

Framework and approach

Evoenergy (ACT)

Regulatory control period commencing
1 July 2024

July 2022

Appendix C: Proposed service classification of Evoenergy distribution services 2024–29²⁰¹

Service group / Activities included	Further description	Current classification 2019–24	Proposed classification 2024–29
Common distribution services — use of the distribution network for the conveyance/flow of electricity (including services relating to network integrity)			
Common distribution services	<p>The suite of activities that includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> • the planning, design, repair, maintenance, construction and operation of the distribution network • the relocation of assets that form part of the distribution network but not relocations requested by a third party (including a customer) • works to fix damage to the network²⁰² (including recoverable works caused by a customer or third party) • support for another network during an emergency event • <u>procurement and provision of network demand management activities for distribution purposes</u> • <u>provision of frequently requested, standardised data sets and/or data that is provided in accordance with obligations under the Rules.</u> • • activities related to ‘shared asset facilitation’ of distributor assets²⁰³ • emergency disconnect for safety reasons and work conducted to restore a failed component of the distribution system to an operational state upon investigating a customer outage • rectification of simple customer fault relating to a life support customer or other critical health and safety issues the distributor is able to address 	Standard control	Standard control

²⁰¹ The examples and activities listed in the ‘Further description’ column are not intended to be an exhaustive list and some distributors may not offer all activities listed. Rather the examples provide a sufficient indication of the types of activities captured by the service.

²⁰² May include the provision of temporary stand-alone power systems to restore supply.

Revenue for these services is charged to the relevant third party and is treated in accordance with the shared asset guideline. ‘Shared asset facilitation’ refers to administrative costs of providing the unregulated service.

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Service group / Activities included	Further description	Current classification 2019–24	Proposed classification 2024–29
	<ul style="list-style-type: none"> establishment and maintenance of National Metering Identifiers (NMI) in market and/or network billing systems, and other market and regulatory obligations ongoing inspection of private electrical works (not part of the shared network) required under legislation for safety reasons bulk supply point metering - activities in relation to monitoring the flow of electricity through the distribution network. work related to a regulated SAPS deployment, operation and maintenance (including fault and emergency repairs¹), and customer conversion activities. 		
Network ancillary services — customer and third-party initiated services related to the common distribution service			
Design related services	<p>Activities include:</p> <ul style="list-style-type: none"> provision of design information, design rechecking services in relation to connection and relocation works provided contestably. specialist services where the design is non-standard, technically complex or environmentally sensitive and any enquiries related to distributor assets. the provision of engineering consulting (related to the shared distribution network). 	Alternative control	Alternative control
Access permits, oversight and facilitation	<p>Activities include:</p> <ul style="list-style-type: none"> a distributor issuing access permits or clearances to work to a person authorised to work on or near distribution systems including high and low voltage. a distributor issuing confined space entry permits and associated safe entry equipment to a person authorised to enter a confined space. a distributor providing access to switch rooms, substations and other network equipment to a non-Local Network Service Provider party who is accompanied and supervised by a distributor's staff member. May also include a distributor 	Alternative control	Alternative control

¹ Includes simple customer fault rectification on generation service of regulated SAPS.

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Service group / Activities included	Further description	Current classification 2019–24	Proposed classification 2024–29
	<p>providing safe entry equipment (fall-arrest) to enter difficult access areas.</p> <ul style="list-style-type: none"> • facilitation of generator connection and operation of the network • facilitation of activities within clearances of distributor's assets, including physical and electrical isolation of assets. 		
Network related property services	<p>Activities include:</p> <ul style="list-style-type: none"> • network related property services such as property tenure services related to providing advice on, or obtaining: deeds of agreement, deeds of indemnity, leases, easements or other property tenure in relation to property rights associated with a connection or relocation • conveyancing inquiry services relating to the provision of property conveyancing information at the request of a customer. 	Alternative control	Alternative control
Sale of approved materials or equipment	Includes the sale of approved materials/equipment to third parties for connection assets that are gifted back to the DNSP to become part of the shared distribution network.	N/A	Alternative control
Network safety services	<p>Examples include:</p> <ul style="list-style-type: none"> • provision of traffic control and safety observer services by the distributor or third party where required • fitting of tiger tails, possum guards and aerial markers • third party request for de-energising wires for safe approach • high load escorts. 	Alternative control	Alternative control
Rectification works to maintain network safety	<p>Issues identified by the distributor, including but not limited to:</p> <ul style="list-style-type: none"> • work involved in managing and resolving pre-summer bush fire inspection, • customer vegetation defects, or aerial mains.² 	Alternative control	Alternative control

² Allows the distributor to conduct rectification works where the customer has failed to do so.

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Service group / Activities included	Further description	Current classification 2019–24	Proposed classification 2024–29
Services provided in relation to a Retailer of Last Resort (ROLR) event	<p>The distributors may be required to perform a number of services as a distributor when a ROLR event occurs. For example:</p> <ul style="list-style-type: none"> • Preparing lists of affected sites and reconciling data with AEMO listings, arranging estimate reads for the date of the ROLR event, preparing final invoices and miscellaneous charges for affected customers, extracting customer data, providing it to the ROLR and handling subsequent enquiries. 	Alternative control	Alternative control
Customer requested network outage or rescheduling of a planned interruption	<p>Examples include:</p> <ul style="list-style-type: none"> • where the customer requests to reschedule a distributor planned interruption and agrees to fund the additional cost of performing this distribution service outside of normal business hours. • customer initiated network outage (e.g. to allow customer and/or contractor to perform maintenance on the customers assets, work close or for safe approach). 	Alternative control	Alternative control
Attendance at customers' premises to perform a statutory right where access is prevented.	<p>A follow up attendance at a customer's premises to perform a statutory right where access was prevented or declined by the customer on the initial visit. This includes arranging, and the provision of, a security escort or police escort (where the cost is passed through to the distributor).</p>	Alternative control	Alternative control
Inspection and auditing services	<p>Activities include:</p> <ul style="list-style-type: none"> • inspection and reinspection by a distributor, of gifted assets or assets that have been installed or relocated by a third party • investigation, review and implementation of remedial actions that may lead to corrective and disciplinary action of a third party service provider due to unsafe practices or substandard workmanship • auditing of a third party service provider's work practices in the field • re-test at a customer's installation, where the installation fails the initial test and cannot be connected. 	Alternative control	Alternative control
Provision of training to third parties for network related access	<p>Training services provided to third parties that result in a set of learning outcomes that are required to obtain a distribution network access authorisation specific to a distributor's network. Such learning outcomes may include those necessary to</p>	Alternative control	Alternative control

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Service group / Activities included	Further description	Current classification 2019–24	Proposed classification 2024–29
	<p>demonstrate competency in the distributor’s electrical safety rules, to hold an access authority on the distributor’s network and to carry out switching on the distributor’s network. Examples of training might include high voltage training, protection training or working near power lines training.</p> <p>Excludes training for internal staff and contractors undertaking Common distribution services.</p>		
<p>Authorisation and approval of third party service providers’ design, work and materials</p>	<p>Activities include:</p> <ul style="list-style-type: none"> • authorisation or re-authorisation of individual employees and subcontractors of third party service providers and additional authorisations at the request of the third party service provider (excludes training services) • acceptance of third party designs and works • assessing an application from a third party to consider approval of alternative material and equipment items that are not specified in the distributor’s approved materials list. 	<p>N/A</p>	<p>Alternative control</p>
<p>Customer or third-party initiated network asset relocations/re-arrangements</p>	<p>Relocation of assets that form part of the distribution network in circumstances where the relocation was initiated by a third party (including a customer).</p>	<p>N/A</p>	<p>Alternative control</p>
<p>Customer requested Provision of electricity network data</p>	<p><u>Activities include:</u></p> <ul style="list-style-type: none"> • <u>Data requests by customers or third parties including requests for the provision of electricity network data beyond standardised data sets or consumption data outside of legislative obligations under the Rules.</u> • <u>Additional services related to network data requests, including provision of advice and interpretation.</u> 	<p>Alternative control</p>	<p>Alternative control</p>
<p>Third party funded network alterations or other improvements</p>	<p>Alterations or other improvements to the shared distribution network to enable third party infrastructure (e.g. NBN Co telecommunications assets) to be installed on the shared distribution network. This does not relate to upstream distribution network augmentation.</p>	<p>N/A</p>	<p>Alternative control</p>
<p>Metering services — activities relating to the measurement of electricity supplied to and from customers through the distribution system (excluding network meters)</p>			
<p>Type 1 to 4 customer metering services</p>	<p>Type 1 to 4 metering installations and supporting services are competitively available.</p>	<p>Not classified</p>	<p>Not classified</p>

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Service group / Activities included	Further description	Current classification 2019–24	Proposed classification 2024–29
Type 5 and 6 meter provision (prior to 1 December 2017)	Recovery of the capital cost of type 5 and 6 metering equipment installed prior to 1 December 2017.	Alternative control	Alternative control
Type 7 metering services	Administration and management of type 7 metering installations in accordance with the NER and jurisdictional requirements. Includes the processing and delivery of calculated metering data for unmetered loads, and the population and maintenance of load tables, inventory tables and on/off tables.	Standard control	Standard control
Types 5 and 6 meter maintenance, reading and data services (legacy meters)	<p>Activities include:</p> <ul style="list-style-type: none"> • meter maintenance covers works to inspect, test, maintain metering installations. • meter reading refers to quarterly or other regular reading of metering installations including field visits and remotely read meters • metering data services includes, for example: services that involve the collection, processing, storage and delivery of metering data, the provision of data in accordance with regulatory obligations, remote or self-reading at difficult to access sites, and the management of relevant NMI Standing Data in accordance with the NER. 	Alternative control	Alternative control
<p>Auxiliary Other Metering services (Type 5 to 7 metering installations)</p>	<p>Activities include:</p> <ul style="list-style-type: none"> • off-cycle meter reads for type 5 and 6 meters • requests to test, inspect and investigate, or alter an existing type 5 or 6 metering installation • testing and maintenance of instrument transformers for type 5 and 6 metering purposes • type 5 to 7 non-standard metering services • works to re-seal a type 5 or 6 meter due to customer or third party action (e.g. by having electrical work done on site) • change distributor load control relay channel on request that is not a part of the initial load control installation, nor part of standard asset maintenance or replacement. • emergency maintenance of metering equipment not owned by the distributor (contestable meters). • activities related to legacy meter remediation or acceleration of advanced meter roll-out deemed the responsibility of the distributor. 	N/A	Alternative control

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	<ul style="list-style-type: none"> services related to legacy meter replacement, such as shared fuses and outages 		
Advanced metering acceleration services	Subject to AER confirmation of new obligations, activities requested by state policies or under the National Electricity Rules to carry out work to accelerate the advanced metering roll out	Not previously classified	ACS/SCS (classification dependent upon obligations imposed)
Service group / Activities included	Further description	Current classification 2019–24	Proposed classification 2024–29
Meter recovery and disposal – type 5 and 6 (legacy meters)	Activities include the removal and disposal of a type 5 or 6 metering installation at the request of the customer or their agent, where a permanent disconnection has been requested where it has not been removed and disposed of by the incoming metering provider.	Alternative control	Alternative control

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Distributor arranged outage for purposes of replacing metering	At the request of a retailer or metering coordinator provide notification to affected customers and facilitate the disconnection/reconnection of customer metering installations where a retailer planned interruption cannot be conducted.	N/A	Alternative control
Connection services — services relating to the electrical or physical connection of a customer to the network³			
Basic connection services	Means a <i>connection service</i> ⁴ related to a connection (or a proposed <i>connection</i>) between a <i>distribution system</i> and a <i>retail customer's</i> premises (excluding a non-registered <i>embedded generator's</i> premises) in the following circumstances: (a) either: 1) the <i>retail customer</i> is typical of a significant class of retail customers who have sought, or are likely to seek, the service; or 2) the retail customer is, or proposes to become, a <i>micro embedded generator</i> ; and (b) the provision of the service involves minimal or no <i>augmentation</i> of the <i>distribution network</i> ; and (c) a <i>model standing offer</i> has been approved by the AER for providing that service as a basic connection service.	N/A	Standard control
Standard connection services	Means a connection service (other than a basic connection service) for a particular class (or sub-class) of connection applicant and for which a model standing offer has been approved by the AER.	N/A	Standard Control

Service group / Activities included	Further description	Current classification 2019–24	Proposed classification 2024–29
Negotiated connection services	Means a connection service (other than a basic connection service) for which a DNSP provides a connection offer for a negotiated connection contract.	N/A	Standard control

³ Applies to both NER chapter 5 and 5A connections.

⁴ Italics denotes definitions in Chapter 5A of the NER.

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<p>Enhanced connection services⁵</p>	<p>Other or enhanced connection services provided at the request of a customer or third party that include those that are:</p> <ul style="list-style-type: none"> • provided with higher quality of reliability standards, or lower quality of reliability standards (where permissible) than required by the NER or any other applicable regulatory instruments • in excess of levels of service or plant ratings required to be provided by the distributor • large embedded generators (beyond the threshold set out in the connection policy). 	<p>N/A</p>	<p>Alternative control</p>
<p>Connection application and management services</p>	<p>Works initiated by a customer or retailer which are specific to the connection point. This includes, but is not limited to:</p> <ul style="list-style-type: none"> • connection application related services • de-energisation • re-energisation • temporary connections (of a size less than the shared network augmentation threshold) as a basic connection service e.g. builder's supply, fetes, etc. • remove or reposition connection • overhead service line replacement – customer requests the existing overhead service to be replaced (e.g. as a result of a point of attachment relocation). No material change to load • protection and power quality assessment • supply enhancement (e.g. upgrade from single phase to three phase) 	<p>N/A</p>	<p>Alternative control</p>

⁵ Applies to both NER chapter 5 and 5A connections and includes enhancements for both consumption and export services.

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Service group / Activities included	Further description	Current classification 2019–24	Proposed classification 2024–29
	<ul style="list-style-type: none"> customer requested change requiring primary and secondary plant studies for safe operation of the network (e.g. change protection settings) upgrade from overhead to underground service rectification of illegal connections or damage to overhead or underground service cables calculation of a site specific distribution loss factor on request in respect of a generating unit up to 10 MW or a connection point for an end-user with actual or forecast load up to 40 GWh per annum capacity, as per clause 3.6.3(b1) of the NER power factor correction. 		
Unregulated distribution services			
Distribution asset rental	<p><u>Includes:</u></p> <ul style="list-style-type: none"> Rental of distribution assets to third parties (e.g. office space rental, pole and duct rental for hanging telecommunication wires, EV charge etc.). Leasing of excess battery capacity.⁶ 	Not classified	Not classified
Contestable metering support services/roles	Includes metering installer , site remediator , metering coordinator (except where the distributor is the initial metering coordinator), metering data provider and metering provider for meters installed or replaced after 1 December 2017.	Not classified	Not classified
Provision of training to third parties for non-network related issues	Training programs provided to third parties for non-network related issues	Not classified	Not classified
Type 5 and 6 meter data management to other electricity distributors	The provision of type 5 and 6 meter data management to other electricity distributors.	Not classified	Not classified

⁶ [Subject to jurisdictional policy or AER endorsement](#)

