



1. In column A put in the off peak consumption in kWh
2. In column B put in the cost of off peak consumption
3. In column C put in the peak consumption in kWh
4. In column D put in the cost of peak consumption
5. Add the amounts in column B and column D and put this figure in column E – this is the total cost of your consumption.
6. Add the amount in column A to the amount in column C and put this figures in column F - this is your total consumption in kWh.
7. In column G put in the flat tariff rate – (for 2010/11 it is \$0.1923 / kWh for 2009/10 it is \$0.1831 / kWh)
8. Multiply column F by the rate in column G and put this figures in column H– this will give you how much your consumption would have cost you under the standard flat tariff.

If the figure in Column E (the cost of your consumption under CRT) is larger than the figure in Column H (how much it would have cost under the standard tariff), being on CRT has cost you more and you are able to claim the No Worse off Safety Net. Deduct the amount in Column H from the amount in Column E to calculate the amount of No Worse off Safety Net claim.

If the figure in Column E (the cost of your consumption under CRT) is less than the figure in Column H (how much it would have cost under the standard tariff), congratulations you have saved money by being on the Cost Reflective tariffs.

Please note that the fixed daily supply charge is the same regardless of which tariff system you are under and is not included when calculating the “No Worse Off Safety Net”. If you have had Solar PV installed you will also have two additional lines for the Solar Export. For the purposes of claiming the No Worse off Safety Net you should ignore the solar export lines.

### **How much can you claim?**

If being on CRT has cost you more than being on the standard flat tariff you can claim the amount of the difference between the two and this will bring the cost of your consumption down to what it would have been under the standard tariffs. That way, your participation in the CRT trial does not cost you anything overall.

If you would like advice on ways to cut your power bills and take advantage of the trial CRT, call the Smart Living Centre on 8950 4350.

### **How to make a claim**

To claim you no worse off safety net – bring your bill into Alice Solar City and we will organise a credit on your next power bill for the difference. If you can't make it in, email, (info@alicesolarcity.com.au), fax (0889504359) or post (PO Box 8561) both sides of your bill in with an accompanying note. **Ensure that you provide us with a copy of both sides of your bill.**

After we have assessed your bill for eligibility for a No Worse off Safety Net claim, we will advise you of the amount you are eligible for. Alice Solar City will then arrange for a credit to be paid against your next Power and Water electricity bill. This will appear on your bill as an

amount already paid, identified as a 10:10/20:20 Payment in the *Payments Received* section on the back of your bill.

**Claiming the 10:10/20:20 Rebate**

You may also be eligible to claim a 10:10/20:20 energy saving rebate. Refer to our fact sheet “Claiming the 10:10/20:20 Rebate” for more information.