

## Demand Flexibility Terms and Conditions

### Preamble

SA Power Networks is delivering the Energy Masters pilot and trialling demand flexibility and Home Energy Management System technologies to understand the customer and network benefits of demand flexibility as the electricity distribution network provider.

### 1. Application Terms and Conditions

The Participant acknowledges and agrees:

- (a) they have accepted the Energy Masters Terms and Conditions at the time of submitting the application for Energy Masters; and
- (b) this Agreement is subject to and conditional upon the Energy Masters Terms and Conditions remaining in force.

### 2. Home Energy Management System

The Participant acknowledges and agrees that:

- (a) by participating in Energy Masters, they agree to participate in SA Power Networks' Demand Flexibility Trial;
- (b) a Home Energy Management System device will be installed on the switchboard at the property to track and record the flows of electricity using hardware installed at the property;
- (c) the Home Energy Management System will allow the Participant to enable demand flexibility and reduce the running cost of an Appliance enrolled in the Home Energy Management System; and
- (d) SA Power Networks may send Flexible Import Limits to the Home Energy Management System in accordance with clause 3 with support from the Participant.

### 3. Demand Flexibility Trial

The Participant acknowledges and agrees:

- (a) throughout the Duration, SA Power Networks will send a Flexible Import Limit to the Home Energy Management System;
- (b) in the event that the Flexible Import Limit is reduced, the Home Energy Management System may:
  - i. reduce the electricity load of enrolled and opted in Appliances to the point where the Appliances may be turned off; and
  - ii. where the Participant has a battery energy storage system (**BESS**), discharge the BESS to meet the reduced Flexible Import Limit;
- (c) in the event that the Flexible Import Limit is increased following a reduction under clause 3(c), the Home Energy Management System may increase the electricity load of enrolled and opted in Appliances to their previous state prior to a reduction to the Flexible Import Limit, including where the Appliances have been turned off by the Home Energy Management System, turn those Appliances back on;
- (d) for such period as you participate in Energy Masters and have Appliances enrolled and opted in, the Flexible Import Limit may be reduced at any given time and will be determined by us having regard to those matters impacting the electricity distribution network we consider relevant;
- (e) the Participant may manually opt out an Appliance (or all Appliances) from the effect of the Flexible Import Limit at any time by making an Appliance (or all Appliances) inactive in the Home Energy Management System via the Clipsal Cortex App;

- (f) in the event the Participant opts out in accordance with clause 3(f), opting out is temporary and the Home Energy Management System will automatically opt back in the Appliances after 24 hours (such period of time is subject to change at any time during the Duration of Energy Masters);
- (g) the Participant may request to permanently opt out all Appliances from the effect of the Flexible Import Limit at any time by contacting the Energy Masters hotline on (08) 8429 3100; and
- (h) the Participant's Basic Connection Service at the property is not reduced by the Flexible Import Limit, only the load consumed by the enrolled Appliances may be reduced by the Flexible Import Limit.

#### 4. Tariff

The Participant acknowledges and agrees:

- (a) if the Participant participates in the Demand Flexibility Trial the Participant may be eligible to receive the Tariff passed on to the Participant on its electricity bill from a Retailer;
- (b) not all electricity offers of Retailers are eligible to pass on the Tariff for participation in the Demand Flexibility Trial;
- (c) the Participant must satisfy itself of the offer by a Retailer and the Retailer's ability or inability to pass on the Tariff; and
- (d) the Participant may not receive the Tariff if the Participant permanently opts out all Appliances from the Demand Flexibility Trial as described in clause 3(g).

#### 5. Definitions

- (a) **Appliances** means either:
  - i. electric split system heating and cooling air-conditioning unit;
  - ii. electric hot water system;
  - iii. smart electric vehicle charger, or
  - iv. any other electric appliance that is compatible with the Home Energy Management System,and a reference to 'Appliances' is either the Appliances jointly or separately.
- (b) **Clipsal Cortex App** means the phone application and online system operated by New Energy Group Pty Ltd connected to the Home Energy Management System and allowing the Participant to use the Home Energy Management System;
- (c) **Demand Flexibility Trial** means the trial described in clause 3.
- (d) **Duration** means 1 November 2024 to 31 December 2027.
- (e) **Energy Masters** means the demand flexibility pilot program operated by the Project Partners.
- (f) **Energy Masters Terms and Conditions** means the terms and conditions for participation in Energy Masters available at <https://www.saenergymasters.com.au/>
- (g) **Energy Use Data** means data related to the consumption of electricity at the property, including data sourced from the residential electricity meter, the consumption and generation of electricity from electricity meter, Home Energy Management System and any connected Appliances or Consumer Energy Resources installed at the property.
- (h) **Flexible Import Limit** is determined by us from time to time by sending a signal to the Participant's Home Energy Management System. The maximum flexible import limit is size of the Basic Connection Service. The minimum flexible import limit is 0amp.
- (i) **Basic Connection Service** has the meaning given to it in the Service and Installation Rules available at <https://www.sapowernetworks.com.au/industry/service-installation-rules/>
- (j) **Home Energy Management System** means the device installed on the switchboard at the property to track and record the flows of electricity using hardware installed at the property and software

connected via the internet and controlled via the Clipsal Cortex App. The goal is to cover the energy demand of the property.

- (k) **Tariff** means the Diversify Trial Tariff offered by SA Power Networks. Full information on the Tariff and its application and availability can be found at <https://www.sapowernetworks.com.au/public/download.jsp?id=320663>
- (l) **Participant** means the individual completing the application for participation in Energy Masters and agreeing to these terms and conditions.
- (m) **Retailer** means a person authorised to sell energy to the Participant.