



Jemena Gas Networks (NSW) Ltd

JGN reference tariff schedule

1 July 2024 to 30 June 2025



Table of Contents

1.	Introduction	2
2.	Tariff assignment criteria	3
2.1	Elements for tariff assignment	3
2.2	Tariff customer groups	3
2.3	Tariff category	4
2.4	Classification by location	6
3.	Tariff classes and tariff charge components for the reference service	8
4.	Reference Tariffs.....	10
4.1	Reference Service	10

Overview

On 5 June 2020, the Australian Energy Regulator (**AER**) made its final determination for the Jemena Gas Networks (NSW) Ltd (**JGN**) access arrangement (**2020-25 AA**), to apply for the period from 1 July 2021 to 30 June 2025.¹ The 2020-25 AA is available at <http://www.aer.gov.au/> or <http://www.jemena.com.au>.

The 2020-25 AA describes the reference services that JGN offers, sets out the initial reference tariffs that apply to those services from 1 July 2020 (in Schedule 2) and includes an annual tariff mechanism, effective 1 July each year of the 2020-25 AA period.

Reference tariffs are subject to variation annually in accordance with Section 3 of the 2020-25 AA (Reference Tariffs and Tariff Variation Mechanism). The 2023-24 reference tariffs to apply from 1 July 2024 have been calculated consistent with the 2020-25 AA. The tariffs are expressed in 2024-25 dollars and exclude GST. Annual variations are subject to approval by the Australian Energy Regulator.

¹ The Access Arrangement: JGN's NSW gas distribution networks, 1 July 2020 – 30 June 2025, published 5 June 2020.

1. Introduction

This revised reference tariff schedule sets out the reference tariffs that apply for the reference service under the 2020-25 AA. Key elements to note are:

- the reference tariffs are expressed in 2024-25 dollars and exclude GST
- there may be more than one reference tariff for the reference service
- terms are as defined in the 2020-25 AA
- the reference tariffs available for the reference service depend upon the tariff class assigned by JGN to the delivery point to which the reference service will be provided
- in addition to setting out the tariff classes and the reference tariffs, this reference tariff schedule sets out and explains the tariff components and assignment criteria used in determining the availability of different reference tariffs
- the reference tariffs will take effect from 1 July 2024 and will apply until amended in accordance with clause 3 of the access arrangement. When the reference tariffs are amended, the updated reference tariff schedule will be published on Jemena's website.

2. Tariff assignment criteria

2.1 Elements for tariff assignment

- a) The Service Provider determines the appropriate Tariff Class for a Delivery Point based on each of the following elements:
 - i. customer groups;
 - ii. tariff categories; and
 - iii. classification by location.
- b) The assignment criteria for each relevant element must be satisfied for a Delivery Point to qualify for a particular Tariff Class.
- c) Each Tariff Class is allocated a code that reflects the assignment criteria for each of the elements using the following format:

[G][CAT]-[Location]

where:

[G] is a single character defining the customer group (V for Volume or D for Demand). Customer groups are described in clause 2.2 below;

[CAT] is a category name or abbreviation. If omitted then the Tariff Class is not described by reference to a tariff category. The assignment criteria for the tariff categories are described in clause 2.3 below; and

[Location] is the location identifier. If equal to 0, or omitted, then the Tariff Class is not described by reference to a specific part of the Network. The assignment criteria for classification by location are described in clause 2.4 below.

2.2 Tariff customer groups

- a) The customer group that applies to a Delivery Point is determined based on the characteristics of the Energy requirements of the Customer and any End Consumer at that Delivery Point.
- b) The assignment criteria for determining the customer group are as follows:
 - i. **Demand Tariff:** A Delivery Point can be assigned a Demand Tariff customer group where:
 - (A) The quantity of Gas withdrawn at that Delivery Point is reasonably expected to be equal to or greater than 10 TJ of Gas per annum;
 - (B) All Gas delivered to that Delivery Point is used on the premises to meet the production or Energy requirements of:
 - a single Business Customer occupying those premises; or

- a Customer operating a centralised gas-fired electricity generation plant or system that supplies electricity and cogenerated thermal energy directly to a group of substantially non-residential End Consumers² occupying the same or nearby premises³;
- (C) the Service Provider has accurate and complete information to enable Load Shedding procedures to be implemented at the Delivery Point.

Assignment to a Demand Tariff is for a minimum period of 12 months;

- ii. **Volume Tariff:** A Delivery Point can be assigned a Volume Tariff customer group where the Delivery Point does not satisfy the Demand Tariff customer group assignment criteria. Examples of Delivery Points that will be assigned to the Volume Tariff customer group include Delivery Points where all Gas delivered to that Delivery Point is used on the premises to meet the production or Energy requirements of:

- (A) a single Residential Customer;
- (B) a single Business Customer who is reasonably expected to consume less than 10 TJ of Gas per annum;
- (C) a Customer operating a centralised gas-fired electricity generation plant or system that supplies electricity and cogenerated thermal energy directly to a group of substantially non-residential End Consumers occupying the same or nearby premises⁴ and the Delivery Point is reasonably expected to withdraw less than 10 TJ of Gas per annum; or
- (D) a group of End consumers (business and/or residential) occupying a single, multi-occupancy premises where Gas is withdrawn by a single Customer at a single Delivery Point (other than as contemplated under paragraph (C) above).

2.3 Tariff category

- a) Where convenient, the Service Provider uses a tariff category to group several Tariff Classes together to describe a common, but not complete, sub-set of assignment criteria. For example, the assignment criteria for all Demand Tariffs that fall into the capacity category have a common “category criteria” but separate “location criteria”.
- b) Tariff categories for Demand Tariffs and the corresponding category assignment criteria are shown below:

Abbreviation	Category	Criteria
DC	Capacity	This category is used for Delivery Points that meet the criteria for a Demand Tariff and have not been assigned to another Demand Tariff category, such as the 'Capacity - 1st Response' or 'Throughput' categories.
DCFR	Capacity – 1st Response	This category is only available for Delivery Points that were assigned to this category on or before 1 July 2015 and have continued to be assigned to this category. Delivery Points in this tariff category must continue to satisfy (to the Service Provider's reasonable satisfaction) the following criteria: 1. peak hourly historical demand is consistently greater than 350 GJ/hr, but no more than the MHQ;

² As a guide, the Service Provider will consider a group of End Consumers to be substantially non-residential where less than 50% (by number of End Consumers) of the group use Energy principally for personal, domestic or household purposes.

³ In these circumstances, only the Delivery Point of the Customer would be recognised in the Service Provider's systems. Subsequent on-supply to end customers by that Customer would not be individually represented in the Service Provider's systems.

⁴ As a guide, the Service Provider will consider a group of End Consumers to be substantially non-residential where less than 50% (by number of End Consumers) of the group use Energy principally for personal, domestic or household purposes.

Abbreviation	Category	Criteria
		<ol style="list-style-type: none"> 2. the User has provided the Service Provider with a documented Curtailment Plan (as defined in the Reference Service Agreement) for the Delivery Point which is acceptable to the Service Provider and contains ELMS Data (as defined in the Reference Service Agreement) required by the Service Provider, contact personnel and site procedures for reducing load in accordance with the ELMS Data, including times for various stages of load reduction; 3. under the Curtailment Plan and ELMS Data held by the Service Provider, at least 40% of peak historical hourly demand is nominated for a reduction in Load Shedding priority 1 and that reduction could be expected to be reduced within no more than 6 hours of first contact; 4. the Curtailment Plan and all ELMS Data are up to date (with a minimum review period of 24 months); 5. the Service Provider can continuously monitor hourly demand from the Delivery Station at the site, or another sampling frequency acceptable to the Service Provider; and 6. in any Load Shedding procedure initiated by the Service Provider in the past two years that involved the Delivery Point, the level of hourly demand at the Delivery Point was no more than the hourly demand anticipated after each stage of reduction as set out in the Curtailment Plan.
DT	Throughput	Assignment to this tariff category is made upon User request. This tariff category is used for Delivery Points that meet the criteria for a Demand Tariff.
DMT	Major End Customer Throughput	<p>Assignment to this tariff category is made upon User request.</p> <p>This tariff category is used for Delivery Points that meet the criteria for a Demand Tariff and also satisfy the following additional criteria:</p> <ol style="list-style-type: none"> 1. the average daily consumption in any 12-month period multiplied by 1.33 is greater than 10 times the contractual MHQ⁵ for the Delivery Point for the same period; and 2. the Delivery Point is located in location identifiers 1, 2, 3, 4 or 5.
DMTFR	Major End Customer Throughput – First Response	<p>This category is only available for Delivery Points that were assigned to this category on or before 1 July 2015 and have continued to be assigned to this category. Delivery Points in this tariff category must continue to meet the criteria for a Major End Customer Throughput Tariff and satisfy (to the Service Provider's reasonable satisfaction) the following additional criteria:</p> <ol style="list-style-type: none"> 1. peak hourly historical demand is consistently greater than 350 GJ/hr, but no more than the MHQ; 2. the User has provided the Service Provider with a documented Curtailment Plan (as defined in the Reference Service Agreement) for the Delivery Point which is acceptable to the Service Provider and contains ELMS Data (as defined in the Reference Service Agreement) required by the Service Provider, contact personnel and site procedures for reducing load in accordance with the ELMS Data, including times for various stages of load reduction; 3. under the Curtailment Plan and ELMS Data held by the Service Provider, at least 40% of peak historical hourly demand is nominated for a reduction in Load Shedding priority 1 and that reduction could be expected to be reduced within no more than 6 hours of first contact; 4. the Curtailment Plan and all ELMS Data are up to date (with a minimum review period of 24 months); 5. the Service Provider can continuously monitor hourly demand from the Delivery Station at the site, or another sampling frequency acceptable to the Service Provider; and 6. in any Load Shedding procedure initiated by the Service Provider in the past two years that involved the Delivery Point, the level of hourly demand at the

⁵ If the contractual MHQ has changed in a period then the lowest contractual MHQ is used.

Abbreviation	Category	Criteria
		Delivery Point was no more than the hourly demand anticipated after each stage of reduction as set out in the Curtailment Plan.

c) Tariff categories for Volume Tariffs and corresponding assignment criteria are as follows:

Abbreviation	Category	Criteria
VI	Individual	This category applies where either: <ul style="list-style-type: none"> all Gas withdrawn at the Delivery Point is measured by the Service Provider by individually metering the Energy consumption of the end customer(s) (including the consumption of hot water supplied through a centralised residential gas hot water system); or the Delivery Point meets the Volume Tariff customer group assignment criteria in paragraph 2.2(b)(ii)(C) above.
VB	Boundary	This category applies where a Delivery Point meets the Volume Tariff customer group assignment criteria in paragraph 2.2(b)(ii)(D) and has not been assigned to a tariff in the VRT category. ⁶
VRT	Residential Distributed Generation Technology	Assignment to this category is made upon User request. This category is available for a Delivery Point at which all Gas is consumed on the premises by a Customer operating a gas-fired electricity generation plant or system that supplies electricity and cogenerated thermal energy directly to a group of substantially residential End Consumers ⁷ occupying the same or nearby premises, and the Delivery Point is reasonably expected to withdraw more than 25TJ of Gas per annum. ⁶

d) Where a Delivery Point is eligible for more than one tariff category, the User or Prospective User can nominate the discretionary element of the tariff category in accordance with clause 2.1 of this Schedule. For example, a User or Prospective User may request to be placed in the 'Throughput' category. The Service Provider may refuse a nomination by a User or Prospective User if it does not consider the Delivery Point to be eligible.

2.4 Classification by location

Where assignment criteria for a Tariff Class depend upon the location of the Delivery Point, the following location criteria will be used.

Location Identifier	Applies to Delivery Points located in:	
0 or omitted	All areas in the Network	
Coastal	The Wilton Network Section (used for VI and VB Volume Tariffs only – see identifiers 1 to 11 for location criteria in the Wilton Network Section for other Tariff Classes)	
Country	Network Sections other than the Wilton Network Section	
1	2164, 2171, 2175, 2571, 2761, 2762, 2766, 2768, Appin	Location identifiers refer to the first 4 numbers of the Delivery Station Identifier used by the Service Provider to identify individual Demand Customers and daily metered Delivery
2	2141, 2142, 2143, 2144, 2145, 2147, 2148, 2161, 2162, 2163, 2165, 2166, 2170, 2565, 2750, 2759, 2760, 2765, 2770	

⁶ In these circumstances, only the Delivery Point of the Customer would be recognised in the Service Provider's systems. Subsequent on-supply to end customers by that Customer would not be individually represented in the Service Provider's systems.

⁷ As a guide, the Service Provider will consider a group of end customers to be substantially residential where more than 50% (by number) of the group use Energy principally for person, domestic or household purposes.

3	2006, 2007, 2015, 2017, 2019, 2020, 2033, 2036, 2040, 2044, 2046, 2050, 2112, 2113, 2115, 2116, 2128, 2135, 2136, 2137, 2138, 2140, 2146, 2151, 2152, 2153, 2157, 2173, 2190, 2193, 2199, 2200, 2204, 2205, 2211, 2212, 2214, 2216, 2217, 2560 ⁹ , 2566, 2570, 2747, 2755, 2756, 2777	Points. Location identifiers are listed for existing Delivery Points. ⁸
4	2000, 2008, 2009, 2010, 2011, 2018, 2021, 2022, 2031, 2032, 2034, 2035, 2037, 2039, 2064, 2065, 2066, 2067, 2111, 2120, 2122, 2154, 2196, 2208, 2220, 2223, 2224, 2228, 2229, 2231, 2232	
5	2028, 2060, 2076, 2077, 2080, 2085, 2095, 2099, 2100, 2102, 2103, 2780	
6	2250, 2259, 2284, 2285, 2286, 2304, 2308, 2322	
7	2256, 2258, 2260, 2261, 2262, 2263, 2264, 2265, 2294, 2295, 2298, 2303, 2305, 2320, 2323, 2326, 2327	
8	2290, 2300, 2314, 2321, 2324, 2325, 2330	
9	2505-BHP	
10	2500, 2502, 2505, 2526, 2530	
11	2516, 2527	

⁹ Excludes Appin - see location classification 1.

⁸ The Service Provider shall assign new Delivery Points to location classifications on the basis of 1997 Australia Post postcode boundaries, and where new postcodes must be added to the table, the Service Provider will allocate a locational identifier to new postcode, which is comparable with the existing postcodes.

3. Tariff classes and tariff charge components for the reference service

- a) A User must pay the Service Provider all charges applicable to the Reference Service provided based on the relevant Tariff Class.
- b) The tables below set out the tariff charge components applicable to each Tariff Class.
- c) In addition, other charges are payable in accordance with the Reference Service Agreement.
- d) Volume Tariffs

Customer Type/Category	Tariff Class	Reference Service - Reference Tariff Components
Volume Individual	VI-Coastal VI-Country	Volume Throughput Rate (clause 4.1(h)) Fixed Charge (clause 4.1(i)) Ancillary Charges (clause 4.1(j))
Volume Boundary	VB-Coastal VB-Country	Volume Throughput Rate (clause 4.1(h)) Fixed Charge (clause 4.1(i)) Ancillary Charges (clause 4.1(j))
Volume Residential Distributed Generation Technology	VRT-03 VRT-04 VRT-06 VRT-10	Demand Capacity Rate (clause 4.1(a)) Provision of Basic Metering Equipment Charge (clause 4.1(g)) Ancillary Charges (clause 4.1(j))

- e) Demand Tariffs

Customer Type/Category	Tariff Class	Reference Service - Reference Tariff Components
Demand Capacity	DC-1 To DC-11	Demand Capacity Rate (clause 4.1(a)) Provision of Basic Metering Equipment Charge (clause 4.1(g)) Ancillary Charges (clause 4.1(j))
	DC Country	Demand Capacity Rate comprised of: <ul style="list-style-type: none"> Capacity Distance Rate (clause 4.1(b)), and Pressure Reduction Rate (clause 4.1(c)) Provision of Basic Metering Equipment Charge (clause 4.1(g)) Ancillary Charges (clause 4.1(j))
Demand Throughput	DT	Demand Throughput Rate (clause 4.1(f)) Provision of Basic Metering Equipment Charge (clause 4.1(g)) Ancillary Charges (clause 4.1(j))
Demand Capacity - 1st Response	DCFR-1 DCFR-6	Discounted Demand Capacity Rate (clause 4.1(d)) Provision of Basic Metering Equipment Charge (clause 4.1(g))

Customer Type/Category	Tariff Class	Reference Service - Reference Tariff Components
		Ancillary Charges (clause 4.1(j))
Demand Major End Customer Throughput	DMT-01 To DMT-05	Fixed Charge (clause 4.1(i)) Demand Throughput Rate (clause 4.1(f)) Provision of Basic Metering Equipment Charge (clause 4.1(g)) Ancillary Charges (clause 4.1(j))
Demand Major End Customer Throughput - 1 st response	DMTFR-3	Discounted Fixed Charge (clause 4.1(e)) Discounted Demand Throughput Rate (clause 4.1(e)) Provision of Basic Metering Equipment Charge (clause 4.1(g)) Ancillary Charges (clause 4.1(j))

4. Reference Tariffs

4.1 Reference Service

a) Demand Capacity Rate

Tariff Class	Unit Rate – dollars per GJ of Chargeable Demand (CD) per annum (\$/GJ.CD.pa) Period ending 30 June 2025 Prices are 2024-25 GST exclusive dollars					
	First 50 GJ of CD	Next 150 GJ of CD	Next 400 GJ of CD	Next 1000 GJ of CD	Next 2000 GJ of CD	Rest of CD
VRT-03	489.428	458.283	235.116	141.159	110.937	110.132
VRT-04	807.532	756.145	347.593	218.073	169.013	153.586
VRT-06	169.594	158.802	92.534	73.245	73.223	72.953
VRT-10	264.637	247.796	119.270	77.625	70.565	70.088
DC-1	328.627	307.716	166.750	105.339	92.908	92.846
DC-2	367.645	363.644	183.820	114.745	87.659	75.209
DC-3	489.428	458.283	235.116	141.159	110.937	110.132
DC-4	807.532	756.145	347.593	218.073	169.013	153.586
DC-5	2,155.019	914.238	478.897	285.862	224.672	173.089
DC-6	169.594	158.802	92.534	73.245	73.223	72.953
DC-7	534.517	500.501	268.599	140.604	122.802	108.572
DC-8	1,004.422	940.503	493.004	294.283	231.289	178.189
DC-9	82.351	77.113	59.859	49.385	48.909	48.611
DC-10	264.637	247.796	119.270	77.625	70.565	70.088
DC-11	1,062.165	994.573	521.346	300.544	236.210	181.979
DC-Country	Demand Capacity Rate for DC-Country is comprised of two components of demand charge: (i) the Capacity Distance Rate; and (ii) the Pressure Reduction Rate. See tables Capacity Distance Rate (clause 4.1(b)), and Pressure Reduction Rate (clause 4.1(c)) below. These charges will be calculated for each Delivery Point and expressed as a single rate of \$/GJ.CD. per annum for billing purposes.					

b) DC Country Demand Capacity Rate, Component 1 – Capacity Distance Rate

Customer Type	Tariff Class	Distance Unit Rate – dollars per GJ of Chargeable Demand per annum per km (\$/(GJ.CD).pa per km) Period ending 30 June 2025 Prices are 2024-25 GST exclusive dollars					
		First 50 GJ of CD	Next 150 GJ of CD	Next 400 GJ of CD	Next 1000 GJ of CD	Next 2000 GJ of CD	Rest of CD
Demand	DC-Country	78.654	77.476	33.722	18.608	12.885	10.134

Rates apply per km of the straight line distance from the relevant country Receipt Point rounded up to the nearest 0.5 km as determined by the Service Provider.

c) DC Country Demand Capacity Rate, Component 2 – Pressure Reduction Rate

Customer Type	Tariff Class	Pressure Reduction Unit Rate – dollars per GJ of Chargeable Demand per annum (\$/GJ.CD.pa) Period ending 30 June 2025 Prices are 2024-25 GST exclusive dollars					
		First 50 GJ of CD	Next 150 GJ of CD	Next 400 GJ of CD	Next 1000 GJ of CD	Next 2000 GJ of CD	Rest of CD
Demand	DC-Country	27.916	27.498	11.965	6.604	4.572	3.596

d) Demand Capacity Rates for Discounted DCFR Tariffs

Customer Type	Tariff Class	Demand Capacity Unit Rate – dollars per GJ of Chargeable Demand per annum (\$/GJ.CD.pa) Period ending 30 June 2025
Demand	DCFR-1 DCFR-11	Demand Capacity Rates set out in clause 4.1(a) for the DC-1 and DC-11 tariff respectively less 50%.

e) Fixed Charges and Demand Throughput Rates for Discounted DMTFR Tariff

Customer Type	Tariff Class	Fixed Charge – dollars per annum Period ending 30 June 2024	Demand Throughput Unit Rates – (\$/GJ) Period ending 30 June 2024
Demand	DMTFR-3	Fixed Charge set out in clause 4.1(i) for the DMT-3 tariff less 50%.	Demand Throughput Rates set out in clause 4.1(f) for the DMT-3 tariff less 50%

f) Demand Throughput Rate

Customer Type	Tariff Class	Demand Throughput Rate (\$/GJ) Period ending 30 June 2025 Minimum chargeable quantity of 833 GJ/month Prices are 2024-25 GST exclusive dollars		
		First 1667 GJ per month	Next 2500 GJ per month	Rest
Demand	DT	4.363	4.039	3.584

Customer Type	Tariff Class	Demand Throughput Rate (\$/GJ) Period ending 30 June 2025 Prices are 2024-25 GST exclusive dollars		
		First 41,667 GJ per month	Next 41,667 GJ per month	Rest
Demand	DMT-1	0.000	0.205	0.193
	DMT-2	0.000	0.222	0.215
	DMT-3	0.000	0.390	0.385
	DMT-4	0.000	0.811	0.758
	DMT-5	0.000	0.997	0.973

g) Provision of Basic Metering Charges

Customer Type	Tariff Class		Standing Charge : \$/pa per Delivery Station Charges based on Delivery Point MHQ Period ending 30 June 2025 Prices are 2024-25 GST exclusive dollars				
			MHQ<10 GJ/hr	MHQ 10 to < 50 GJ/hr	MHQ 50 to < 100 GJ/hr	MHQ 100 to <1000 GJ/hr	MHQ 1000 GJ/hr and greater
Demand	All Demand Classes	Single Run	11,079	13,744	23,456	30,469	39,025
		Double Run	18,698	24,031	43,452	57,480	74,593
Volume	VRT 03, 04, 06, 10	Single Run	11,079	13,744	23,456	30,469	39,025
		Double Run	18,698	24,031	43,452	57,480	74,593

h) Volume Throughput Rate

Customer Type	Tariff Class	Volume Throughput Rate (\$/GJ) Period ending 30 June 2025 Prices are 2024-25 GST exclusive dollars					
		First 0.63 GJ	Next 0.62 GJ	Next 1.50 GJ	Next 80.75 GJ	Next 333.5 GJ	All additional
Volume Individual	Block size (GJ per month)	First 0.63 GJ	Next 0.62 GJ	Next 1.50 GJ	Next 80.75 GJ	Next 333.5 GJ	All additional
	Block size (GJ per qtr)	First 1.89 GJ	Next 1.86 GJ	Next 4.50 GJ	Next 242.25 GJ	Next 1000.5 GJ	
	VI-Coastal	22.954	8.536	6.606	5.846	5.341	3.898
	VI-Country	22.456	8.283	6.375	5.636	5.124	3.605

Customer Type	Tariff Class	Volume Throughput Rate (\$/GJ) Period ending 30 June 2025 Prices are 2024-25 GST exclusive dollars			
		First 20.83 GJ	Next 20.83 GJ	Next 41.66 GJ	All additional
Volume Boundary	Block size (GJ per month)	First 20.83 GJ	Next 20.83 GJ	Next 41.66 GJ	All additional
	Block size (GJ per qtr)	First 62.49 GJ	Next 62.49 GJ	Next 124.90 GJ	
	VB-Coastal	17.226	7.271	5.548	5.339
	VB-Country	16.850	7.056	5.354	5.151

i) Fixed Charge

Customer Type	Tariff Class	Standing Charge – dollars per annum Period ending 30 June 2025 Prices are 2024-25 GST exclusive dollars
Volume Individual	VI-Coastal & VI-Country	68,299
Volume Boundary	VB-Coastal & VB-Country	1,855,870
Demand	DMT-1	309,254
	DMT-2	341,542
	DMT-3	415,821
	DMT-4	770,171
	DMT-5	1,444,074

j) Ancillary Charges

Ancillary Charges applicable to all Tariff Classes Period Ending 30 June 2025**Prices are 2024-25 GST exclusive dollars**

Fee Type	Description	Charge
Hourly Charge – non-standard User-initiated requests and queries	The assessment of a User's or Prospective User's requirements, collation of information and provision of a response to a User or Prospective User regarding non-standard requests and queries. Examples include, but are not limited to: <ul style="list-style-type: none"> customer connection or upgrade inquiries requiring additional investigation by the Service Provider due to the nature of the request; and requests for measurement data in addition to data provided in standard reports. Not applicable to the processing of connections and alterations under Part 12A of the National Gas Rules.	\$217 per hour
Disconnection (Volume Customer Delivery Point)	Disconnection of supply to a Delivery Point (by wadding or locking the meter) and where the User also requests that the meter is not to be moved or removed. A request for disconnection is also a request to remove a Delivery Point from the Volume Customer List under the User's Service Agreement. The specific method of disconnection will be at the discretion of the Service Provider, to ensure the site can be left in a safe state.	\$143 per meter disconnection Note: \$94 per meter for a wasted visit for disconnection ¹
Reconnection – Volume Customer Delivery Points ⁽²⁾	Reconnection of a disconnected Delivery Point made in accordance with National Energy Retail Law or National Gas Rules, the Reference Service Agreement, or in other circumstances (at the Service Provider's discretion, acting reasonably) where Delivery Station components and pipework are still installed at the Delivery Point and can be re-energised without alteration or replacement. Reconnection in circumstances other than those described above requires a new connection and a new Request to be made.	\$115 per meter reconnection Note: \$94 per meter for a wasted visit for reconnection ¹
Disconnection & reconnection – Demand Customer Delivery Points	Disconnection for a Demand Customer Delivery Point where the User also requests that the meter is not to be moved or removed. If requested by the User, the charge for disconnection will also include the subsequent costs of reconnection where the Delivery Station components and pipework are still installed at the Delivery Point and can be re-energised without alteration or replacement. Reconnection in circumstances other than those described above requires a new connection and a new Request to be made.	Individually priced
Abolishment ⁽²⁾	Permanent decommissioning of a Delivery Point, typically including the removal of the meter. A request for abolishment is also a request to remove the Delivery Point from the Customer List under the User's Service Agreement. The specific method of abolishment will be at the discretion of the Service Provider to ensure the site can be left in a safe state. Subsequent reconnection of the Delivery Point requires a new connection and a new Request to be made.	\$1,470.81 per meter with a capacity of less than or equal to 25m ³ /hr Note: meters with a capacity of greater than 25m ³ /hr are to be individually priced
Special Meter Reads ⁽²⁾	For meter reading requested by a User for a Delivery Point that is in addition to the scheduled ordinary meter reading comprised in the Haulage Reference Service (for instance, when the meter reader makes a special visit to read a particular meter out of the usual meter reading route or schedule). This service must be scheduled by the User with the Service Provider in accordance with the NSW Retail Market Procedures.	\$16.00 per service Note: A \$16.00 charge

Ancillary Charges applicable to all Tariff Classes Period Ending 30 June 2025

Prices are 2024-25 GST exclusive dollars

		applies per wasted visit ¹
Expedited reconnections	Reconnection of a Volume Customer Delivery Point in a shorter time frame than required under the Applicable Law (typically on the day of the request for reconnection or as otherwise agreed between the User and the Service Provider). The reconnection is performed between 4.00 PM and 7.00 PM on a Business Day. The Service Provider's ability to perform the reconnection on the requested day will depend upon, among other factors, the extent of notice provided by the User (at a minimum, the request must be received before 2.00 PM).	\$342 per meter for successful reconnection. Note: A \$342 charge applies per wasted visit ¹

(1) A wasted visit occurs when the Service Provider attends a Delivery Point in response to a User request for disconnection or reconnection, expedited reconnection or special meter read and where the Service Provider is unable to gain safe or unhindered access to complete the requested activity. A wasted visit charge will be applied in circumstances such as:

- restricted physical access e.g. a locked gate, key required, locked and no answer, security building, obstructed meter, shop closed; or
- unsafe site e.g. presence of a savage dog, the site being under construction, or customer refusal to perform the work.

A wasted visit charge will not be applied where:

- the Service Provider is unable to locate the Delivery Point or meter;
- in the case of attendance at the site to perform a disconnection, the meter has already been disconnected or removed by the Service Provider; or
- the Service Provider attends outside of a scheduled appointment time, and as a result, is unable to complete the requested activity.

(2) For the reconnection, abolishment and special meter read activities, the User may request that the Service Provider provide an "AM" or "PM" appointment to undertake the activity. There is no additional cost for this request. An "AM" appointment is at any time between 7.00 AM and 11.59 AM and a "PM" appointment is at any time between 12.00 midday and 4.00 PM on a Business Day. Note: Appointments are not available for special meter reads for meters equipped with meter data loggers or radio frequency communications.

The Service Provider's ability to offer an appointment during the requested timeframe will depend upon, amongst other factors, the extent of notice provided by the User. For a reconnection or special meter read, the User must provide a minimum of 2 business days' notice (for example, notice must be given by close of business Monday for the activity to be performed on Thursday). For an abolishment, longer notice periods are required due to the nature of the work to be undertaken by the Service Provider. For all activities, the User's request must include a customer name and telephone contact details.

A User may cancel a scheduled appointment by providing at least, one business day's prior notice to the Service Provider. If less notice is provided by the User, the Service Provider may apply the applicable wasted visit charge if the Service Provider attended the Delivery Point to perform the activity

(3) The charges above are for providing the services in accordance with the relevant Applicable Law in force on 1 July 2024.

(4) Volume Customer Delivery Point and Demand Customer Delivery Point means a Delivery Point that has been assigned to the Volume Tariff and Demand Tariff customer groups respectively.