



ANCILLARY NETWORK SERVICES

PAL ATT 12.02 – PUBLIC
2026–31 REGULATORY PROPOSAL

Table of contents

1. Introduction	2
1.1 Business and after hours	2
2. Fee-based services	3
2.1 Form of control and control mechanisms	3
2.2 Proposed fee-based charges	3
2.3 Proposed reclassification of quotes services to fee-based services	5
2.4 Definition of fee-based services	6
3. Quoted services	11
3.1 Form of control and control mechanisms	11
3.2 Proposed quoted labour categories	11
3.3 Proposed quoted rates	12
3.4 Proposed removal of existing quoted services	12
3.5 Proposed new quoted services	13
3.6 Definition of quoted services	14

1. Introduction

Ancillary network services are non-routine services provided to individual customers as requested.

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

1.1 Business and after hours

Table 1 demonstrates the differences between business and after hours.

TABLE 1 DEFINITION OF BUSINESS HOURS AND AFTER HOURS

HOURS OF OPERATION	
Business hours	8am to 5pm Monday to Friday, excluding public holidays
After hours	All other times, and only when resources are available

We endeavour to perform all ancillary network services within business hours, however if a circumstance arises where after hours activities are required, this work can only be undertaken where resources are available.

2. Fee-based services

2.1 Form of control and control mechanisms

We propose to adopt the final F&A position to apply price caps to ancillary network services as the form of control.

We proposed to adopt the final F&A position to apply the following control mechanism for fee-based ancillary network services.

FIGURE 1 CONTROL MECHANISM FOR FEE-BASED ANCILLARY NETWORK SERVICES

Formula	Equation	where
1.	$\bar{p}_t^i \geq p_t^i$	$i = 1, \dots, n$ $t = 1, 2, 3, 4, 5$
2.	$\bar{p}_t^i = \bar{p}_{t-1}^i \times (1 + \Delta CPI_t) \times (1 - X_t^i) \times (1 + A_t^i)$	$i = 1, \dots, n$ $t = 2, 3, 4, 5$

where:

Variable	represents
t	the regulatory year with $t = 1$ being the 2026–27 financial year.
\bar{p}_t^i	the cap on the price of service 'i' for year t.
p_t^i	the price of service 'i' in year t. The initial value is to be decided in the distribution determination.
\bar{p}_{t-1}^i	the cap on the price of service 'i' for year t-1.
ΔCPI_t	the annual percentage change in the Australian Bureau of Statistics' (ABS) Consumer Price Index (CPI) All Groups, Weighted Average of Eight Capital Cities ³⁵ from December in year t-2 to December in year t-1. For example, for 2026–27, t-2 is December 2024 and t-1 is December 2025.
X_t^i	the X factor for service i in year t. The X factors are to be decided in the distribution determination.
A_t^i	the sum of any adjustments for service 'i' in year t. To be decided in the distribution determination.

2.2 Proposed fee-based charges

We propose that the fee-based X factors are set based on forecast real price changes for labour for standard control services. Table 2 shows our proposed X factors using this approach.

TABLE 2 PROPOSED X FACTORS FOR ANCILLARY NETWORK SERVICES

	2027–28	2028–29	2029–30	2030–31
X factor	-0.8538%	-1.0498%	-1.2118%	-1.1360%

All existing fee-based charges have been escalated using X-factors and inflation to calculate the proposed 2026–27 rates using the AER's standardised ANS model which is model attachment [PAL MOD 12.07 - Standardised ANS model - Jan2025 – Public](#).

We have also included an economic tax calculation in the standardised ANS model which is applied to basic connection charges since these costs are capitalised resulting in an economic tax cost to the network.

The only new proposed fee-based services are connection application and reserve feeder maintenance, both of which are currently charged as ancillary network quoted services.

Table 3 shows proposed fee-based service charges for 2026–27.

TABLE 3 PROPOSED 2026–27 FEE-BASED CHARGES (\$ NOMINAL, GST EXCLUSIVE)

	PRODUCT CODE	BUSINESS HOURS \$	PRODUCT CODE	AFTER HOURS \$
Single phase - where DNSP is metering coordinator	NCSBH	714.31	NCSAH	869.51
Multi-phase DC - where DNSP is metering coordinator	MDCBH	884.65	MDCAH	1,054.50
Multi-phase CT - where DNSP is metering coordinator	MCTBH	3,463.78	MCTAH	4,665.88
Single phase - where DNSP is not metering coordinator	NSPBH	668.11	NSPAH	810.60
Multi-phase DC - where DNSP is not metering coordinator	NMDBH	838.45	NMDAH	995.59
Multi-phase CT - where DNSP is not metering coordinator	NMCBH	2,962.46	NMCAH	3,650.25
Meter/NMI/site investigation	MITBH	520.22	MITAH	647.28
Meter accuracy test	MATBH	599.47	MATAH	748.44
Meter accuracy test - additional meters	MATAM	281.22	NA	NA
Special reading	SRBH	60.26	NA	NA
Remote meter reconfiguration	RMR	71.44	NA	NA
Manual re-energisation (including customer transfer)	RCTBH	68.65	NA	NA
Manual re-energisation (same day)	RSDBH	111.84	NA	NA
Manual de-energisation	DISBH	72.96	NA	NA
Failed field visit for lower cost services (simple tasks)	FVSBH	60.26	NA	NA
Isolation of supply or reconnection, excluding HV (single)	IOSBH	477.18	IOSAH	659.59
Isolation of supply and reconnection after isolation, excluding HV (same day)	ISSBH	877.92	NA	NA
Standard alteration, <60 minutes	SALBH	824.61	SALAH	1,139.77
Complex alteration, > 60 minutes	CALBH	1,024.90	CALAH	1,416.64
Failed field visit (complex tasks)	FVCBH	450.87	FVUAH	565.83
Connection application < 63kVA or < 5 lots	CAABH	526.89	NA	NA

	PRODUCT CODE	BUSINESS HOURS \$	PRODUCT CODE	AFTER HOURS \$
Connection application 63kVA to 200kVA	CABBH	1,932.88	NA	NA
Connection application 200kVA to 500kVA	CACBH	2,605.61	NA	NA
Connection application > 500kVA	CADBH	3,054.09	NA	NA
Connection application embedded generation <30kVA	CAEBH	1,018.03	NA	NA
Connection application embedded generation 30kVA to 200kVA	CAFBH	2,036.06	NA	NA
Connection application embedded generation > 200kVA	CAGBH	2,605.61	NA	NA
Connection application public lighting	CAHBH	526.89	NA	NA
Connection application abolishment	CAIBH	1,035.91	NA	NA
Reserve feeder maintenance low voltage (\$/kVA/year)	RFLV	18.06	NA	NA
Reserve feeder maintenance high voltage (\$/kVA/year)	RFHV	43.72	NA	NA
Reserve feeder maintenance sub-transmission (\$/kVA/year)	RFS	3.01	NA	NA

2.3 Proposed reclassification of quotes services to fee-based services

2.3.1 Connection application

Applicants seeking a negotiated connection are currently charged an upfront connection application fee for administration and basic design costs. This ensures that those connection applications who ultimately don't accept their connection offer still pay the costs they impose on the network. Where significant design work is required, the applicant is required to pay a quoted specification and design enquiry fee to cover the estimated additional cost of a detailed design for that particular connection.

No application fees are charged for basic connection services.

The upfront connection application fee is currently charged as a quoted specification and design enquiry charge. To streamline the connection process and reduce administrative cost, we have been applying nine different pre-calculated charges. We are now proposing for the 2026–31 regulatory control period that the pre-calculated charges are categorised as fee-based services due to the fixed nature of the charges.

We have built up the fee using average time taken for administration and design for each of the nine different types of negotiated connection application.

2.3.2 Reserve feeder maintenance

Reserve feeder maintenance is currently classified as a quoted service. It is impractical to calculate actual reserve feeder maintenance costs on an annual basis for each reserve feeder, and this can result in volatile charges from year to year. We therefore propose to re-classify reserve feeder maintenance as a fee-based service.

We have derived the maintenance costs of reserve feeders using data from our historically reported regulatory information notices (RINs). The charge is calculated as an average cost per kVA for low voltage, high voltage and sub-transmission reserve feeders.

The reserve feeder maintenance charge inputs to the standardised ANS model are calculated in [PAL MOD 12.08 - Reserve feeder - Jan2025 - Public](#).

2.4 Definition of fee-based services

2.4.1 New Connection - where we are the metering coordinator

A combined connection and metering service is provided by us as both the electricity distributor and the metering coordinator. We are therefore responsible for the metering.

This charge applies when:

- a customer with a supply point with fuses less than 100 amps moves into a new premises and requests supply and metering. Different charges apply depending on whether the meter is single or multi-phase direct connected (DC)
- a customer with a supply point with fuses greater than 100 amps moves into a new premises and requests supply and current transformer (CT) metering.

The charge applies where a request is made for a new supply connection at a specified address, including unmetered supply sites but excluding the supply for security lighting (also known as watchman lighting).

Different charges apply depending on whether the service is provided during or after business hours.

This charge also applies where a builder wishes to provide permanent or temporary supply to new properties under construction. On occasions when a 'builder's temporary supply' is installed and subsequently replaced with a permanent supply, each new connection is considered a distinct site visit and separate new connection charges are applied:

- the first to the builder for establishing a new connection for which the builder uses supply for construction purposes
- second new connection charge to the customer for connecting the supply. This charge includes the removal/disconnection of the overhead service/underground cable and meter supplying the temporary supply pole where applicable.

A failed field visit (complex task) is applied when we are unable to complete the task.

2.4.2 New Connection - where we are not the metering coordinator

We also provide a new connection service where we are not the metering coordinator. The only difference between this charge and the 'new connection – where we are the metering coordinator' charge is that we are not responsible for the metering.

A failed field visit (complex task) is applied when we are unable to complete the task.

2.4.3 Meter/NMI/site investigation

This charge applies when a request is received to investigate the metering/connection at a given supply point. This request may be initiated by either the retailer or a customer.

Different charges apply depending on whether the service is provided during or after business hours.

A failed field visit (simple task) is applied when we are unable to complete the task.

2.4.4 Meter accuracy test

This charge applies when a request is made to test the accuracy of a meter at a given supply point. A failed field visit (simple task) is applied when we are unable to complete the task.

2.4.5 Meter accuracy test – additional meters

This charge applies where multiple meters are being tested for accuracy. We will only apply this fee where we have charged the "meter accuracy test" for the first meter tested and we are then testing additional meters at the site during the same visit. We will apply this lower charge for each additional meter tested.

2.4.6 Special reading

The special meter reading charge applies when a request for a special meter read is to be performed by a field visit outside the scheduled meter reading cycle. Where customers have multiple metering installations, such as farms and units, a separate charge applies to each meter on the property. This charge is only available during business hours.

The special meter reading charge can also be applied for manually reading a basic or manually read interval meter in the scheduled meter reading cycle if the customer has refused an AMI meter.

2.4.7 Remote meter reconfiguration

A fee for the remote reconfiguration of the internal parameters of an existing installed AMI Meter at a single NMI, to implement a bi-directional data stream, change of load control strategy (on/off timing) or conversion from 30-minute to 5-minute interval meter data storage, including MSATS updates.

2.4.8 Manual re-energisation

A re-energisation charge applies when a request is received to re-energise a supply point for fuses less than 100 amps by a field visit. Two options for re-energisation are available:

- manual re-energisation (same day)—where the request is received and carried out on the same day
- manual re-energisation (incl. customer transfer)—where the request is received one day and carried out on a different day.

If the re-energisation is required on the same day and we receive the request before 3pm, the 'manual reenergisation (same day)' charge will be applied, and the reconnection will occur that day.

If the re-energisation is required for the next business day and we receive the request before 3pm on the previous business day the 're-energisation (incl. customer transfer)' charge is applied.

The charge will not be applied when:

- the customer changes retailer on a scheduled read
- the customer changes name.

The same conditions and applications of the isolation charges or failed field visit charges apply as for the 'manual de-energisation' charge.

A failed field visit (simple task) is applied when we are unable to complete the task.

2.4.9 Manual de-energisation

A disconnection (includes disconnections for non-payment) charge applies when a request for fuses less than 100 amps are de-energised by a field visit. The service requires that all supply assets remain at the customer's installation.

If at the time of disconnection, it is discovered that the installation has been damaged or is defective and will be unsafe to energise, other charges may be applicable once the defect is repaired. These charges will be based on the nature of the works required.

Where the request for disconnection is received by us before 3pm, the disconnection will occur within 2 business days or the earliest permissible day thereafter.

In a normal instance a de-energisation is performed by a special reader. However, there are scenarios where an isolation is required, and accordingly an isolation charge will be applied (see 'isolation of supply or reconnection, excluding HV (single)' and 'isolation of supply and reconnection after isolation, excluding HV (same day)'). Some examples where an isolation may be required include:

- no access to distribution equipment - metering and main fuse, including a veranda restricting access to the main fuse
- no isolation point, necessitating disconnection at the pole
- multiple national metering identifiers (NMI) fused at a common isolation point
- CT metered site
- isolation point in restricted area – substation
- safety disconnection for non-prescribed electrical works
- special reader is not available after hours and an alternative time is not acceptable to the customer.

A failed field visit (simple task) is applied when we are unable to complete the task; however, if an isolation is required and we are unable to complete the task, a failed field visit (complex task) is applied.

2.4.10 Failed field visit (simple tasks)

This charge applies when the following services have been requested by the customer (or the customer's contractor), however, when the crew arrive at the site, they are unable to complete the work due to circumstances that are the responsibility of the customer (i.e., restricted access, contractor not ready, etc.):

- meter/NMI investigation
- manual re-energisation or manual de-energisation
- any meter accuracy test or meter reading (see section 3.5.7 on metering coordinator services).

2.4.11 Isolation of supply or reconnection, excluding HV (single)

This charge applies when a customer (or the customer's contractor) is doing works at the site and requests a temporary isolation of supply to allow the customer and/or contractor to perform the planned work on the customer's assets (or work close the assets, or for other safety reasons).

The charge also applies when the customer (or the customer's contractor) requests a reconnection of supply after the isolation, on different date or after hours. Additional types of isolations that are included under this charge are (for example): requests for disconnection at the point of supply (i.e., pole or pit) and service line isolations in association with No Go Zone applications.

The charge does not apply to any isolations or reconnections of high-voltage (HV) assets.

Different charges apply depending on whether the service is provided during or after business hours.

A failed field visit (complex task) is applied when we are unable to complete the task.

2.4.12 Isolation of supply and reconnection after isolation, excluding HV (same day)

This charge applies when a customer (or the customer's contractor) requires: 1) a temporary isolation of supply to enable works on the customer's asset (or the near the asset or for other safety reasons), as well as 2) reconnection of supply after the works are done, to be carried out on the same day (during business hours) and the exact same site.

In this case, the customer (or the customer's contractor) must pre-arrange both an isolation of supply and a reconnection of the same point of supply at the time of requesting services, and the works must be planned for the same day during business hours. For example, when an electrician is carrying out works at a site and requires a temporary isolation at a certain time of the day and pre-arranges the reconnection an hour later (or any other time within the business hours of the same day), this charge applies.

Any other isolation and reconnection requests, or if any of the works are carried out after hours, should be charged using the single isolation and reconnection charge. The charge does not apply to any isolations or reconnections of HV assets.

A failed field visit (complex task) is applied when we are unable to complete the task.

2.4.13 Standard alteration

This charge is for alterations that are standard in nature, including but not limited to the following services:

- install or remove controlled load
- move meter to new position
- relocate point of attachment or service
- replace meter panel
- re-route mains to new pit
- upgrade maximum demand or change supply capacity control.

If multiple services from the above are required for the customer's alteration, this would be deemed a complex alteration.

Different charges apply depending on whether the service is provided during or after business hours.

A failed field visit (complex task) is applied when we are unable to complete the task.

2.4.14 Complex alteration

This charge is for alteration services of a complex nature, including but not limited to the following services:

- change overhead to underground
- change to group metering panel
- upgrade phase
- CT metering services.

It also includes multiple services during the same site visit, for example a customer requests a metering panel replacement and moving a meter to a new position in the same visit.

Different charges apply depending on whether the service is provided during or after business hours.

A failed field visit (complex task) is applied when we are unable to complete the task.

2.4.15 Failed field visit (complex tasks)

This charge applies when the customer (or the customer's contractor) requests a certain type of service, however, when the crew arrive at the site, they are unable to complete the work due to circumstances that are the responsibility of the customer (i.e., restricted access, contractor not ready, etc.). The charge applies when the following services were requested, and the crew were unable to complete work:

- new connections and/or abolishment's
- any isolation or reconnection after isolation
- any alterations (standard or complex)
- any CT meter works.

Different charges apply depending on whether the failed field visit was during or after business hours.

2.4.16 Connection application fees

Applicants seeking a negotiated connection will need to pay an upfront connection application fee for administration and basic design costs. Where significant design work is required, the applicant will be required to pay an additional quoted specification and design enquiry fee to cover the estimated additional cost of a detailed design for that connection.

There are separate connection application fees for the following types of connections:

- < 63kVA or < 5 lots
- 63kVA to 200kVA
- 200kVA to 500kVA
- > 500kVA
- embedded generation <30kVA
- embedded generation 30kVA to 200kVA
- embedded generation > 200kVA
- public lighting
- abolishment

2.4.17 Reserve feeder maintenance

This service covers the maintenance of reserve feeders. It does not include the capital required to build the reserve feeder as this is a negotiated connection service. There are separate fees for low voltage (LV), high voltage (HV) and sub-transmission feeders.

3. Quoted services

3.1 Form of control and control mechanisms

We propose to adopt the final F&A position to apply price caps to ancillary network services as the form of control.

We proposed to adopt the final F&A position to apply the following control mechanism for quoted ancillary network services.

FIGURE 2 CONTROL MECHANISM FOR QUOTED ANCILLARY NETWORK SERVICES

Formula	Equation	Where
1.	$\bar{p}_t = \text{Labour}_t + \text{Contractor Services}_t + \text{Materials}_t + \text{Margin}_t + \text{Tax}_t$	t = 1, 2, 3, 4, 5
2.	$\text{Labour}_t = \text{Labour}_{t-1}(1 + \Delta\text{CPI}_t) \times (1 - X_t^i)$	t = 2, 3, 4, 5

where:

Variable	Represents
t	the regulatory year with t = 1 being the 2026–27 year.
\bar{p}_t	the applicable price cap for the requested service.
Labour	the labour costs directly incurred in the provision of the service which may include labour on-costs, fleet on-costs and overheads. Labour is escalated annually by CPI-X. The initial values are to be decided in the distribution determination.
ΔCPI_t	the annual percentage change in the Australian Bureau of Statistics' (ABS) Consumer Price Index (CPI) All Groups, Weighted Average of Eight Capital Cities ³⁶ from December in year t–2 to December in year t–1. For example, for 2026–27, t–2 is December 2024 and t–1 is December 2025.
X_t^i	the X factor for labour rate 'i' in year t. The X factors are to be decided in the distribution determination.
Contractor Services	the costs associated with the use of external labour including overheads and any direct costs incurred. The contracted services charge applies the rates under existing contractual arrangements. Direct costs incurred are passed on to the customer.
Materials	the cost of materials directly incurred in the provision of the service, material storage and logistic on-costs and overheads.
Margin	definition to be decided in the distribution determination.
Tax	definition to be decided in the distribution determination.

3.2 Proposed quoted labour categories

Our current labour categories are:

- Administration
- Field
- Technical
- Engineer
- Senior engineer

We proposed to add one more labour category - engineering manager - so that quoted service costs can be more accurately calculated.

3.3 Proposed quoted rates

We propose that the quoted labour rate X factors are set based on forecast real price changes for labour for standard control services. Table 4 shows our proposed X factors using this approach.

TABLE 4 PROPOSED X FACTORS FOR ANCILLARY NETWORK SERVICES

	2027–28	2028–29	2029–30	2030–31
X factor	-0.8538%	-1.0498%	-1.2118%	-1.1360%

All existing quoted labour rates have been escalated using X-factors and inflation to calculate the proposed 2026–27 rates using the AER's standardised ANS model PAL MOD 12.07 - Standardised ANS model - Jan2025 – Public.

We have assumed that an engineering manager cost is 20% higher than a senior engineer.

TABLE 5 PROPOSED 2026–27 QUOTED SERVICE LABOUR RATES (\$ NOMINAL, GST EXCLUSIVE)

	PRODUCT CODE	BUSINESS HOURS \$	PRODUCT CODE	AFTER HOURS \$
Administration	ADMBH	121.06	NA	NA
Field worker	FIEBH	224.24	FIEAH	267.49
Technical	TECBH	224.24	TECAH	289.26
Engineer	ENGBH	196.75	ENGAH	293.96
Senior engineer	SENBH	257.27	SENAH	413.00
Engineering manager	ENMBH	308.73	ANMAH	495.60

We propose that the margin in all years be set to 6% of labour, contractor and materials costs which is a reasonable margin to earn for providing network services.

We propose that Tax in all years is calculated as the sum of all pre-tax costs multiplied by 8.8% which has been derived in PAL MOD 12.07 - Standardised ANS model - Jan2025 – Public.

3.4 Proposed removal of existing quoted services

3.4.1 Nightwatchman lights

400W high pressure mercury lamps are the most common watchman light. Due to the Minimata Convention to minimise the use of mercury vapour lamps, we are now unable to source replacement 400W high pressure mercury lamps through our supply chains. Sometimes we can replace watchman lights with modern LED equivalents, but mostly we cannot. Consequently, we have ceased new watchman light services and are actively removing the remaining watchman lights that cannot be

replaced with standard LED equivalents from our network as they reach end of serviceable life or are requested by the customer to abolish the service.

We have discussed this with retailers and councils, and they have accepted our position.

3.5 Proposed new quoted services

3.5.1 Enhanced connection service

This is a new quoted service which was approved in the final F&A.

This charge applies when a customer opts into the management of export and/or load at a customer site that provides the customer greater network capacity than they would otherwise be eligible for.

This excludes the basic flexible export service.

3.5.2 Reversion of embedded networks

The Victorian government has clamped down on new residential apartment embedded networks. We anticipate an increase in the number of embedded networks reverting to no longer being an embedded network. Our basic connection charge will recover the cost of assigning NMI and installing meters for individual units. However, we will also incur other costs such as for project management, communication, inspection of wiring and meter boards, and abolishment of meters which we proposed to be recovered as a quoted service.

This service is consistent with the final F&A where:

Works initiated by a customer or retailer that are specific to the connection point. This includes, but is not limited to:

- *embedded network management*

is classified as an alternative control service.

3.5.3 Embedded generator control equipment

The Victorian Government mandated that from 25 October 2023 distributors are required to have the capability to remotely curtail new and replacement solar systems greater than 200kW as a last resort to manage minimum system load emergencies and protect Victoria's system security.

To comply with this requirement, we need to install control equipment at embedded generation sites.

This service is consistent with the final F&A where *facilitation of generator connection and operation of the network* is classified as an alternative control service.

3.5.4 Bulk conversion to 5-minute meter readings

Retailers can request the conversion of a 30-minute remotely read interval meter to 5-minute readings. Single or small requests are covered by the meter reconfiguration fixed fee. There is nothing stopping a retailer to request the bulk conversion of meters of their customers to 5-minute readings. The cost of implementation will not be adequately covered by the meter reconfiguration fixed fee which is calculated for a single request. We define a bulk request to be 20 or more installed AMI meters at multiple NMIs (all for the same FRMP and requested at the same time), for conversion from 30-minute to 5-minute interval meter readings.

This service is consistent with the final F&A where *metering data services that involve the collection, processing, storage and delivery of metering data and non-standard metering services for Type 5 to 7 meters and any other meter types* are classified as alternative control services.

3.6 Definition of quoted services

3.6.1 Complex supply abolishment

This charge applies when a customer requests permanent removal of our supply assets on a complex site. For example, when supply is directly from a sub-station, when the abolishment requires a design to be completed safely, or when the supply is more than 100 amps.

3.6.2 Rearrangement of network assets at customer request, excluding public lighting assets

This charge applies when a customer requests capital work for which the prime purpose is to satisfy a customer requirement other than new or increased supply, other than where chapter 4 (undergrounding of assets) of the Electricity Distribution Code of Practice applies. For example, a customer requests a removal or relocation of service to allow work on private installation.

3.6.3 Audit design and construction

This charge applies when either a third-party requests or we deem it necessary to review, approve or accept work undertaken by a third party. Examples include:

- customer provided buildings, conduits or ducts used to house our electrical assets
- customer provided connection facilities including switchboards used in the connection of an electricity supply to their installation
- any electrical distribution work completed by our approved contractor that has been engaged by a customer
- provision of system plans and system planning scopes, for designers engaged by the customer
- reviewing and/or approving plans submitted by designers engaged by the customer.

3.6.4 Specification and design enquiry

This charge applies when design or network planning is required to fairly assess the costs so that an offer can be issued to a customer. Examples include:

- the route of the network extension required to reach the customer's property
- the location of other utility assets
- environmental considerations including tree clearing
- obtaining necessary permits from State and Local Government bodies
- assessment of design and network planning options
- specialist services (which may involve design related activities and oversight/inspection works) where the design or construction in is non-standard, technically complex or environmentally sensitive and any enquiries related to distributor assets.

This service excludes costs recovered through the fee-based service - connection application fee.

3.6.5 Elective undergrounding

This charge applies when a customer could receive an overhead service but requests an underground service, other than where chapter 4 (undergrounding of assets) of the Electricity Distribution Code of Practice applies. For example, a customer requests an underground service where we would consider it safe and prudent to install an overhead service.

3.6.6 High load escorts—surveying and lifting overhead lines

This charge applies when a third party requires safe clearance of overhead lines to allow high load vehicles to pass along roads. This includes surveying and lifting of overhead lines.

3.6.7 High profile antenna installation

This charge applies when customers request to install a high-profile antenna to an existing smart meter.

3.6.8 No-go zone safety-related services

This charge applies when a customer or third-party requests services related to ensuring safety of no-go zone around our assets, including a supply isolation, covering assets with tiger tails and aerial markers, and other related works. For example, a customer/third party is conducting building works at a site near our assets where visual markers (tiger tails) are required for safety.

3.6.9 Alteration and relocation of public lighting assets

This charge applies when a customer or a third-party requests alteration, rearrangement or relocation of public lighting assets.

3.6.10 New public lighting services including greenfield sites and new light types

This charge applies when a customer or a third party request an installation of new public lighting assets, including new light types and emerging light technologies.

3.6.11 Access to network data - cumbersome requests

This charge applies when a customer or a third-party request the provision of electricity network data, or consumption data outside legislative obligations, or requests for assistance to understand or interpret data, or to identify the data they require to meet their needs.

Excludes the provision of basic network data, such as visibility maps and data portals.

3.6.12 Complex isolations and alterations, including HV

This charge applies when a customer requests an isolation of supply (e.g. to allow customer and/or contractor to perform maintenance on the customer's assets, work close to or for safe approach) of HV assets or where there are more complex/larger scale works isolation or alternations. This also includes where works are requested to be performed after hours for multi-occupancy or complex sites. For example, after-hours isolation for customer side works at a large multi-occupancy site, such as a caravan park.

3.6.13 Alterations to the shared distribution network assets

This charge applies when a customer or third-party initiates alterations or other improvements to the shared distribution network to enable the third-party infrastructure (e.g. NBN Co telecommunications assets) to be installed/altered on the shared distribution network.

3.6.14 Enhanced connection service

This charge applies when a customer opts into the management of export and/or load at a customer site that provides the customer greater network capacity than they would otherwise be eligible for.

This excludes the basic flexible export service.

3.6.15 Reversion of embedded networks

This charge applies when an embedded network reverts to a non-embedded network. The charge covers all associated costs expected to be incurred by the network other than the cost of assigning NMIs and installing meters for individual units which is recovered through a separate basic connection charge. Costs may include project management, communication, inspection of wiring and meter boards, and abolishment of meters.

3.6.16 Embedded generator control equipment

Covers the installation of control equipment at embedded generation sites to enable compliance with the Victorian Government's emergency backstop requirements.

3.6.17 Bulk conversion to 5-minute meter readings

Request for remote reconfiguration of 20 or more installed AMI meters at multiple NMI's (all for the same FRMP and requested at the same time), for conversion from 30-minute to 5-minute interval meter data recording, storage and provision to MSATS.



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