

Jemena Electricity Networks (Vic) Ltd
Commonly Requested Distribution Services
Schedule of charges effective from 1 July 2024 to 30 June 2025

- a) The following **fee-based** and **quoted** services apply throughout Jemena’s distribution area.
- b) Where a service charge is recorded as **quoted**, Jemena will provide a quote for the service.
- c) After hours are those hours that are outside business hours.
- d) Jemena does not schedule distribution services during public holidays.

Application of fixed prices for after-hours services:

- e) The fixed prices for after-hours service vehicle visits apply to services that are performed after hours without an appointment. Generally the work is scheduled with other planned work. When a customer requires the work to be performed after hours requiring workers to be ‘called out’ specifically for the service – because no other planned work has been scheduled or the customer has requested the work to be undertaken at a specific time made by appointment – Jemena will apply the quoted service process for ‘After hours service truck by appointment’.
- f) Where an ‘After hours service by appointment’ is cancelled with or without notice after 3.00 PM:
 - a. either on the day scheduled for the service provision, if that day is a business day, or
 - b. on the preceding business day, when the work is scheduled for a weekend day,Jemena will charge the customer the quoted service charge less any material cost included in the quote.

Fee-based services: Fee-based services are those services for which costs are generally similar and do not vary significantly among customers. The fees represent Jemena’s average cost of providing the service. The fees shown below have been approved by the Australian Energy Regulator (AER).

Quoted services: Quoted services are those services for which the costs vary significantly depending on the particulars of the service being provided. For quoted services, the AER has placed a cap on the applicable labour rates (inclusive of margins and all overheads).

Jemena Electricity Networks (Vic) Ltd						
Commonly Requested Distribution Services						
Schedule of charges effective from 1 July 2024 to 30 June 2025						
Distribution services	Business hours (BH)			After Hours (AH)		
	Product Code	Price excluding GST	Price including GST	Product Code	Price excluding GST	Price including GST
Connection services						
Basic single phase connection*	ND1PBH	\$668.16	\$734.98	ND1PAH	\$884.93	\$973.42
Basic three-phase connection*	ND3PBH	\$822.02	\$904.22	ND3PAH	\$1,038.81	\$1,142.69
Ancillary network services						
Temporary single phase connection*	BTSOBH	\$668.16	\$734.98	BTSOAH	\$884.93	\$973.42
Temporary three-phase connection*	BTSPBH	\$822.02	\$904.22	BTSPAH	\$1,038.81	\$1,142.69
Field-based energisation (fuse insert)	REENBH	\$58.64	\$64.50	REENAH	\$102.36	\$112.60
Field-based de-energisation (fuse removal)	DEENBH	\$84.09	\$92.50	DEENAH	\$84.09	\$92.50
Disconnection (temporary) requiring a service vehicle	DCTKBH	\$434.84	\$478.32	DCTKAH	\$615.51	\$677.06
Reconnection requiring a service vehicle	RCTKBH	\$503.82	\$554.20	RCTKAH	\$717.35	\$789.09
Basic connection upgrade (single phase to three-phase)*	SUTKBH	\$822.02	\$904.22	SUTKAH	\$1,038.81	\$1,142.69
Replacement of overhead basic connection (single phase)*	RTK1BH	\$801.33	\$881.46	RTK1AH	\$1,018.10	\$1,119.91
Replacement of overhead basic connection (three-phase)*	RTK3BH	\$889.37	\$978.31	RTK3AH	\$1,106.16	\$1,216.78
Reserve feeder maintenance – \$/kVA/annum		\$15.38	\$16.92		\$15.38	\$16.92
Other ancillary network services						
Customer access to electricity consumption data		No charge	No charge		NA	NA
Security lighting (operation and maintenance) – \$/light/annum		\$161.48	\$177.63		\$161.48	\$177.63

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Distribution services	Business hours (BH)			After Hours (AH)		
	Product Code	Price excluding GST	Price including GST	Product Code	Price excluding GST	Price including GST
Auxiliary metering services						
Remote special meter read	SPRDRM	No charge	No charge		NA	NA
Remote energisation	REENRM	No charge	No charge		NA	NA
Remote de-energisation	DEENRM	No charge	No charge		NA	NA
Remote meter re-configuration	MECFRM	\$59.13	\$65.04		\$59.13	\$65.04
Meter alteration (or relocation)	MCTKBH	\$559.26	\$615.19	MCTKAH	\$772.78	\$850.06
Field-based special meter reads	SPRDBH	\$56.51	\$62.16		\$56.51	\$62.16
Meter test of types 5, 6 and AMI smart metering installations (No charge for additional meters)	MTALBH	\$609.13	\$670.04	MTALAH	\$826.97	\$909.67
Type 7 metering (meter data service) – \$/light/annum	MDCH	\$1.71	\$1.88		\$1.71	\$1.88
Non-contestable unmetered load (notional metering) – \$/unmetered installation/annum	NCUM	\$19.64	\$21.60		\$19.64	\$21.60
Wasted Site Attendance						
Waste attendance – site visit ^{(1),(2)}	WSVRBH	\$559.26	\$615.19	WSVRAH	\$772.78	\$850.06
AMI Meter Charges for customers consuming <160 MWh per annum - (\$/meter/annum)						
Single phase single element	1PNOP	\$61.98	\$68.18		NA	NA
Single-phase, two-element	1POP	\$61.98	\$68.18		NA	NA
Three-phase (direct connect)	3DCL	\$75.67	\$83.24		NA	NA
Three-phase (current transformer connect)	3CTL	\$84.28	\$92.71		NA	NA
Type 5 and 6 (incl. smart metering) metering exit fee (\$/meter)						
Single Phase	AEXTSP	\$205.94	\$226.53		NA	NA
Single Phase, Two element	AEXTS2	\$205.94	\$226.53		NA	NA
Three Phase Direct Connect	AEXTTP	\$205.94	\$226.53		NA	NA
Three Phase CT Connect	AEXTCT	\$205.94	\$226.53		NA	NA

(1) Jemena will apply a Wasted Site Attendance fee in circumstances where on arrival at the site, it is found the customer's premises are not ready for the scheduled work, or if the site is not safe to undertake the work or access to the site is limited.

(2) For services marked (*), the Wasted Site Attendance fee applies. For all other services, the Wasted Site Attendance fee is the service fee shown applicable to the service.

Commonly Requested Distribution Services Provided on a Quoted Basis

Quoted services are those services for which the costs vary significantly depending on the particulars of the service being provided. We do not have a fixed fee for these services. For quoted services, we apply the AER approved applicable labour rates (inclusive of margins and all overheads) in accordance with the AER's pricing formula for quoted services.

Pricing formula:

Price = Labour + Contractor Services + Materials

AER-approved Labour Rates effective 1 July 2024 to 30 June 2025

- i) Unit rate per field worker hour during business hours is \$186.06 (excluding GST).
- ii) Unit rate per field worker hour during after-hours is \$283.18 (excluding GST).
- iii) Unit rate per back office worker hour during business hours is \$109.26 (excluding GST).
- iv) Unit rate per technical officer hour during business hours is \$196.96 (excluding GST).
- v) Unit rate per engineer hour during business hours is \$181.43 (excluding GST).
- vi) Unit rate per senior engineer hour during business hours is \$237.25 (excluding GST).

Jemena will apply the above rates. Materials for quoted services are recovered at cost.

The quoted services shown below are only those services commonly requested by customers. It is not an exhaustive list of the distribution services we provide on a quoted basis.

Ancillary network services provided on a quoted basis

Temporary covering of LV mains and service lines – e.g. fitting of tiger tails, possum guards, and aerial markers

High load escorts

Site visit relating to location of underground cables/assets

Third party request for de-energising wires for safe approach

Access permits, oversight and facilitation

Alterations to the shared distribution network to enable installation of third party infrastructure

Temporary non-basic connections (> 100 amps)

Temporary disconnection of non-basic connections (> 100 amps)

Reconnection of non-basic connection after temporary disconnection (> 100 amps)

Supply abolishment of non- basic connection (> 100 amps)

Supply relocation of non-basic connection assets (> 100 amps)

Overhead service line replacement of non-basic connections (> 100 amps)

Elective undergrounding

Protection and power quality assessment

Customer requested plant study

Ancillary network services provided on a quoted basis
Customer requested planning study
Rectification of illegal connections or damage
Calculation of a site-specific distribution loss factor on request
Embedded network management
Reserve feeder installation
Establishing inventory and load (consumption) tables of new non-contestable unmetered devices.
Non-standard metering services and new meter types introduced
Alteration and relocation of public lighting assets
New public lighting services including greenfield sites and new light types
Provision, construction and maintenance of emerging public lighting technology
Provision of traffic control and safety observer services by the distributor where required
Third party request for de-energising wires for safe approach
Specialist services
Facilitation of generator connection and operation of the network
Provision of electricity network data or consumption data outside of legislative obligations

Jemena Electricity Networks (Vic) Ltd Public lighting OMR (operation, maintenance & replacement) charges for FY25 (effective from 1 July 2024 to 30 June 2025)		
Light Type	OMR charge (excluding GST)	OMR charge (including GST)
Mercury Vapour 80 watt	\$63.58	\$69.94
Sodium High Pressure 150 watt	\$137.26	\$150.99
Sodium High Pressure 250 watt	\$139.25	\$153.18
Fluorescent 20 watt	\$79.46	\$87.41
Fluorescent 40 watt	\$79.46	\$87.41
Fluorescent 80 watt	\$79.46	\$87.41
Mercury Vapour 50 watt	\$79.46	\$87.41
Mercury Vapour 125 watt	\$93.45	\$102.80
Mercury Vapour 250 watt	\$133.69	\$147.06
Mercury Vapour 400 watt	\$150.39	\$165.43
Sodium Low Pressure 90 watt	\$145.49	\$160.04
Sodium High Pressure 100 watt	\$188.03	\$206.83
Sodium High Pressure 400 watt	\$185.21	\$203.73
Metal Halide 70 watt	\$163.39	\$179.73
Metal Halide 150 watt	\$304.71	\$335.18
Metal Halide 250 watt	\$299.40	\$329.34
Incandescent 100 watt	\$99.18	\$109.10
Incandescent 150 watt	\$123.97	\$136.37
Energy-Efficient Lights		
T5 (2 x 14 W)	\$77.18	\$84.90
T5 (2 x 24 W)	\$86.92	\$95.61
LED 18W (incl. other standard Category P LED variants)	\$37.37	\$41.11
Compact Fluoro 32W	\$73.18	\$80.50
Compact Fluoro 42W	\$73.18	\$80.50
L1 - LED 70W	\$69.17	\$76.09
L2 - LED 118W, 155W, 162W	\$70.12	\$77.13
L4 - LED 275W	\$78.50	\$86.35

Jemena Electricity Networks (Vic) Ltd Public lighting written down value and avoided cost charges/rebates for FY25 (effective from 1 July 2024 to 30 June 2025)		
Light Type	Charge/rebate (excluding GST)	Charge/rebate (including GST)
Mercury Vapour 80 watt		
Written Down Value	\$79.53	\$87.48
Avoided cost	-\$33.79	-\$37.17
Sodium High Pressure 150 watt		
Written Down Value	\$94.12	\$103.53
Avoided cost	-\$39.61	-\$43.57
Sodium High Pressure 250 watt		
Written Down Value	\$95.52	\$105.07
Avoided cost	-\$40.27	-\$44.30
Sodium High Pressure 400 watt		
Written Down Value	\$127.04	\$139.75
Avoided cost	-\$53.56	-\$58.91

GLOSSARY – FEE BASED SERVICES

Basic single-phase connection (up to 100 Amps)

A new connection up to 100 Amps provided in accordance with the [model standing offer](#) approved by the Australian Energy Regulator. The charge for this service includes the installation of a meter.

Basic three-phase connection (up to 100 Amps)

A new connection up to 100 Amps provided in accordance with the [model standing offer](#) approved by the Australian Energy Regulator. The charge for this service includes the installation of a meter.

Temporary single-phase connection (up to 100 Amps)

A temporary connection (e.g. builder's supply) up to 100 Amps provided in accordance with the [model standing offer](#) approved by the Australian Energy Regulator. The charge for this service includes the installation of a meter. Abolishment of the temporary connection that is less than 100 Amps is free of charge.

Temporary three-phase connection (up to 100 Amps)

A temporary connection (e.g. builder's supply) up to 100 Amps provided in accordance with the [model standing offer](#) approved by the Australian Energy Regulator. The charge includes the installation of a meter. Abolishment of the temporary connection that is less than 100 Amps is free of charge.

Field-based energisation (fuse insert)

This service is a field-based energisation of an existing connection, which involves a fuse insert.

Field-based de-energisation (fuse removal)

This This service is a field-based de-energisation of an existing connection, which involves a fuse removal.

Disconnection (temporary) requiring a service vehicle

This is a temporary disconnection service, which requires a service truck. Temporary disconnection is generally provided to customers who request a physical disconnection of premises at the distribution network—e.g. disconnection at the pole, above a shop veranda or in a service pit. A separate reconnection charge will apply for subsequent reconnection (see below). Where the subsequent reconnection can be performed within 30 minutes, then Jemena will waive the reconnection charge.

Reconnection requiring a service vehicle

This is a reconnection service following a temporary disconnection, which requires a service truck.

Basic connection upgrade (single-phase to three-phase, up to 100 Amps)

This service is provided to customers who request a connection upgrade from single-phase to three-phase up to 100 Amps. The charge includes the upgrade of the meter.

Replacement of overhead basic connection (up to 100 Amps, single phase)

This service is provided to customers who request relocation or replacement of an existing overhead single-phase connection up to 100 Amps. Relocation of an existing overhead connection would involve the replacement of the existing overhead connection.

Replacement of overhead basic connection (up to 100 Amps, three-phase)

This service is provided to customers who request relocation or replacement of an existing overhead three-phase connection up to 100 Amps. Relocation of an existing overhead connection would involve the replacement of the existing overhead connection.

Reserve feeder maintenance – \$/kVA/annum

This charge applies to customers who have reserve feeders. The charge recovers the costs relating to the operation and maintenance of the reserve feeder.

Customer access to electricity consumption data

Customer access to data service is free of charge, noting that for complex requests, Jemena may offer this service on a quoted basis.

Security lighting (operation and maintenance) – \$/light/annum

This security lighting service covers the operation, maintenance and repair of security lights. The service includes replacement of failed (or vandalised) lighting components including lamps, PE cells and repairs to faulty wiring. This service does not cover the replacement of existing security lights are beyond repair.

When a security light becomes unserviceable – that is the entire light fixture (lantern) is beyond repair – Jemena will offer the customer a quoted price for the replacement of the unserviceable entire security light. That way, the customer has a choice of accepting our offer to replace the entire security light or install their own security light within their premises. Jemena does not provide new security lighting service to customers any longer as they have the option of installing their own security lighting on their premises.

Remote special meter read

A remote special meter read is seldom requested because retailers receive daily meter reads and 99% of these are actual meter reads. Despite this, we still offer the service. Jemena does not charge for remote meter reads

Remote energisation

Remote energisation services are provided to retailers on behalf of customers moving into new or existing premises that have previously been de-energised – for example, sites de-energised for non-payment of an electricity bill or residents have moved out. Jemena does not charge for remote energisation.

Remote de-energisation

Remote de-energisation services are provided where customers or retailers request that the power to a premise is turned off. De-energisation requests from retailers mainly relate to customers moving out of a premise, or disconnection for non-payment of electricity bill. Jemena does not charge for remote de-energisation.

Remote meter re-configuration

Remote meter reconfiguration service is generally requested by customers who install solar panels and/or batteries where export energy is metered. This service is generally provided to a retailer on behalf of customers. Meter configuration services include, but are not limited to:

- reconfiguration of the time-of-use periods or maximum demand settings in a meter, to align it with a tariff change;
- reconfiguration following the installation of solar to measure the importing and exporting of energy;
- reconfiguration of load control turn-on/turn-off times.

Meter alteration (or relocation)

Meter alteration or relocation services are provided to customers on a request basis. The fee for this service includes only the labour costs. The costs of the meters are recovered by the annual AMI meter charge.

Field-based special meter reads

Field-based special meter reads are normally required to finalise a customer's bill when they transfer between retailers outside the normal meter reading schedule or move out of their premises. We do not expect many requests for field-based special meter reads, given that more than 98% of residential and small customers have a smart meter and these are remotely read.

Meter test of types 5, 6 and AMI smart metering installations (no charge for additional meters)

This service is provided to a customer (or a retailer on behalf of a customer) who request an inspection or investigation including a meter test, to verify that the meter is accurately measuring the amount of energy consumed. This generally occurs after a complaint by a customer about their electricity bill. In the case of a meter being proven to be faulty, we will waive the charge.

Type 7 metering (meter data service) – \$/light/annum

This fee applies to street lights. The fee covers meter data services of Type 7 metering installation, which is a notional metering installation at an unmetered connection point – that is, a connection point where the device is connected to the network and uses electricity but does not have a meter.

Non-contestable unmetered load (notional metering) – \$/unmetered installation/annum

This fee applies to non-contestable unmetered device connected to Jemena's network. The fee covers sending the notional meter data of the non-contestable unmetered device to the National Electricity Market.

Wasted attendance – site visit

Jemena will apply a Wasted Site Attendance fee in circumstances where on arrival at the site, it is found the customer's premises are not ready for the scheduled work, or if the site is not safe to undertake the work or access to the site is limited.

Type 5 and 6 (incl. smart metering) metering exit fee

The meter exit fee is charged when a Jemena installed meter is removed. This charge generally applies to applicants who create an embedded network involving the removal of a Jemena-installed meter.