

Minutes



Tariff Advisory Group (TAG)

Meeting Details

Organiser	Erin Hampton
Date	21 November 2025
Time	9:30 am to 12pm
Location	Teams Online

Attendees

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



Minutes

1. Welcome and Introductions – Heather Merran

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

CAF Update

Please refer to slides for further information.

The update from the last Community Advisory Forum on 5 November included:

- Community Safety Campaigns
- Summer and Bushfire Preparedness for the early bushfire season commencement for 2025/26
- Digital and Technology Department Update – Eva Balan-Vnuk
- Strategic Plan Update

2. Outstanding Action Items/Matters arising from previous meeting – Heather Merran

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	Complete – Agenda item August 2026
Customer Outcomes	Investigate advisory group access to SAPN's role as a DSO podcast	Erin	Complete – link in meeting minutes
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
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	Complete – Agenda item

Information about SA Power Networks' future as a DSO and our recent podcast with CEO, Andrew Bills and Senior Manager Enterprise Innovation, James Brown is available on our website or via this link - [The DSO challenge: Making South Australia's energy future fair and affordable](#).

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.

No new trial tariffs are proposed for 2026/27 however Helen's pricing team are considering a trial tariff in 2027/28 – Flexible Tariffs 2.0. In the current regulatory control period (RCP), Flexible Tariffs were introduced which looked to incentivise large business load flexibility. These tariffs will need to evolve as we prepare for 2030-35 RCP.

Discussion:

Cathi asked about the Department of Climate Change, Energy, the Environment and Water (DCCEEW) and their consultation on a solar share offer as part of the Default Market Offer (DMO). She asked how this relates to trial tariffs that Helen and her team is working on.

Helen advised that the current default tariff structures are fixed for 2025-30. The trial tariff mechanism would not be suitable as only 0.5% revenue can be collected from a trial tariff. The Pricing Team are currently in conversation with the AER regarding this proposal including the provision of customer tariff data to inform their DMO kWh consumption rates.

David asked about the future potential changes to the Flexible Tariff 2.0 and Helen advised that they are looking at Dynamic Operating Envelopes (DOEs) and how they interact with pricing levers, acknowledging that the distribution network can be under constraint at any time, not just when the temperature is 38 degrees or above. The Pricing Team is engaging with the network engineering teams within the business.

Don commented about his mother's experience with the Globird retail plan and the use of her residential battery to export to the grid during certain times a day and not import power during peak periods. He advised that the SAPN Electrify Tariff has allowed this innovation and incentivised use of the network. Helen thanked the group for their collective effort in the development of this tariff.

4. Innovation Framework and Advisory Group (IAG) Update – Sam Craft/Mark Yates

Please refer to slides for further information.

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

Mark advised that problem statements/suggestion submissions were due by 24 October and Don submitted one for consideration. Sam invited Don to comment on his submission that related to his previous comments around the Globird retail plan. Globird and Amber are the only retailers who have a plan of this type.

Mark commented that SAPN has put the tariff framework in place but not every retailer has an offering to the marketplace. He believes that SAPN has done everything they need to in this space, and it is now up to retailers to develop their systems to offer this to customers.

Don asked if an incentive could be provided to retailers to offer this to customers. Heather commented that there is scepticism in the community regarding handing control of a battery/solar system to a retailer and the incentive to retailers is to broaden their offerings and attract new customers.

Sam commented that the problem statement could more be the education and awareness of Virtual Power Plants (VPPs) and if SAPN have a place to educate, advocate or complete some case studies of the usage of VPPs. Mark supported this idea and advised that misinformation is a

large constraint for community adoption and education could include the community, retailers, etc.

Action: Sam and Mark to develop idea further and revisit at the next TAG meeting.

Further submissions can be made via this link - [Tariff Advisory Group – Problem Identification Survey – Fill out form](#)

5. Energy Masters Update – Sam Craft

Please refer to slides for further information.

Sam advised that there have been challenges ensuring participant properties are suitable and customers are engaged in the program. She thanked Helen and her team for supporting the partner retailers to service customers who have signed up for the program.

Heather commented that there was a lot of information to go through (she is a participant), especially the retailer offer which was quite complex.

6. Long Term Pricing Strategy – Helen White

AEMC is currently completing a pricing review which commenced with a broad remit. After the first round of consultation with industry, they have now narrowed the scope to focus more explicitly on pricing options including tariffs.

Please refer to slides for further information.

SAPN considers the future in regulatory periods for 2030-35, 2035-40 and then 2040 onwards. The AEMC draft report is being published in December which will provide further information. There has been a lot of discussion around dynamic pricing, locational pricing and DNSPs pricing for retailers.

Customer considerations have informed our pricing structures to date. If the structure changes to pricing for retailers, it offers the ability for more complexity with retailers who are then able to package these up for the end energy consumer. These retailer offers could be formed as a bookend approach, involving a simple flat rate at one end of the spectrum to a more complex tariff for highly engaged consumers who can accept the risk around the volatility of the electricity market.

Non-tariff mechanisms have also been discussed including a flexible marketplace. This involves using the distribution network more efficiently with forecast network constraints to be managed by the establishment of a marketplace where suppliers can bid in for financial reward to relieve a constraint.

Conversations will continue to explore options from all angles and ensure that what SAPN is doing through pricing matches the energy network evolution and transition as well as the broader industry. Change will take time, and engagement will continue with key stakeholders.

7. Customer Outcomes – Heather Merran/Erin Hampton

Please refer to slides for more information.

Area	Outcome	Metric
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 – scheduled for August 2026 meeting
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) - completed
Clean and green energy	Export Tariff Expenditure Accountability/oversight	An annual update of the collection amounts through the Export Tariff from 1 July 2025 – scheduled for August 2026 meeting
Affordable and equitable supply	AEMC Pricing Review involvement	Group to review SAPN's long term pricing strategy - ongoing
Advocacy	Vulnerable customer assistance through LMRP	TAG writes to minister regarding government assistance for vulnerable customers requiring upgrades for smart meter installation. – completed – TAG/CAF/CAG and VCAG joint letter sent September 2025.
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

8. Firm Energy Reliability Mechanism (FERM) Update – Helen White

Please refer to slides for further information.

The FERM was introduced by the SA Government in September 2025. It was proposed 12 months ago, underwent consultation and is now currently in place. As the scheme is targeted at the transmission level, it includes both transmission and distribution connected customers.

If ElectraNet do not disclose explicitly what the FERM cost is, we are not going to be able to identify the cost as it will be blended across their annual pricing structures. Discussions with ElectraNet are continuing to determine what detail they can or will provide.

Action: Contact ElectraNet in early 2026 for presentation/liaison in April/May re FERM rollout (with TAG or action group, etc).

Discussion:

David asked if ElectraNet will be required to advise of the overall cost of the FERM annually. Helen advised she did not know if this was required as part of the regulations however SAPN will be requesting this information.

Cathi advised that the SA Business Chamber are requesting transparency regarding the FERM as she advises that there has been minimal information regarding the ongoing costs to energy consumers. They recently met with the policy team from DEM to advise of their concerns.

Cathi asked how the FERM would affect the kWh rate for consumers. Helen advised that transmission pricing is complex and includes locational and non-locational charges, common service charges, MW charges based on maximum demand, which is a fixed value, not volumetric. She suggested a further session for those interested in transmission pricing charges.

Cathi also advised that Project Energy Connect (PEC) is impacting this program and they have asked for transparency to ensure that charges are not duplicated. Please follow this link for more information about the PEC - [Project EnergyConnect](#).

Action: Group members to advise interest in separate transmission pricing session with Helen/SAPN reps

9. Reflections from 2025 and Priorities for 2026

Please refer to slides for more information.

- Embedding Reset Determination and TSS
- Website communications review
- Long term pricing review – stakeholder workshop
- LMRP support for vulnerable customers advocacy letter
- Innovation problem statement discussions

Discussion:

Dianne Lomas – advised that she appreciated being part of the tariffs website review.

Mark Gishen – has been able to keep abreast of what has occurred in meetings missed via meeting minutes and appreciated the amount of work/discussions in the meetings.

Don Woodhouse – thanked the group for the opportunity to hear about SAPN initiatives and how group members are contributing to the industry.

Jen Bradley – has appreciated being part of the group and the access to the level of information and expertise. She thanked the Innovation Advisory Group for the work they are doing and the broad approach to innovation including involvement in Energy Masters, etc.

David Russell – appreciated the learning experience and knowledge of distribution and innovation in this space. SA leads the country and SAPN are at the cutting edge of the customer side including trial tariffs and the IAG.

Cathi Buttfeld – appreciated the learnings from group members and Helen and her knowledge of tariffs with her ability to make the complex simple.

Richard Sibly – thanked the group and appreciated the positive feedback and even though it has not been a Reset year, there has been a lot of activity going on in the team.

Matt Curnow – has appreciated to get more understanding of the ‘why’ SAPN are doing things and ‘what’ they can influence as there is misunderstanding in the broader community. Has appreciated conversations around smart meter rolls outs and what is being experienced in the industry.

Simon Blom – has appreciated the knowledge gained and it enables him to provide a greater service to the councils he supports in his role with the LGA.

2026 Priorities

- AEMC Pricing Review
- AEMC Regulation Review
- SAPN’s long term pricing strategy
- Innovation Problem Statement investigation and development
- Trial tariff development

Discussion:

Heather Merran – wants the group to consider how network pricing fits within the system and the energy industry evolves.

Erin Hampton – suggested further collaboration with other advisory groups including CAG/VCAG.

Cathi Buttfeld – has requested a list of the group members of all the advisory groups. Erin to follow this up with Alex Lewis.

Don Woodhouse – as consumers consider ways to reduce their costs, it may mean that less people are paying more as those with solar, etc., reduce their volumetric charges. Helen advised that the pricing team are investigating this issue and fixed pricing making sure that customers without solar are not left at a significant disadvantage.

10. Around the Room – all

A Consultative Group Review will occur before April to ensure the structure is fit for purpose. Please complete the advisory group survey and provide your feedback.

Don Woodhouse shared a useful presentation about Solar PV and Batteries in South Australia. He requested that this been sent out to the group with the meeting minutes.

Action: Solar PV and Batteries in South Australia presentation to be sent with meeting minutes.

Meeting closed at 11:50am.

Action Items

Action topic	Action item	Party Responsible	Status
Innovation Problem Statement	Sam and Mark to develop VPP education idea further and revisit at the next TAG meeting.	Sam/Mark	TBC
FERM	Contact ElectraNet in early 2026 for presentation/liaison in April/May re FERM rollout (with TAG or action group, etc)	Helen/Erin	TBC
FERM	Group members to advise interest in separate transmission pricing session with Helen/SAPN reps	All	TBC
Advisory Group collaboration	Erin to investigate providing a list of the group members of all the advisory groups broadly	Erin	TBC
Further learnings	Solar PV and Batteries in South Australia presentation to be sent with meeting minutes	Erin	Complete

