FINAL DECISION
ActewAGL distribution determination
2015−16 to 2018−19

Attachment 13 – Classification of services

April 2015

AUSTRALIAN ENERGY REGULATOR

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Note

This attachment forms part of the AER's final decision on ActewAGL's revenue proposal 2015–19. It should be read with all other parts of the final decision.

The final decision includes the following documents:

Overview

Attachment 1 - Annual revenue requirement

Attachment 2 - Regulatory asset base

Attachment 3 - Rate of return

Attachment 4 - Value of imputation credits

Attachment 5 - Regulatory depreciation

Attachment 6 - Capital expenditure

Attachment 7 - Operating expenditure

Attachment 8 - Corporate income tax

Attachment 9 - Efficiency benefit sharing scheme

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Attachment 11 - Service target performance incentive scheme

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Attachment 13 - Classification of services

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Attachment 16 - Alternative control services

Attachment 17 - Negotiated services framework and criteria

Attachment 18 - Connection policy

Attachment 19 - Pricing methodology

Contents

Shortened forms

Shortened form	Extended form
AEMC	Australian Energy Market Commission
AEMO	Australian Energy Market Operator
AER	Australian Energy Regulator
augex	augmentation expenditure
capex	capital expenditure
CCP	Consumer Challenge Panel
CESS	capital expenditure sharing scheme
CPI	consumer price index
DRP	debt risk premium
DMIA	demand management innovation allowance
DMIS	demand management incentive scheme
distributor	distribution network service provider
DUoS	distribution use of system
EBSS	efficiency benefit sharing scheme
ERP	equity risk premium
Expenditure Assessment Guideline	Expenditure Forecast Assessment Guideline for Electricity Distribution
F&A	framework and approach
MRP	market risk premium
NEL	national electricity law
NEM	national electricity market
NEO	national electricity objective
NER	national electricity rules
NSP	network service provider
opex	operating expenditure
PPI	partial performance indicators
PTRM	post-tax revenue model
RAB	regulatory asset base
RBA	Reserve Bank of Australia
repex	replacement expenditure
RFM	roll forward model

Shortened form	Extended form
RIN	regulatory information notice
RPP	revenue and pricing principles
SAIDI	system average interruption duration index
SAIFI	system average interruption frequency index
SLCAPM	Sharpe-Lintner capital asset pricing model
STPIS	service target performance incentive scheme
WACC	weighted average cost of capital

13 Classification of services

Service classification determines the nature of economic regulation, if any, applicable to specific distribution services. Classification is important to customers as it determines which network services are included in basic electricity charges, the basis on which additional services are sold, and those services we will not regulate. Our decision reflects our assessment of a number of factors, including existing and potential competition to supply these services.

The classification of distribution services must be as set out in the relevant framework and approach (F&A) paper unless we consider that unforeseen circumstances justify departing from that proposed classification. We set out our proposed approach to the classification of distribution services for ActewAGL in our Stage 1 F&A.[1] We proposed to group ActewAGL's distribution services as follows:

- network services
- connection services
- metering services
- ancillary network services.

In our draft decision we proposed to retain the service groups listed above.

13.1 Final decision

Our final decision is to retain our approach to classification as set out in our Stage 1 F&A, subject to the following. We will:

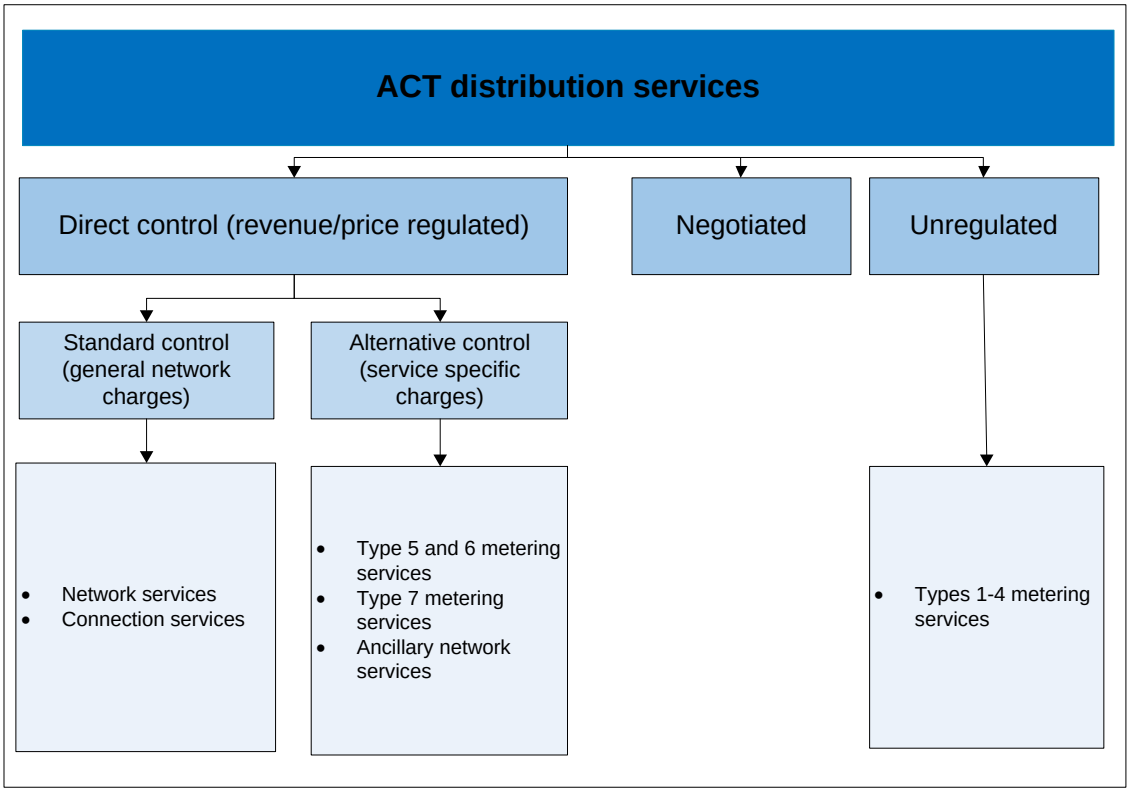
- separate type 7 metering services from type 5 or 6 metering services
- classify separate type 5 or 6 metering services for:
    - meter reading and maintenance
    - meter provision before 1 July 2015
    - meter provision after 1 July 2015
- classify large scale embedded generator connection services (above 30 kWs) as alternative control services (as part of ancillary networks services)
- add 'network studies' to the list of ancillary services for clarification
- clarify that where load control services are provided by equipment external to the meter they are classified standard control; where load control services are provided by equipment internal to a meter they are classified alternative control. Figure 13.1

[1] NER, clauses 11.56.4(l)(1), 6.8.1(b)(2)(i)

summaries our final decision on service classification for ActewAGL for the 2015−19 regulatory control period.

Appendix A sets out our detailed classification decisions. Changes in our classification approach since our F&A are presented in coloured text.

Figure 1 AER final decision on 2015–19 service classifications for ActewAGL



Our classification of services determines, at a very high level, how costs associated with the services will be recovered. How service charges are set is not determined as part of classification. That detail is discussed in the control mechanism attachments.[2]

13.2 ActewAGL's revised proposal

In its revised proposal, ActewAGL agreed:

- with our draft decision to include large scale embedded generator connection services and network studies in the ancillary network service group
- with our draft decision to not classify 'provision of services above the least cost technically acceptable standard at the customers' request' as an alternative control service

[2] Refer to attachment 14 − Control mechanisms and attachment 16 − Alternative control services of our final decision.

- that unforeseen circumstances justify us changing classification of type 5 or 6 metering services.

However, ActewAGL did not agree with our draft decision to classify a new standard control service for recovery of residual type 5 or 6 meter costs. Rather, ActewAGL proposed to recover both its residual meter costs and administrative costs through an exit fee, classified alternative control.

13.3 AER's assessment approach

The NER allows us to group distribution services when classifying them. This means we may classify a class of services rather than specific individual services.[3] This provides distributors with flexibility to alter the exact specification (but not the nature) of a service during a regulatory control period. Where we make a single classification for a group of services, it applies to each service in the group.

In making our classification decisions, we may:

- classify a service so that the distributor may recover related costs from all customers (direct control – standard control service)
- classify a service so that the user benefiting from the service pays (direct control – alternative control service)
- allow customers and distributors to negotiate the provision and price of some services – we will arbitrate should negotiations stall (negotiated distribution service)
- not classify a service – we have no regulatory control over this service or the prices charged by the distributor (unregulated service).

In deciding whether to classify services as either direct control or negotiated services, or to not classify them, the NER requires us to have regard to the 'form of regulation factors' set out in the NEL.[4] The form of regulation factors include the presence and extent of barriers to entry by alternative providers and the extent to which any distributor market power is likely to be mitigated by any countervailing user or prospective user market power. The NER also requires us to consider the previous form of regulation applied to services, the desirability for consistency in the form or regulation for similar services and any other relevant factor.[5]

For services we intend to classify as direct control, the NER requires us to have regard to a further range of factors.[6] These include: the potential to develop competition in provision of a service and how our classification may influence that potential; whether the costs of providing the service are attributable to a specific person; and, the possible effect of the classification on administrative costs.

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3 NER, cl. 6.2.1 (b).
4 NER, cl. 6.2.1(c); NEL, s. 2F.
5 NER, cl. 6.2.1(c).
6 NER, cl. 6.2.2(c).

The NER also specifies that for a service regulated previously, unless a different classification is clearly more appropriate, we must:[7]

- not depart from a previous classification (if the services have been previously classified), and
- if there has been no previous classification but the service has been regulated, such as under a separate regulatory regime– the classification should be consistent with the previously applicable regulatory approach.
- In some cases, a service may previously have been regulated by another regulator, such as a state or territory economic regulator.

13.3.1 Interrelationships

In assessing what services we classify, we are setting the basis for what charges can be made for those services. To allow charges to be recovered for standard control services, assets associated with delivering those services are added to the regulatory asset base (RAB). A RAB may also be constructed for the capital costs associated with an alternative control service. There will usually be operating costs associated with the provision of a service as well.

The assets that make up the RAB and the operating costs that relate to any particular service, form a starting point for our assessment of the distributor's proposal for recovering revenues through charges for their services. Classification of services will therefore influence all revenue components of our decision.

There are assets and operating costs associated with the services provided by distributors. We set the revenues the distributor may collect from customers to recover their asset and operating costs. That revenue is recovered through tariffs the distributor develops to charge to its customers. The regulatory regime establishes incentives such as the Efficiency Benefit Sharing Scheme (EBSS) and the Capital Expenditure Sharing Scheme (CESS) to encourage the provision of services as efficiently as possible. All of these factors interrelate with each other. We must be cognisant of these interrelationships when we make our determinations.

The largest impact of our classification decision for the 2015–19 regulatory control period is reclassifying metering services from standard control to alternative control. By doing this, ActewAGL's standard control RAB has decreased in size as the asset costs associated with metering services will no longer be recovered through the allowed revenue for standard control services. Rather, they will now be recovered through prices charged for specific metering services.

The incentive schemes do not apply to services classified alternative control. As such, classifying type 5 and 6 metering services alternative control also means the incentive schemes are no longer applied to expenditure associated with these services.

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[7] NER, cll. 6.2.1(d) and 6.2.2(d).

13.4 Reasons for final decision

This section sets out our reasons for our final decision on the distribution service classifications for ActewAGL. Our decision is to depart from the classifications set out in our Stage 1 F&A for the following reasons:

- we classify separate type 5 or 6 metering services for meter reading and maintenance, and for meter provision
- we classify large scale embedded generator connection services
- we classify network studies.

The NER provides that service classifications must be as set out in our Stage 1 F&A unless unforeseen circumstances justify a change in classification approach. In our Stage 1 F&A we proposed unbundling type 5 and 6 metering services from standard control services. Once unbundled from standard control services we proposed to classify type 5 and 6 meter provision, maintenance, reading and data services as alternative control services. We also proposed to not classify type 5 and 6 meter installation. This remains our classification approach.

Our classifications are consistent with the Australian Energy Market Commission's (AEMC) Power of Choice review. The AEMC's recommendations included:

- current metering arrangements need reform to promote investment in better metering technology and promote customer choice
- metering costs should be unbundled from shared network charges.

The AEMC also released a Power of Choice supplementary paper on metering services, exploring the arrangements necessary to implement its recommendations. The AEMC recommended the provision of metering services be open to competition.

ActewAGL adopted our proposal to unbundle type 5 and 6 metering in its regulatory proposal and revised regulatory proposal. However, ActewAGL also included in its regulatory proposals, to establish a new metering exit fee as an alternative control service. In its revised proposal, ActewAGL adopted our draft decision, to minimise, though not entirely remove, exit fees.

13.4.1 Unforeseen circumstances—metering

At the time of releasing our F&A it was not possible to foresee how the AEMC's metering rule change work program would unfold. We consider our classification decisions should have regard to the AEMC's approach, wherever possible, but we have in effect been working ahead of the AEMC's metering rule changes. That is, we have been attempting to settle classifications while the manner in which metering services will be provided by the market is still being considered.

When we released the Stage 1 F&A in March 2013 the AEMC had not commenced its metering rule change process. We consider the AEMC’s work program on the metering rule change represents an unforeseen circumstance justifying a change in classification approach from our Stage 1 F&A.

At the time of releasing our Stage 1 F&A it was also not possible to foresee ActewAGL's approach with respect to exit fees. In our draft decision we noted this constituted an unforeseen circumstance that justified departing from the classifications in our Stage 1 F&A.[8] We continue to hold this view. We note ActewAGL has agreed.[9]

13.4.2 Exit fees

When a distributor first installs a type 5 or 6 meter, it does not charge customers upfront for the whole cost of the meter. Rather, these costs are recovered over time. If a customer chooses to switch metering providers, the distributor provided meter is unlikely to have been paid for in full. This creates a residual capital cost.

One way for distributors to recover the residual capital cost of a redundant meter is through an exit fee charged to customers switching metering provider. Potentially, such an exit fee could also cover any administrative costs incurred by the distributor as a result of the customer's decision to switch.

In its regulatory proposal, ActewAGL proposed one type of metering service, the cost of which would be recovered via a schedule of annual charges. ActewAGL did not propose a method to recover residual capital costs if a customer were to take up metering services from an alternative provider during the regulatory period. Instead ActewAGL indicated it would consider introducing an exit fee during the 2015–19 regulatory control period once the rule change for metering competition takes effect.

In our draft decision we indicated we do not consider ActewAGL's proposal appropriate as our classification decisions apply for the duration of the entire regulatory control period covered by our distribution determination. Therefore, this additional service must be set out in our determination. As this proposed service was not foreseen at the time the Stage 1 F&A was finalised, we must revisit the classification of type 5 and 6 metering services.

In our draft decision we noted ActewAGL had not proposed an exit fee in its regulatory proposal, but set out our view that ActewAGL may be able to justify such a fee to recover its administrative costs. We also noted our view that such an exit fee should be limited to only administrative costs and should not encompass residual metering capital costs. Such an approach would create a large exit fee and form a barrier to customers seeking to switch to another metering provider. The NEL and NER require us to have regard to the development of competition in deciding service classifications.

Our final decision is to not classify an exit fee, or transfer, service. We consider ActewAGL has not provided evidence to sufficiently justify charging exit fees. Further details of our reasoning are set out in attachment 16.

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8 AER, *Draft decision, ActewAGL distribution determination 2014—19, Attachment 13*, November 2014, p. 13-15.

9 ActewAGL, *Revised regulatory proposal*, January 2015, p2. 625–626.

13.4.3 Residual meter value

In our draft decision we proposed to classify a new standard control service for ActewAGL to recover its residual type 5 or 6 meter capital costs from all customers. In this way, ActewAGL would recover its residual sunk investment costs and customers would avoid large exit fees.

ActewAGL, Energex (Queensland) and Ergon Energy (Queensland) submitted their opposition to classifying a new standard control service to recover residual meter values.[10] These distributors considered metering assets could not move into the RAB within a regulatory period.

We accept that use of a standard control service to recover a redundant meter value would be problematic. We have therefore changed our classification approach.

Our final decision is to retain the residual capital cost of meters as alternative control when customers switch to alternative providers. These residual costs will be recovered from customers who have a distributor provided type 5 or 6 meter as at 1 July 2015. After 1 July 2015, customers receiving a new type 5 or 6 meter from a distributor will pay the full capital cost of the meter.

Operating costs associated with meter maintenance and meter reading services will also remain alternative control, but be recovered only from customers continuing to receive these services from the distributor.

Spreading the residual asset costs across all pre-1 July 2015 customers will avoid large exit fees which might be a barrier to competition. However, we did not find it appropriate that customers switching to alternative providers be required to pay for ongoing operating costs for services they were no longer receiving from the distributor. Our classification approach to metering services is consistent with the approach set out in the alternative control services attachment to this final decision.

Our final decision on classification addresses the issues raised by ActewAGL, Energex and Ergon Energy, as discussed below:

- *Unforeseen circumstances have not arisen*

  ActewAGL agrees that the AEMC's rule change proposal represents an unforeseen circumstance justifying classification changes.

  Energex and Ergon Energy submitted that the AEMC's metering rule change process could not be considered an unforeseen circumstance because it was initiated before our Qld F&A was released. We take this opportunity to clarify that the ongoing process and its possible or likely outcomes were unforeseen at the time we released our Qld F&A.

[10] ActewAGL, *Revised regulatory proposal*, January 2015, p. 635; Energex, *Response to AER issues paper*, January 2015, p. 25; Ergon Energy, *Submission on the Qld regulatory proposals issues paper*, January 2015, p. 6.

- *Use of a new standard control service to recover residual meter value is inappropriate*

  ActewAGL, Energex and Ergon Energy submitted that the residual metering asset costs from an alternative control service could not reasonably be included in the standard control RAB and recovered through standard control service charges. These distributors further submitted that our draft decision proposed to classify assets rather than services, which is not permitted by the NER.

  We agree that only services may be classified, rather than assets. Our final decision is to classify services rather than characterise our classification decision in terms of assets.

  By classifying an alternative control service associated with the recovery of residual meter values, the issues raised by ActewAGL, Energex and Ergon Energy are no longer relevant.

We have had regard to stakeholder views in considering our classification approach.[11] We have received a large number of submissions in favour of minimising or avoiding exit fees. Stakeholders have noted the potential for large exit fees to hinder development of a competitive market for metering services. For example, Origin submitted "it is important that meter exit charges do not act as a barrier to the uptake of competitive metering".[12] Vector submitted "the higher the exit fee, the greater the cost barrier that must be overcome by any potential entrant in making a competitive business case".[13]

These submissions were provided on the basis of our draft decision. However, we consider they are relevant to our final decision which also minimises exit fees.

We recognise that allowing all customers to be charged for the cost of legacy distributor provided meters, whether they switch metering provider or not, may weaken the incentive to switch compared to other cost recovery mechanisms. Some submissions on our consultation paper on metering cost recovery[14] made this point. However, we consider our final decision balances the creation of a competitive market for metering services with the need to minimise cross subsidies in favour of switching customers.

On the basis of the above, to allow distributors to recover their residual metering capital value and their administrative costs, our final decision is to classify three alternative control services:

1. Type 5 or 6 meter reading and maintenance.

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11 AER, *Consultation paper—Alternative approach to the recovery of residual metering capital costs through an alternative control services annual charge*, March 2015.

12 Origin, *Submission to NSW electricity distributors' regulatory proposals*, August 2014, p. 2. We consider Origin's submission is equally relevant to ActewAGL's metering classifications as to those for the NSW distributors.

13 Vector, *Submission on issues paper on ActewAGL's electricity distribution regulatory proposal*, August 2014, p. 4.

14 AER, *Consultation paper—Alternative approach to the recovery of residual metering capital costs through an alternative control service annual charge*, March 2015.

This covers the operating costs incurred by a distributor in operating a meter. Customers may avoid this ACS charge by switching to an alternative metering provider.

2. Type 5 or 6 meter provision—pre 1 July 2015.

   This service allows distributors to recover the cost of meters installed before 1 July 2015. The fee for this service will reflect the pool of distributor provided type 5 or 6 meters, both active and redundant, until their value is depreciated away.

3. Type 5 or 6 meter provision—post 1 July 2015.

   This service will allow distributors to recover the cost of a meter installed on or after 1 July 2015.

The above metering services are reflected in appendix A which details our classification of distribution services. To separately specify each of the above, we have made some consequential changes to metering classification more generally. In particular, we have separated type 7 metering services from types 5 and 6 metering services. We have also separately classified types 5 and 6 metering installation. Further discussion of the mechanism by which metering costs will be recovered is provided in the control mechanism attachments.[15]

13.4.4 Load control

For other distributors we have amended our classifications to clarify our classification approach to load control services. That is, to classify load control services provided by type 5 or 6 meters as alternative control services to match the classification of the meters themselves. We consider the load control services provided by an unbundled type 5 or 6 meter are indivisible from the meters.

This clarification has been necessary because Energex (Queensland) proposed to split the value of its type 5 or 6 meters and retain in its RAB a portion it attributes to load control relays.

For ActewAGL, the issue described above does not arise because its load control services are already classified alternative control. Moreover, ActewAGL does not propose the same approach as proposed by Energex.

In ActewAGL's context, we consider our classification approach is sufficiently clear that any further clarification in this final decision is not required.

13.4.5 Large generator connections

In its regulatory proposal ActewAGL proposed that large scale embedded generator connection services (above 30kWs) may not have been properly classified in the Stage

[15] Refer to attachment 14 − Control mechanisms and attachment 16 − Alternative control services of our final decision.

1 F&A.[16] ActewAGL submitted that this became apparent when it was preparing its connection policy as this service is not captured within the policy.[17]

ActewAGL explained that in the 2009–14 regulatory control period large scale embedded generator connection services were classified as negotiable components of direct control services under clause 6.7A of transitional chapter 6 of the NER. Clause 6.7A of transitional chapter 6 does not form part of the current NER. Therefore large scale embedded generator connection services cannot be classified as negotiable components of direct control services for the 2015–19 regulatory control period. We did not explicitly address this issue in the Stage 1 F&A.[18]

ActewAGL proposed that while large scale embedded generator connection services fall within the definition of connection services, a standard control classification is not the most appropriate classification.[19] Rather, ActewAGL proposed that large scale embedded generator connection services would more appropriately be grouped with ancillary network services and classified as an alternative control service.[20] We agree.

ActewAGL's proposed approach is consistent with our approach to classification across a number of NEM jurisdictions where we have classified as alternative control services those services which are customer specific or customer requested.[21] Therefore, we set charges to allow distributors to recover the full cost of such services from customers that use them.

In our draft decision we indicated we are satisfied this is a service that should be classified but was not foreseen at the time of the Stage 1 F&A.[22] The implementation of new NER around connections meant that ActewAGL was not considering its connection policy until after we released our Stage 1 F&A. Therefore, we are satisfied that this is an unforeseen circumstance that justifies us classifying large scale embedded generator connections as alternative control services in our draft decision.[23]

The change is detailed in appendix A, which lists our classification of ActewAGL's distribution services. The revisions are in coloured text. We note ActewAGL adopted our classification approach on this issue in its revised proposal.[24]

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16 ActewAGL, *Regulatory proposal resubmitted*, July 2014, pp. 350–351.

17 ActewAGL, *Regulatory proposal resubmitted,* July 2014, pp. 350–351.

18 ActewAGL, *Regulatory proposal resubmitted,* July 2014, pp. 350–351.

19 NER, cll. 6.2.1(d) and 6.2.2(d).

20 ActewAGL, *Regulatory proposal resubmitted,* July 2014, pp. 350–351.

21 For example, AER, *Stage 1 F&A paper Ausgrid, Endeavour Energy and Essential Energy*, 2014–19, March 2013, p. 34; AER, *Final F&A for Energex and Ergon Energy, Regulatory control period commencing 1 July 2015*, April 2014, p. 46.

22 AER, Draft decision, *ActewAGL distribution determination 2014—19, Attachment 13*, November 2014, p. 13-17.

23 NER, cl. 6.12.3(b).

24 ActewAGL, *Revised regulatory proposal*, January 2015, p. 625.

13.4.6 Connection services above least cost

In its regulatory proposal, ActewAGL proposed that we add 'provision of services above the least cost technically acceptable standard at the customers' request' to our table of distribution services as an alternative control service.[25] This service relates to connection services which are classified as standard control services. Least cost technically acceptable standard is a key platform of our connection charge guideline.[26]

The connection charge guideline provides that a distributor should not fund a customer's wish for a higher standard connector nor should that cost be shared by the broader customer base. Likewise, we do not permit distributors to seek customers to connect above the least cost technically acceptable standard. The connection charge guideline also sets out how the total connection charge is determined. In brief, it provides that the distributor must:[27]

- determine the charge for each component of the connection in a fair and reasonable manner
- calculate the charge for each component based on the least cost technically acceptable standard necessary for the connection service, unless the connection applicant requests a connection service, or part thereof, be performed to a higher standard in which case the connection applicant should also pay the additional cost of providing the service to the standard requested.

Therefore, connection services are standard control services and any incremental charge to a specific customer is set according to the connection charge guideline.

In our draft decision, we indicated we do not agree to classify 'provision of services above the least cost technically acceptable standard at the customers' request' as an alternative control service. This is because a mechanism for calculating the incremental charge already exists. In its revised proposal, ActewAGL accepted our draft decision.

13.4.7 Network studies

In our draft decision we agreed to classify 'network studies' as an alternative control service,[28] as proposed by ActewAGL.[29] ActewAGL stated that a technical network study is usually required for a major new connection or a more complex project requested by a customer. Similar to large scale embedded generator connection

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25 ActewAGL, *Regulatory proposal resubmitted,* July 2014, p. 342.

26 AER, *Connection charge guideline for electricity retail customers; Under chapter 5A of the National Electricity Rules*, June 2012.

27 AER, *Connection charge guideline for electricity retail customers; Under chapter 5A of the National Electricity Rules*, June 2012, section 2.1.3.

28 AER, Draft decision, *ActewAGL distribution determination 2014—19, Attachment 13*, November 2014, p. 13-17.

29 ActewAGL, *Regulatory proposal resubmitted,* July 2014, p. 342.

services we set charges to allow ActewAGL to recover the full cost of network studies requested by specific customers.

A AER final decision table of service classifications

AER service group/Activities included in service group	Further description (if any)	AER final decision classification 2014-19	Current classification 2009-14
Network services	Constructing the network; Maintaining the network; Operating the network for DNSP purposes; Planning the network; Designing the network; Emergency response; Administrative support.	Standard control	Standard control
Type 7 metering services		Alternative control	Alternative control
Types 5 and 6 meter reading, maintenance and data services	Meter maintenance covers works to inspect, test, maintain, repair and replace meters. Meter reading refers to quarterly or other regular reading of a meter. Metering data services are those that involve the collection, processing, storage and delivery of metering data and the management of relevant NMI Standing Data in accordance with the Rules.	Alternative control	Alternative control
Types 5 and 6 meter installation and commissioning	Installing and commissioning types 5 and 6 meters & load control equipment.	Alternative control	Alternative control
Types 5 and 6 meter provision (before 1 July 2015)	By charging for this service, distributors may recover the capital cost of types 5 and 6 metering equipment (including meters with internally integrated load control devices) installed before 1 July 2015.	Alternative control	Alternative control
Types 5 and 6 meter provision (after 1 July 2015)	By charging for this service, distributors may recover the capital cost of types 5 and 6 metering equipment (including meters with internally integrated load control devices) installed on or after 1 July 2015.	Alternative control	Alternative control
Connection services	Connection services include:	Standard control	Standard control

AER service group/Activities included in service group	Further description (if any)	AER final decision classification 2014-19	Current classification 2009-14
	Premises connections - additions or changes to the connection assets located on the customer's premises (Note: excludes all metering services) Extensions - new assets, other than shared network assets, 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. Augmentations - any shared network enlargement/enhancement undertaken by a distributor which is not an extension		
AER Service group— Ancillary network services			
Re-energise or de-energise a site	Visit to re-energise or de-energise a site - business hours - re-energise Visit to re-energise or de-energise a site - after hours - re-energise Visit to re-energise or de-energise a site - business hours - de-energise De-energise a site for non-payment* De-energise a site for non-payment - field visit only*	Alternative control	Standard control *Alternative control

AER service group/Activities included in service group	Further description (if any)	AER final decision classification 2014-19	Current classification 2009-14
Temporary connection	Temporary connection - overhead* Temporary connection - standard underground Temporary connection - free-standing underground	Alternative control	*Alternative control Standard control
Remove, reposition or disconnect service	Includes overhead or underground	Alternative control	Standard control
Upgrade services	Upgrade service from single to three phase at customer's request where load does not justify three phase - overhead Upgrade service from single to three phase at customer's request where load does not justify three phase - underground - service cable replacement not required Upgrade service from single to three phase at customer's request where load does not justify three phase - underground - service cable replacement required	Alternative control	Standard control
Rescheduled visit	Rescheduled visit (applied where a revisit to a site is necessitated by obstructed access, non-compliance with the Service and Installation Rules or the client is not ready for the scheduled work)	Alternative control	Standard control
Issue copies of electrical drawings		Alternative control	Standard control
Covering low voltage mains/Tiger matting		Alternative control	Standard control

AER service group/Activities included in service group	Further description (if any)	AER final decision classification 2014-19	Current classification 2009-14
Specification and design enquiry charges		Alternative control	Standard control
Non-standard data services (types 5 to 7 metering)		Alternative control	Standard control
De-energising wires (to allow safe approach, for example, for tree pruning, plant operation, oversize loads, construction activities)		Alternative control	Standard control
Large scale embedded generator connection services	Over 30 kWs	Alternative control	Standard control with negotiable components
Network studies	A technical network study is usually required for a major new connection or a more complex project. The study identifies: • the preferred option for system augmentation and connection • the costs for design • estimated construction costs. This is usually an iterative process where the customer considers various load connection options and scenarios and information and	Alternative control	NA

AER service group/Activities included in service group	Further description (if any)	AER final decision classification 2014-19	Current classification 2009-14
	feedback are exchanged multiple times between the customer and ActewAGL before the section of the preferred connection.		