



# Attachment 12.01

## Classification of services

26 November 2024



Part of Energy Queensland



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# Ergon Energy Network and Energex Revised Proposed 2025-30 Service Classification

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# Ergon Energy Network and Energex Revised Proposed 2025-30 Service Classification

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## Overview

This document sets out our proposal to reclassify supply abolishment services and provides an amended proposed classification of services table for Ergon Energy Network and Energex for the 2025-30 regulatory control period.

The proposed classification of service table (provided in Appendix 1) is consistent with the AER's Draft Decision on service classification of Ergon Energy Network's and Energex's distribution services for 2025-30 published in September 2024<sup>1</sup>, except for supply abolishment services.

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<sup>1</sup> AER, *Draft Decision, Ergon Energy Electricity Distribution Determination 2025 to 2030, Attachment 13 Classification of services*, September 2024, p. 11 and AER, *Draft Decision, Energex Electricity Distribution Determination 2025 to 2030, Attachment 13 Classification of services*, September 2024, p. 11.

# Ergon Energy Network and Energex Revised Proposed 2025-30 Service Classification

## Proposed reclassification of supply abolishment services for the 2025-30 regulatory control period

The AER's Draft Decision did not accept a request by Energex and Ergon Energy Network to reclassify the removal of connection assets (or "supply abolishment") from ACS to SCS. This decision was based on the following reasons:

- supply abolishments are driven by a single customer, and
- other DNSPs offer the service as an ACS.<sup>2</sup>

However, we remain of the view that there is a case to change the service classification for simple supply abolishments to SCS, primarily for public safety reasons and to align with similar classification decisions that apply to distributors in Victoria and Tasmania.<sup>3</sup>

Energex and Ergon Energy Network accept that, in principle, a supply abolishment is driven by a specific customer and the costs can be attributed to the customer to whom the service is provided. This reasoning is consistent with the current F&A for the 2020-25 regulatory control period which classifies this service as ACS under the connection application and management service group. However, notwithstanding the current ACS classification, Energex and Ergon Energy Network have identified that, in practice, there has been an increase in the number of instances where customers attempt to circumvent the fee by closing their electricity account and vacating the premises without requesting a supply abolishment. In a growing number of these instances, failure to carry out supply abolishment works is resulting in safety risks at building demolition, removal or relocation sites and urgent action is required to make the premises safe.

To provide further clarity, this proposal is to reclassify simple supply abolishment (i.e. for small customer connections) as a standard control common distribution service. This reclassification would remove any disincentive to initiate a supply abolishment due to reluctance to incur an ACS fee and thus prevent consequent safety hazards. We propose, however, that more complex supply abolishment (i.e. for large customer connections) should remain classified as ACS under the connection application and management service group (i.e. the current "removal or repositioning of connection assets" service).

We acknowledge that this proposed change in classification would result in supply abolishment-related costs for small customer connections being recovered from all customers through network charges rather than from an individual customer. However, we consider this activity is consistent with other activities concerned with providing a safe and reliable electricity supply to customers and that the benefits of mitigating public safety risks outweighs a "user-pays" approach.

Further, this proposal is consistent with the classification decisions that have been applied to distributors in Victoria and Tasmania for similar supply abolishment services. For example, the

<sup>2</sup> Ibid. pp. 5 and 9.

<sup>3</sup> AER, *Final framework and approach: AusNet Services, CitiPower, Jemena, Powercor and United Energy, Regulatory control period commencing 1 January 2021*, January 2019, and AER, *Framework and approach: TasNetworks distribution and transmission (Tasmania), Regulatory control period commencing 1 July 2024*, July 2022.

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AER's Final F&A for TasNetworks for the 2024-29 regulatory control period provided the following reasoning for accepting the request for a classification change from ACS to SCS for supply abolitionment of a basic connection:

*We accept TasNetworks submission regarding the public safety risks associated with energised service conductors in abandoned buildings. When we classified a similar supply abolitionment service for Victorian distributors, we recognised that on leaving premises the departing party may have a strong incentive to avoid paying the full costs of abolitionment. Although the service applies to individual customers, and warrants an alternative control classification, we nevertheless recognise the significant public safety hazard and accept TasNetworks' request.<sup>4</sup>*

Accordingly, Energex and Ergon Energy Network consider that an amendment to the F&A to mitigate the significant community safety risks associated with failure to abolish supply, and to align with other jurisdictions' classifications, warrants further consideration by the AER.

Appendix 1 provides an amended classification of services table setting out the proposed changes.

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<sup>4</sup> AER, *Final framework and approach for TasNetworks for the regulatory control period commencing 1 July 2024*, July 2022, p. 28.

# Ergon Energy Network and Energex Revised Proposed 2025-30 Service Classification

## APPENDIX 1: 2025-30 CLASSIFICATION OF SERVICES TABLE (AMENDED)

Blue mark-up: Ergon Energy Network and Energex proposed amendments to incorporate supply abolishment change.

Service Group	Further Description <sup>5</sup>	Current Classification 2020-25	Proposed classification 2025-30
<b>Common distribution service-use of the distribution network for the conveyance/flow of electricity (including the services relating to network integrity)</b>			
Common distribution service	<p>The suite of activities that includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>the planning, design, repair, maintenance, construction and operation of the distribution network</li> <li>the relocation of assets that form part of the distribution network, but not relocations requested by a third party (including a customer)</li> <li>supply abolishment of small customer connection<sup>6</sup></li> <li>works to fix damage to the network<sup>7</sup> and (including emergency recoverable works caused by a customer or third party)</li> <li>support for another network during an emergency event</li> </ul>	Standard control	Standard control

<sup>5</sup> The examples and activities listed in the “Further description” column are not intended to be an exhaustive list and some distributors may not offer all activities listed. Rather the examples provide a sufficient indication of the types of activities captured by the service.

<sup>6</sup> Generally, small customers are those customers who connect under the Standard Asset Customer tariff classes as per the distributor’s pricing proposal, excluding real estate developments as set out in the distributor’s connection policy.

<sup>7</sup> May include the provision of temporary stand-alone power systems to restore supply.

# Ergon Energy Network and Energex Revised Proposed 2025-30 Service Classification

Service Group	Further Description <sup>5</sup>	Current Classification 2020-25	Proposed classification 2025-30
	<ul style="list-style-type: none"> <li>• procurement and provision of network demand management activities for distribution purposes</li> <li>• provision of standardised data sets and/or data that is provided to a distributor in accordance with obligations under the rules.<sup>8</sup></li> <li>• training internal staff and contractors undertaking direct control services.</li> <li>• activities related to 'shared asset facilitation' of distributor assets<sup>9</sup></li> <li>• 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</li> <li>• rectification of simple customer faults where:               <ol style="list-style-type: none"> <li>1) the need for rectification work is discovered in the course of the provision of distribution services</li> <li>2) the work performed is the minimum required to restore safe supply</li> <li>3) the work can be performed in less than thirty minutes and does not normally require a second visit.</li> </ol> </li> <li>• rectification of simple customer fault relating to a life support customer or other critical health and safety issues the distributor is able to address</li> <li>• establishment and maintenance of national metering identifiers (NMIs) in market and/or network billing systems, and other market and regulatory obligations</li> <li>• bulk supply point metering – activities relating to monitoring the flow of electricity through the distribution network</li> </ul>		

<sup>8</sup> Where a network received data from smart meters at no additional cost, this data is considered to be available to customers and stakeholders at no charge.

<sup>9</sup> 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.

# Ergon Energy Network and Energex Revised Proposed 2025-30 Service Classification

Service Group	Further Description <sup>5</sup>	Current Classification 2020-25	Proposed classification 2025-30
	<ul style="list-style-type: none"> <li>ongoing inspection of private electrical works (not part of the shared network) required under legislation for safety reasons</li> <li>Work related to a regulated stand-alone power system (SAPS) deployment, operation and maintenance (including fault and emergency repairs) and customer conversion activities<sup>10</sup></li> </ul> <p>Such services do not include a service that has been separately classified, including any activity relating to that service.</p>		
<b>Connection services – services relating to the electrical or physical connection of a customer to the network<sup>11</sup></b>			
Basic connection services - premises connections	<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> <ol style="list-style-type: none"> <li>the retail customer is typical of a significant class of retail customers who have sought, or are likely to seek, the service; or</li> <li>the retail customer is, or proposes to become, a micro embedded generator; and</li> </ol>	A. Standard control	A. Standard control

<sup>10</sup> Includes simple customer fault rectification on generation service of regulated SAPS.

<sup>11</sup> Applies to both NER chapter 5 and 5A connections



# Ergon Energy Network and Energex Revised Proposed 2025-30 Service Classification

Service Group	Further Description <sup>5</sup>	Current Classification 2020-25	Proposed classification 2025-30
	<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> <p>Premises connections are new connection assets located on the customer's premises for:</p> <p>A. small customers. <sup>12</sup></p>		
Standard connection services – premises connections	<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> <p>Premises connections are new connection assets located on the customer's premises for:</p> <p>A. large customers. <sup>13</sup></p>	<p>A. Alternative control</p> <p>B. Standard control</p>	<p>A. Alternative control</p> <p>B. Standard control</p>

<sup>12</sup> Generally, small customers are those customers who connect under the Standard Asset Customer tariff classes as per the distributor's pricing proposal, excluding real estate developments as set out in the distributor's connection policy.

<sup>13</sup> Generally, large customers are those customers who connect under the Individually Calculated Customer and Connection Asset Customer tariff classes as per the distributor's pricing proposal, including real estate developments as set out in the distributor's connection policy.

# Ergon Energy Network and Energex Revised Proposed 2025-30 Service Classification

Service Group	Further Description <sup>5</sup>	Current Classification 2020-25	Proposed classification 2025-30
	B. small customers. <sup>14</sup>		
Standard connection services – network extension	<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> <p><b>Network extension</b> means an enhancement required to connect a power line or facility outside the present boundaries of the transmission or distribution network owned or operated by a network service provider to facilitate:</p> <p>A. a new or altered large customer connection<sup>15</sup>, where the network extension will be dedicated to the exclusive use of the large customer at the time of installation and energisation and there is no reasonable likelihood that the network extension will be used to supply another customer or customers within the time period set out in the distributor's Connection Policy.</p> <p>B. a new or altered large customer connection<sup>16</sup>, where the distributor considers there is a reasonable likelihood that the network extension will be used to supply another</p>	<p>A. Alternative control</p> <p>B. Standard control</p> <p>C. Standard control</p>	<p>A. Alternative control</p> <p>B. Standard control</p> <p>C. Standard control</p>

<sup>14</sup> Generally, small customers are those customers who connect under the Standard Asset Customer tariff classes as per the distributor's pricing proposal, excluding real estate developments as set out in the distributor's connection policy.

<sup>15</sup> Generally, large customers are those customers who connect under the Individually Calculated Customer and Connection Asset Customer tariff classes as per the distributor's pricing proposal, including real estate developments as set out in the distributor's connection policy.

<sup>16</sup> Generally, large customers are those customers who connect under the Individually Calculated Customer and Connection Asset Customer tariff classes as per the distributor's pricing proposal, including real estate developments as set out in the distributor's connection policy.

# Ergon Energy Network and Energex Revised Proposed 2025-30 Service Classification

Service Group	Further Description <sup>5</sup>	Current Classification 2020-25	Proposed classification 2025-30
	customer or customers within the time period set out in the distributor's Connection Policy (i.e., will form part of the shared network).		
	C. a new or altered small customer connection. <sup>17</sup>		
Standard connection services – Augmentations	<p><b>Standard connection service</b> 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> <p><b>Augmentation</b> means any shared network enlargement/enhancement undertaken by a distributor, which is not an extension, to facilitate:</p> <p>A. a new or altered large customer connection.<sup>18</sup></p> <p>B. a new or altered small customer connection.<sup>19</sup></p>	<p>A. Standard control</p> <p>B. Standard control</p>	<p>A. Standard control</p> <p>B. Standard control</p>

<sup>17</sup> Generally, small customers are those customers who connect under the Standard Asset Customer tariff classes as per the distributor's pricing proposal, excluding real estate developments as set out in the distributor's connection policy.

<sup>18</sup> Generally, large customers are those customers who connect under the Individually Calculated Customer and Connection Asset Customer tariff classes as per the distributor's pricing proposal, including real estate developments as set out in the distributor's connection policy.

<sup>19</sup> Generally, small customers are those customers who connect under the Standard Asset Customer tariff classes as per the distributor's pricing proposal, excluding real estate developments as set out in the distributor's connection policy.

## Ergon Energy Network and Energex Revised Proposed 2025-30 Service Classification

Service Group	Further Description <sup>5</sup>	Current Classification 2020-25	Proposed classification 2025-30
Negotiated connection services – premises connections	<p>Means a connection service (other than a basic connection service or standard connection service) for which a DNSP provides a connection offer for a negotiated connection contract.</p> <p><b>Premises connections</b> are new connection assets located on the customer's premises for:</p> <p>A. large customers. <sup>20</sup></p> <p>B. small customers. <sup>21</sup></p>	<p>A. Alternative control</p> <p>B. Standard control</p>	<p>A. Alternative control</p> <p>B. Standard control</p>
Negotiated connection services – Network extensions	<p>Means a connection service (other than a basic connection service or standard connection service) for which a DNSP provides a connection offer for a negotiated connection contract.</p> <p>Means an enhancement required to connect a power line or facility outside the present boundaries of the transmission or distribution network owned or operated by a network service provider to facilitate:</p>	<p>A. Alternative control</p> <p>B. Standard control</p> <p>C. Standard control</p>	<p>A. Alternative control</p> <p>B. Standard control</p> <p>C. Standard control</p>

<sup>20</sup> Generally, large customers are those customers who connect under the Individually Calculated Customer and Connection Asset Customer tariff classes as per the distributor's pricing proposal, including real estate developments as set out in the distributor's connection policy.

<sup>21</sup> Generally, small customers are those customers who connect under the Standard Asset Customer tariff classes as per the distributor's pricing proposal, excluding real estate developments as set out in the distributor's connection policy.

# Ergon Energy Network and Energex Revised Proposed 2025-30 Service Classification

Service Group	Further Description <sup>5</sup>	Current Classification 2020-25	Proposed classification 2025-30
	<p>A. a new or altered large customer connection,<sup>22</sup> where the network extension will be dedicated to the exclusive use of the large customer at the time of installation and energisation and there is no reasonable likelihood that the network extension will be used to supply another customer or customers within the time period set out in the distributor's Connection Policy.</p> <p>B. a new or altered large customer connection,<sup>23</sup> where the distributor considers there is a reasonable likelihood that the network extension will be used to supply another customer or customers within the time period set out in the distributor's Connection Policy (i.e., will form part of the shared network).</p> <p>C. a new or altered small customer connection.<sup>24</sup></p>		
Negotiated connection services – Augmentations	<p>Means a connection service (other than a basic connection service or standard connection service) for which a DNSP provides a connection offer for a negotiated connection contract.</p> <p><b>Augmentation</b> means any shared network enlargement/enhancement undertaken by a distributor, which is not an extension, to facilitate:</p>	<p>A. Standard control</p> <p>B. Standard control</p>	<p>A. Standard control</p> <p>B. Standard control</p>

<sup>22</sup> Generally, large customers are those customers who connect under the Individually Calculated Customer and Connection Asset Customer tariff classes as per the distributor's pricing proposal, including real estate developments as set out in the distributor's connection policy.

<sup>23</sup> Generally, large customers are those customers who connect under the Individually Calculated Customer and Connection Asset Customer tariff classes as per the distributor's pricing proposal, including real estate developments as set out in the distributor's connection policy.

<sup>24</sup> Generally, small customers are those customers who connect under the Standard Asset Customer tariff classes as per the distributor's pricing proposal, excluding real estate developments as set out in the distributor's connection policy.

# Ergon Energy Network and Energex Revised Proposed 2025-30 Service Classification

Service Group	Further Description <sup>5</sup>	Current Classification 2020-25	Proposed classification 2025-30
	<p>A. a new or altered large customer connection.<sup>25</sup></p> <p>B. a new or altered small customer connection.<sup>26</sup></p>		
Connection application and management services	<p>Works initiated by a customer or retailer which are specific to the connection point. Includes, but is not limited to:</p> <ul style="list-style-type: none"> <li>• Connection application related services</li> <li>• de-energisation<sup>27</sup></li> <li>• re-energisation</li> <li>• temporary connections (of a size less than the shared network augmentation threshold) as a basic connection service e.g. builder's supply, fetes, etc"</li> <li>• remove or reposition connection</li> <li>• 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</li> <li>• protection and power quality assessment</li> <li>• supply enhancement (e.g., upgrade from single phase to three phase)</li> <li>• customer requested change requiring secondary and primary plant studies for safe operation of the network (e.g., change protection settings)</li> </ul>	Alternative control	Alternative control

<sup>25</sup> Generally, large customers are those customers who connect under the Individually Calculated Customer and Connection Asset Customer tariff classes as per the distributor's pricing proposal, including real estate developments as set out in the distributor's connection policy.

<sup>26</sup> Generally, small customers are those customers who connect under the Standard Asset Customer tariff classes as per the distributor's pricing proposal, excluding real estate developments as set out in the distributor's connection policy.

<sup>27</sup> De-energisation services related to business as usual activities and de-energisation services that may relate to changing over meter types.

# Ergon Energy Network and Energex Revised Proposed 2025-30 Service Classification

Service Group	Further Description <sup>5</sup>	Current Classification 2020-25	Proposed classification 2025-30
	<ul style="list-style-type: none"> <li>• upgrade from overhead to underground service</li> <li>• rectification of illegal connections or damage to overhead or underground service cables</li> <li>• 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</li> <li>• power factor correction</li> </ul>		
Enhanced connection services <sup>28</sup>	<p>Other or enhanced connection services at the request of a customer or third party include those that are:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• in excess of levels of service or plant ratings required by the distributor.</li> <li>• for embedded generators, including the removal of network constraints.</li> </ul>	Alternative control	Alternative control

<sup>28</sup> Includes for both consumption and export services.

## Ergon Energy Network and Energex Revised Proposed 2025-30 Service Classification

Service Group	Further Description <sup>5</sup>	Current Classification 2020-25	Proposed classification 2025-30
<b>Metering services<sup>29</sup> activities relating to the measurement of electricity supplied to and from customers through the distribution system (excluding network meters)</b>			
Type 1 to 4 metering services	Type 1 to 4 metering installations <sup>30</sup> 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 (including meters with internally integrated load control devices)	Alternative control	Standard control services
Type 7 metering services	Administration and management of type 7 metering installations in accordance with the NER and jurisdictional requirements. Includes the processing and delivery of calculated metering data for unmetered loads, and the population and maintenance of load tables, inventory tables and on/off tables.	Standard control	Standard control
Type 5 and 6 meter maintenance, reading	Activities include: <ul style="list-style-type: none"> <li>Meter maintenance covers works to inspect, test, maintain and repair metering installations.</li> </ul>	Alternative control	Standard control services

<sup>29</sup> The Qld distributors will continue to be responsible for existing 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'. The Qld distributors will continue to be solely responsible for the Mount Isa-Cloncurry supply network, which is not connected to the NEM.

<sup>30</sup> Includes the instrument transformer, as per the definition of a 'metering installation' in Chapter 10 of the NER.



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Service Group	Further Description <sup>5</sup>	Current Classification 2020-25	Proposed classification 2025-30
and data services (legacy meters)	<ul style="list-style-type: none"> <li>Meter reading refers to quarterly or other regular reading of a metering installation including field visits and remotely read meters.</li> <li>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, from remote or self-reading at difficult to access sites, and the management of relevant NMI Standing Data in accordance with the NER.</li> </ul>		
Auxiliary metering services (Type 5 to 7 metering installations)	<p>Activities include:</p> <ul style="list-style-type: none"> <li>Off-cycle meter reads for type 5 and 6 meters</li> <li>Requests to test, inspect and investigate, or alter an existing type 5 or 6 metering installation</li> <li>Testing and maintenance of instrument transformers for type 5 and 6 metering purposes</li> <li>Type 5 to 7 non-standard metering services</li> <li>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)</li> <li>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</li> </ul>	Alternative control	Alternative control
Type 5 and 6 meter installation and provision (Mount Isa-Cloncurry supply network only)	<p>On site installation or upgrade (at a customer's request) by Ergon Energy Network of a type 5 or 6 metering installation at a customer's premises in the Mount Isa-Cloncurry supply network.</p> <p>Load control services provided by a type 5 or 6 metering installation are grouped with metering services and classified alternative control.</p>	Note – Ergon only Alternative control	Note – Ergon only Alternative control

## Ergon Energy Network and Energex Revised Proposed 2025-30 Service Classification

Service Group	Further Description <sup>5</sup>	Current Classification 2020-25	Proposed classification 2025-30
Types 5 and 6 meter maintenance, reading and data services (Mount Isa-Cloncurry Network)	<ul style="list-style-type: none"> <li>Meter maintenance covers works to inspect, test, maintain, repair and replace metering installations. It also includes the removal and disposal of a metering installation at customers' premises.</li> <li>Meter reading refers to quarterly or other regular reading of a metering installation.</li> <li>Metering data services are those that involve the collection, processing, storage and delivery of metering data, the provision of metering data from the previous two years, remote or self-reading at difficult to access sites, and the management of relevant NMI Standing Data in accordance with the NER.</li> </ul>	Note – Ergon only Alternative control	Note – Ergon only Standard control services
Additional auxiliary metering services (Mount Isa-Cloncurry supply network only)	<p>Metering services offered by Ergon Energy Network in the Mount Isa-Cloncurry supply network for type 5 and 6 metering installations:</p> <ul style="list-style-type: none"> <li>Provision and installation of instrument transformers for type 5 and 6 metering purposes</li> <li>Exchange meter – customer requests exchange of their current meter (e.g., for alternative metering configuration/ consolidation of multiple meters for one meter), or customer requests exchange of their current meter for a solar photovoltaic meter</li> </ul>	Note – Ergon only Alternative control	Note – Ergon only Alternative control
Emergency supply restoration in relation to metering equipment not owned by the distributor	Customer or third party request to restore power to a customer's premises due to metering equipment not owned by the distributor	Alternative control	Alternative control
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"> <li>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.</li> </ul>	Alternative control	Alternative control

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Service Group	Further Description <sup>5</sup>	Current Classification 2020-25	Proposed classification 2025-30
	<ul style="list-style-type: none"> <li>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.</li> </ul>		
Distributor arranged outage for purposes of replacing meter	At the request of the retailer or metering co-ordinator provide notification to affected customers and facilitate the disconnection/reconnection of customer metering installations where a retailer planned interruption cannot be conducted.	Alternative control	Alternative control
<b>Network ancillary services – services closely related to common distribution services but for which a separate charge applies</b>			
Access permits, oversight and facilitation	<p>Activities include:</p> <ul style="list-style-type: none"> <li>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.</li> <li>a distributor issuing confined space entry permits and associated safe entry equipment to a person authorised to enter a confined space.</li> <li>a distributor providing access to switch rooms, substations and other network equipment to a non-Local Network Service Provider party who is accompanied and supervised by a distributor's staff member. May also include a distributor providing safe entry equipment (fall-arrest) to enter difficult access areas.</li> <li>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.</li> <li>facilitation of generator connection and operation of the network.</li> <li>facilitation of activities within clearances of distributor's assets, including physical and electrical isolation of assets.</li> </ul>	Alternative control	Alternative control

# Ergon Energy Network and Energex Revised Proposed 2025-30 Service Classification

Service Group	Further Description <sup>5</sup>	Current Classification 2020-25	Proposed classification 2025-30
Sale of approved materials or equipment	Includes the sale of approved materials/equipment to third parties for connection assets that are gifted back to become part of the shared distribution network.	Alternative control	Alternative control
Notices of arrangement and completion notices	<p>Examples include:</p> <ul style="list-style-type: none"> <li>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</li> <li>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.</li> </ul>	Alternative control	Alternative control
Network related property services	<p>Activities include:</p> <ul style="list-style-type: none"> <li>Network related property services such as property tenure services relating to providing advice on, or obtaining deeds of agreement, deeds of indemnity, leases, easements or other property tenure in relation to property rights associated with a connection or relocation.</li> <li>Conveyancing inquiry services relating to the provision of property conveyancing information at the request of a customer.</li> </ul>	Alternative control	Alternative control
Network safety services	<p>Examples include:</p> <ul style="list-style-type: none"> <li>provision of traffic control and safety observer services by the distributor or third party where required.</li> <li>fitting of tiger tails and aerial markers.</li> </ul>	Alternative control	Alternative control

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Service Group	Further Description <sup>5</sup>	Current Classification 2020-25	Proposed classification 2025-30
	<ul style="list-style-type: none"> <li>third party request for de-energising wires for safe approach</li> <li>high load escorts.</li> </ul>		
Customer requested planned interruption	<p>Examples include:</p> <ul style="list-style-type: none"> <li>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.</li> <li>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).</li> </ul>	Alternative control	Alternative control
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 includes the costs of arranging, and the provision of, a security escort or police escort (where the cost is passed through to the distributor).	Alternative control	Alternative control
Inspection and auditing services	<p>Activities include:</p> <ul style="list-style-type: none"> <li>inspection and reinspection by a distributor, of gifted assets or assets that have been installed or relocated by a third party.</li> <li>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.</li> <li>auditing of a third party service provider's work practices in the field.</li> </ul>	Alternative control	Alternative control

# Ergon Energy Network and Energex Revised Proposed 2025-30 Service Classification

Service Group	Further Description <sup>5</sup>	Current Classification 2020-25	Proposed classification 2025-30
	<ul style="list-style-type: none"> <li>after hours<sup>31</sup> examination and/or testing of the consumer mains and main switchboard prior to initial energisation (upon request).</li> <li>after hours visual examination of an electrical installation to reconnect it to a source of electricity (upon request).</li> <li>re-test at a customer's installation, where the installation fails the initial test and cannot be connected.</li> </ul>		
Provision of training to third parties for network related access	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.	Alternative control	Alternative control
Authorisation and approval of third party service providers' design, work and materials	<p>Activities include:</p> <ul style="list-style-type: none"> <li>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).</li> <li>acceptance of third party designs and works.</li> </ul>	Alternative control	Alternative control

<sup>31</sup> We note that this "after hours" reference is included because it specifically relates to section 219 and 220 of the Electrical Safety Regulation 2013 (Qld)

# Ergon Energy Network and Energex Revised Proposed 2025-30 Service Classification

Service Group	Further Description <sup>5</sup>	Current Classification 2020-25	Proposed classification 2025-30
	<ul style="list-style-type: none"> <li>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.</li> </ul>		
Security lights (legacy)	Operation and maintenance of equipment mounted on distribution equipment used for security services, e.g., nightwatchman lights installed before 30 June 2025.	Alternative control	Alternative control
Customer initiated or triggered network asset relocations/re-arrangements	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)	Alternative control	Alternative control
Customer requested provision of electricity network data	Data requests by customers or third parties for the provision of electricity network data beyond standardised data sets or obligations under the Rules. Additional services related to network data requests including provision of advice and interpretation.	Alternative control	Alternative control
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.	Alternative control	Alternative control
<b>Public lighting – lighting services provided in connection with a distribution network</b>			
Public lighting	Includes the provision, construction and maintenance of public lighting and emerging public lighting technology.	Alternative control	Alternative control
<b>Unregulated distribution services – (non-exhaustive list)</b>			

## Ergon Energy Network and Energex Revised Proposed 2025-30 Service Classification

Service Group	Further Description <sup>5</sup>	Current Classification 2020-25	Proposed classification 2025-30
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
Provision of training to third parties for non-network related access	Training programs provided to third parties which not related to network access.	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 distributors.	Unregulated	Unregulated
Distribution services provided in unregulated isolated networks	Ownership and operation of isolated supply networks, other than the Mount Isa-Cloncurry supply network (Ergon Energy Network).	Note – Ergon only Unregulated	Note – Ergon Only Unregulated
Hayman Island undersea cable		Note – Ergon only Unregulated	Note – Ergon only Unregulated
Inspection of private network infrastructure	Inspection of privately owned low voltage or high voltage network infrastructure (i.e., privately owned distribution infrastructure before the meter).	Unregulated	Unregulated





Part of the Energy Queensland Group

# Ergon Energy Network and Energex Revised Proposed 2025-30 Service Classification

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