

Remote Area Energy Supply (RAES) scheme and APY Lands



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.

Remote Area Energy Supply (RAES) scheme and APY Lands

Around 3,400 customers across nearly 30 remote townships and Anangu Pitjantjatjara Yankunytjatjara (APY) Lands are provided with electricity under the Remote Area Energy Supply (RAES) scheme.

These areas are 'off-grid' and not connected to the National Electricity Market (NEM).

Cowell Electric Supply was contracted by the SA Government to manage and maintain the electricity generation and distribution assets, as well as meter reading and billing where applicable.

For these purposes, Cowell Electric Supply holds generation, distribution and retail licences which have been issued by the Essential Services Commission of South Australia (ESCOSA).

The RAES townships and communities includes:

- Blinman
- Cockburn
- Glendambo
- Kingoonya
- Manna Hill
- Marla
- Marree
- Nundroo
- Oodnadatta
- Parachilna
- Pipalyatjara, also servicing Kalka (APY Lands)

- Murputja, also servicing Kanpi and Nyapari (APY Lands)
- Yalata
- Oak Valley.

The Central Power House at Umuwa (APY Lands) also supplies:

- Amata
- Iwantja (Indulkana)
- Kaltjiti (Fregon)
- Mimili
- Pukatja (Ernabella)
- homelands connected to the Central Power House grid, including Yunyarinyi and Watinuma.

Independent owner-operators, which also hold generation, distribution and retail licences issued by ESCOSA, supply electricity to customers in:

- Andamooka
- Coober Pedy
- Yunta.

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 Cowell Electric Supply. The tariffs can be found at cowllelectric.com.au/raes/.

Post-payment customers

Post-payment customers in the RAES scheme will receive quarterly bills from Cowell Electric Supply for the electricity consumed during each period.

Payment methods include BPAY, Centrepay, direct debit and card payments over the phone to Cowell Electric Supply on 1800 805 020.

If you are experiencing financial hardship, you should contact Cowell Electric Supply as soon as possible to discuss what options are available to you.

Community Prepayment Customers

From July 2022, community residents of Amata, Iwantja, Kalka, Kaltjiti, Kanpi, Mimili, Murputja, Nyapari, Pipalyatjara, Pukatja, Umuwa, Watinuma, Yunyarinyi, Yalata, Oak Valley, and associated homelands began paying for electricity.

Community Prepayment Customers pay in advance for the electricity they use through a Prepayment Meter system.

Customers utilising the prepayment system have payment options which include a prepayment meter card at participating stores, a web portal, Centrepay and card payments over the phone to Cowell Electric Supply on 1800 485 788.

Educational support for Community Prepayment Customers is available at moneymob.org.au/pawa-atunmankunytjaku/ or on 1800 849 041, which includes information on how to understand your meter.

You should contact Cowell Electric Supply as soon as possible if you are experiencing financial hardship.

Concession

You may be eligible for an Energy Concession as a RAES customer.

You should contact ConcessionsSA on 1800 307 758 or Cowell Electric Supply on 1800 805 020 for more information and to apply.

If you are a Community Prepayment Customer, you do not need to apply for the Energy Concession as it will be applied directly to the meter.

Installing solar

Connection of solar systems to a RAES grid is not permitted without prior written approval from

DEM. The connection of a solar system can potentially lead to both technical and financial risks for the grid assets. Any potential installations must be properly assessed for their impact on the grid and if approved, limitations may be placed on them.

Any enquires about connecting a solar system to a RAES grid should be directed to dem.raes@sa.gov.au

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 your provider.

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 your provider. If your provider attends and finds a fault 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, then contact your provider. 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.

Provider fault contact information

Coober Pedy

- The District Council of Coober Pedy
Non-emergency faults: (08) 8672 4626
Emergencies: 0417 814 617

Yunta

- Yunta Power Supply
0439 893 435

Andamooka

- Andamooka Power House
(08) 8672 7135
1300 151 935

Other RAES Communities and Townships

- Cowell Electric
1800 805 020

Further information

Further information 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.*