



emPOWERing You

Trial



FAQ's

What is a tariff?

In electricity supply, a tariff is the fee-based rate a customer pays for electricity. Different charging arrangements for electricity customers are commonly referred to as 'tariffs'. You might, for example, have a 'time of use' tariff where you will be charged different rates at different times of the day, or a 'flat rate' tariff with the same charges at all times.

TasNetworks' customers don't pay us directly for their use of the electricity network. Instead, TasNetworks charges network tariffs to electricity retailers, such as Aurora Energy. Retailers then pass these costs through to customers in retail tariffs.

Why is TasNetworks undertaking the emPOWERing You Trial?

TasNetworks' costs make up around half of the average household electricity bill. The emPOWERing You Trial will allow us to better understand when and how customers use electricity on the electricity network, and help us with our future planning. It will also help us to understand how customer will respond to new ways of pricing electricity use.

How will the trial work?

We have already installed around 600 advanced meters in homes in the Bridgewater, Brighton, Lower Midlands and surrounding areas. The meters are collecting information on when customers are using power from the electricity network. Information we collect from the trial will help us to better understand when and how customers are using our network.

Why should I participate?

Your participation will help us to better understand for people use electricity and our network. It will help us design better tariffs for our customers in the future. We will also give you incentives for participating in the trial. You will receive \$100 for completing the first survey after you sign-up and have an advanced meter installed.

What is the App/Portal?

The app/portal enables you to easily monitor, learn and make informed decisions about your household's electricity.

- The app can be used on both Apple and Android devices.
- The portal can be accessed via any computer or laptop using your web browser.

What are the benefits of downloading the app/portal?

You can look at your energy consumption and demand for every 30 minutes, hourly, monthly and seasonally. You will also be able to compare your usage to others in the Trial and view our energy efficiency tips.

Who do I contact for more information?

If you have any questions during the trial, you can call us on 6274 3031.