

Minutes



Tariff Advisory Group (TAG)

Meeting Details

Organiser	Erin Hampton
Date	29 August 2025
Time	9:30 am to 12.30 pm
Location	SA Power Networks, Richmond Road Keswick

Attendees

Members	
Heather Merran (Chair)	Independent
Mark Yates	YES Group
Matthew Curnow (online)	Sustainable Savings
Jen Bradley	Customer Advocate
Don Woodhouse	Individual
David Russell	AGL
Estha van der Linden	Australian Industry Group
Cathi Buttfield	SA Business Chamber
SA Power Networks	
Helen White	Manager Revenue and Pricing
Erin Hampton	Stakeholder Engagement Lead
Apologies	
Pratib Parthiban	Pricing Manager
Lynette Day	Department for Energy and Mining
Mark Gishen	Wine Industry SA
Greg McCarron	Central Irrigation Trust
Antony Clarke	Electricity and Water Ombudsman SA
Simon Blom	LGA Procurement
Diane Lomas	SA Small Business Commissioner

Minutes

1. Welcome and Introductions – Helen White

Helen welcomed the group to the meeting and noted the apologies. She also acknowledged the multiple Traditional Owners of the lands that host the South Australian electricity grid.

There were some changes to the agenda due to absence and some members running late to the meeting.

CAF Update

Please refer to slides for further information.

The update included:

- SA Power Networks' Role as a DSO: Distribution System Operator
- Advocacy Framework
- Safety Share
- Bushfire Insurance
- Port Augusta Technical College:
- People & Culture Presentation:
- Connections/Customer Solutions Process Improvements
- Long-Term Pricing Strategy
- Joint ElectraNet CAP/SA Power Networks CAF Meeting

2. Outstanding Action Items/Matters arising from previous meeting – Helen White

Website feedback

Group members were requested to review the Tariff section of the website prior to the meeting and provide feedback. Feedback included:

- Adding reference to 'medium businesses' in the sentence, 'For residential and small business customers, retailers decide how they will pass that charge on to you'.

Cathi recommended caution on this point as there needs to be uniformity of terminology throughout the website and within wider industry for small business and medium business consumer protections and other policies including the Small Claims Scheme.

- Retailers could be linked to via the website however this could give those who are listed a competitive advantage. A link to the Energy Made Easy website may be appropriate.
- Adding a greater level of network charges detail to customers in some images and breaking down the different sections of the bill segments further e.g., what is included in transmission and distribution charges.
- One section advises that if customers would like to seek a single rate retail offer on an interval meter they can contact their retailer. Many retailers will not offer this.
- Members recommended some more comments on the website that retailers can package pricing that may not be reflective of SA Power Networks tariffs.

Overall, the group was positive about the website and advised that it provides a good level of detail in a logical manner that is of assistance to customers and industry.

Action – Helen to review feedback and update website as required.

Export Tariffs – This item was discussed as part of the Outstanding Action Items, Customer Outcomes and Retailer Analysis agenda items.

Since the tariff has been in place from 1 July 2025 73% of export is occurring for free between 10am and 4pm, another 14% of export is occurring before 10am or after 4pm. Data collected over a year's period will be more accurate as it will take into account seasonal fluctuations in

usage/export and will allow retailers more time to update their billing systems. \$44,600 was billed in Export Tariff charges for July with forecast recovery of \$20 million over the next 5 years.

Helen requested that an agenda item be added for the second meeting of 2026 to present a full year of data.

The proposed expenditure relating to the enablement of export on the distribution network incurred from 1 July 2025, includes the following (from Reset Proposal):

- Ongoing maintenance and support for the systems that enable Flexible Exports capacity;
- Improvements to distribution network voltage management to reduce daytime voltage rise in high solar areas including installation of dynamic voltage control equipment at 48 zone substations and a transformer tapping program to tap down over 740 LV transformers;
- Capacity upgrades to 484 existing LV transformers (including replacement of old fixed-tap transformers) and the installation of 615 additional infill transformers to increase export capacity in areas of congestion;
- Installation of new voltage regulators required to maintain voltage compliance at 11 locations in the regional sub transmission network;
- Upgrades to SCADA to enable measurement of reverse power flows at 82 substations; and
- Continuation of our CER compliance program to improve compliance to inverter technical standards and configuration settings.

Action: Update of the collected Export Tariff \$\$ and expenditure at the August 2026 meeting (allows for a full year of data).

Discussion: SA Power Networks are heavily regulated in terms of expenditure and revenue. It is Helen and her team's responsibility to determine how cost recovery can be achieved through tariffs. If a pricing signal is sent through a solar sponge for example, cost recovery needs to occur at other times of the day. Tariffs are not about increasing revenue but recovering expenditure while trying to influence consumer behaviour for the future benefit of the distribution network.

The current AEMC pricing review is investigating the relationship between DNSPs and retailers and whether DNSPs should be developing tariffs for retailers instead of end customers. This would allow for more complexity from SA Power Networks as it is a better reflection of the use of the network and then the role of the retailer is to package it up into a simplified market offer.

3. Standing Agenda Items

Trial Tariffs

The only trial tariff SA Power Networks currently has in operation is Diversify (currently called Diversify 2.0) which is a daily rebate to incentivise residential customers to connect their devices to a Home Energy Management System (HEMS) and is part of the broader pilot Energy Masters program. Energy Australia and Amber Electric are offering this tariff as part of the program.

Action - Sam Craft to provide an Energy Masters update at the November meeting.

4. Innovation Advisory Group (IAG) Update – Mark Yates

Mark reminded the group what the Innovation Fund is – a \$20 million fund set up to fund innovative ideas that provide the biggest benefit to energy customers over the next 5 years.



Tariff Advisory Group
www.sapowernetworks.com.au
www.talkingpower.com.au

The key objectives of the IAG are:

- To provide input into project selection, prioritisation and delivery of Innovation Fund activities.
- To monitor delivery and discuss how knowledge from Innovation Fund projects will be shared with industry, consumers and regulators.
- To discuss and provide input on customer or industry problem statements or ideas for innovation arising from the other Advisory Groups, for consideration in the Innovation Framework.

Ed Chan has been elected as the chair of the group. He is a consultant with Mott Macdonald and has previous experience within the energy sector.

The group terms of reference are available via the following link – [Innovation Advisory Group | Talking Power](#).

As there are some people on the group who may benefit from some suggestions or ideas, a conflicts register has been developed.

Mark presented some of the innovative ideas from other DNSPs including:

Ausgrid

- *Project Edith*: 5-minute dynamic pricing trial – real-time tariffs to reward flexible use.
- *2025–26 Tariff Trials*: Small business LUOS & large storage ICT tariffs.
- *Community Battery Tariff*: Removes variable charges to support local battery deployment.

AusNet Services

- *Neighbourhood Storage Tariff Trial*: Time-varying tariff for community batteries (solar soak, peak, off-peak).
- *EV Charging Incentives*: Rebates for shifting charging to off-peak.
- *Cost-Reflective Tariff Reform*: Moving toward fairer, usage-based pricing structures.

One of the first discussions the IAG had was regarding Stand Alone Power Systems (SAPS)

Mark is eager to collect ideas for innovation initiatives within the Tariffs area.

Discussion: Don provided information regarding a company called ValAi and a podcast available via the following link - [Climate Tech with Allys Todd](#). He suggested this company's approach could be explored to assist vulnerable households with energy efficiency modelling.

Helen noted that the People's Panel and CAB (now CAF) rejected our proposal to position SA Power Networks in an energy advisory role for the 2025-30 Reset, viewing it as a government responsibility instead.

Action: Please send any ideas for IAG investigation through to Mark Yates (mark@yesgroupsa.com.au) and Sam Craft (sam.craft@sapowernetworks.com.au)

5. Long Term Pricing Strategy Workshop

Heather Merran, Georgina Morris and Andrew Nance met with Erin Hampton and Alex Lewis on Friday 1 August to discuss SA Power Networks' Long Term Pricing Strategy. This is in relation to the Australian Energy Market Commission's Pricing Review.

Discussion: Helen commented that the original scope of the review was very broad and this has been narrowed over time. SA Power Networks' recent submission is available via the following link - [Submission - EPR0097 Consultation paper - SA Power Networks - 20241212.PDF](#).

Our tariff structures have been locked in for the current Reset Period with a long-term strategy potentially covering the next 20 years. This includes SA Power Networks role as a potential DSO.



6. Customer Outcomes – Heather Merran/Erin Hampton

Please refer to slides for more information.

Area	Outcome	Metric	Status
Reliable, safe and resilient network	Export Tariff Expenditure Accountability/oversight	An annual update of the collection amounts through the Export Tariff from 1 July 2025.	Complete scheduled August 2026
Customer experience, choice, and empowerment	Time of Use Tariffs education and informed choice for customers	Review tariffs website and ensure TOU tariffs are appropriately communicated (review of website material)	Complete
Clean and green energy	Export Tariff Expenditure Accountability/oversight	An annual update of the collection amounts through the Export Tariff from 1 July 2025.	Complete scheduled August 2026
Affordable and equitable supply	AEMC Pricing Review involvement	Group to review SAPN's long term pricing strategy	November meeting
Advocacy	Vulnerable customer assistance through LMRP	TAG writes to Department of Energy and Mining regarding government assistance for vulnerable customers requiring upgrades for smart meter installation.	Escalated to CAF (complete)
Innovation	Tariff trials particularly in the shift to more people on TOU tariffs through LMRP	Investigate future trial tariffs and share with the group. Group to suggest trial tariffs or make one suggestion for IAG investigation	Ongoing
Know your customer/ Data	Distribution tariff interaction with retailer tariffs	Retailer pricing update from Pricing Team at August meeting	Complete

7. 2024-25 Data Insights – Helen White

Please refer to slides for further information.

Helen presented the following main points:

- 88% of interval meter residential customers' grid consumption is between 1-10MWh
- The different distribution curves for solar and non-solar customers
- The increase in interval meter numbers since June 2023 for both residential and business customers
- Controlled load – Solar Sponge window increase since 2021

Discussion: Overall consumption dropped in 2023-24 due to mild weather and potentially a response to the increase in wholesale generation costs. SA Power Networks has a total of 826,000 residential customers which currently sits at a growth rate of around 0.9% per annum with approx. 229,000 solar customers and 166,000 non-solar customers having interval metering installed at their properties.

With the interval meter roll out program, it is expected that by 2030, most customers will have interval metering. SA Power Networks must consider how customers with remaining accumulation metering will be charged for physical meter reading.

Interval metering enables pricing signals that encourage customers to shift consumption to low-demand periods, helping to avoid costly network upgrades and addressing midday negative demand issues. The uptake of controlled load in the Solar Sponge window in the last Reset period was an example of the effectiveness of pricing signals combined with retailer orchestration. SA Power Networks will continue to advocate to retailers for more load to shift to the Solar Sponge window.

Matt commented that some customers are moving away from controlled load hot water to take advantage of solar generation, and some are also moving to heat pumps connected to main tariff. He advised that they are seeing a slow movement away from controlled load.

8. Retailer Analysis

Please refer to slides for more information.

Retailers can bundle the network distribution charges and other network charges at their discretion, and this can include increasing the supply charges on the bill to reduce their peak consumption prices.

With the changes from 1 July 2025 including the extension of the Solar Sponge to a 6-hour window with an equal off-peak window of 6 hours, Origin is the only retailer to have taken this up. The other retailers have not implemented SA Power Networks' new residential tariff structure.

Electrify is the new customer choice tariff and SA Power Networks are advocating to retailers to offer this to their customers. Currently, IO Energy (local SA retailer), Energy Locals and Kogan are the only ones who offer this tariff to customers.

Average small business customers have a consumption of 10,000kWh per annum at the single rate price.

The issue of Export Tariffs was briefly raised here. Further discussion is recorded under Item 2.

9. Around the Room – all

Cathi is meeting with Kate Symons, SA representative of the AER Board and invited the group to provide any issues they would like raised with her.

Meeting closed at 12:36pm.

Action Items

Action topic	Action item	Party Responsible	Status
Customer Outcomes	Update of the collected Export Tariff \$\$ and expenditure at the August 2026 meeting (allows for a full year of collected data)	Erin/Helen	TBC
Customer Outcomes	Investigate advisory group access to SAPN's role as a DSO podcast	Erin	TBC
Customer Outcomes	Contact Georgie Morris and Antony Clarke for potential EWoSA, SACOSS, SA Business Chamber letter supporting support for vulnerable customers through LMRP	Erin	Complete
Innovation	Please send any ideas for IAG investigation through to Mark Yates (mark@yesgroupsa.com.au) and Sam Craft (sam.craft@sapowernetworks.com.au)	All	Ongoing



Action topic	Action item	Party Responsible	Status
Innovation	Meeting to be scheduled with Mark Yates and Sam Craft to discuss innovation ideas from TAG further.	Erin	Complete
Energy Masters	Update to be provided at November meeting	Erin	Confirmed

Draft agenda items:

- Energy Masters Update – Sam Craft
- Innovation Pathway and Advisory Group Update – Sam Craft/Mark Yates
- FERM Update – Helen White/James Brown/Sam Craft
- Trial Tariffs – Helen White – Standing agenda item
- Long Term Pricing Strategy Update

