

Revised Electricity Tariffs to apply from 10 January 2025

The South Australian Government continues its support of remote South Australian communities by providing subsidised electricity to around 3,400 customers across 13 townships and 15 Aboriginal Communities under the Remote Area Energy Supply (RAES) scheme.

RAES tariffs are reviewed and set annually by the Minister for Energy and Mining, with residential and business tariffs aligned to the average of market/discount offers provided by South Australian on-grid retailers.

Having held RAES tariffs below the average on-grid market rates since mid-2023, the 2024 Review has concluded that an increase in tariffs is necessary to reflect the continued high cost of energy production across the scheme.

Increases for residential customers have been capped at the consumer price index, resulting in RAES tariffs around 8 per cent lower than the average of market offers from South Australian on-grid retailers.

This equates to an average increase of \$111 per year for residential customers, however, RAES tariffs remain around \$230 lower than equivalent on-grid prices.

Consistent with the long-standing RAES policy, business tariffs have been re-aligned with the average of on-grid market offers.

RAES residential and business customers will receive Energy Bill Relief Fund payments in 2024-25. The \$300 payment for residential customers and \$325 for eligible businesses will be distributed quarterly as a reduction on their bill or addition to their pre-pay meter balance. The first two instalments were included on bills issued in August and November.

Holders of a pension concession card, DVA, Gold Card or Centrelink low income health care card may be eligible to receive a concession on the energy costs. Phone 1800 307 758 or go to www.sa.gov.au/concessions to apply.

If you wish to explore how you can reduce the amount of energy used in your home or business, please call the Energy Advisory Service within the Department for Energy and Mining on the 'free call number' 1800 671 907.

A fact sheet regarding installation of private solar on the RAES grid is available at www.raes.sa.gov.au.

Any queries regarding RAES tariffs should be directed to Cowell Electric Supply on 1800 805 020 or retail@cowellelectric.com.au.

REMOTE AREA ENERGY SUPPLY (RAES)

FEES AND CHARGES

Applicable from 10 January 2025

Service	Application/Comments	Charge (incl GST)
Electricity Supply and Consumption	The South Australian government subsidises electricity for communities under the RAES scheme by aligning residential and business tariffs to the average of market offers from electricity retailers supplying to the South Australian on-grid market.	See RAES Tariff Sheets
Generation Levy	Applies to new connections and applications for increased capacity of supply. <i>Cost is a per kVA figure over a 10kVA threshold allowance.</i>	\$1,840 per kVA
Special Meter Reading	Applies if a meter reader is required to visit a property to conduct a meter read. <u>This includes manual read and download of data if a customer elects for smart meter communication to be inactivated.</u>	\$110
Charge for Meter Test	Applies if a customer has requested a meter test and the meter is found not to be faulty.	\$185
Disconnection of Supply and Final Meter Reading	No charge will apply for customer disconnections and final readings undertaken remotely via the metering system. <i>A special meter reading fee will apply if at least 3 business days notice has not been provided to the RAES retail contractor and on-site attendance is required.</i>	Nil
Meter Replacement	Applies when damaged equipment needs replacing and the customer is shown to be responsible for the damage.	Full Cost
In-Home Display	RAES Smart Meter In-Home Display (<i>includes postage and pairing to smart meter system</i>).	\$134
Permanent Removal of Supply	Permanent removal of supply may include removal of an overhead service or disconnection of overhead or underground services. No charge will apply where the work can be conducted as part of the distribution contractor's existing schedule of works for the area. <i>Full cost of service will apply where sufficient notice has not been provided and removal is required outside of existing work schedules.</i>	Nil

The Government of South Australia reserves the right to charge the full cost of service in situations not covered above.

RAES Tariff Sheets and the RAES Customer Connection and Supply Contract can be obtained at www.raes.sa.gov.au

Any queries regarding RAES fees and charges should be directed to Cowell Electric on 1800 805 020 or retail@cowellelectric.com.au.



**Cowell
Electric**



**Government of
South Australia**

**REMOTE AREA ENERGY SUPPLY (RAES)
PUBLIC LIGHTING CHARGES**

Applicable from 10 January 2025

Type of Light ¹	\$/month (incl GST)
Telephone Booth Fluorescent 20 Watt	23.50
Light Emitting Diode (LED) RAES Standard LED Streetlight	9.61
RAES Standard LED Security Floodlight	24.28

1. Standard monthly public lighting (street lights, telephone booths etc) charges for photo-electric or time switch controlled night-time only operation.

The RAES Customer Connection and Supply Contract can be obtained at www.raes.sa.gov.au

Any queries regarding RAES Public Lighting Charges should be directed to Cowell Electric Supply on 1800 805 020 or retail@cowellelectric.com.au.

REMOTE AREA ENERGY SUPPLY (RAES) - ELECTRICITY TARIFFS

Applicable from 10 January 2025

RAES Townships and Communities ² (Prices include GST)	Residential	Business	Government (Cockburn) ³	Government (Other) ⁴	Community Stores and Health ⁵	Community Prepayment ⁶
Standard Consumption Tariff						
Supply Charge (cents/day)	111.1	127.0	127.0	127.0	127.0	—
All kWh (cents/kWh)	38.7	46.1	46.1	96.3	31.3	10.0
Time of Use Tariff ⁷						
Supply Charge (cents/day)	111.8	135.4	135.4	135.4	135.4	—
Off Peak – 10 am to 4:59 pm (cents/kWh)	29.0	37.0	37.0	80.9	26.3	—
Peak – 5 pm to 9:59 am (cents/kWh)	44.9	54.7	54.7	96.3	38	—

1. Tariffs are applied on recorded daily use.

2. Includes:

- Townships supplied by the Cowell Electric at Blinman, Glendambo, Kingoonya, Mannahill, Marla, Marree, Nundroo, Oodnadatta and Parachilna.
- Communities and homelands supplied by Cowell Electric in the APY Lands, Oak Valley and Yalata.
- Townships supplied by independent operators at Andamooka, Coober Pedy and Yunta.

3. For customers in Cockburn, the government consumption rate is aligned with on-grid business tariffs reflecting that electricity is sourced from the national grid.

4. Other State and federal government customers pay the full cost of their electricity supply and consumption.

5. Aboriginal Community Stores and Nganampa Health in the APY Lands, Oak Valley and Yalata.

6. Anangu residential customers in the communities and associated homelands of the APY Lands, Yalata and Oak Valley who were not required to pay for electricity prior to 1 July 2022 and for whom the default electricity payment method is prepayment.

7. Applies to customers that have private generation installed and remain connected to the RAES grid. A fact sheet regarding installation of private solar on the RAES grid is available at www.raes.sa.gov.au

The RAES Standard Terms and Conditions for Sale and Supply can be obtained at www.raes.sa.gov.au or www.cowellelectric.com.au/raes/

Any queries regarding RAES Tariffs should be directed to Cowell Electric at retail@cowellelectric.com.au or phone:

[1800 805 020](tel:1800805020) - Account Customer General Enquiries

[1800 485 788](tel:1800485788) – Community Prepayment Customer Enquiries

[1800 805 020](tel:1800805020) – Faults and Emergencies