Final Decision

Evoenergy Electricity Distribution Determination 2024 to 2029

(1 July 2024 to 30 June 2029)

Attachment 16

Alternative control services

April 2024

AUSTRALIAN ENERGY REGULATOR

Inquiries about this publication should be addressed to:

Australian Energy Regulator
GPO Box 3131
Canberra ACT 2601
Tel: 1300 585 165

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List of attachments

This attachment forms part of the AER's final decision on the distribution determination that will apply to Evoenergy for the 2024–29 period. It should be read with all other parts of the final decision.

As a number of issues were settled at the draft decision stage or required only minor updates, we have not prepared all attachments. The final decision attachments have been numbered consistently with the equivalent attachments to our draft decision. In these circumstances, our draft decision reasons form part of this final decision.

The final decision includes the following documents:

Overview

Attachment 1 – Annual revenue requirement

Attachment 2 – Regulatory asset base

Attachment 4 – Regulatory depreciation

Attachment 5 – Capital expenditure

Attachment 6 – Operating expenditure

Attachment 7 – Corporate income tax

Attachment 8 – Efficiency benefit sharing scheme

Attachment 13 – Classification of services

Attachment 14 – Control mechanisms

Attachment 16 – Alternative control services

Attachment 18 – Connection policy

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16 Alternative control services

This attachment sets out our final decision on prices Evoenergy is allowed to charge customers for the provision of the following alternative control services: ancillary network services. We also make a final decision on metering, which we classify as an alternative control service, in Attachment 20.

Alternative control services are customer specific, or customer requested services and so the full cost of the service is attributed to a particular customer, or group of customers, benefiting from the service.

We set service specific prices to provide a reasonable opportunity to the distributor to recover the efficient cost of each service from customers using that service. This is in contrast to standard control services where costs are spread across the general network customer base.

16.1 Ancillary network services

Ancillary network services are non-routine services provided to individual customers as requested. Our F&A paper outlines several types of services that meet this broad definition.[1]

Ancillary network services are charged to customers on a user-pays approach which are charged on either a fee or quotation basis, depending on the nature of the service.

We determine price caps for fee-based services for the 2024–29 period as part of our determination, based on the cost inputs and the average time taken to perform each service. These services tend to be homogenous in nature and scope and can be costed in advance of supply with reasonable certainty, such as disconnections and special meter reads.

By comparison, prices for quoted services are based on the quantities of labour and materials required, with the quantities dependent on a particular task. Prices for quoted services are determined at the time of a customer's enquiry and reflect the individual requirements of the customer's service request.

For this reason, it is not possible to list prices for quoted services in our decision. However, our final decision sets the maximum labour rates to be applied to quoted services.

16.1.1 Final decision

16.1.1.1 Fee-based and quoted services

Our final decision does not accept Evoenergy's revised proposal as submitted, primarily because we consider that the proposed network connection fee-based services do not reflect efficient costs. Based on our analysis and updated inputs, our final decision is to:

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1 See, AER, *Final framework and approach for Evoenergy for the 2024-29 regulatory control period*, July 2022, pp. 5-6. Our F&A paper outlines several types of services that can be considered as meeting this broad definition such as network ancillary services, basic connection services and non-routine metering services.

- reduce Evoenergy's proposed labour timings to perform network connection fee-based services (including supply abolishment and removal) by 30 minutes to a total of 1.5 hours per connection service
- accept Evoenergy's proposed material and contractor costs for network connection fee-based services
- substitute Evoenergy's proposed year one (2024–25) prices for fee-based services with our final decision price caps for 2024–25 (see appendix A).
- substitute Evoenergy's proposed X factors with our final decision labour price growth forecasts.

Appendix A contains our final decision for Power and Water Corporation's proposed labour rates and prices for fee based services.

16.1.1.2 X factors for ancillary network services

As ancillary network services have a high share of labour and labour-related inputs, we use labour price growth forecasts as the X factor. Consistent with our previous decisions, we derived the X factor by averaging wage price index growth forecasts from KPMG (provided by the AER) and BIS Oxford Economics (provided by the distributor).[2]

We have updated the labour price growth forecasts for our final decision to include the most recent forecasts. Our final decision X factors for ancillary network services are set out in Table A.2 in appendix A of this attachment.

16.1.1.3 Form of control for ancillary network services

Our final decision is to maintain our final F&A position to apply price caps to ancillary network services as the form of control.

Under a price cap form of control, we set a schedule of price caps for fee-based services and maximum labour rates for quoted services for the first year of the period, 2024–25. For all subsequent years of the 2024–29 period, prices will be adjusted by the applicable control mechanism formula set out in Attachment 14 – Control mechanisms. This mechanism adjusts price caps and maximum labour rates annually for inflation, an X factor[3], and any relevant adjustments.

16.1.2 Evoenergy's revised proposal

In response to our draft decision on labour rates, Evoenergy:

- Accepted our draft decision to substitute the following labour rates with our maximum labour rate benchmark:
  - Office support service delivery (business hours)
  - Site Lead/Scheduler (business hours)

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2 For more detail on the reasons for this decision, see the discussion in section 6.4.2 of Attachment 6 – Operating expenditure.

3 Under the CPI–X framework, the X factor measures the real rate of change in prices from one year to the next. For ancillary network services, the X factor is the wage price growth given that labour is the primary cost input for providing these services.

- Electrical Operator (business hours)
- Network Controller (business hours)
- Service and Installation Officer (business hours).

For fee-based services, Evoenergy:

- accepted our draft decision to remove the margin allowance of 6% outside of its overhead rate, as we consider it is already accounted in the overhead rate
- did not accept our draft decision to reduce the labour required for all network connection fee-based services/removal.
- did not accept our draft decision to remove material and contractor costs for all network connection services, including supply abolishment/removal.

While Evoenergy accepted most of our benchmark labour rates, it did not accept our draft decision to exclude material and contractor services and limit the crew size to two field workers for network connection services including supply abolishment/removal.[4] Evoenergy stated it would not be able to recover costs if these cost drivers were not included. Therefore, Evoenergy's revised proposal reinstated these cost assumptions for network connection services.

Evoenergy also emphasised that it faces additional complexity to deliver network connection services relative to other networks as it operates in a backyard reticulated network. As such, its costs are higher. Evoenergy maintained its position on adding an extra crew member to increase work efficiency. The third member can perform other duties and retrieve the additional materials or tools while the safety observer is still present.[5]

In support, Evoenergy provided a comparison of the costs between a two-person crew to a three-person crew for Service 541 Overhead Service Relocation – Single Visit (business hours) (see Table 16.1 under section 16.1.4.1).[6]

To support the increases in its material costs, Evoenergy conducted an additional bottom-up review of the cost and quantity of required materials to deliver its network connection services and stated its proposed material costs are reasonable and cost reflective. Evoenergy stated that unlike other distributors, it is responsible in providing the materials for network connection services as the network boundary is located at the connection point on the customer's premises instead of the turret or pole.[7] This results in incurring higher costs.

Evoenergy also stated it has faced challenges obtaining a contractor to provide on-demand scaffolding services. Despite approaching 10 suppliers, including the incumbent supplier, only one supplier provided a response to Evoenergy's Request for Proposal for scaffolding services. This resulted in significant increases in contractor costs for scaffolding services.[8]

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4 Evoenergy, *Attachment 5 Alterative control services,* November 2023, pp.9-10.

5 Evoenergy, *Attachment 5 Alterative control services,* November 2023, p.11.

6 Evoenergy, *Attachment 5 Alterative control services,* November 2023, p.11.

7 Evoenergy, *Attachment 5 Alterative control services,* November 2023, p.15.

8 Evoenergy, *Attachment 5 Alterative control services,* November 2023, p.16.

Appendix A contains Evoenergy's proposed labour rates for business hours and after hours, respectively.[9]

16.1.3 Assessment approach

The regulatory framework for assessing alternative control services is less prescriptive than for standard control services. That is, there is no requirement to apply the building block model exactly as prescribed in Part C of the National Electricity Rules (NER).

On this basis, our approach involves an assessment of the efficient costs of providing ancillary network services. Labour costs are the major input in the cost build-up of prices for ancillary network services. Therefore, our assessment focuses on comparing Evoenergy's proposed labour rates against maximum total labour rates, which we consider efficient.

Where Evoenergy's proposed labour rates exceed our maximum efficient labour rates, we apply our maximum efficient labour rates to determine prices. We follow this assessment process for services provided on a fee or quotation basis.

We also considered relevant stakeholder feedback raised throughout the consultation process and benchmarked Evoenergy's proposed ancillary network services prices against its prices for the 2019–24 period and the prices of other distributors. We will also make further adjustments to Evoenergy's ancillary network services prices where we consider it appropriate to do so.

16.1.4 Reasons for final decision

16.1.4.1 Assumptions for network connection services

Our final decision is to not accept Evoenergy's proposed labour timings for network connection services as we consider the are not efficient.

While we accept Evoenergy's proposal to increase the crew size to three-person crew for each network connection service, we have reduced the average time taken for each worker by 30 minutes to a total of 1.5 hours per job, similar to the average time performed by other distributors. These results in an average decrease of 12% from Evoenergy's revised proposal prices.

We accept Evoenergy's assumptions and approach for its material and contractor costs.

Labour services times

We do not accept Evoenergy's proposed labour costs for network connection services including supply abolishment/removal in its revised proposal.

For our final decision, we accept Evoenergy's proposal to increase the crew size to a 3-person crew but reduces the time to complete the service by 30 minutes to 1.5 hours. This decreases the total labour services times from 6 hours to 4.5 hours.

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9 The labour rates in Table A.4 are specifically for quoted services, though they are consistent with the labour rates for fee-based services. The difference is that "base" labour rates and on-costs are the explicit labour input for fee-based services, with overheads being calculated at a later stage based on total direct costs (labour, materials and so on).

In our draft decision, we did not accept Evoenergy's proposal to increase the labour service timings (from 4 hours to 6 hours). We considered Evoenergy did not sufficiently justify adding the third worker. We benchmarked Evoenergy's network connection services against other distributors and considered the time difference excessive and beyond the natural variation in times between jurisdictions.[10]

Evoenergy stated in its revised proposal that the addition of the third crew member would increase work efficiency by undertaking additional duties, reducing idle time and time taken to perform the service. Evoenergy emphasised it faces additional challenges as it operates in a backyard reticulated network, where the connection point is located at the back of a customers' premises.

Evoenergy stated its crews do not have immediate access to material and tools to perform all task and must navigate through private residences to access the work site.[11] When scaling the pole, the crew must stop to comply with safety obligations if crew members determine that additional materials or tools are required.[12] Additionally, Evoenergy would need to increase their fleet size and incur additional fleet costs if it used a 2-person crew. Evoenergy stated it is required to deliver a connection service to customers within 20 business days at the time of customer inquiry under the ACT's Consumer Protection Code (Code).[13] The reduced crew size would result in Evoenergy completing less services annually implicating its ability to meet the Code.

Additionally, Evoenergy stated there is a minimal cost difference between a 2-person and 3-person crew. Evoenergy provided analysis to demonstrate the cost difference in providing the service with a 3-person crew and a 2-person crew is negligible. The example below of the cost comparison for the Overhead Service Relocation – Single Visit (business hours) between crew sizes as shown in Table 16.1. This example is used as representative for all network connection services.

Table 16.1 Service 541 Overhead Service Relocation – Single Visit (business hours) cost comparison with a crew of 3 versus a crew of 2 ($2024–25)

Crew composition	FTE	Total time on task	Labour cost	Total cost of service
2 Line workers 1 Electrical Fitter	3	120 mins x 3 = 360 mins	$699.66	$2,260.40
1 Line worker 1 Dual trade worker (Line worker/Electrical Fitter)	2	180 mins x 2 = 360 mins	$706.18	$2,271.30

Source: Evoenergy, *Attachment 5 Alterative control* services, November 2023, p.11.

10 AER, *Draft Decision Attachment 16– Alternative control services - Evoenergy – 2024-29 Distribution revenue proposal*, September 2023, p.11.

11 Evoenergy, *Attachment 5 Alterative control services,* November 2023, p.10.

12 Evoenergy, *Attachment 5 Alterative control services,* November 2023, pp.10-11.

13 Evoenergy, *Attachment 5 Alterative control services,* November 2023, p.13.

Evoenergy also noted that pole top connection upgrades in South Australia are performed with a 3-person crew (2 line workers and 1 electrician).[14]

We consider Evoenergy's explanation to increase to a 3-person crew appropriate. However, we do not accept that maintaining the time to complete the service at 2 hours is efficient. We consider the additional worker would add some efficiency to complete the service. We also consider the third worker should mitigate the effects of operating in a backyard reticulated network.

For example, we observe TasNetworks uses a 2-person crew with a total job time of 90 minutes to provide its network connection services for the 2024–29 period.[15] SA Power Networks deploys a 3-person crew with a job time of 80 minutes.[16] Evoenergy's service time is still 33% higher than these two distributors. Our internal technical advisors have also advised they do not expect the backyard pole environment is enough to explain the material differences in time taken.

Therefore, our final decision is to set price caps for Evoenergy's network connection services including supply abolishment/removal using our final decision labour rates and a 3-person crew while reducing the time to complete the service to 1.5 hours.

Contractor costs (scaffolding and civil works)

We accept Evoenergy revised proposal contractor costs for network connection services, including scaffolding and civil works.

In our draft decision, we considered Evoenergy's approach to allocate scaffolding costs across network connection services to be reasonable as it mitigates large price increases to any individual customer. However, we considered Evoenergy had not provided sufficient evidence to support the proposed costs are efficient.[17]

In its revised proposal, Evoenergy stated it had difficulties obtaining a contractor due to:

- Evoenergy's requirement for 24/7 on-demand services for reactive works, and
- The current approach for pricing (single all up costs[18]) not aligning with industry practice. The pricing structure across the industry is variable, which is driven by the quantity of scaffolding required, the duration of time it is on site and the time to erect and disassemble it.

Evoenergy noted that its incumbent supplier's contract for scaffolding services ended in June 2023 and as such had approached the market through a Request for Proposal for the provision of these services. Despite directly approaching 10 suppliers, only one supplier responded to its Request For Proposal. The incumbent supplier also decided not to provide a

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14 Evoenergy, *Attachment 5 Alterative control services – November 2023_Public*, p.15.

15 TasNetworks, *TasNetworks-Ancillary Services Model-Dec 22-Public*. This does not include 23 minutes of administration time.

16 AER, *Final Decision – SAPN Distribution Determination 202025 – Ancillary Network Services Pricing Model – Public*, June 2020.

17 AER, *Draft Decision Attachment 16– Alternative control services - Evoenergy – 2024–29 Distribution revenue proposal*, September 2023, p.11.

18 Pricing is driven by quantity of scaffolding, time the scaffolding is on site, as well as disassembly costs.

submission to Evoenergy's Request for Proposal, stating the after-hours and reactive work were too disruptive to their business. Evoenergy stated this resulted in significant price increases for scaffolding services.[19]

On balance, we consider Evoenergy's explanation for its contractor costs for network connection services reasonable and the costs likely reflect Evoenergy's efficient costs in providing this service.

Material costs

We accept Evoenergy's revised proposal material costs for network connection services, including scaffolding and civil works.

In our draft decision, we considered Evoenergy's proposed material costs are, on average, higher than other distributors' material costs. We did not have sufficient information to determinate that costs are prudent and efficient and represent value for money for its customers.[20]

In response, Evoenergy stated the estimated materials required and its costs provided in its initial proposal are reasonable and cost reflective. Evoenergy conducted an additional bottom-up review of materials required since the draft decision. This involved reviewing the actual materials used during the 2019–24 period which supported that no adjustments were required to its initial proposal material costs.[21]

Evoenergy also stated that comparing material costs incurred by other distributors do not provide good comparators as the scope of network connections is different between jurisdictions.[22]

Evoenergy highlighted that the connection point is different between jurisdictions, which affects the materials required for network connection services. Evoenergy stated that in the ACT, the connection point is located on the customer's premises rather than the distribution asset (i.e. turret or pole) supplying the connection (e.g. Tasmania).[23]

Evoenergy stated that customers in Tasmania would need to pay their electrical contractor for the materials used to connect them from the distribution asset to the customers' house. Evoenergy stated it is responsible to provide the materials as the connection point is at the customer's premises and therefore should be able to recover this cost.[24]

Evoenergy also stated that NSW distributors, such as Ausgrid, do not need to charge for materials as network connection services are performed by Accredited Service Providers.

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19 Evoenergy, *Attachment 5 Alterative control services,* November 2023, p.16.

20 AER, *Draft Decision Attachment 16– Alternative control services - Evoenergy – 2024–29 Distribution revenue proposal*, September 2023, p.11.

21 Evoenergy, *Attachment 5 Alterative control services,* November 2023, p.13.

22 Evoenergy, *Attachment 5 Alterative control services,* November 2023, p.15.

23 Evoenergy, *Attachment 5 Alterative control services,* November 2023, pp.13-14.

24 Evoenergy, *Attachment 5 Alterative control services,* November 2023, p.14.

Therefore, NSW customers pay the material costs to the contestable service providers and not directly to their distributor.[25]

We consider Evoenergy has provided sufficient justification that its material costs are cost reflective and therefore likely efficient. We consider this justification provides a reasonable explanation on why it incurs higher material costs compared to other distributors.

[25] Evoenergy, *Attachment 5 Alterative control services,* November 2023*,* p.15.

A Ancillary network services prices

Table A.2 X factors for each year of the 2024–29 regulatory control period for ancillary network services, final decision (per cent)

	2025–26	2026–27	2027–28	2028–29
X factor	-1.3716%	-0.8714%	-0.8448%	-0.9931%

Note: We do not apply an X factor for 2024–25 because we set 2024–29 ancillary network services prices in this determination. To be clear, the labour escalators in this table are operating as de facto X factors. Therefore, positive labour escalators are represented as negative in this table and vice versa. X factors in this table are rounded to 4 decimal places but distributors should use the raw X factors in the final decision model.

Table A.3 Fee-based ancillary network services for 2024–25, final decision ($2024–25)

Service	Service category	Hours	Revised proposal	Final decision
Re-energise premises – Business Hours	Premise Re-energisation – Existing Network Connection	Business hours	$99.57	$98.45
Re-energise premises – After Hours	Premise Re-energisation – Existing Network Connection	After hours	$138.61	$137.04
De-energise premises – Business Hours	Premise De-energisation – Existing Network Connection	Business Hours	$97.60	$96.50
De-energise premises for debt non-payment	Premise De-energisation – Existing Network Connection	Business Hours	$195.20	$193.00
Meter Test (Whole Current) – Business Hours	Meter Investigations	Business Hours	$195.20	$193.00
Meter Test (CT/VT) – Business Hours	Meter Investigations	Business Hours	$195.20	$193.00
Special Meter Read	Special meters Services	Business Hours	$44.22	$43.72
Faults investigation (meter malfunction)	Power of Choice services	Business Hours	$263.65	$260.67
Faults investigation (meter bypassed)	Power of Choice services	Business Hours	$184.67	$182.58

Service	Service category	Hours	Revised proposal	Final decision
Faults investigation (customer's side of network boundary)	Power of Choice services	Business Hours	$97.60	$96.50
Temporary Builders' Supply – Overhead (Business Hours)	Temporary Network Connections	Business Hours	$2,159.96	$1,861.69
Temporary Builders' Supply – Underground (Business Hours)	Temporary Network Connections	Business Hours	$2,159.96	$1,861.69
New Overhead Service Connection – Brownfield (Business Hours)	New Network Connections	Business Hours	$2,159.96	$1,861.69
New Underground Service Connection – Brownfield from Front	New Network Connections	Business Hours	$2,488.29	$2,181.10
New Underground Service Connection – Brownfield from Rear	New Network Connections	Business Hours	$2,488.29	$2,181.10
Overhead Service Relocation – Single Visit (Business Hours)	Network Connection Alterations and Additions	Business Hours	$2,181.03	$1,877.31
Overhead Service Relocation – Two Visits (Business Hours)	Network Connection Alterations and Additions	Business Hours	$2,795.55	$2,484.89
Overhead Service Upgrade – Service Cable Replacement Not Required	Network Connection Alterations and Additions	Business Hours	$1,741.32	$1,442.57
Overhead Service Upgrade – Service Cable Replacement Required	Network Connection Alterations and Additions	Business Hours	$2,181.03	$1,877.31
Underground Service Upgrade – Service Cable Replacement Not Required	Network Connection Alterations and Additions	Business Hours	$1,188.13	$1,174.71
Underground Service Upgrade – Service Cable Replacement Required	Network Connection Alterations and Additions	Business Hours	$2,432.26	$2,136.78

Service	Service category	Hours	Revised proposal	Final decision
Underground Service Relocation – Single Visit (Business Hours)	Network Connection Alterations and Additions	Business Hours	$2,488.29	$2,181.10
Overhead Service Temporary Disconnect Reconnect same day (Business Hours)	Network Connection Alterations and Additions	Business Hours	$1,720.26	$1,426.95
Temporary de-energisation – LV (Business Hours)	Temporary De-energisation	Business Hours	$930.06	$919.55
Temporary de-energisation – HV (Business Hours)	Temporary De-energisation	Business Hours	$930.06	$919.55
Supply Abolishment / Removal – Overhead (Business Hours)	Supply Abolishment / Removal	Business Hours	$981.62	$970.53
Supply Abolishment / Removal - Underground (Business Hours)	Supply Abolishment / Removal	Business Hours	$1,581.69	$1,284.74
Install & Remove Tiger Tails – Establishment (Business Hours)	Miscellaneous Customer Initiated Services	Business Hours	$1,424.01	$1,407.93
Install & Remove Tiger Tails - Per Span (Business Hours)	Miscellaneous Customer Initiated Services	Business Hours	$585.39	$578.78
Install & Remove Warning Flags – Installation (Business Hours)	Miscellaneous Customer Initiated Services	Business Hours	$1,380.24	$1,364.64
Install & Remove Tiger Tails - Per Span (Business Hours)	Miscellaneous Customer Initiated Services	Business Hours	$541.61	$535.50
Embedded Generation OPEX Fees - Connection Assets	Operational & Maintenance Fees - Export Only Embedded Generation Installations up to 5MW	Business Hours	2 per cent	2 per cent

Service	Service category	Hours	Revised proposal	Final decision
Embedded Generation OPEX Fees - Shared Network Asset	Operational & Maintenance Fees - Export Only Embedded Generation Installations up to 5MW	Business Hours	2 per cent	2 per cent
Embedded Generation Connection Enquiry – Class 1 (Commercial)	Connection Enquiry Processing - Embedded Generation Installations*	Business Hours	$443.61	$438.60
Embedded Generation Connection Enquiry – Class 2 to 4	Connection Enquiry Processing - Embedded Generation Installations*	Business Hours	$929.90	$919.40
Embedded Generation Connection Enquiry – Class 5	Connection Enquiry Processing - Embedded Generation Installations*	Business Hours	$2,115.89	$2,091.99
Embedded Generation Connection Enquiry – Class 6	Connection Enquiry Processing - Embedded Generation Installations*	Business Hours	$2,909.34	$2,876.48
Embedded Generation - Connection Contract Establishment - Class 1 (Commercial) to Class 6	Contract Administration, Commissioning and Testing - Embedded Generation Installations up to 5MW	Business Hours	$2,124.00	$2,100.01
Rescheduled Site Visit – One Person	Rescheduled Site Visits	Business Hours	$369.34	$365.17
Rescheduled Site Visit – Service Team	Rescheduled Site Visits	Business Hours	$1,042.13	$1,030.35
First two meters of trenching service	Trenching charges	Business Hours	$692.46	$684.64
Subsequent two meters of trenching service	Trenching charges	Business Hours	$464.02	$458.78
Under footpath boring charge	Boring charges	Business Hours	$856.65	$846.98
Under driveway boring charge	Boring charges	Business Hours	$2,141.63	$2,117.44
Spiking/Cable Testing		Business Hours	$1,332.61	$1,317.56

Service	Service category	Hours	Revised proposal	Final decision
Spiking/Cable Testing		After hours	$1,784.05	$1,763.90
Substation HV/LV Earthing/Soil Resistivity Testing		Business Hours	$1,231.92	$1,218.01
Substation HV/LV Earthing/Soil Resistivity Testing		After hours	$1,619.80	$1,601.51
20003386-Termination of Consumer Mains - up to 50mm² Cu or Al - 1 Set * Includes disconnection of temp. consumer mains if any		Business Hours	$1,367.88	$1,352.43
20003386-Termination of Consumer Mains - up to 50mm² Cu or Al - 1 Set * Includes disconnection of temp. consumer mains if any		After hours	$1,658.79	$1,640.06
20003387-Termination of Consumer Mains - Above 50mm² Al or Cu - 1 Set * Includes disconnection of temp. consumer mains if any		Business Hours	$1,564.63	$1,546.96
20003387-Termination of Consumer Mains - Above 50mm² Al or Cu - 1 Set * Includes disconnection of temp. consumer mains if any		After hours	$1,952.51	$1,930.46
20003388-Termination of Consumer Mains - Above 50mm² Al or Cu -2 Set * Includes disconnection of temp. consumer mains if any		Business Hours	$2,553.00	$2,524.16
20003388-Termination of Consumer Mains - Above 50mm² Al or Cu -2 Set * Includes disconnection of temp. consumer mains if any		After hours	$3,455.88	$3,416.85
Termination of Consumer Mains - Above 50mm² Al or Cu - 3 Set * Includes disconnection of temp. consumer mains if any		Business Hours	$2,848.89	$2,816.71

Service	Service category	Hours	Revised proposal	Final decision
Termination of Consumer Mains - Above 50mm² Al or Cu - 3 Set * Includes disconnection of temp. consumer mains if any		After hours	$3,902.26	$3,858.18
Termination of Consumer Mains - Above 50mm² Al or Cu - 4 Set * Includes disconnection of temp. consumer mains if any'		Business Hours	$3,144.79	$3,109.27
Termination of Consumer Mains - Above 50mm² Al or Cu - 4 Set * Includes disconnection of temp. consumer mains if any'		After hours	$4,348.63	$4,299.51
LV Underground Disconnection & Capping/Abandoning		Business Hours	$1,961.21	$1,939.06
LV Underground Disconnection & Capping/Abandoning		After hours	$2,563.13	$2,534.18
Permanent Disconnection of Underground Consumer Mains at AAD Network Asset such as Point of Entry or Substation		Business Hours	$1,961.21	$1,939.06
Permanent Disconnection of Underground Consumer Mains at AAD Network Asset such as Point of Entry or Substation		After hours	$2,563.13	$2,534.18
Substation Supervised Access - 1- 4 hours		Business Hours	$1,485.76	$1,468.97
Substation Supervised Access - 1- 4 hours		After hours	$1,876.11	$1,854.92
Substation Supervised Access - 4-8 hours		Business Hours	$2,266.57	$2,240.97
Substation Supervised Access - 4-8 hours		After hours	$2,969.22	$2,935.68
Temporary De-energisation/Isolation of Overhead LV network		Business Hours	$1,588.58	$1,570.64
Temporary De-energisation/Isolation of Overhead LV network		After hours	$2,230.70	$2,205.50

Service	Service category	Hours	Revised proposal	Final decision
Temporary De-energisation/Isolation of Overhead HV network		Business Hours	$2,516.16	$2,487.74
Temporary De-energisation/Isolation of Overhead HV network		After hours	$3,505.89	$3,466.29
Temporary De-energisation/Isolation of Overhead & Underground SLCC supply		Business Hours	$1,128.12	$1,115.38
Temporary De-energisation/Isolation of Overhead & Underground SLCC supply		After hours	$1,342.16	$1,327.00
Temporary De-energisation/Isolation of Underground LV or HV network		Business Hours	$2,516.16	$2,487.74
Temporary De-energisation/Isolation of Underground LV or HV network		After hours	$3,505.89	$3,466.29
Temporary De-energisation/Isolation of Underground HV network - If HV Cable Insulation Test is required - Isolation for more than 7 days		Business Hours	$1,921.29	$1,899.59
Temporary De-energisation/Isolation of Underground HV network - If HV Cable Insulation Test is required - Isolation for more than 7 days		After hours	$2,589.96	$2,560.70
Temporary Pole Support - Using Plant such as Lifter/Borer		Business Hours	$3,170.25	$3,134.44
Temporary Pole Support - Using Plant such as Lifter/Borer		After hours	$3,734.60	$3,692.42
Temporary Pole Support - Using Concrete Blocks -including installation and removal		Business Hours	$4,037.30	$3,991.69

Service	Service category	Hours	Revised proposal	Final decision
Temporary Pole Support - Using Concrete Blocks -including installation and removal		After hours	$5,051.54	$4,994.48
Pole Stay Replacement with Standard Stay		Business Hours	$4,172.16	$4,125.03
Pole Stay Replacement with Standard Stay		After hours	$5,230.68	$5,171.60
Pole Stay Replacement with Side Walk Stay		Business Hours	$4,622.77	$4,570.56
Pole Stay Replacement with Side Walk Stay		After hours	$5,681.30	$5,617.12
LVABC Replacement - 1 Span		Business Hours	$8,979.25	$8,877.82
LVABC Replacement - 1 Span		After hours	$11,411.99	$11,283.09
LVABC Replacement - 2 Span		Business Hours	$13,049.35	$12,901.95
LVABC Replacement - 2 Span		After hours	$16,484.42	$16,298.22
LVABC Replacement - 3 Span		Business Hours	$19,149.73	$18,933.42
LVABC Replacement - 3 Span		After hours	$23,500.23	$23,234.79
Cut & Shackle for LVABC Replacement - Per Crossarm One Direction		Business Hours	$1,280.48	$1,266.02
Cut & Shackle for LVABC Replacement - Per Crossarm One Direction		After hours	$1,575.97	$1,558.17
Installation of Fuse Switch Disconnector for LVABC Replacement		Business Hours	$1,604.76	$1,586.63
Installation of Fuse Switch Disconnector for LVABC Replacement		After hours	$1,900.24	$1,878.78

Service	Service category	Hours	Revised proposal	Final decision
Installation of LV Termination Cross-Arm for LVABC Replacement		Business Hours	$1,232.54	$1,218.62
Installation of LV Termination Cross-Arm for LVABC Replacement		After hours	$1,528.03	$1,510.77
Installation of LV Double Strain Cross-Arm for LVABC Replacement		Business Hours	$1,560.87	$1,543.24
Installation of LV Double Strain Cross-Arm for LVABC Replacement		After hours	$1,930.23	$1,908.43
1 Way 630A Fuse Switch Disconnector Installation for consumer mains termination work		Business Hours	$875.69	$865.80
1 Way 630A Fuse Switch Disconnector Installation for consumer mains termination work		After hours	$953.76	$942.99
1 Way 1000A Fuse Switch Disconnector Installation for consumer mains termination work		Business Hours	$945.03	$934.36
1 Way 1000A Fuse Switch Disconnector Installation for consumer mains termination work		After hours	$1,023.11	$1,011.55
1250A Installation for consumer mains termination work		Business Hours	$8,243.22	$8,150.11
1250A Installation for consumer mains termination work		After hours	$8,360.33	$8,265.90
1 Way POE Kit Installation for consumer mains termination work		Business Hours	$2,716.12	$2,685.44
1 Way POE Kit Installation for consumer mains termination work		After hours	$2,794.19	$2,762.63

Service	Service category	Hours	Revised proposal	Final decision
3 Way POE Kit Installation for Termination of Consumer Mains		Business Hours	$3,512.02	$3,472.36
3 Way POE Kit Installation for Termination of Consumer Mains		After hours	$3,590.10	$3,549.55
Fuse Kit Installation for Termination of Consumer Mains		Business Hours	$242.76	$240.02
Fuse Kit Installation for Termination of Consumer Mains		After hours	$320.83	$317.21
Complex Micro Embedded Generation Connection Enquiry - Class 1 (Residential)		Business hours	$264.49	$261.50
Installation of Possum Guard on overhead service cable		Business hours	$965.69	$954.78
Design Fee - Basic Connections		Business hours	$802.31	$793.25
Design Fee > 100 amps		Business hours	$5,366.91	$5,306.29
Preliminary Network Advice Fee		Business hours	$10,589.41	$10,469.80
Preliminary Network Advice Fee - Major Project - Chambers		Business hours	$13,885.13	$13,728.29
Preliminary Network Advice Fee - Major Project - Greenfield		Business hours	$25,947.18	$25,654.10
Move, remove or inspect a meter		Business hours	$163.76	$161.91
Re-energise premises – site visit only	Premise Re-energisation – Existing Network Connection	Business hours	$65.07	$64.33

Table A.4 Quoted service hourly labour rates (business hours) for 2024–25, final decision ($2024–25)

	Revised proposal (business hours)	Final decision (business hours)	Revised proposal (after hours)	Final decision (after hours)
Office support service delivery	$136.89	$135.34		
Connection/Project Engineer (PE)	$221.81	$219.30		
Management (Senior Project Engineer - SPE)	$264.49	$261.50		
GIS Officer (GO)	$184.39	$182.31		
Site Lead/Scheduler (SL)	$198.29	$196.05	$314.16	$310.61
Electrical Fitter (EF)	$195.20	$193.00	$273.28	$270.19
Electrical Operator (EO)	$198.29	$196.05	$305.31	$301.86
Plant Operator (PO)	$176.34	$174.35	$246.88	$244.10
Line Worker (LW)	$184.67	$182.58	$258.54	$255.62
Trade Assistant/Labour (TA)	$151.72	$150.01	$212.40	$210.01
Network Controller	$198.29	$196.05		
Level 3 Zone B (Embedded Generation Engineer)	$221.81	$219.30		
Level 4 Zone B (embedded Generation Team Lead)	$264.49	$261.50		
Planning Engineer (PE)	$264.49	$261.50		
Service and Installation Officer	$198.29	$196.05		

Shortened forms

Term	Definition
AEMC	Australian Energy Market Commission
AER	Australian Energy Regulator
capex	capital expenditure
CCP26	Consumer Challenge Panel, sub-panel 26
CPI	consumer price index
F&A	framework and approach
LED	light-emitting diode
NEM	national electricity market
NER	national electricity rules
NMI	national meter identifier
opex	operating expenditure
PE cell	photoelectric cell
RBA	Reserve Bank of Australia
RIN	regulatory information notice
WACC	weighted average cost of capital