



Fee Based Services
Application and Price Guide
2016-17

As submitted to the Australian Energy Regulator



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1 Introduction

This 2016-17 Application and Price Guide for fee based services outlines TasNetworks' terms and conditions for the provision of fee based services and applies from 1 July 2016 to 30 June 2017.

Fee based services are those services provided by TasNetworks where the service is, in general, provided for the benefit of a single customer rather than uniformly supplied to all customers. These services are typically provided at the request of a third party and are initiated by way of a retailer service request received from a retailer.

Further information on TasNetworks' fee based services can be found at TasNetworks' website at:

<http://www.tasnetworks.com.au/our-network/network-revenue-pricing/distribution-fees-and-tariffs>

The service levels provided by TasNetworks for fee based services are shown in Table 1.

Table 1: Service levels for fee based services

Service category	Service level
Retail contract termination, energisation, de-energisation, re-energisation and special read	Services will be performed on the scheduled date requested by the retailer, providing they do not involve any changes to the network.
Meter alteration	Meter alterations will be delivered within 10 business days from receiving a service request from a retailer (unless otherwise agreed), providing the metering alteration does not involve changes to the network. Renewable energy connections are not meter alterations for the purposes of this Guide.
Meter test	All meter testing will be delivered within 15 business days of receiving a retailer's service request, unless otherwise agreed.
Supply abolishment	Supply abolitions will be carried out within 10 business days of receiving a service request from a retailer, unless otherwise agreed.
Truck tee-up	TasNetworks vehicles and crew will be on-site on the date agreed with the electrical contractor requesting their attendance.
Miscellaneous services	Miscellaneous services will be delivered within 10 business days of receiving a retailer's service request, unless otherwise agreed.

2 Application of Fee Based Services Tariffs

2.1 TasNetworks

All references to TasNetworks within this Fee Based Services Application and Price Guide, unless otherwise stated, are to TasNetworks in its capacity as a licensed distribution network service provider in the Tasmanian jurisdiction.

2.2 Goods and service tax (GST)

The fee based services charges published by TasNetworks, unless otherwise stated, are exclusive of GST.

2.3 Fee Based services charges

The fee based service charges within this Fee Based Services Application and Price Guide are calculated in accordance with the Australian Energy Regulator's (AER) final distribution determination.

2.4 Time zones

Tasmania is part of the Australian eastern time zone. All times in this document refer to Tasmanian local time.

2.5 Scheduled day for service delivery

A scheduled day for service delivery is a day of the week that the suburb is scheduled to be visited for retail contract termination, energisation, de-energisation, re-energisation, credit action or special read as per the service area calendar detailed in Schedule 1 of this Guide.

2.6 Request process

TasNetworks' service request process aligns with jurisdictional Business to Business Electronic Request (B2B) Service Order procedures. A B2B service order is required for the provision of all services.

2.7 Business day

A business day is a day other than a Saturday, Sunday or a day which is a gazetted public holiday in any part of mainland Tasmania.

2.8 Field operational hours

TasNetworks' operational hours are the hours between 7:30 am and 4:20 pm on a business day.

2.9 After hours fees

After hours fees apply where part or all of the work or travel associated with a service falls outside field operational hours.

2.10 Invoicing process

TasNetworks' Market Support Team is responsible for managing the fee based services charging process; this is typically done via the Service Order Management system using applicable product codes. The charges will be issued in compliance with the jurisdictional distribution billing B2B protocols.

2.11 Published fee based services

TasNetworks' published fee based services list the services offered by TasNetworks for B2B Service Orders. The agreement to deliver these services as outlined in this guide, are made assuming:

- that there is unhindered access to the metering and connection servicing assets;
- there are no safety issues associated with the delivery of the service;
- the electrical contractor has performed work to agreed standards; and
- the network infrastructure required to facilitate delivery of the service is present.



3 Assigning and reassigning customers to fee based service tariff classes

3.1 Assigning customers to fee based service tariffs

A fee based service is considered to be a tariff class under the National Electricity Rules (**NER**). The NER require TasNetworks to describe how customers are assigned to tariff classes.

TasNetworks assigns customers to fee based service tariff classes on the basis of the fee based service selected. Customers are assigned into one of the following fee based service tariff classes:

- retail contract termination, de-energisation, re-energisation, energisation and special reads;
- meter alteration;
- meter test;
- supply abolishment;
- tee-up; and
- miscellaneous services.

Customers may be assigned to at least one fee based service tariff class. Assignment to fee based service tariff classes is based on the type of service provided.

3.2 Re-assignment of customers to fee based service tariffs

Customers will not be reassigned to a different fee based service class for the provision of a fee based service.

4 Retail contract termination, de-energisation, re-energisation, energisation and special reads

4.1 General conditions

These services require an authorised officer of TasNetworks to visit a customer's premises to undertake a retail contract termination, de-energisation, re-energisation, and energisation or perform a special read. These services will be performed on the scheduled date requested by the retailer with the exception of de-energisations, which are undertaken in a manner consistent with rule 111 of the National Electricity Retail Rules (**NERR**). De-energisation without consultation with the customer will occur on a regular scheduled day for service delivery.

Unless specified, the services will be scheduled in the most efficient manner within TasNetworks' work schedule. If a service is required to be performed at a specified time, it will be treated as a tee-up service request. Section 8 of this document outlines the fees associated with tee-up services.

Unless specified, the customer will not be consulted prior to the work being undertaken. If customer consultation is required, the service will be treated as a tee-up service request.

Retailer service requests received after 3:00 pm on any business day will be deemed to have been received the next business day.

A scheduled day for service delivery is the day(s) that the area in which the customer's premises are located is normally serviced by TasNetworks.

Protected periods apply to de-energisations that are conducted in accordance with rule 111 of the NERR. The protected periods are:

- a business day before 8:00 am or after 3:00 pm; or
- a Friday or the day before a public holiday; or
- a weekend or a public holiday; or
- the days between 20 December and 31 December (inclusive).

De-energisations that are requested to occur within a protected period will not be performed until that period has concluded, in accordance with rule 111 of the NERR.

Network tariff reassignment may not coincide with the provision of these fee based services. A tariff alteration may involve a change to a customers' metering equipment and, therefore, require a subsequent visit to the premises by TasNetworks to complete the service. Tariff alterations are outlined in Section 5 of this document. If customer consultation is required a tee-up service will be charged accordingly.

4.2 Site visit – no appointment

If no appointment is required, visits to customer premises during field operational hours to perform de-energisations, re-energisations, energisations or special reads, will be undertaken on the regular scheduled day for service delivery in the locality in question.

4.3 Site visit – non-scheduled visit

Where no appointment is required, visits to customer premises for the purposes of performing de-energisations, re-energisations or energisations that are undertaken during field operational hours but requested to be carried out on day that is not a regular scheduled day for service delivery will be treated as a non-scheduled site visit. Visits to customer premises during field operational hours where the visit is required on the same day as the retailer's request will also be treated as a non-scheduled site visit if the request is received by TasNetworks before 11:00 am on that day.

4.4 Site visit – same day premium service

Visits to customer premises during field operational hours to perform a re-energisation or energisation, where no appointment is required but the visit is required on the same day as a retailer's request, will be classified as a same day premium service if the request from the retailer is received by TasNetworks after 11:00 am on that day.

4.5 Site visit – after hours

Visits to customer premises to perform a re-energisation or energisation where no appointment is required and the visit is required on the day of the customer's request will be classified as an after hours site visit if the visit is organised for a time that is outside field operational hours.

4.6 Site visit – credit action or site issues

Visits to a customer's premises during field operational hours due to a credit issue or a request from a retailer that the site be de-energised without consultation with the customer, where no appointment is required and the requested date is on a day that is a regular scheduled day for service delivery are classified as a site visit for the purposes of credit action or site issues.

Protected periods (as defined by the NERR) may apply in respect to this fee based service.

The fee for this service does not include costs which may apply for the repair of damaged equipment.

4.7 Site visit – interval metering

Visit to a customer's premises during field operational hours on a scheduled day for service delivery to de-energise or re-energise a site where interval metering exists.

4.8 Transfer of retailer

The transfer of premises from one retailer to another retailer where the meter read date for those premises is effective as per the meter reading schedule will not incur a fee if no site visit is required.

A transfer of premises to another retailer which involves a site visit or is requested for a date other than the scheduled meter read date will incur a site visit fee.

4.9 Fee based services charges

Table 2 sets out TasNetworks' fee based services prices for retail contract termination, de-energisation, re-energisation and special reads for the 2016-17 regulatory year.

Table 2: Fee based services prices

Service	Rate (\$)
Site visit – no appointment	53.34
Site visit – non-scheduled visit	120.22
Site visit – same day premium service	310.59
Site visit – after hours	801.52
Site visit – credit action or site issues	78.18
Site visit – interval metering	60.10

5 Meter alteration

These services require an authorised officer of TasNetworks to visit a customer's premises to undertake works associated with the provision of basic metering services. Requests for the provision for meter alteration services are to be made via a retailer.

All services will be delivered within 10 business days following TasNetworks' receipt of a completed request from the retailer, unless an alternative date for the service has been agreed to between TasNetworks and the customer, their retailer or electrical contractor.

Retailers' service requests received after 3:00 pm on any business day will be deemed to have been received on the next business day.

Where the provision of a meter alteration service is unable to be undertaken due to issues at a customer's premises that are outside the control of TasNetworks, a Meter Alteration - wasted visit fee may be charged.

Unless specified otherwise, the meter alteration services will be scheduled in the most efficient manner within TasNetworks' work schedule. If a service is required to be performed at a specified time, it will be treated as a tee-up service request. Section 8 of this document outlines the fees associated with tee-up services.

Customers will not be consulted prior to the work being undertaken, unless specified otherwise. If customer consultation is required, a tee-up service will be charged accordingly.

5.1 Tariff alteration – single phase

This service describes a visit to a customer's premises during field operational hours to add, modify or remove a single phase meter in order to accommodate a tariff change, where no appointment is required.

5.2 Tariff alteration – three phase

This service involves a visit to a customer's premises during field operational hours to add, modify or remove a three phase meter in order to accommodate a tariff change, where no appointment is required.

5.3 Adjust time clock

This service refers to visit to customers' premises during field operational hours to adjust the time period of an existing time clock, where no appointment is required.

5.4 Install pulse outputs

This service applies to visits to customers' premises during field operational hours, where no appointment is required, to install a pulse output facility.

5.5 Remove meter

This service refers to a visit to a customer's premises during field operational hours to remove a metering circuit, where no appointment is required.

5.6 Meter alteration – after hours visit

This service refers to a visit to a customer's premises outside of field operational hours to undertake a meter alteration, where no appointment is required.



5.7 Meter alteration – wasted visit

This service refers to a visit to a customer’s premises during field operational hours to undertake a meter alteration where the alteration could not be completed due to issues at the customer’s premises.

An after hours visit fee will also be charged if the visit to the customer’s premises occurred outside of field operational hours and the alteration could not be completed due to issues at the customer’s premises.

5.8 Fee based services charges

Table 3 sets out TasNetworks’ prices for meter alterations provided as a fee based services for the 2016-17 regulatory year.

Table 3: Fee based services prices

Service	Rate (\$)
Tariff alteration – single phase	178.76
Tariff alteration – multi phase	243.78
Adjust time clock	58.51
Install pulse outputs	162.52
Remove meter	270.20
Meter alteration – after hours visit	780.05
Meter alteration wasted visit	97.51

6 Meter test

Meter testing services require an authorised officer of TasNetworks to visit a customer's premises to undertake the testing of a basic metering installation at the request of a retailer.

All services are to be delivered within 15 business days of TasNetworks' receipt of a completed retailer's service request, unless an alternative date for the service has been agreed.

Retailer service requests received after 3:00 pm on any business day will be deemed to have been received on the next business day.

Unless specified otherwise, meter testing services will be scheduled in the most efficient manner within TasNetworks' work schedule. If a service is required to be performed at a specified time it will be treated as a tee-up service. Section 8 of this document outlines the fees associated with tee-up services.

Customers will not be consulted by TasNetworks prior to the meter testing work being undertaken, unless specified otherwise. If customer consultation is required, an additional tee-up service will be charged.

The charges for meter tests are per meter tested, as opposed to per electrical installation. The retailer is to provide details of the meter for testing. If no details are received by TasNetworks regarding the specific meter(s) to be tested at a customer's premises, it will be assumed that all meters at the site are to be tested.

No meter testing fee will apply if a meter is found to be faulty.

Where the provision of a meter test service is unable to be undertaken due to issues at the customer's premises that are outside the control of TasNetworks, a Meter Test – Wasted Visit fee may be charged.

6.1 Meter test – single phase

This service refers to a visit to a customer's premises during field operational hours to test a single phase meter at the request of a retailer, where no appointment is required.

6.2 Meter test – multi phase

This service describes a visit to a customer's premises during field operational hours to test a multi phase meter at the request of a retailer, where no appointment is required.

6.3 Meter test – CT

This service applies to visits to customer premises during field operational hours where no appointment is required, to test a current transformer (CT) meter at the request of the retailer.

6.4 Meter test – after hours

A visit to a customer's premises, at the request of the retailer, outside field operational hours where no appointment is required, to undertake the following services:

- meter test – single phase; or
- meter test – multi phase; or
- meter test – CT.

6.5 Meter test – wasted visit

A visit to a customer's premises during field operational hours to test a meter at the request of the retailer where the test could not be completed due to issues at the customer's premises.

An after hours fee will also be charged where a visit to test a meter at the request of the retailer occurs outside of field operational hours and could not be completed due to issues at the customer's premises.

6.6 Fee based services charges

Table 4 sets out TasNetworks' fee based services prices for meter tests for the 2016-17 regulatory year.

Table 4: Fee based services prices

Service	Rate (\$)
Meter test – single phase	292.52
Meter test – multi phase	585.04
Meter test – CT	650.05
Meter test – after hours	780.05
Meter test – wasted visit	97.51

7 Supply abolishment

These services require an authorised officer of TasNetworks to visit a customer's premises to undertake the abolishment of the customer's connection.

The service is to be delivered within 10 business days of receiving a valid retailer service request, unless an alternate date of removal has been agreed.

Requests to perform this service on a specific day will be classed as a tee-up and tee-up charges will also apply (refer Section 8).

A retailer service request, for all services, is to be received by 3:00 pm on any business day; otherwise it will be deemed to have been received the next business day.

Unless specified, the services will be scheduled in the most efficient manner within TasNetworks' work schedule. If a service is required to be performed at a specified time, an additional tee-up service will be charged. Section 8 of this document outlines the fees associated with tee-up services.

Unless specified, the customer will not be consulted by TasNetworks prior to the work being undertaken. If customer consultation is required, the service will be treated as a tee-up service.

Where the provision of a supply abolishment service is unable to be undertaken due to issues at the customer's premises that are outside the control of TasNetworks, a wasted visit fee may be charged.

7.1 Remove service and meters

A visit to a customer's premises to remove meters and service connection at the request of the retailer, the owner or as a result of building demolition, during field operational hours where no appointment is required.

7.2 Supply abolishment – after hours

A visit to a customer's premises to abolish supply at the request of the retailer or the owner, outside field operational hours where no appointment is required.

7.3 Supply abolishment – wasted visit

A visit to a customer's premises to abolish supply at the request of the retailer or the owner, where the service could not be completed due to issues at the customer's premises.

An after hours fee will also be charged where a visit to abolish supply at the request of the retailer or the owner, occurs outside of normal field operational hours and could not be completed due to issues at the customer's premises.

7.4 Fee based services charges

Table 5 sets out TasNetworks' fee based services prices for supply abolishment for the 2016-17 regulatory year.

Table 5: Fee based services prices

Service	Rate (\$)
Remove service and meters	270.20
Supply abolishment – after hours	780.05
Supply abolishment – wasted visit	162.12

8 Tee-up

A tee-up occurs when a customer's electrical contractor or retailer requests that a TasNetworks service be provided at a nominated location at a specified date and / or time. Alternatively, a tee-up is required when a customer would like to consult at a specified date and / or time with TasNetworks personnel.

Where another service has been requested with a tee-up, the service will be provided on the negotiated tee-up date: the time limits referenced in this document no longer apply.

Tee-ups relating to services listed in Sections 4 and 6 are to be requested by a retailer through standard B2B customer consultation process. All other tee-up requests should be made via an Electrical Works Request form (**EWR**).

Tee-ups will be arranged following TasNetworks' receipt of all required documentation. TasNetworks will attempt to contact the party requesting the tee-up service within two business days of receipt of the required documentation. If no contact can be made within four business days, TasNetworks will request the customer's retailer to confirm the request for a tee-up service via B2B processes.

It should be noted that tee-up charges are in addition to the charges for the relevant service.

8.1 Tee-up

A tee-up with a TasNetworks crew during field operational hours.

In accordance with TasNetworks' distribution determination, these services may be charged at a minimum rate of 30 minutes plus each additional 15 minute block or part thereof of onsite time. For administrative and customer simplicity, TasNetworks elects to charge the minimum 30 minute fee only.

8.2 Tee-up – after hours

A tee-up with a TasNetworks crew where part of the work or travel time falls outside field operational hours and the work to be completed requires a crew with a truck.

8.3 Tee-up – no truck – after hours

A tee-up with a TasNetworks crew where part of the work or travel time falls outside field operational hours and the work to be completed does not require a crew with a truck.

8.4 Tee-up – wasted visit

A tee-up where the works could not be completed due to issues at the customers premises or where a TasNetworks crew was not required once on site.

An after hours fee will also be charged where part of the work or travel time falls outside field operational hours and the work could not be completed due to issues on site or where the crew was not required once on site.

8.5 Fee based services charges

Table 6 sets out TasNetworks' fee based services prices for the provision of a tee-up for the 2016-17 regulatory year.

Table 6: Fee based services prices

Service	Rate (\$)
Tee-up (initial 30 minutes)	129.74
Tee-up (each additional 15 min block)	53.32
Tee-up – after hours	1,457.76
Tee-up – no truck – after hours	1,297.00
Tee-up – wasted visit	162.12

9 Miscellaneous services

These services require an authorised officer of TasNetworks to visit a customer's premises to undertake the services detailed below.

All services will be delivered within 10 business days of TasNetworks' receipt of a service request; unless an alternate date for the service has been agreed.

A service request, for all services, is to be received by 3:00 pm on any business day; otherwise it will be deemed to have been received the next business day.

Unless specified, the services will be scheduled in the most efficient manner within TasNetworks' work schedule. If a service is required to be performed at a specified time, it will be treated as a tee-up service. Section 8 of this document outlines the fees associated with tee-up services.

Unless specified, the customer will not be consulted by TasNetworks prior to the work being undertaken. If customer consultation is required, the service will be treated as a tee-up service.

Where the provision of a miscellaneous service is unable to be undertaken due to issues at the premise that are outside the control of TasNetworks, a Miscellaneous Service – Wasted Visit fee may be charged.

9.1 Open turret

A visit to a customer's premises to open a turret or cabinet during field operational hours, where no appointment is required.

9.2 Addition/alteration to the connection point

This fee based service is no longer available; see Section 10 for more information.

9.3 Connection of new mains to an existing installation

This fee based service is no longer available; see Section 10 for more information.

9.4 Data Download

A visit to a customer's premises during field operational hours where no appointment is required to download data from a meter.

9.5 Alteration to unmetered supply

A visit to a customer's premises to add or remove a load on an existing unmetered supply site during field operational hours, where no appointment is required.

9.6 Miscellaneous service

A visit to a customer's premises, at the request of the retailer, during field operational hours to perform a service that is not described elsewhere, where no appointment is required.

9.7 Miscellaneous service – after hours

A visit to a customer's premises, at the request of the retailer, outside field operational hours, where no appointment is required, to perform any of the above-mentioned miscellaneous services.

9.8 Miscellaneous service – wasted visit

A visit to a customer’s premises during field operational hours for the requested miscellaneous service where the service could not be completed due to issues on site or where the crew was not required once on site.

An after hours fee will also be charged where part of the work or travel time falls outside field operational hours and the work could not be completed due to issues on site or where the crew was not required once on site.

9.9 Miscellaneous service – rectification of illegal connection

A visit to a customer’s premises during field operational hours, where no appointment is required, to rectify an installation that has been illegally connected.

9.10 Fee based services charges

Table 7 sets out TasNetworks’ fee based services prices for the provision of miscellaneous services for the 2016-17 regulatory year.

Table 7: Fee based services prices

Service	Rate (\$)
Open turret	146.26
Data download	325.01
Alteration to unmetered supply	243.78
Miscellaneous service	130.01
Miscellaneous service – after hours	780.05
Miscellaneous service – wasted visit	162.12
Miscellaneous service – rectification of illegal connection	243.78



10 Connection services

The provision of connection services (making a new connection, or augmenting an existing connection, to the TasNetworks distribution network) is not within the scope of Fee Based Services.

Customers seeking services relating to:

- supply establishment;
- renewable energy connections;
- temporary builders connections;
- temporary show and carnival connections;
- additions or alterations to a connection point; or
- connection of new mains to an existing installation,

should see TasNetworks' *Basic Connection Services Application and Price Guide*. This is available on the TasNetworks web site at:

<http://www.tasnetworks.com.au/our-network/network-revenue-pricing/distribution-fees-and-tariffs>

TasNetworks' web page relating to the processes surrounding connections is at this link:

<http://www.tasnetworks.com.au/our-network/new-connections-and-alterations>

11 Procedure for reviewing complaints and disputes

TasNetworks will ensure that all complaints and disputes are dealt with in accordance with its standard complaints and dispute resolution policy and procedures. TasNetworks' dispute resolution policy is reviewed annually and published on TasNetworks' website.

11.1 Internal procedure for reviewing objections

Where TasNetworks receives written notification that a customer has an objection to the proposed fee based service tariff assignment or reassignment, the following additional procedures will be followed.

TasNetworks may consult with the customer's retailer during the process of undertaking a review.

TasNetworks will undertake the following internal review process:

- the customer's written objection will be reviewed by TasNetworks;
- additional information provided by the customer (and/or the customer's retailer) will be considered;
- TasNetworks will determine the tariff assignment that should apply;
- the proposed tariff assignment will be reviewed and approved by the Market Services Team Leader; and
- the customer (and/or customer's retailer) will be notified in writing of the tariff assignment review outcomes within 15 business days of receipt of the customer's written objection.

11.2 Objection not resolved to satisfaction of customer under internal review process

If the customer's objection to the fee based service is not resolved to their satisfaction, the customer is entitled to seek resolution through the following avenues after applying TasNetworks' internal review process as detailed above:

- if the resolution of the dispute is within the jurisdiction of the Energy Ombudsman Tasmania, the customer is entitled to escalate the matter to the Energy Ombudsman Tasmania; or
- the customer is entitled to seek a decision from the AER via the dispute resolution process available under Part L of Chapter 6 of the NER.



12 Glossary

AEMO	Australian Energy Market Operator.
AER	Australian Energy Regulator.
B2B	Business to business electronic requests.
B2B service orders	AEMO's B2B procedure service order process which is the communication procedures between retailers and service providers.
Basic metering services	Reading services for accumulation meters or unmetered supplied as defined in the NER.
Business day	A day other than a Saturday, Sunday or a day which is lawfully observed as a public holiday in any part of mainland Tasmania.
Charges	For service means the constituent elements of the charge.
Connection point	In relation to a customer, the point at which electricity leaves the TasNetworks distribution network for delivery to the customer's premises.
Customer	A person to whom TasNetworks provides regulated services.
De-energisation	The de-energisation of an energised electrical installation.
Distribution network	As defined in the <i>Electricity Supply Industry Act 1995</i> .
Electrical contractor	A person or company licensed as an electrical contractor under the <i>Occupational Licensing Act 2005</i> .
Energisation	The energisation of an electrical installation.
Field operational hours	Between 7:30 am and 4:20 pm on a business day.
Illegal connection	An electrical installation that has been energised without authorisation from TasNetworks.
Interval metering services	Reading services for interval meters – types 1-5 as defined in the NER and provision of other services.
Meter alterations	Alterations made to an existing electrical installation to add, remove, exchange, reprogram metering equipment at the request of the retailer.
Meter tests	Testing of a meter to ensure that the components, accuracy and testing of the installation complies with the requirements of the NER.
NER	National Electricity Rules.
NERR	National Energy Retail Rules.
New connection	Connection of the supply to a new electrical installation.
Protected period	A period in which a de-energisation cannot be undertaken in accordance with NERR provisions.
Re-energisation	The energisation of an electrical installation which has previously been de-energised.
Renewable energy connections	Installation of a small generator of less than 5 kW.
Retail contract termination	The ending of a Standard Retail Contract pursuant to Section 70 of the NERR.
TasNetworks	Unless otherwise stated means Tasmanian Networks Pty Ltd ABN 24 167 357 299 in its capacity as a distributor licensed by the Regulator in the state of Tasmania.
Tee-up	Service provision at a nominated location at a specified date and/or time.

13 Schedule 1: TasNetworks' service area calendar

Table 8 details on which day's services are undertaken in each area.
Areas marked with an asterisk are "Daily Service Areas"

Table 8: Scheduled Day for Service

	Monday	Tuesday	Wednesday	Thursday	Friday
North West	*Greater North West	*Greater North West	*Greater North West	*Greater North West	*Greater North West
		West Coast	Hellyer	West Coast	
		Cape	North West Tip	Granville	
		Barrington	Gunns Plains	Cape	Gunns Plains
		Nut	Cradle Valley	Barrington	
					Nut
North	*Greater Launceston	*Greater Launceston	*Greater Launceston	*Greater Launceston	*Greater Launceston
	Northern Midlands	North East Tip	East Tamar	Northern Midlands	West Tamar
	Meander Valley	Scottsdale	Meander Valley	Scottsdale	East Tamar
		West Tamar		Midlands	
		Goulds Country		Fingal	
		East Coast		East Coast	
		Freycinet			
South	*Greater Hobart	*Greater Hobart	*Greater Hobart	*Greater Hobart	*Greater Hobart
	South Arm	Western Huon	Bruny Island	Derwent Valley	Channel
	Southern Midlands	West Lakes	Southern Midlands	Strathgordon	South Arm
	Inner East Coast	Derwent Valley	East Lakes	Southern Huon	Peninsula
	Southern East Coast	Peninsula	Southern East Coast	Huon	
		Huon	Channel		

The following information has been provided to assist customers in understanding the service area groupings in the above table. Each service area lists suburbs that represent the borders of the service area and includes any location between those suburbs.

13.1 North West

- *Greater North West Coast – Wynyard to Port Sorell
- West Coast – Tullah to Queenstown
- Cape – Table Cape to Sisters Beach to Meunna
- Barrington – Sassafras to Kimberley to Acacia Hills to West Kentish
- The Nut – Cowrie Point to Smithton
- Hellyer – Hellyer Gorge to Corinna
- North West Tip – Arthur River to Woolnorth
- Gunns Plains – Wilmot to Riana
- Cradle Valley – Cradle Mountain
- Granville – Granville Harbour

13.2 North

- *Greater Launceston – Launceston and surrounding suburbs
- Northern Midlands – Ross to Bishopsbourne
- Meander Valley – Carrick to Mole Creek
- North East Tip – Waterhouse to Musselroe Bay
- Scottsdale – Scottsdale region
- West Tamar – Rosevears to Greens Beach
- East Tamar – Dilston to George Town to Pipers Brook
- Goulds Country – Goulds Country region
- East Coast – St Helens to St Marys
- Freycinet – Coles Bay
- Fingal – Fingal Valley region

13.3 South

- *Greater Hobart – Hobart and surrounding suburbs
- South Arm – Opossum Bay to Sandford
- Southern Midlands – Oatlands to Tea Tree
- Inner East Coast – Mount Seymour to Levendale
- Southern East Coast – Little Swanport to Orford
- Western Huon – Lonnvale
- West Lakes – Liawenee to Osterley
- Derwent Valley – Ouse to Maydena
- Peninsula – Copping to White Beach
- Channel – Cygnet to Verona Sands to Snug
- Bruny Island – Bruny Island
- East Lakes – Arthurs Lake to Miena
- Strathgordon - Strathgordon
- Southern Huon – Raminea to Hastings
- Huon – Dover to Allens Rivulet to Lower Wattle Grove

