

Remote Area Energy Supply (RAES) and Coober Pedy



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.

Power supply in Coober Pedy

The township of Coober Pedy is not connected to the National Electricity Market (NEM). It is one of nearly 30 remote townships and Anangu Pitjantjatjara Yankunytjatjara (APY) Lands that are provided with electricity under the Remote Area Energy Supply (RAES) scheme.

Coober Pedy purchases its power from Energy Developments Pty Ltd (EDL) via a power purchase agreement. EDL owns and operates the Coober Pedy Hybrid Renewable Power Station which is a stand-alone diesel, wind and solar system.

The distribution and retailing of electricity in the township, is performed by the District Council of Coober Pedy.

For these purposes, the Council holds a distribution and retail licence which has been issued by the Essential Services Commission of South Australia (ESCOSA).

Electricity tariffs and charges

The SA Government subsidises the cost of electricity for communities that are supplied under the RAES scheme.

The electricity tariffs are reviewed and set annually by the Minister for Energy and Mining and are based on the average market offers by electricity providers that supply South Australian 'on-grid' customers.

A daily supply charge may be applicable, as well as charges for extra services like arranging a new connection or requesting a final meter reading.

The RAES tariffs are published by the Department for Energy and Mining (DEM) and by the District Council of Coober Pedy.

The tariffs can be found at

<https://www.cooberpedy.sa.gov.au/council/finance/fees-and-charges>

Concession

You may be eligible for an Energy Concession if you meet certain criteria.

You should contact ConcessionsSA on 1800 307 758 or the Council on 1800 307 758 for more information and to apply.

Installing solar

Connection of solar systems to Coober Pedy's electricity grid requires written approval from the Council.

While the Council supports electricity users wanting to reduce their energy bills by offsetting energy use, systems need to meet particular technical standards to ensure its electricity grid is stable. The Council does not permit any solar export for solar systems approved to be connected to its electricity grid.

Life Support

There are obligations on electricity providers when it comes to managing life support customers, including maintaining a register of life support customers and providing notice for any planned outages. For more information on life support criteria, or if you or a person residing at your home requires life support, you must contact the Council.

You may also want to consider installing an Uninterruptable Power Supply (UPS) device on the life support equipment.

Faults and technical support

If you find yourself without power, check your property for faults before calling the Council for assistance. If the fault is found to be with your property, you may be required to pay a call out fee.

Check for things such as whether:

- other lights or electrical equipment are working
- your neighbours have power
- your main switch or circuit breakers have tripped.

If you identify the need for assistance or the fault is clearly with the network, contact the District Council of Coober Pedy.

Do not touch any wiring or electrical appliances that may be unsafe and be sure to stay away from any fallen powerlines or trees lying across powerlines.

Contact information

The District Council of Coober Pedy

Non-emergency faults: (08) 8672 4626

Emergencies: 0417 814 617

Further information

Further details about the RAES can be found at <https://www.energymining.sa.gov.au/consumers/energy-grid-and-supply/remote-area-energy-supply/about-raes>

Further information for customers in small-scale networks can also be found on ESCOSA's website at

<https://www.escosa.sa.gov.au/consumers/energy/consumer-information>

More help

If you can't resolve an issue with your provider, call us.

We are independent and can help you reach a solution that is fair to you and fair to your provider.

For more help, see our fact sheets:

- *Talking to your provider about your complaint*
- *Making a complaint.*