Retailer Network Tariff FAQs

Powercor 2026-27 Tariff FAQs

Q Will any existing tariffs be closed or opened in 2026-27?

A **Powercor** will close the residential TOU (PRTOU), residential demand (DD) tariffs, the large low voltage transitional (LLVT1, LLVT2) and the high voltage transitional (HVT1, HVT2) tariffs in 2026-27

Powercor will close the residential daytime saver trial tariff (PRDS)

Powercor will close all business trial tariffs (PNDB, PDBB, HV2A, GT1, GT2)

Powercor will not open any existing closed tariffs.

Q Will any new tariffs be introduced in 2026-27?

A **Powercor** will introduce a new residential TOU tariff (PRSTOU) and a new residential CER (PRCER) tariff

Powercor will introduce a new Kerbside EV charger trial tariff (EVPTOU). Please refer to the 'Kerbside EV charging fact sheet' for detailed information

Powercor will introduce a new large low voltage tariff (LLV3)

Powercor will introduce a new high voltage tariff (HV3)

Powercor will introduce three new flexible tariffs:

- Flexible small (PFS)
- Flexible large (PFL)
- Flexible TUOS pass-through (PFTUOS)

Please refer to the 'Flexible network tariffs fact sheet' for detailed information.

A summary of tariff reassignments is provided below:

Powercor 2026-27 RETAILER TARIFF FAQ

Powercor tariff reassignments on 1 July 2026

Existing tariff	Tariff codes	New tariff	New tariff codes
Residential TOU	PRTOU	New residential TOU	PRSTOU
Residential demand	DD	New residential TOU	PRSTOU
Large low voltage transitional	LLVT1 LLVT2	Large low voltage	LLV1 LLV2
Trial tariffs			
Residential daytime saver	PRDS	New residential TOU	PRSTOU
Community battery time of use	PNDB	Flexible small	PFS
Distributor-owned community battery	PDBB	Flexible small	PFS
HV storage	HV2A	Flexible large	PFL
Generator storage	GT	Flexible large	PFL

Please note: Powercor will publish all new tariff codes in our pricing proposal schedule of charges and MSATS

Q What is the definition of Work Days?

A Work Days are Monday to Friday excluding public holidays.

Q What are the residential tariffs that remain unchanged?

A **Powercor** will keep existing single rate tariff D1 unchanged. The dedicated circuit tariff DD1 will continue to be an optional secondary tariff.

Q What are the small and medium business tariffs that remain unchanged?

A **Powercor** will keep all existing small and medium business tariffs unchanged: single rate tariff (ND1), Small Business ToU (NDTOU), Small Business Demand Tariff (NDD), Medium Business Demand (NDM), Medium Business Opt-out (NDMO21).
Unmetered supply/public lighting tariff (PL2) will be renamed to Type 7 or 9 metering, tariff code will stay unchanged. Type 7 and 9 metering assignment criteria apply for all public lighting, all type 7 metered loads, and type 9 metered loads up to 5 MWh pa. Customers who don't satisfy the criteria for the type 7 or 9 metering tariff would be assigned to the appropriate business tariff.

Q What are the small and medium business tariff changes?

A **Powercor** will introduce a small flexible tariff (PFS).

Q What are the changes to large tariffs?

A Large low voltage tariffs now have energy threshold assignment criteria of more than 160MWh per annum consumption. At the same time **Powercor** removes the 120 kVA minimum chargeable demand threshold for large low voltage tariffs.

The minimum chargeable demand thresholds of 500kVA and 5,000kVA will still be applied for high voltage and for sub-transmission.

Powercor introduces a new winter incentive demand version of the large low voltage and high voltage tariffs:

- 1-4pm on workdays from December to March (Existing tariff codes: **LLV1, HV1**)
- 4-7pm on workdays from December to March (Existing tariff codes: **LLV2, HV2**)
- 4-7pm on workdays from May to August (New tariff codes: **LLV3, HV3**)

Q What will happen to customers with basic meters assigned to closed tariffs?

A Customers on basic meters will be reassigned to single rate tariff as at 1 July 2026 to their relevant tariff class.

For all basic meters transitioning to a different tariff, an estimated read will be issued to the market using reason code ***0*** with description ***Tariff Change.***

Q Are there any changes for customers with supply upgrades and customers installing/upgrading solar?

A All customers who apply for supply upgrades to multi-phase as well as households installing or upgrading PV solar or battery will be moved to a new TOU tariff (PRSTOU). This will occur without any B2B Service Order requests or notifications and MSATS will be updated accordingly.

Q What are the default tariffs for each tariff class?

A

- Residential customers default tariff is new ToU tariff PRSTOU
- Small business customers default tariff is NDTOU or PFS for small flexible connections
- Medium business default tariff is NDM
- Large business customers default tariffs are LLV1, LLV2, LLV3, HV1, HV2, HV3, ST2, PFL, PFTUOS

Q What is the process for monitoring correct tariff assignment?

A We will monitor network tariff assignment from time to time and only transfer those customers who are clearly on the incorrect tariff. Retailers will be notified before the change is made.

Q How will network tariff transfer requests be reviewed?

A We will assess tariff transfer requests against the criteria in our tariff structure statement which will also be published in our annual pricing proposals.

Q Are the residential, small business and medium business customer demand measurements calculated on 15 or 30 minute intervals?

A Demand measurement for all residential, small and medium business customers are calculated using 30 minute intervals with kW as a unit of measure.

Q Are the large business customer demand measurements calculated on 15- or 30-minute intervals?

A Demand measurement for all large business customers are calculated using 15 minute intervals with kVA as a unit of measure.

Q Are the time of use energy and demand measurements adjusted for Daylight Saving Time (DST)?

A For Powercor all time of use energy and demand measurements are adjusted for DST, that is, all measurements are based on local time. Exceptions are Type 7 or 9 metering tariff PL2 where the tariff is based on Australian Eastern Standard Time (AEST).

Q Will minimum demand value apply?

A Yes and will only apply to high voltage and subtransmission customers. Minimum chargeable demand of 500kVA will be applied for high voltage and 5,000kVA for sub-transmission.

Q Will the demand for small business and medium business be based on a rolling 12 month?

A No. The demand will be billed based on the highest 30 minute kW reading in the maximum demand period for each month. Demand levels are reset each month.

Q How should I apply for a tariff change for Powercor residential, small business and medium businesses?

A The preferred method of requesting us to change a tariff is via B2B service order type: Supply Service Works, sub-type Tariff Change. Requests can be automatically processed by using the following inputs in the Special Instructions field for the service order.

Tariff changes with an effective date in the past
Please add the text **TAPPLY** in the special instructions if you would like the tariff changed as at a date in the past. This will be a date as at the latest Retailer transfer date, limited to 10 business days ago. This means that the effective date will not be more than 10 business days in the past but would be changed on a transfer date within this period.

Tariff changes with an effective date today
Please add the text **SAPPLY** in the special instructions if you would like the tariff changed as at the request date. This means that the tariff will be changed with an effective date which is the same as the day you sent the request.

TAPPLY and SAPPLY is not to be used on change in classification, e.g. medium to small or vice versa

Q When will we see the tariff changes in MSATS and which CR will be used?

A The tariff changes will begin to appear in MSATS from 2nd July 2026 and CR3101 (Change Network Tariff – Retrospective) will be used. The effective date for all tariff changes will be 1st July 2026. Due to the high volume of numbers, this migration process will take a few weeks to complete.

Q How should I apply for a tariff change for Powercor large businesses?

A Please refer all kVA demand based network tariff change requests to our Major Accounts team by emailing our inbox: MajorAccounts-PAL@powercor.com.au

Please note, customers can opt in to the full tariff but then cannot opt out of the full tariff.

Any tariff change requests to move away from or on to the tariffs listed below are to be referred to the Major Accounts Team.

Powercor kVA Demand Tariffs
LLV1
LLV2
LLV3
HV1
HV2
HV3
ST2
PFL
PFTUOS

Please note: All other tariff change requests are to be made via the B2B process mentioned above

Criteria to MOVE AWAY from kVA Demand Tariff

Sites must have a minimum of 15 months of consumption data available. We require that consumption values consistently remain below the average daily load threshold of 160 MWh per annum for a minimum period of 3 months prior to submitting a request to move away from a large business tariff. All sites will be reviewed annually to ensure the tariff remains suitable for the site's usage profile. If a site is reverted to a large business tariff this may impact future requests to move.

Criteria to MOVE ON to kVA Demand Tariff

- A customer's site consumption must be greater than 160MWh per annum
- The site must have the appropriate metering

Demand Reset Criteria

A 12-month rolling demand reset may be granted under the following circumstances:

- install power factor correction (PFC) equipment and supply a copy of the Certificate of Electrical Safety (CES) to confirm the installation. If granted, demand will be measured from the date of commissioning of the PFC equipment
- if PFC has not been installed, provide evidence of what the customer has changed on site to permanently alter the load/usage, for instance, removal of equipment. Evidence may be in the form of a CES detailing the works performed, technical information and/or photographic evidence to demonstrate the site changes
- customers that have moved into a premise will automatically continue to have their maximum demand charge based on the 12-month rolling maximum demand. A customer will need to lodge an application for their demand to be measured from the date they occupied the premises.
- NMI disaggregation where there is clear evidence of changes to the load characteristics of one or both of the affected NMIs.

Common Questions on Tariff Combination

Tariff Combination	Outcome	Notes
Residential and Non-Residential + **Control Load**	✓	This is available to either single phase customers or multi-phase customers, whereby those multi-phase customers are already assigned to a dedicated circuit tariff such as DD1. *See Note below.

Note: The demand calculation will apply to consumption on the General Power & Light circuits. The dedicated circuit will not contribute to the demand reading and will be separately tariffed per the appropriate dedicated circuit tariff such as DD1.

Ancillary Network Services (ACS)

Q Are there any changes to ACS charges?

A Yes. **Powercor** introduces a number of new charges:

- New labour rate category for Engineering Manager
- Three new public lighting charges:
    - Category P LED lamp
    - Accelerated replacement charge (ARC)
    - Type 9 metering charge
- Four new quoted services charges:
    - Enhanced connection service
    - Reversion of embedded networks
    - Embedded generator control equipment
    - Bulk conversion to 5-minute meter readings