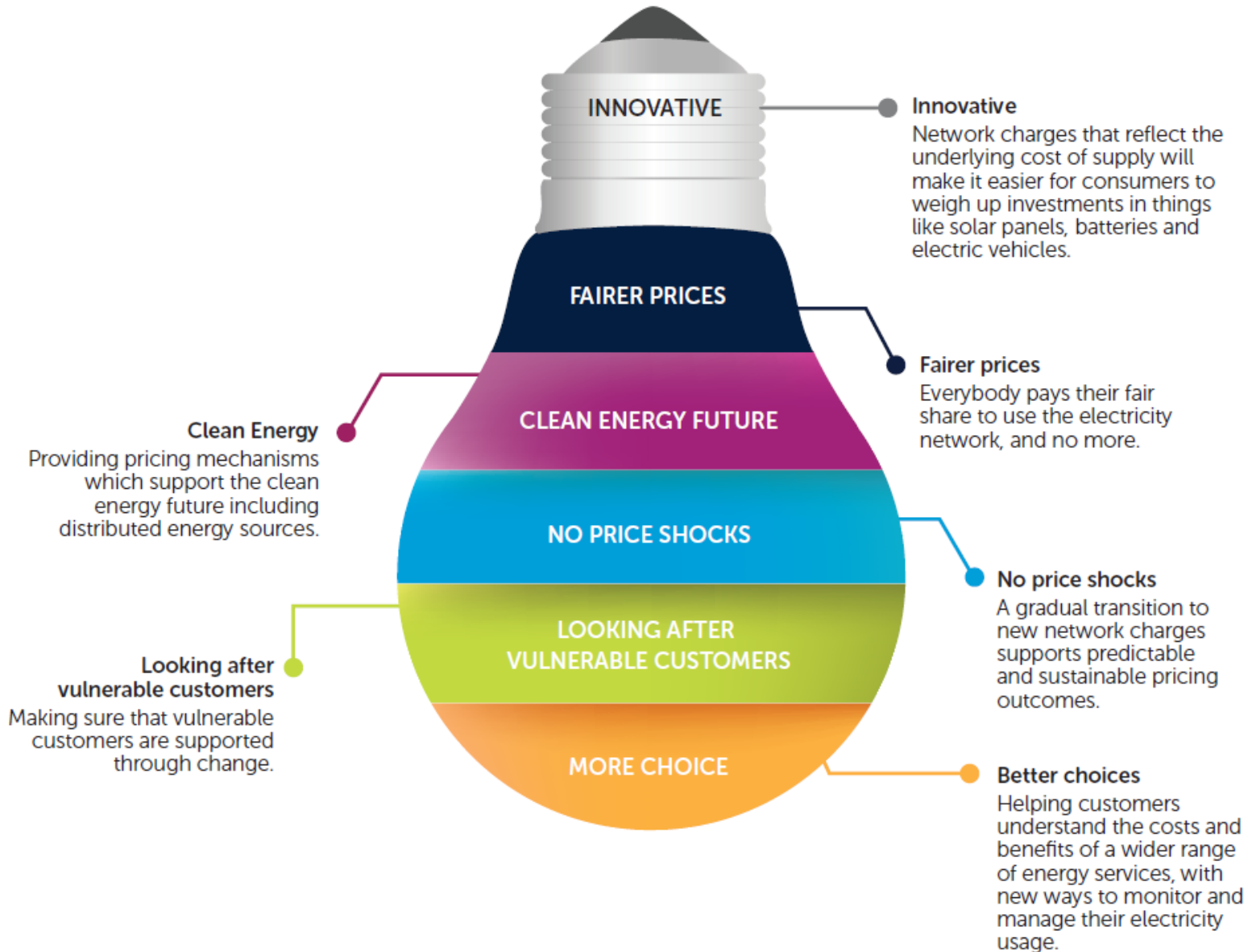


# Our Tariff Trial

6 July 2016

# Why are we reforming our tariffs?



# What is the Tariff Trial?

- Part of our Tariff Reform Strategy
- Trialling advanced meters in 600 selected homes from Otago/Claremont to Jericho
- Customer research to collect valuable data and information
- Tariff Trial will help shape our Tariff Reform Strategy
- **Data from the tariff trial will assist in understanding customer impacts under different tariff structures**

# Why the Tariff Trial?

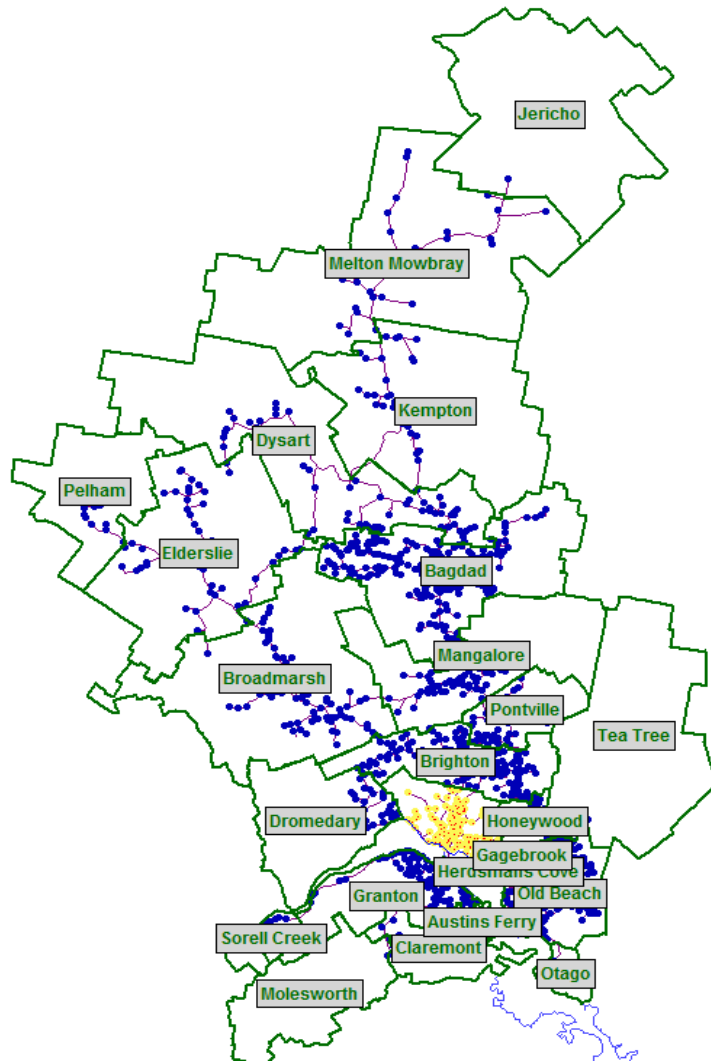
The Tariff Trial will support TasNetworks to

- Build social license in relation to tariff reform
- Learning opportunity
- Gather information and data to inform our Tariff Reform Strategy
- Understand customer usage patterns and support impact analysis, e.g. understand what the customer's bill will look like (compare old and new tariff structures)
- Provide an opportunity to test customer communication and education processes in relation to pricing prior to mass roll out
- Assist customers in understanding tariff reform and build community awareness in respect to changing tariff offerings

# About the Tariff Trial

- Providing approximately 600 residential customers with a meter capable of capturing interval data
- Tariff Trial from mid-2016 to 2018
- Three phases:
  - **Phase 1**, October 2016 to October 2017 – install meters and monitor consumption patterns (“control” data)
  - **Phase 2**, October 2017 to October 2018 – test network tariff(s) and retail tariff offerings
  - **Phase 3**, Review results, undertake analysis and incorporate learnings into the business

# Geographic Area



# Why the Otago/Claremont to Jericho area?

- One distribution area
- Good cross-section of homes
- Linkages in respect to demand management opportunities - potential to defer future capital expenditure
- Support cost-effective and efficient use of our valuable resources

# How are we selecting the 600 customers to participate?

- The University of Tasmania is guiding us
- Recruit representative sample of customers and the data we gather is accurate and can be used to inform decisions we make
- Customers randomly chosen
- Additional qualitative/quantitative data to be collected throughout the trial (in the form of surveys)



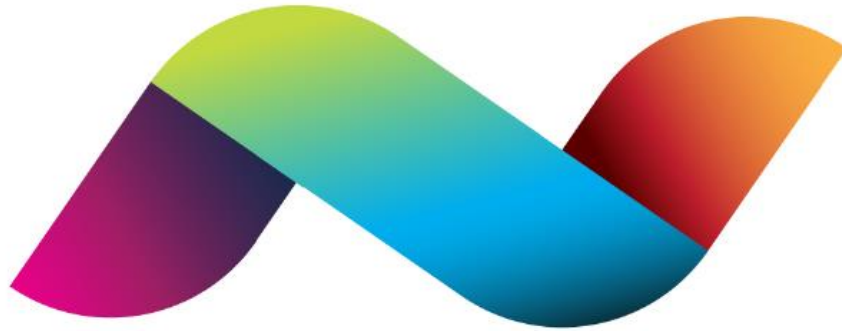
# How are we communicating with trial participants?

- Communication activities will focus on 600 trial participants
- We will test collateral to ensure level of understanding
- Eligible customers will receive initial phone call from EMRS starting from 20 June
- Direct mail including a customer agreement, terms and conditions and FAQs will be sent to those interested in participating
- Dedicated resource to answer questions
- Welcome pack sent closer to meter installation
- Pop up sessions will be activated if required

# What are the key dates?

- May – discuss the research project with our people and key external stakeholders
- 20 June – customer recruitment starts
- October – meter installation commences

# Questions?



**TasNetworks**  
Delivering your power