Exposure Draft –Alternative Electricity Services Code of Practice 2026

Reading Guide - Single Property Networks AES

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Disclaimer

1 Overview

1.1 Introduction

On 4 August 2026 the Governor of Executive Council made the Electricity Industry (Alternative Electricity Services) Regulations 2026 (the AES Regulations) which prescribe single property network (SPN) and on-site power supply (OPS) services under the Alternative Electricity Services (AES) registration framework.

The Department of Energy and Economic Diversification (DEED) is consulting on the exposure draft of the Alternative Electricity Services Code of Practice (SPN) (the AES Code (SPN)).

This paper provides an overview of the key differences between the AES Code (SPN) and the Voluntary Embedded Networks Code of Practice 2024 (VEN Code).

Please refer to the DEED website for more information on the:

- AES registration framework, the role of the Economic Regulation Authority (Authority) and the Energy and Water Ombudsman Western Australia (Ombudsman);
- *Electricity Industry Act 2004* (Act) and the Electricity Industry (Alternative Electricity Services) Regulations 2026 that prescribes each service and sets out who must register to provide a service;
- guidance as to who will and will not be captured by regulation, transitional provisions and conditions of registration: Consultation on the Alternative Electricity Services (AES) Prescribing Regulations;
- previous consultation on embedded networks in Western Australia; and
- the exposure draft of the AES Code (SPN).

What is the AES Code of Practice?

The AES Code will set out the obligations for providers of prescribed services when interacting with their customers. Both the AES Regulations and AES Code will be updated as new services are added to the AES framework.

The exposure draft of the AES Code (SPN) currently being consulted on outlines obligations for SPN services only.

As commencement of the AES registration framework is to be staged, with obligations for OPS services commencing 1 February 2027, the initial AES Code as made on 6 August 2026 does not include obligations for SPN services.

Prior to commencement of the obligations for SPN services on 1 July 2027, the AES Code will be repealed and made again, containing obligations for both OPS services and SPN services.

1.2 What does this reading guide cover?

Section 2 provides a high-level overview of the proposed SPN AES obligations. It does not provide sufficient detail to be a stand-alone representation of the obligations and should be read alongside the exposure draft of the AES Code (SPN).

Section 3 provides a high-level overview of the changes made in the period since the 2024 consultation on the VEN Code obligations.

1.3 Consultation

DEED is inviting stakeholder feedback on the AES Code (SPN). Submissions can be sent to EPWA-AES@deed.wa.gov.au by 25 September 2026.

All submissions received will be published on the DEED website, unless a specific request for confidentiality is made. Please indicate on the covering page of your submission if you wish to have part or all of your submission treated as confidential.

Requests for information relating to this process will be treated in accordance with the *Freedom of Information Act 1992* (WA) and DEED processes.

1.4 Next steps

At the conclusion of this consultation period on draft SPN obligations, DEED will consider all submissions received and provide further advice to the Minister for Energy and Decarbonisation.

Any amendments to the AES Code (SPN) resulting from this consultation process will be made and progressed with the Parliamentary Counsel's Office.

Stakeholders will be notified by email when the AES Code incorporating SPN AES obligations is formally made.

1.5 When do the obligations come into effect?

Subject to any exemptions applicable, any person who provides a service prescribed in the AES Regulations will need to:

- register with the Authority;
- become a member of the Ombudsman scheme (service providers of small use customers only); and
- comply with the AES Code,

to provide a service.

Registration for SPN AES service providers will become mandatory on 1 July 2027. Providers need to comply with the AES Code once they are registered. These timings are indicative only and stakeholders will be informed of any changes.

Work to amend existing on-selling exemptions under the Electricity Industry Exemption Order 2005 will begin later in 2026, ahead of commencement of obligations for SPN AES providers. DEED will consult on any regulatory amendments and stakeholders will have the opportunity to provide feedback.

1.6 Requirements of registration

Two obligations previously contained in the VEN Code have been moved into the AES Regulations as a condition of registration (regulation 15(b) and (c)). Specifically, the conditions are:

1. to provide SPN AES to a customer in accordance with an SPN agreement.
2. to not unreasonably prevent, withhold or obstruct the supply of electricity within the SPN to a customer of the provider.

It should be noted that an SPN agreement can form part of a lease and can also be, if the customer is a resident in a strata titles scheme or community scheme, the by-laws that apply to the customer as a resident of the scheme. Stakeholders should note that this does not preclude a strata company SPN provider using a formal SPN agreement with each customer.

1.7 Transitional arrangements and provisions for easier implementation

To make for an easier and efficient transition, DEED has implemented the following transitional arrangements in the AES Regulations:

- For electricity supply contracts that commenced before 1 July 2027, disclosure statements must only be provided on written request from a customer.
- DEED acknowledges that there will be existing contracts entered into before 1 July 2027 that contain terms (i.e. electricity pricing) inconsistent with the requirements of registration or the AES Code which will be of no effect due to regulation 17(1). To avoid SPN providers having to update a large volume of contracts ahead of 1 July 2027, providers will be allowed to retain the existing contracts within inconsistent terms, provided they act to comply with the AES Code.
    - As an example, an existing contract may contain an pricing clause which is inconsistent with the AES Code, however if the provider charges its small-use customers in line with the AES Code pricing rules (clauses 24 and 25) they are considered to comply with the AES Code despite the inconsistent contract term.
- Clause 18 of the AES Regulations provides for a period of six months from commencement for SPN AES on 1 July 2027, to allow SPN providers time to update billing systems so that they comply with AES Code requirements.

2 Introduction to SPN AES and the AES Code (SPN)

2.1 What is an SPN?

All private networks on a single property are SPNs. However, this does not mean that all private networks will be regulated under the AES registration framework.

SPNs vary in complexity, and some properties will have more than one SPN located on them. To differentiate between different SPNs located on a property, the AES Regulations establish two forms of networks which may be found on a single property:

- private networks
- nested networks.

Both are SPNs. Most SPNs will be simple private networks. However, some complex sites may include several nests of independently owned and operated nested networks supplied by a private network.

2.2 What is an SPN AES?

The supply of electricity within an SPN is an AES. For example, a person may buy electricity at the parent meter, generate electricity on site, transport electricity within the distribution system that forms the SPN and sell that electricity to people who use or consume the electricity within the SPN.

No matter how a supplier providing an SPN AES bills for the electricity supplied, whether on one bill or split into several, the AES registration framework still applies. For example, if a supplier issues one bill just for electricity consumption within the home and another for electricity used for air conditioning purposes, both supplies are considered an SPN AES.

There are a range of services that are excluded from being an SPN AES and therefore will not be regulated. Please refer to the AES Regulations Clause 10(3) for these exclusions.

The Reading Guide – Exposure Draft AES Regulations provides further information on what is an SPN under the AES framework.

2.3 Application of Code to large use customers

It is important to note that the AES Code (SPN) applies to all customers of SPN services regardless how much electricity they consume. However, certain clauses, including those relating to price restrictions, do not apply for supply to a customer who consumes more than 160 MWh of electricity within the SPN in any 12-month period. These customers are referred to as large use customers.

An SPN service provider may agree on any price for the supply of electricity within the SPN to a large use customer. This is consistent with the proposal on this matter under the VEN Code.

Clause 12 (Content of an SPN agreement) requires that the SPN agreement contain the agreed tariff and any other fees or charges that may be payable by the customer under the agreement.

While large use customers in an SPN do not have access to the electricity ombudsman for dispute resolution, feedback from these customers within SPNs indicates a need for standardised customer protections given the lack of choice of electricity provider.

3 Overview of SPN service provider obligations under the AES Code (SPN)

This section summarises the key proposed SPN obligations in the draft AES Code (SPN).

Topic and associated AES Code provision	Overview of the proposed obligation/s
Third party compliance with the AES Code of Practice (clause 5)	The SPN provider, or registration holder, is responsible for the conduct of any person the provider engages to act on its behalf (including marketing agents).
Contact for purposes of marketing (clause 6)	Outlines appropriate conduct for marketing or canvassing.
Policies must be published on website (clause 7)	If an SPN provider has a website, it must publish on that website: • its complaints and dispute resolution procedure; • contact details for the electricity and water ombudsman; • an electronic link to the Code; and • its hardship policy and family violence policy (if applicable) If a customer requests, the SPN provider must send an electronic copy or give a hard copy of any of the information above without charge.
Written information must be easy to understand (clause 8)	SPN providers must ensure all written information given to customers uses clear, simple and concise language.
Disclosure statement – residential customers (clause 10)	A written disclosure statement needs to be provided before a residential customer enters an SPN agreement and before the supply of electricity occurs. The disclosure statement must be in the form set out in Schedule 1 of the Code. Transitional - a disclosure statement is only required to be provided for new SPN agreements made from 1 July 2027, or if requested in writing by an existing customer.
Disclosure – non-residential customers (clause 11)	An SPN provider who supplies a non-residential customer must disclose the items listed in Schedule 2 of the Code before an SPN agreement is entered into and before supplying electricity (similar to above). There is no requirement to use a special form and the provider may disclose the required information in other materials or using its own form. Transitional – disclosure is only required to be provided for new SPN agreements made from 1 July 2027, or if requested in writing by an existing customer.

Topic and associated AES Code provision	Overview of the proposed obligation/s
Content of SPN agreements (clause 12)	It is a condition of registration for an SPN provider to have an SPN agreement with each customer and for that agreement to contain certain minimum information.
Service provider must give customer copy of SPN agreement (clause 13)	An SPN agreement must be provided to a customer when the SPN agreement is entered into.
Pricing and charging (clause 14)	Information must be provided to the customer on request about the SPN provider's prices, fees and charges. The SPN provider cannot require payment of any amounts otherwise than in accordance with the SPN agreement for the customer or the Code.
Variation to prices, fees or charges (clause 15)	Written notice must be provided to a customer of a variation to prices, fees or charges.
Obligation to notify customer of change of SPN service provider (clause 16)	Notice and information requirements on a change of SPN provider for an SPN, including for life support customer arrangements.
Metering (Division 3)	From 1 July 2027, all SPNs must be metered other than those SPNs that were not metered immediately before 1 July 2027. The Division also sets out arrangements for testing the accuracy of SPN meters.
Tariffs and prices (Division 4)	Requirement for an SPN agreement to specify the tariff that applies for a customer and, if a special tariff applies: • the amount of the special tariff agreed between the parties; and • the standard tariff that would apply if a customer opts out of a special tariff. Provides for tariff classes based on customer classes – residential and non-residential and for non-residential customers, based on electricity consumption amounts. For providers who supply non-residential customers who consume more than 160 MWh in a 12-month period (large use customers), a provider does not have to calculate electricity charges in accordance with clauses 24 and 25 (i.e. applying a standard tariff or using the special tariff process). Transitional – where an existing contract with a small use customer made before 1 July 2027 contains an pricing clause inconsistent with the AES Code and the SPN provider wishes to use the existing contract as the SPN agreement, as long as the provider charges its small-use customers in line with the AES Code pricing rules (clauses 24 and 25) they are considered to comply with the AES Code despite the inconsistent pricing term.
Standard tariff (clause 24)	An SPN provider must calculate charges payable by a small use customer based on the applicable standard tariff unless clause 25 applies and a customer opts in to a special tariff. Relevant standard tariffs are as follows: • Residential – Tariff A1 • Business - electricity consumption under 50 MWh per annum – Tariff L1 • Business - electricity consumption 50 to 160 MWh per annum – Tariff L3 as set out in the *Energy Operators (Electricity Generation and Retail Corporation) (Charges) By-laws 2006 Schedule 1*
Special tariff (clause 25)	A small use customer may opt in to a special tariff offered by a provider, instead of a standard tariff (i.e. a time of use tariff). A special tariff can be any amount agreed between the parties and must be set out in the SPN agreement. A customer may opt out of a special tariff after 36 months have expired. Notice requirements apply.

Topic and associated AES Code provision	Overview of the proposed obligation/s
Electric vehicle supply (clause 26)	An SPN provider must calculate charges payable by a small use customer based on the applicable standard tariff under clause 24 unless clause 25 applies and a customer opts in to a special tariff. However, if the SPN provider wishes to charge its small use customer a fixed daily supply charge for EV Supply, this is restricted to the additional dwelling daily supply amount under tariff A1, as set out in the *Energy Operators (Electricity Generation and Retail Corporation) (Charges) By-laws 2006 Schedule 1* Supply may be limited by a provider following written notice to the customer. This clause does not apply to electricity supply to large use customers. The parties may reach any commercial agreement on prices, fees and charges for electric vehicle supply to large use customers within an SPN.
SPNs wholly supplied from renewable sources (clause 27)	An SPN provider may charge a customer for the reasonable costs to supply with electricity only from renewable sources, recovered as a special tariff only. Notice requirements apply prior to the supply of electricity. The SPN provider must provide written evidence of the reasonable costs if requested and the customer is not able to opt out of this special tariff. This clause does not apply to electricity supply to large use customers. Parties may reach any commercial agreement on prices, fees and charges for large use customers within an SPN wholly supplied from renewable sources.
Request to offset supply (clause 28)	Arrangements to apply where a customer requests that an SPN provider offset electricity generated by renewable sources against the carbon or associated emissions produced by the generation of the electricity supplied to the customer. Reasonable costs to offset can be recovered as part of a special tariff. Customer can opt out of this special tariff after 36 months. This clause does not apply to electricity supply to large use customers within the SPN and the parties may reach any commercial agreement on prices, fees and charges and arrangements for offsetting supply.
Request to supply electricity with particular characteristics (clause 29)	Arrangements to apply where a customer requests, or SPN provider offers, a supply of electricity with particular characteristics. Reasonable costs for this supply can be recovered as part of a special tariff. Customer can opt out of this special tariff after 36 months. This clause does not apply to electricity supply to large use customers within the SPN and parties may reach any commercial agreement on prices, fees and charges for the supply of electricity with particular characteristics.
Request for supply from licensed network (clause 30)	Arrangements to apply where a person requests an SPN provider to facilitate a connection to a licensed network supply. This protection applies to all customers and potential customers within the registered SPN who consume or are reasonably expected to consume, more than 50 MWh of electricity within a private network in a 12 month period.
Distributed energy resources not owned by customers (clause 31)	An SPN provider cannot require a customer to, or charge a fee to, maintain, repair or insure provider-owned distributed energy resources.
Billing (Division 5)	Minimum billing standards, for: • billing frequency and format; • minimum information to be provided on bills; • how bills must be calculated, if metered or not; • restrictions on estimating bills;

Topic and associated AES Code provision	Overview of the proposed obligation/s
	• retention period for billing data; • payment methods; and • process to review a bill at the customer's request.
Undercharging and overcharging (Division 5, Subdivision 3)	Requirement for an SPN provider to notify the customer and offer appropriate options to pay the outstanding amount (undercharging) or reimburse the overcharged amounts (overcharging). No interest is payable.
Financial hardship and family violence assistance (Division 6)	Requirement for an SPN provider to have separate hardship and family violence policies to assist affected residential customers. Not applicable for SPN providers who supply non-residential customers, however, the provider must consider any reasonable request from a non-residential customer for a payment plan in case of payment difficulties.
Disconnection and reconnection of supply address (Division 7)	Circumstances when disconnection by SPN provider is limited include: • where a customer has made a complaint to the electricity ombudsman that is unresolved; • where a customer's supply address is registered as requiring life support equipment; or • where the SPN provider becomes aware a customer is a vulnerable customer (nine-month disconnection moratorium applies). Provides for arrangements for disconnections in situations where a customer fails to pay a bill or denies access to an SPN meter, and when the SPN provider must arrange for reconnection of a supply address after disconnection.
Interruption of supply (Division 8)	Notice and supply restoration requirements for unplanned and planned interruptions to the supply of electricity to a customer's supply address.
Complaints and dispute resolution (Division 9)	Requirement for SPN provider to have a complaints and dispute resolution procedure that is consistent with AS/NZS 10002:2022 *Guidelines for complain management in organisations* published by Standards Australia. SPN providers must not charge a customer for raising a complaint or dispute. SPN providers must advise a customer of the outcome of a complaint (including reasons) within 20 business days and advise that the customer can refer the complaint or dispute to the electricity ombudsman (small use customers only).
Life support equipment (Division 10)	Requirement for an SPN provider to keep and maintain a life support register for persons in the SPN requiring life support equipment. Requirement to take reasonable steps to ensure that life support equipment at the supply address is registered with the relevant distributor for the SPN and for the registration of supply within the SPN with the relevant distributor as a commercially sensitive load (if applicable).

4 Changes made in the AES Code (SPN)

This section summarises key changes introduced in the draft AES Code (SPN) compared to the 2024 VEN Code and the reasons why the changes were made.

Topic	Nature of the change	Reason for the change
Disclosure statement and SPN agreement	Only supply to a residential customer requires use of a prescribed form in Schedule 1.	To improve disclosure in the residential sector, DEED considers use of a prescribed form is essential given the minimal information currently provided.
	For supply to non-residential customers, the disclosure items detailed in Schedule 2 must be provided in writing, but use of a prescribed form is not required.	Provides the opportunity for the information to be built into an existing disclosure already required, existing software systems for automation or other onboarding materials such as for commercial leasing.
SPN agreement	The requirement for an SPN agreement has been transferred from the AES Code to the AES Regulations. The SPN agreement as defined in the AES Regulations can include strata scheme by-laws.	Following feedback received during the voluntary period, strata scheme by-laws may be used as SPN agreement terms.
	Must specify if the customer's supply address is connected to a meter and, if not, must specify how the customer's bill will be calculated.	If a supply address is not connected to a meter, clarification is needed as to how the total electricity consumption for the SPN will be allocated to the customer and any other person in the SPN (for example, by floor area or unit entitlement).
Metering	Removal of ability for customer to request an interval meter.	Removed following stakeholder feedback.
	If a meter test shows the meter is not accurately measuring the consumption of electricity at the supply address or that the meter is not correctly wired to the customer's supply address, the SPN provider must rectify this to comply with the Code.	Following feedback of meters not being correctly wired to supply addresses.
	Removal of requirement to provide the customer/s with access to meter (in order to read the meter).	As meter reads will not be required to be provided on a bill, access to the meter to verify meters reads will not necessarly be helpful to a customer.
Tariffs and prices	Terminology change from default tariff to standard tariff. Change from price cap to set standard prices.	Whereas the default tariff was a maximum price that could be charged, the new concept of standard tariff is not a price cap. If an SPN provider wishes to charge something other than the standard tariff (any component more or less than the components of the standard tariff), a special tariff should be used.
	Special tariff (e.g. a time of use tariff) may still be agreed by parties but longer timeframe of 36 months (3 years) before customer can opt-out of agreed special tariff.	The VEN Code allowed a customer to opt out of a special tariff at any time. A longer period has been provided following stakeholder feedback to allow SPN service providers more certainty over SPN pricing.
	Inclusion of Tariff L3 as a standard tariff, in addition to Tariff A1 and Tariff L1, depending on customer profile.	Following feedback received during the voluntary period, Tariff L3 has been included as a standard tariff for non-residential customers consuming more than 50 MWh,

Topic	Nature of the change	Reason for the change
	No restrictions in Code on offering different customers different prices.	but no more than 160 MWh of electricity in any 12-month period. DEED understands that in some SPNs, SPN providers offer different pricing to different customers depending on load profile and the nature of the business (such as opening times). The SPN provider does not have to disclose all special tariffs offered to all customers in the SPN. SPN provider and a customer can negotiate a bespoke tariff arrangement. However, an SPN provider may simply only offer the standard tariff to all its customers.
EV Supply	EV Supply to small use customers must now be charged in accordance with a standard tariff or special tariff as for other electricity supply. Minor changes to EV Supply definition.	The VEN Code did not regulate the price charged for usage/consumption for EV Supply, only the fixed daily supply charge. Clarification that EV Supply is part of an SPN agreement (i.e. it is not ad hoc casual charging) supplied in addition to and metered separately from other electricity supply provided to the customer.
SPN wholly supplied from renewable sources	Reasonable costs recovered as part of a special tariff only, however no ability for customer to opt out of a special tariff after 36 months.	Uplift to standard tariff removed to allow for other tariff structures such as time of use. SPN provider must be able to show evidence of reasonable costs for the supply of electricity wholly from renewable sources. No right for customer to opt out of special tariff.
Request to offset supply	This obligation has been separated from the request for electricity with particular characteristics. Reasonable costs to be recovered as part of a special tariff only.	To separate the obligations as this obligation operates in response to a customer request only.
Request for supply of electricity with particular characteristics	Either the customer may request supply or SPN provider may offer supply, with particular characteristics. Reasonable costs to be recovered as part of a special tariff only.	Feedback received from stakeholders that providers would also like to be able to offer electricity with different characteristics, for example different voltages.
Access to licensed network supply	Request process simplified. Customer may be charged a reasonable administrative fee for investigative work. Reasonable costs to be charged to the customer must be disclosed before proceeding. SPN provider not required to consider another request within 12 months of a previous request.	To address concerns raised in the voluntary period that this type of wiring infrastructure change request might be used vexatiously.

Topic	Nature of the change	Reason for the change
	No obligation on customer to bear any costs to revert site to be wired back into SPN. Where the SPN provider is not the property owner, it must obtain necessary consents and approvals from the owner of the land or building.	
Distributed energy resources not owned by customers	Requirement that customer receives no financial benefit from the DER assets removed.	Financial benefit was determined too hard to define in a practical way for application of this clause and was therefore removed.
Billing	A bill can be issued in paper form or electronically, however if electronically the customer must be notified that a bill has been issued. SPN provider cannot charge for a paper bill.	This change provides equitable access to billing information to customers with low digital literacy.
	If a bill is estimated it must state so on the bill along with the method used to estimate the amount of electricity consumed by the customer.	VEN Code did not require this however feedback from customers indicates express disclosure on estimation is required to properly inform customers.
	Billing cycle changed from 60 days to two months.	Following feedback to allow SPN providers to bill on the same date in a month which may mean a billing period exceeds 60 days on occasion.
	Restrictions on when a bill may be estimated. No estimation for first three bills or for more than two bills in a calendar year.	VEN Code did not contain any provisions limiting the amount of bills that may be estimated. Feedback from customers indicates some SPN providers estimate bills from the commencement of supply, with no consumption data on which to base an estimate. This practice is now restricted.
	Requirement to include name of the SPN registered with the Authority on the bill.	More information for customer to identify the registration holder and if SPN is noted on the register.
Financial hardship	Removal of requirement to provide overview of assistance and concessions available for residential customers.	Following feedback this requirement was considered too onerous for SPN providers as they are not in control of concessions policy which may change from time to time. May be administratively burdensome to update policy documents as and when concessions policy may change.
	The process for an SPN provider to assess a customer for financial hardship remains similar to the VEN Code. However, the ability for a customer to nominate another party to assist in this process has been broadened. Instead of using the concept of a consumer representative, the customer can now nominate anyone to communicate with an SPN provider on their behalf as part of the hardship assessment.	The revised process removes confusion about the role of the relevant consumer representative and better aligns with current practices when providers support customers experiencing payment difficulties.
Disconnection and reconnection of supply address	Minor process changes.	To simplify and streamline notification and reconnection of supply address.

Topic	Nature of the change	Reason for the change
Interruption of supply	Minor process changes however the requirement has been reduced to two business days to accommodate notice requirements within the licensed network supplying an SPN..	To simplify and streamline notification and restoration of supply to a customer's supply address.
	Addition of requirement for SPN provider to notify customers if provider's planned interruption within SPN is cancelled.	To ensure customers are notified if the planned outage is cancelled.
Complaints and dispute resolution	Requirement to include reference to electricity ombudsman and inform customer they may escalate a complaint or dispute to the ombudsman. If other legislation requires the SPN provider to have a complaints and dispute resolution procedure, the Code does not preclude an SPN provider using that as long as the information required in clause 50 is contained in that procedure and the procedure is consistent with AS/NZS 10002:2022 *Guidelines for complain management in organisations* published by Standards Australia.	VEN Code could not refer to electricity ombudsman as it was a voluntary instrument.
Life support equipment	Definition of life support equipment and medical practitioner confirmation now consistent with definitions used in the Code of Practice for the Supply of Electricity to Small Use Customers. Language and processes simplified including requirement to keep and maintain a life support register.	To simplify and streamline notification processes.
	New requirement to provide certain information about interruptions and how to prepare, to a customer within 10 days of receiving a medical practitioner confirmation.	To be consistent with obligations in the Code of Practice for the Supply of Electricity to Small Use Customers.
	New requirement for providers to take reasonable steps to ensure that life support equipment at the supply address is registered with the relevant distributor for the SPN and that the supply within the SPN is registered as a commercially sensitive load (if eligible).	Registration of the SPN as a commercially sensitive load provides an additional layer of protection for life support customers in SPNs.

5 Summary of tariff requirements

Small use customers – electricity consumption up to 160 MWh in any 12-month period	
Standard tariff	
Residential	
Residential	A1*
Non-residential	
Businesses with electricity consumption up to 50 MWh per annum	L1*
Businesses with electricity consumption 50 to 160 MWh per annum	L3*
Special tariff	
Residential or non-residential	• Any amount offered by SPN provider e.g. discount to standard tariff, time of use tariff • Customer must opt-in in writing to special tariff • Customer may opt out to relevant standard tariff after 36 months (notice requirements apply)
EV Supply	
• Separately metered • Usage/consumption – as per standard tariff or special tariff • Daily supply charge – no more than tariff A1 additional dwelling amount • Supply is part of SPN agreement, not ad hoc	

* The A1, L1 and L3 tariffs are the tariffs set out in *Energy Operators (Electricity Generation and Retail Corporation) (Charges) By-laws 2006* Schedule 1, payable by Synergy customers connected to the South West Interconnected System.

Large use customers – electricity consumption more than 160 MWh in any 12 month period
• No price regulation for any supply of electricity • Any amount may be agreed between parties