

EnergyAustralia Redback "PowerResponse" offer.

The offer

Partner with EA and receive a \$1,000 credit on your EA electricity bill as well as a credit for every demand response event you participate in over 3 years*

Our Grid and Generation facilities are reliable, however on a few days a year, usually when we are trying to keep cool, they just can't cope.

EnergyAustralia and the Federal Government are working together to help secure the grid against these challenges using demand response.

Redback Technologies second-generation smart hybrid inverter allows owners to participate in demand response by sending unused energy stored in their battery back to the grid. Owners are notified by SMS before and after energy is requested from the device.

Customers who subscribe to EnergyAustralia's demand response program, "PowerResponse" will receive a \$1000 credit on their energy bill and then an additional reward of \$20.00 each time energy is requested from their battery during a demand response event.

It won't take much to make a big difference to the stability of our energy supply on these days if we all do a little bit.

**conditions apply*



Australian Government
Australian Renewable
Energy Agency

ARENA



Background notes...

What is Demand response?

Demand response is an easy way to reduce pressure off the grid during times of peak energy use. The simple idea behind demand response is that rather than paying large amounts of money to increase grid capacity, EnergyAustralia instead pays consumers to access the electricity stored in their batteries.

What do I have to do?

When EnergyAustralia activates a demand response event, your Redback system will be used by us to provide additional energy back into the grid, as follows:

1. Charge-up stage; we will send signals remotely from our group control centre that will instruct your inverter to charge the Redback battery storage system directly from the local distribution network or your solar supply.
2. Discharge stage; we will then send similar signals to the inverter to discharge the energy held in the Redback battery storage system back into the local distribution network at the time of a scheduled request from AEMO.

How do I know an Event is about to take place?

We will send an SMS message to the mobile number you have listed on your account up to 24 hours prior to a PowerResponse event advising when the event will start. On some occasions the notice could be as little as a few minutes prior to the event.

We'll then confirm by SMS at the start of the event. You will not be required to take any action and we will then follow-up with another SMS at the end of the event to confirm that it has finished.

What will my EnergyAustralia energy plan look like?

Customers can choose from two energy plan options

- Option 1: Anytime Saver bundle: A competitive guaranteed discount on energy usage charges over a 12 month benefit period
- Option 2: Secure Saver bundle: Guarantees no energy price rises for two years and a competitive "pay-on-time" discount over a 24 month benefit period

EnergyAustralia customers can also opt to offset 100% of their household's carbon emissions. That is the equivalent of planting 25 trees per year. The program is certified by the Federal Government and is provided at no additional cost to the customer.