart meter?

Yes. Time of use tariffs require a smart meter to record when you use electricity.

If you don't yet have a smart meter, your provider will keep you on a flat-rate tariff.

Smart meters are being rolled out to most homes and small businesses by the end of 2030. See our *Smart meter rollout* fact sheet for more information.

## How do time of use tariffs work?

Providers set their own prices and time periods, so every plan is different.

Most ToU plans include:

1. **Daily supply charge** – a fixed charge you pay each day (c/day).
2. **Usage charges** – the amount you pay for electricity (c/kWh), which changes throughout the day. Typical examples:
  - **Off-peak** (lower price)  
e.g. 12am to 6am
  - **Shoulder** (mid-price)  
e.g. 10am to 12pm and 3pm to 4pm
  - **Peak** (highest price)  
e.g. 6am to 10am and 4pm to 12am

Some plans also include a lower-priced midday period (sometimes called a **solar soak** period) when solar generation is high.

The times and prices for each period vary between providers and plans.

## 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.

