



Attachment 13 - Classification of Services

2025–30 Regulatory Proposal

January 2024

Company information

SA Power Networks is the registered Distribution Network Service Provider for South Australia. For information about SA Power Networks visit sapowernetworks.com.au

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Disclaimer

This document forms part of SA Power Networks' Regulatory Proposal to the Australian Energy Regulator for the 1 July 2025 to 30 June 2030 regulatory control period. The Proposal and its attachments were prepared solely for the current regulatory process and are current as at the time of lodgement.

This document contains certain predictions, estimates and statements that reflect various assumptions concerning, amongst other things, economic growth and load growth forecasts. The Proposal includes documents and data that are part of SA Power Networks' normal business processes and are therefore subject to ongoing change and development.

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Note

This attachment forms part of our Proposal for the 2025–30 Regulatory Control Period. It should be read in conjunction with the other parts of the Proposal.

Our Proposal comprises the overview and attachments listed below, and the supporting documents that are listed in Attachment 20:

| Document | Description |
|----------------------|---|
| | Regulatory Proposal overview |
| Attachment 0 | Customer and stakeholder engagement program |
| Attachment 1 | Annual revenue requirement and control mechanism |
| Attachment 2 | Regulatory Asset Base |
| Attachment 3 | Rate of Return |
| Attachment 4 | Regulatory Depreciation |
| Attachment 5 | Capital expenditure |
| Attachment 6 | Operating expenditure |
| Attachment 7 | Corporate income tax |
| Attachment 8 | Efficiency Benefit Sharing Scheme |
| Attachment 9 | Capital Expenditure Sharing Scheme |
| Attachment 10 | Service Target Performance Incentive Scheme |
| Attachment 11 | Customer Service Incentive Scheme |
| Attachment 12 | Demand management incentives and allowance |
| Attachment 13 | Classification of services |
| Attachment 14 | Pass through events |
| Attachment 15 | Alternative Control Services |
| Attachment 16 | Negotiated services framework and criteria |
| Attachment 17 | Connection Policy |
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1 Overview

Service classification defines the type of economic regulation, if any, that will apply to services provided by electricity distribution network services providers (**DNSPs**). This includes whether or not a service is subject to regulation, the approach to cost recovery for these services (at a high level) and whether or not a service will need to be ring-fenced from other services offered by a DNSP.

1.1 Rule requirements

In accordance with section 6.2 of the National Electricity Rules (**NER**), the Australian Energy Regulator (**AER**) may classify a distribution service as either:

- a **Direct Control Service** - these services are subject to direct regulatory oversight of revenues / prices, and comprise of Standard Control Services (**SCS**) which are shared across all customers on the network and Alternative Control Services (**ACS**) which are initiated by and attributable to specific customers;
- a **Negotiated Distribution Service** - these services are subject to a negotiate / arbitrate framework whereby the AER does not directly set prices, but approves a negotiating framework and criteria that we must apply in negotiating the terms and conditions (including price) for the provision of these services with customers. The AER only becomes directly involved in the case of a dispute; or
- an **Unclassified / Unregulated Service** - these are services subject to effective competition which therefore do not require regulation.

The AER published its Electricity Distribution Service Classification Guideline (**Service Classification Guideline**) in September 2018 under clause 6.2.3A of the NER. The Service Classification Guideline sets out the approach the AER proposes to take when classifying distribution services providing clarity, transparency and predictability in the distribution service classification process. On 1 August 2022, the AER released an update to the Service Classification Guideline, to give effect to new rules allowing distributors to provide Stand-alone Power Systems (**SAPS**) to existing customers, and to offer to connect new customers to existing distributor-operated SAPS (also called regulated SAPS) where it is more economically efficient than connection to the interconnected national electricity system.

The Framework and Approach (**F&A**) process, as set out in section 6.8.1 of the NER, is the first formal step in a two-year regulatory process to determine efficient prices for SA Power Networks' distribution services and sets the foundation for the regulatory reset and the revenue proposal. The classification of distribution services must be as set out in the relevant F&A unless a material change in circumstances justifies departing from the service classification set out in the F&A.¹

1.2 Process to date

Since the publication of the AER's Service Classification Guideline and SA Power Networks' 2020–25 F&A, we have seen further evolution in the take-up of customer energy resources with new services emerging in the energy market and changes in some elements of the regulatory framework. These developments warranted changes to SA Power Networks' F&A for the 2025–30 Regulatory Control Period (**RCP**).

Our classification proposal is the result of the following consultation process with the AER and our customers and other stakeholders:

- In 2021, SA Power Networks commenced its engagement program, where customers were asked what services and service levels they support and would be willing to pay for. Throughout 2022, we held a

¹ NER 6.12.3 (b).

series of deep dive Focused Conversations on priority topics². During this process, customers requested consideration of some new services to assist vulnerable customers, including an energy advisory service and solar for renters.

- We submitted a request to replace our F&A to the AER on 31 October 2022, including our initial views on service classification.
- On 7 November 2022, the AER released a notice seeking submissions on whether to amend or replace the current F&A for SA Power Networks. Submissions were due by 30 November 2022. We note that no submissions were received.
- On 14 December 2022, the AER issued a decision to replace SA Power Networks F&A for the 2025–30 RCP.
- The AER released a preliminary position paper for Queensland and South Australia F&As for consultation in March 2023, outlining how the AER proposed to classify services for the 2025–30 RCP. Three submissions were received, including SA Power Networks, Energy Queensland and the South Australian Council of Social Services (**SACOSS**).
- SA Power Networks’ submission largely supported the AER’s preliminary position for classification of services. We noted following further consultation with customers, that SA Power Networks was no longer proposing ‘solar for renters’ due to the complexities associated with this service. We also noted the People’s Panel did not support the proposed approach to energy advisory services, where this was funded by all customers. We continued to work with customers to firm up the scope of a bespoke energy advisory service, which would be classified as ACS and funded by the customers requesting the service.
- The AER issued its final F&A³ in July 2023, outlining its proposed service classifications for the 2025–30 RCP.

Updates to service classifications in the final F&A from the current 2020–25 period largely align with outcomes for other electricity distributors covered by the 2024–29 RCP as well as updates made to the Service Classification Guideline during the period, including the following:

- regulated SAPS are included as an activity within standard control common distribution services to reflect the National Electricity Amendment (Regulated stand-alone power systems) Rule 2022. That rule requires regulated stand-alone power systems to be treated the same as the interconnected components of the distribution network for the purposes of service classification and directs us to include regulated SAPS as a distribution service;
- rectification of simple customer faults has been added as a standard control common distribution service. This amendment was requested by Energy Queensland, however has been included in SA Power Networks F&A to maintain consistency between networks and jurisdictions and noting the potential it creates for improved customer outcomes;
- recognising customer export services as a standard control common distribution service, but not to list them separately. This aligns with the Australian Energy Market Commission’s (**AEMC’s**) access, pricing and incentive arrangements for Customer Energy Resources rule change⁴, in particular, the change to definitions in the NER, where export services are now explicitly captured within the scope of ‘distribution services’;

² Refer **Attachment 0 - Customer and stakeholder engagement program**.

³ AER, *Framework and approach, SA Power Networks 2025–30*, July 2023.

⁴ AEMC, *National Electricity Amendment (Access, Pricing and Incentive arrangements for Distributed Energy Resources) Rule 2021, Rule Determination*, 12 August 2021.

- the classification of export connections has been updated to align with the classification for consumption-based connection services. This provides greater consistency in the treatment of consumption, generation and battery⁵ connections;
- enhanced connection services remain classified as ACS, however there is now alignment for both consumption and export services; and
- there were also a small number of drafting amendments made to align, as closely as possible, with the baseline services in the Service Classification Guideline and to reflect the classification language used in the more recent F&A final decisions.

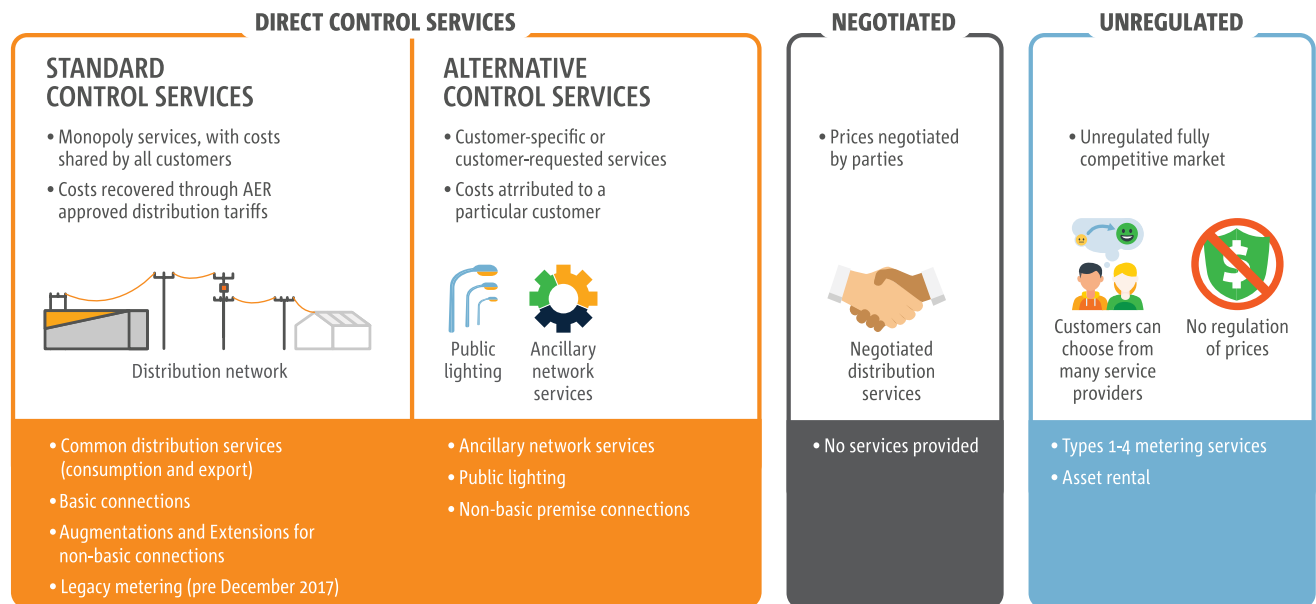
The AER's final position in July 2023 was to not classify the provision of bespoke energy advisory services. The AER noted it would consider classification of these services if SA Power Networks' ongoing engagement ultimately supported inclusion of an energy advisory service within our proposal. The AER also stated in the final F&A that it will consider the implications of the AEMC's metering review on service classification as part of its review of SA Power Networks' 2025–30 regulatory proposal in 2024.

⁵ Batteries which can both charge from the distribution network and discharge back into the distribution network, are treated as consumption when charging (importing from the grid) and as an embedded generator when discharging (exporting to the grid).

2 Proposed service classifications

Our proposed service classifications are set out in Appendix A and summarised in Figure 1. These classifications are all consistent with the AER’s Final F&A except for ‘legacy metering services’, which is discussed further below.

Figure 1: Proposed classification of distribution services for 2025–30 RCP



As mentioned in our submission to the AER’s preliminary position paper, there was strong support for an energy advisory service through our broad and diverse consultation and deep dive Focused Conversations given the complexity of the market. However, the People’s Panel did not support the proposed approach where this was funded by all customers, instead considering it a role of government not SA Power Networks⁶. We continued to explore energy advisory services with customers, including creation of a bespoke energy advisory service where this service would be funded by the customers requesting the service. We received limited support for this bespoke service and, therefore, we are not proposing a bespoke energy advisory service as part of this 2025–30 regulatory proposal.

We are continuing to engage with government and community stakeholders on how additional energy advisory services may be made available in South Australia as customers, including our Community Advisory Board, see a need for these services given the complexity of the energy sector and the need for simple and clear information.

2.1 Classification of legacy metering services

On 3 December 2020 the AEMC initiated a review into the regulatory framework for metering services. The purpose of this review was to determine whether the reforms introduced under the competition in metering rule change have met expectations, whether changes are required to improve the efficiency and effectiveness of the regulatory framework for metering services, and whether the regulatory framework for metering services supports the implementation of other electricity sector reforms where metering services will play a role.

The AEMC published its final report⁷ on 30 August 2023. The final report has made recommendations to improve the regulatory framework for metering services, enabling consumers to access the benefits of smart

⁶ Refer **Attachment 0 – Customer and stakeholder engagement program**.

⁷ AEMC, *Final Report Review of the Regulatory Framework for Metering Services*, 30 August 2023.

meters sooner. The AEMC recommended an accelerated deployment of smart meters, with smart meters to be installed for all 'small customers' including residential and small commercial or business customers by 2030.

The AEMC's final report is considered by the AER to be a material change in circumstances, with all legacy meters to be replaced by 2030 and changes to regulated expenditure required to support this accelerated rollout. This allows for the departure from the service classification detailed within the AER's final F&A for SA Power Networks in accordance with clause 6.12.3 (b) of the NER.

To assist DNSPs in preparing their revised regulatory proposal and revised proposals, the AER released a 'Legacy metering services - guidance note' (**Guidance note**) in November 2023. Noting the AEMC's final decision, the AER considers that it would be more appropriate to reclassify legacy metering services as SCS as this would result in the most equitable solution by recovering legacy metering costs across all customers. The AER considered cost recovery for the metering transition across all customers appropriate as all customers will receive the whole-of-system benefits the smart meters will provide.

As SCS, the Guidance note states legacy metering services' costs would be modelled separately with a separate Annual Revenue Requirement output. This will maintain the transparency of these costs and assist with any 'true-ups' or adjustments (such as cost pass throughs) that may need to occur during the RCP.

SA Power Networks is supportive of reclassifying legacy metering services and the transitional costs associated with the accelerated rollout of smart meters to SCS, where costs are recovered across a broader customer base. This will assist in addressing potential pricing inequities as the smart meter rollout progresses, so that customers with meters replaced later in the deployment are not disadvantaged by being charged inequitably higher costs for receiving the same metering services.

While the volume of legacy meters will decline rapidly over the 2025–30 period, the unit cost to deliver legacy metering services is forecast to increase significantly as the number of meters decline. This is due to fixed metering services costs being recovered across a smaller customer base and higher per-customer meter read costs due to reduced density, as meter readers travel further between each meter read.

SA Power Networks is proposing to include the non-recurrent transitional costs associated with the accelerated replacement of legacy meters within the SCS legacy metering services component. This will isolate any price impact associated with these transitional costs into the legacy metering component during the rollout. The majority of these costs are expected to cease once rollout is complete, any residual costs will be included within the main SCS component from 1 July 2030. Costs associated with the smart meter rollout, that are recurrent in nature (for example managing additional smart meter data), have been included within the main SCS component of this Regulatory Proposal.

We have consulted with our Community Advisory Board and Tariff Working Group on this proposed change in classification and the likely impact on SCS pricing. Customers provided in principle support for this approach and for the legacy metering costs to be recovered as a separate charge from all small customers.

Attachment 1 – Annual revenue requirement and control mechanism sets out the SCS control mechanism to support this change in classification. This is consistent with the AER's Guidance Note. **Attachment 19 – Legacy Metering** sets out our Legacy Metering Services Proposal for the 2025–30 RCP.

In accordance with section 4.3 of the Final 2025–30 Reset Regulatory Information Notice (**RIN**) for SA Power Networks, dated October 2023, SA Power Networks has provided a second set of RIN templates for Reset RIN - Workbook 1 – Forecast data. RIN1 – Workbook 1 – Forecast data will report legacy metering service forecasts in accordance with our proposed SCS classification. RIN11 – Workbook 1 – Forecast data legacy metering ACS will report the legacy metering services forecasts as ACS, consistent with the current service classification. This will only affect the revenue and expenditure forecasts, where data will be either reported

within the SCS component or within the ACS components. In most cases the amounts continue to be separately identifiable as legacy metering services.

We do not propose to submit a revised Category Analysis or Economic Benchmarking RIN in accordance with section 3.1.5 of the Final 2025–30 Reset RIN for SA Power Networks, on the basis that legacy metering services is intended to continue to be isolated from the remainder of SCS. Legacy metering is already treated separately as ACS, therefore will not have a material effect on the previously reported data.

Appendix A – SA Power Networks’ proposed service classification (Mark-up)

This service classification table has been marked-up against the baseline service classification table as provided within Appendix A of the AER’s Final Framework and approach.

| Service group | Further description | Current classification 2020–25 | Proposed classification 2025–30 |
|--|--|--------------------------------------|---------------------------------------|
| Common distribution service – use of the distribution network for the conveyance/flow of electricity (including the services relating to network integrity) | | | |
| Common distribution service | <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) • ongoing inspection of private electrical works (not part of the shared network) required under legislation for safety reasons • works to fix damage to the network (including emergency recoverable works caused by a customer or third party) • support for another network during an emergency event • procurement and provision of network demand management activities for distribution or system reliability, efficiency or security purposes • training internal staff and contractors delivering direct control services • activities related to ‘shared asset facilitation’ of distributor assets⁸ • 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 • bulk supply point metering – activities relating to monitoring the flow of electricity through the distribution network. • rectification of simple customer fault (e.g. fuse) relating to a life support customer or other critical health and safety issues that the distributor is able to address • Rectification of simple customer faults where: <ol style="list-style-type: none"> 1. the need for rectification work is discovered in the course of the provision of distribution services | SCS | SCS |

⁸ 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.

| Service group | Further description | Current classification 2020–25 | Proposed classification 2025–30 |
|---|--|---|---|
| | <p>2. the work performed is the minimum required to restore safe supply</p> <p>3. the work can be performed in less than thirty minutes and does not normally require a second visit.</p> <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 • investigation of customer-reported network faults • work related to a regulated stand-alone power system (SAPS) deployment, operation and maintenance (including fault and emergency repairs)⁹, and customer conversion activities. <p>Such services do not include a service that has been separately classified including any activity relating to that service.</p> | | |
| Connection Services—services relating to the electrical or physical connection of a customer to the network¹⁰ | | | |
| Basic connection services | <p>Means a connection service related to a connection (or a proposed connection) between a distribution system and a retail customer’s premises (excluding a non-registered embedded generator’s premises) in the following circumstances:</p> <p>(a) either:</p> <p style="padding-left: 20px;">(1) the retail customer is typical of a significant class of retail customers who have sought, or are likely to seek, the service; or</p> <p style="padding-left: 20px;">(2) the retail customer is, or proposes to become, a micro embedded generator; and</p> <p>(b) the provision of the service involves minimal or no augmentation of the distribution network; and</p> <p>(c) a model standing offer has been approved by the AER for providing that service as a basic connection service.</p> | Premises Connections = SCS + customer contributions | Premises Connections = SCS + customer contributions |
| Standard connection services | <p>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.</p> | Premises connections = ACS Extensions & Augmentations = SCS + customer contributions | Premises connections = ACS Extensions & Augmentations = SCS + customer contributions |

⁹ Includes simple customer fault rectification on generation service of regulated SAPS.

¹⁰ Applies to both NER chapter 5 and 5A connections.

| Service group | Further description | Current classification 2020–25 | Proposed classification 2025–30 |
|--|--|---|---|
| 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. | Premises connections = ACS Extensions & Augmentations = SCS + customer contributions | Premises connections = ACS Extensions & Augmentations = SCS + customer contributions |
| Enhanced ¹¹ connection services | Other or enhanced connection services provided at the request of a customer or third party that include those that are: <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 SA Power Networks; or • Other additional customer dedicated connection lines/assets. | ACS | ACS |
| Connection application and management services | Works initiated by a customer or retailer which are specific to the connection point. Includes, but is not limited to: <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) • customer requested change requiring secondary and primary 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 | ACS | ACS |

¹¹ Applies to both NER chapter 5 and 5A connections and includes enhancements for both consumption and export services.

| Service group | Further description | Current classification 2020–25 | Proposed classification 2025–30 |
|---|---|-----------------------------------|------------------------------------|
| | <ul style="list-style-type: none"> 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. | | |
| Metering Services¹² — activities relating to the measurement of electricity supplied to and from customers through the distribution system (excluding network meters) | | | |
| Type 1 to 4 metering services | Type 1 to 4 metering installations and supporting services are competitively available. | Unregulated | Unregulated |
| Type 5 and 6 meter installation and provision (prior to 1 December 2017) | Recovery of the capital cost of type 5 and 6 metering equipment installed (including metering with internally integrated load control devices). | ACS | ACS -SCS |
| Type 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, and maintain metering installations. Meter reading refers to quarterly or other regular reading of a metering installation 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 metering 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. Legacy metering transition services required to support the accelerated replacement of legacy meters, including for example the development of the legacy meter retirement plan. | ACS | ACS -SCS |
| 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. | SCS | SCS |
| Auxiliary metering services (Type 5 to 7 metering installations) | <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). | ACS | ACS |

¹² SA Power Networks will continue to be responsible for type 5 and 6 meters until they are replaced (and entitled to levy associated charges). We refer to these meters as ‘legacy meters’. New meters (that will be type 1 to 4 meters) installed from 1 December 2017 are referred to as ‘contestable meters’.

| Service group | Further description | Current classification 2020–25 | Proposed classification 2025–30 |
|---|---|-----------------------------------|------------------------------------|
| | <ul style="list-style-type: none"> 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 supply restoration in relation to metering equipment not owned by the distributor (contestable metering) | Customer or third party request to restore power to a customer’s premises due to metering equipment not owned by the distributor. | ACS | ACS |
| Meter recovery and disposal – type 5 and 6 (legacy meters) | <p>Activities include the removal and disposal of a type 5 or 6 metering installation:</p> <ul style="list-style-type: none"> At the request of the customer or their agent, where an existing type 5 or 6 metering installation remains installed at the premises and a replacement meter is not required. 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. | ACS | ACS |
| Third party requested outage for purposes of replacing a meter | 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. | ACS | ACS |
| Network ancillary services – Customer and third party initiated services related to common distribution services | | | |
| 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-LNSP party who is accompanied and supervised by a distributor’s staff member. May also include a distributor providing safe entry equipment (fall-arrest) to enter difficult access areas. Specialist services (which may involve design related activities and oversight/inspections of works) where the design or construction is non-standard, technically complex or environmentally sensitive and any enquiries related to distributor assets. Facilitation of generator connection and operation on the network. Facilitation of activities within clearances of distributor’s assets, including physical and electrical isolation of assets. | ACS | ACS |
| Network safety services | <p>Examples include:</p> <ul style="list-style-type: none"> provision of traffic control and safety observer services by the distributor where required¹³ | ACS | ACS |

¹³ When provided in relation to the distribution system or future distribution system.

| Service group | Further description | Current classification 2020–25 | Proposed classification 2025–30 |
|---|--|-----------------------------------|------------------------------------|
| | <ul style="list-style-type: none"> fitting of tiger tails or aerial markers¹⁴ high load escorts third party request for de-energising wires for safe approach Customer requested network inspection undertaken to determine the cause of a customer outage where there may be a safety and or reliability impact on the network or related component and associated works to rectify a customer caused impact on the network.¹⁵ | | |
| 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 become part of the shared distribution network. | ACS | ACS |
| Notices of arrangement and completion notices | <p>Examples include:</p> <ul style="list-style-type: none"> Work of an administrative nature where a local council requires evidence in writing from the distributor that all necessary arrangements have been made to supply electricity to a development. This includes but not limited to: receiving and checking subdivision plans, copying subdivision plans, checking and recording easement details, site visits, assessing supply availability, liaising with developers if errors or changes are required, and preparing notifications of arrangement. Provision of a completion notice (other than a notice of arrangement). This applies where the real estate developer requests the distributor to provide documentation confirming progress of work. Usually associated with discharging contractual arrangements (e.g. progress payments) to meet contractual undertakings. | ACS | ACS |
| Rectification works to maintain network safety | Activities include issues identified by the DNSP and work involved in managing and resolving pre-summer bushfire inspection customer vegetation defects or aerial mains where the customer has failed to do so. | ACS | ACS |
| Customer requested planned interruption | <p>Examples include:</p> <ul style="list-style-type: none"> Where the customer requests to move 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 customer’s assets, work close to or for safe approach, which impacts other networks users). | ACS | ACS |
| Attendance at customers’ premises to perform a statutory right where access is prevented | 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 may include the costs of arranging, and the provision of, a security escort or police escort (where the cost is passed through to the distributor). | ACS | ACS |

¹⁴ As requested by a customer or directed by the Office of Technical Regulator.

¹⁵ An ACS charge is not applicable where it is determined that the customer outage was caused by a fault on the network.

| Service group | Further description | Current classification 2020–25 | Proposed classification 2025–30 |
|---|--|-----------------------------------|------------------------------------|
| 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, installed 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 after hours examination and/or testing of the consumer mains and main switchboard prior to initial energisation (upon request) after hours visual examination of an electrical installation to reconnect it to a source of electricity (upon request) re-test at a customer’s installation, where the installation fails the initial test, and cannot be connected or has been disconnected for more than 12 months or disconnected for safety reasons. | ACS | ACS |
| 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 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> | ACS | ACS |
| Authorisation and approval of third party service providers design, work and materials | <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 providers (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. | ACS | ACS |
| Security lights | <p>Provision, installation, operation and maintenance of equipment mounted on distribution equipment used for security services, e.g. nightwatchman lights</p> <p>Note: excludes connection services.</p> | ACS | ACS |
| Customer initiated or triggered network asset relocations/re-arrangements | <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), or triggered by a customer’s non-compliance with network safety or security standards (such as network encroachments).</p> | ACS | ACS |
| Customer requests for electricity data and energy advice | <ul style="list-style-type: none"> Data requests by customers or third parties including requests for the provision of electricity network data or consumption data outside of legislative obligations. | ACS | ACS |

| Service group | Further description | Current classification 2020–25 | Proposed classification 2025–30 |
|--|---|---|--|
| Third party funded network alterations or other improvements | 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. | ACS | ACS |
| Public Lighting Services - lighting services provided in connection with a distribution network | | | |
| Public Lighting | Includes provision, construction and maintenance of public lighting and emerging public lighting technology. | ACS | ACS |
| Unregulated Distribution Services - (non-exhaustive list) | | | |
| Distribution asset rental | Rental of distribution assets to third parties (e.g. office space rental, pole and duct rental for hanging telecommunication wires etc.). | Unregulated | Unregulated |
| Contestable metering support roles | Includes 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. | Unregulated | Unregulated |
| Type 5 and 6 meter data management to other electricity distributors | The provision of type 5 and 6 meter data management to other electricity distribution network service providers. | Unregulated | Unregulated |
| Provision of training to third parties for work not associated with common distribution services nor network services | Training programs provided to third parties for non-network related issues | Unregulated | Unregulated |

Glossary

| Acronym / term | Definition |
|---|---|
| ACS | Alternative Control Services |
| AEMC | Australian Energy Market Commission |
| AER | Australian Energy Regulator |
| DNSP | Distribution Network Service Provider |
| F&A | Framework and Approach |
| Guidance Note | Legacy metering services - guidance note |
| NER | National Electricity Rules |
| NMI | National Metering Identifier |
| RCP | Regulatory Control Period |
| RIN | Regulatory Information Notice |
| SACOSS | South Australian Council of Social Services |
| SAPS | Stand-alone Power Systems |
| SCS | Standard Control Services |
| Service Classification Guideline | Electricity Distribution Service Classification Guideline |