



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.

Time of use tariffs

Time of use (ToU) tariffs are the different prices charged for energy at different times of the day.

They are designed to get customers to use electricity when fewer people are using it.

They are different from flat-rate tariffs which charge the same rate all day.

They are also different from controlled load tariffs which only apply to some appliances.

Benefits of ToU tariffs

ToU tariffs can be useful if:

- you are home during the day and you can use energy when the tariffs are lower
- you're not home but you can set timers so your home appliances run when the tariffs are lower
- you have a storage device that can store solar power for use when the tariffs are higher.

Eligibility

To be eligible for a ToU tariff, you need to have a smart meter that can record when you use electricity throughout the day.

If you don't have a smart meter, providers will offer you a flat tariff until you get one.

Smart meters

All new and replacement electricity meters installed in South Australian homes and small businesses are now smart meters.

Some providers will allow you to switch to a smart meter even if your current meter is working well and you don't need it to be replaced.

For more information please see smart meters factsheet.

ToU structures

Providers can set the ToU tariffs for their market retail contracts. They will usually have something like this:

1. *Fixed supply charge* – a set dollar amount that is charged per day
2. *Off-peak usage* – pricing for a 5-hour low demand period, usually overnight

For example: From 1:00am to 6:00am, you are charged at 50% of the single or 'anytime' rate.

3. *Solar sponge usage* – pricing for the period when solar generation is high and energy is cheapest

For example: From 10:00am to 3:00pm you are charged at 25% of the single rate.

4. *Peak usage* – pricing for all the other times when demand is highest and electricity costs the most

For example: From 6:00am to 10:00am and 3:00pm to 1:00am you are charged at 125% of the single rate price.

When you are choosing your provider:

- shop around
- compare the rates for the whole day, including peak periods.

For more help:

- See of fact sheet: *Energy contracts – how to choose*.
- Visit the Australian Energy Regulator's website, Energy Made Easy to compare plans offered in your area: www.energymadeeasy.gov.au or call 1300 585 165