



**Metering Services  
Application and Price Guide**

**2017-18**

As submitted to Australian Energy Regulator  
May 2017



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## 1 Introduction

This 2017-18 Metering Services Application and Price Guide outlines TasNetworks' tariff terms and conditions for the provision of metering services. This guide applies from 1 July 2017 to 30 June 2018.

Metering services are those services relating to the provision, installation and maintenance of standard meters and associated services provided to customers (**basic metering**). This includes the services provided by TasNetworks to customers using Types 6 and 7 metering installations in our role as Metering Provider (**MP**) and Meter Data Provider (**MDP**).

For clarity, the following are not covered by these basic metering services:

- MDP services for Type 1 – 4 metering installations;
- services for certain meters provided in support of Aurora Energy's Pay As You Go (**PAYG**) product; and
- metering to a standard in excess of that required for the billing of customers, at the customer's request.

Further information on TasNetworks metering services tariffs can be found at TasNetworks' website:

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



## 2 Metering Contestability

From December 2017, TasNetworks will no longer be responsible for the provision of new and replacement standard meters. Instead, new and replacement metering services will be coordinated via a customer's retailer. Metering charges will depend on whether a customer has an advanced meter or a standard regulated metering service. We will continue to be responsible for the provision and maintenance of standard regulated metering services.

Regulated metering services are those services relating to the provision, installation (before 1 December 2017) and maintenance of standard meters, and the associated services provided to customers. The type of meter provided depends on the connection characteristics and the network tariff applying to each customer. Because the cost of providing metering services varies depending on the type of metering equipment required, these charges are set separately to other network charges.

### 2.1 Charging structure

As a result of metering contestability our charging structure has changed from previous years. Our regulated metering services allow us to recover the costs of the capital metering assets, along with the ongoing operation and maintenance of our meters including meter reading. From 1 July 2017, our charges have been split between a capital and non-capital charges. Separating these charges allows us to effectively recover the appropriate costs.

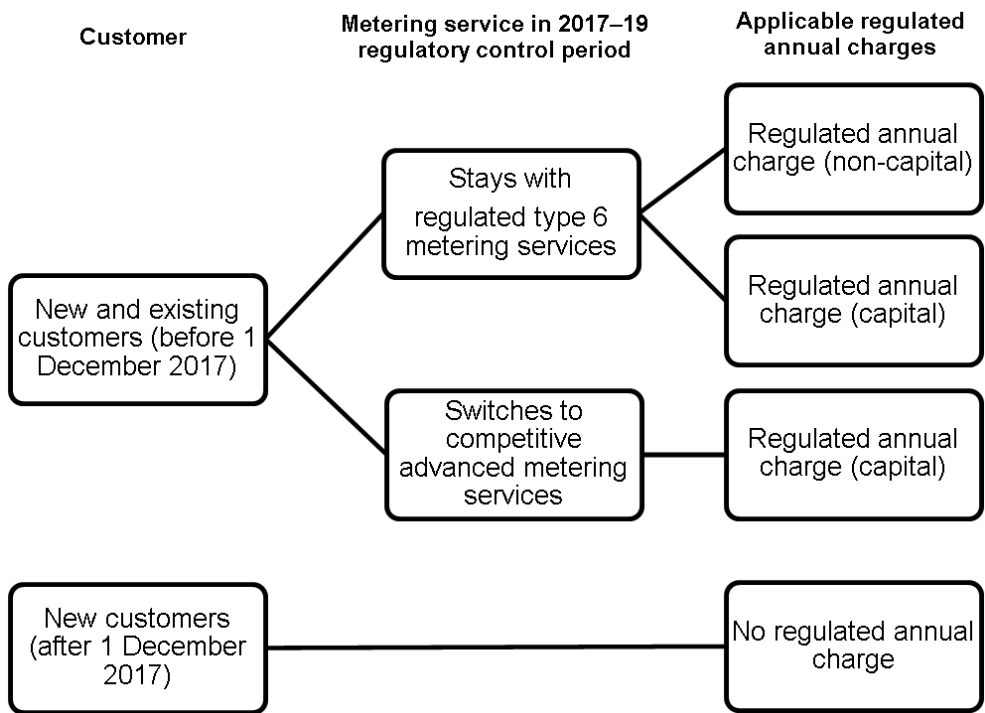
Customers that switch to a competitive advanced metering service will no longer pay the non-capital charge as they are no longer receiving the non-capital services. The cost of collecting data from the new meter will be recovered by the retailer and its appointed metering coordinator.

Customers that switch to a competitive advanced metering service after 1 December 2017 will continue to pay the capital charge, which will continue until TasNetworks has recovered the capital investment in our basic metering fleet. All customers with a basic metering service have benefitted from the capital investment and should continue to pay for the investment regardless of whether they move to a competitive advanced metering service. This will also prevent cross-subsidisation from other customers.

Figure 2 illustrates how the charges will apply to customers



**Figure 1: Metering services charging structure**



### 3 Application of metering services tariffs

#### 3.1 TasNetworks

All references to TasNetworks within this Metering Services Application and Price Guide, unless otherwise stated, are to TasNetworks in its capacity as a licensed distribution network service provider in the Tasmanian region of the National Electricity Market (**NEM**) only.

#### 3.2 Goods and service tax (GST)

Unless otherwise stated, the metering services tariffs published by TasNetworks are exclusive of GST.

#### 3.3 Metering services charges

The metering services charges within this Metering Services Application and Price Guide are calculated in accordance with the Australian Energy Regulator's (**AER**) Distribution Determination for TasNetworks<sup>1</sup>.

#### 3.4 Meter self-read scheme

TasNetworks' meter self-read scheme enables eligible customers to submit their own meter readings online. Continued eligibility for the scheme is conditional upon the following:

1. the customer must provide the reads to TasNetworks in the appropriate format; and
2. the customer will permit TasNetworks unhindered access to their premises to read the meter(s) at least once every 12 months during its normal scheduled reading rounds.

TasNetworks will notify self-read customers of the date that TasNetworks is scheduled to read their meter. If the scheduled date is not convenient for the customer, TasNetworks will re-schedule the read, and that read will be treated as a special meter read<sup>2</sup> and a fee will apply.

In the event that TasNetworks is unable to read the meter because TasNetworks cannot safely access the premises to read the meter, TasNetworks will re-schedule the read and that read will be treated as a special meter read<sup>2</sup>, for which a fee will apply.

In the event that TasNetworks is unable to read the meter after re-scheduling the meter read, TasNetworks will treat this as an access issue in line with clause 9.1 of TasNetworks' Deemed Supply Contract<sup>3</sup>.

In the event that TasNetworks is unable to read the meter on the scheduled date for reasons that are not attributable to the customer (**non-customer reasons**), TasNetworks will reschedule the reading at no cost to the customer.

Failure to comply with the terms and conditions of TasNetworks' meter self-read scheme will result in the customer being removed from the scheme.

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<sup>1</sup> <https://www.aer.gov.au/networks-pipelines/determinations-access-arrangements/tasnetworks-formerly-aurora-energy-2017-2019/final-decision>

<sup>2</sup> TasNetworks' fee-based services tariffs for special meter reads are discussed in TasNetworks' *Ancillary Services – Fee Based Services Application and Price Guide 2017-18*.

<sup>3</sup> TasNetworks' Deemed Supply Contract is available on TasNetworks' website at [https://www.tasnetworks.com.au/TasNetworks/media/pdf/your-property/Deemed\\_Supply\\_Contract\\_New.pdf](https://www.tasnetworks.com.au/TasNetworks/media/pdf/your-property/Deemed_Supply_Contract_New.pdf)

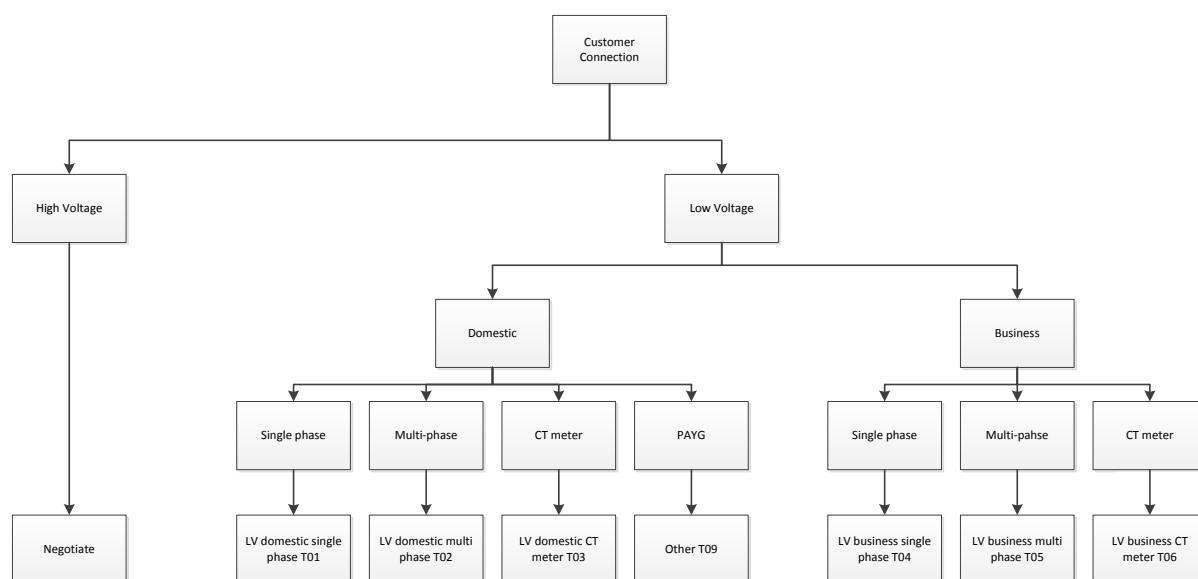
## 4 Assigning and reassigning customers to tariff classes

TasNetworks is required to describe how customers are assigned to a specific tariff within the suite of available metering services tariffs, and how they may be re-assigned to another tariff and under what circumstances.

TasNetworks assigns customers to metering services tariffs on the basis of the customer's connection characteristics and the network tariff that has been requested by the customer's retailer.

The differentiation is first on the voltage level of the connection (high voltage exceeds 1,000 V and low voltage does not exceed 1,000 V), then whether the customer is a business or domestic customer and then whether they are single phase, multi-phase, use current transformer (CT) meters or (if a domestic customer) use Aurora Energy's Pay As You Go (PAYG) product. This is shown in Figure 1.

Figure 2: Process to assign customers to metering service tariff



### 4.1 High voltage installations

TasNetworks' standard charges for the provision of metering services will not apply to high voltage installations. In all instances the provision of high voltage metering services will be negotiated in accordance with the establishment of a metering provider contract between TasNetworks and either the customer or the customer's retailer.

### 4.2 Low voltage installations

Private residential dwellings, units, town houses or apartments are low voltage installations that are premises used wholly or principally for a residential customer. These customers will be assigned to domestic metering services tariffs.

Should the private residential dwelling require the provision of metering services in support of Aurora Energy's PAYG product, the metering services will be the same as those provided for other domestic customers.

In all other instances the customer will be deemed to be a business customer and will be assigned to business metering services tariffs.



#### **4.2.1 Number of voltage phases**

TasNetworks' standard metering services are further classified depending on whether the meter is single or multi-phase and whether the meter requires the installation of low voltage current transformers.

#### **4.3 Final metering services tariffs**

TasNetworks' standard metering services are classified into the following seven tariff classes:

- Low Voltage domestic – single phase;
- Low Voltage domestic – multi-phase;
- Low Voltage domestic – CT meter;
- Low Voltage business – single phase;
- Low Voltage business – multi-phase;
- Low Voltage business – CT meter; and
- other.

#### **4.4 Reassignment of metering services tariffs**

A change in the applicable network tariff will generally result in that customer being reassigned to a different metering services tariff. Customers seeking a reassignment of a network tariff must:

- (a) be eligible for tariff reassignment;
- (b) provide TasNetworks with one month's written notification; and
- (c) pay any applicable tariff alteration fee<sup>4</sup>.

A network tariff reassignment request may be made:

- (a) through the customer's retailer, in which case the retailer will notify TasNetworks; or
- (b) through TasNetworks, in which case TasNetworks will advise the customer's retailer.

Where a customer is found to be on an incorrect tariff, a network tariff reassignment will be made:

- (a) through the customer's retailer, in which case the retailer will notify TasNetworks; and
- (b) through TasNetworks, in which case TasNetworks will advise the customer's retailer.

Customers that are reassigned to a different network tariff may also be reassigned to a different metering services tariff. TasNetworks will determine the appropriate metering services tariff as part of the network tariff reassignment.

#### **4.5 Changes in connection characteristics**

Customers that alter their connection characteristics due to a site alteration may be reassigned to a different metering services tariff even though there is no change in the applicable network tariff. By way of example, should a domestic customer install heating that necessitates a connection upgrade from single phase to multi-phase, the customer will be reassigned from the Low Voltage domestic – single phase to the Low Voltage domestic – multi-phase metering services tariff.

TasNetworks will determine the appropriate metering services tariff that will apply as part of a site alteration.

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<sup>4</sup> TasNetworks' fee-based services tariffs for tariff alterations are discussed in TasNetworks' *Ancillary Services – Fee Based Services Application and Price Guide 2017-18*.

## 5 Metering services tariffs

### 5.1 Tariff codes for 2017-18

Table 1 shows the metering services tariffs that TasNetworks will offer for the 2017-18 regulatory year.

**Table 1: Metering Services Tariff Codes**

Description	TasNetworks Code
Low Voltage domestic – single phase	T01
Low Voltage domestic – multi-phase	T02
Low Voltage domestic – CT meter	T03
Low Voltage business – single phase	T04
Low Voltage business – multi-phase	T05
Low Voltage business – CT meter	T06
Other	T09

### 5.2 Metering services tariffs for 2017-18

Table 2 shows TasNetworks' metering services tariffs for 2017-18.

**Table 2: Metering Services Tariff Fees**

Tariff description	Capital		Non-Capital	
	Tariff (c/day)	Annual charge (\$) <sup>5</sup>	Tariff (c/day)	Annual charge (\$) <sup>6</sup>
Low Voltage domestic – single phase	3.192	11.65	2.894	10.56
Low Voltage domestic – multi-phase	6.624	24.18	6.006	21.92
Low Voltage domestic – CT meter	8.198	29.92	7.432	27.13
Low Voltage business – single phase	3.302	12.05	2.994	10.93
Low Voltage business – multi-phase	6.605	24.11	5.989	21.86
Low Voltage business – CT meter	8.541	31.17	7.744	28.27
Other	5.829	21.28	5.285	19.29

<sup>5</sup> Assumes full year

<sup>6</sup> Assumes full year

## **6 Conditions for metering services tariffs**

The following sections outline the additional terms and conditions for each of TasNetworks' metering services tariffs.

### **6.1 Low Voltage domestic – single phase (T01)**

This metering services tariff is for low voltage installations that are premises used wholly or principally as private residential dwellings with a single phase, whole current, metering service.

A Type 6 meter is the minimum required for installations on this metering services tariff.

### **6.2 Low Voltage domestic – multi-phase (T02)**

This metering services tariff is for low voltage installations that are premises used wholly or principally as private residential dwellings with a multi-phase, whole current, metering service.

A Type 6 meter is the minimum required for installations on this metering services tariff.

### **6.3 Low Voltage domestic – CT meter (T03)**

This metering services tariff is for low voltage installations that are premises used wholly or principally as private residential dwellings that require the installation of current transformers to enable the recording of meter data as a component of the metering service.

A Type 6 meter is the minimum required for installations on this metering services tariff.

### **6.4 Low Voltage business – single phase (T04)**

This metering services tariff is for low voltage installations that are not private residential dwellings, with a single phase, whole current, metering service.

A Type 6 meter is the minimum required for installations on this metering services tariff.

### **6.5 Low Voltage business – multi-phase (T05)**

This metering services tariff is for low voltage installations that are not private residential dwellings, with a multi-phase, whole current, metering service.

A Type 6 meter is the minimum required for installations on this metering services tariff.

### **6.6 Low Voltage business – CT meter (T06)**

This metering services tariff is for low voltage installations that are not private residential dwellings, which require the installation of current transformers to enable the recording of meter data as a component of the metering service.

A Type 6 meter is the minimum required for installations on this metering services tariff.

### **6.7 Other (T09)**

This metering services tariff is for low voltage installations that are premises used wholly or principally as private residential dwellings and require a single phase, whole current, metering service in support of Aurora Energy's PAYG product.

This meter class does not apply to metering services where the prepayment facility is fully incorporated as a component of the provision of that meter.

A Type 6 meter is the minimum required for installations on this metering services tariff.



## **7 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.

### **7.1 Internal procedure for reviewing objections**

Where TasNetworks receives written notification that a customer has an objection to the proposed metering services 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 Commercial Solutions 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.

### **7.2 Objection not resolved to satisfaction of customer under internal review process**

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

- if the resolution of the dispute is within the jurisdiction of the Energy Ombudsman, the customer is entitled to escalate the matter to the Energy Ombudsman; 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 National Electricity Rules.

### **7.3 Final tariff class assignment**

#### **7.3.1 Initial tariff assignment**

If a customer's objection relates to the tariff assigned when the meter was first installed, the original tariff will apply until the objection has been resolved in accordance with these procedures.

If the objection is resolved so that a different tariff is applicable, application of the new tariff will be backdated to the original date of the assignment, and the customer's retailer will be billed accordingly.

#### **7.3.2 Tariff reassignment**

If a customer's objection relates to a metering services tariff re-assignment, the original tariff will apply until the objection has been resolved in accordance with these procedures.

If the objection is resolved so that the re-assignment stands, application of the new tariff will commence at the start of the next billing period, or the originally notified date, whichever is later.



## 8 Glossary

AER	Australian Energy Regulator.
Billing period	The period covered by the bill sent to a retailer or customer.
CT	Current transformer.
Customer	A person to whom TasNetworks provides regulated services.
Distribution Determination	AER, Final Decision, TasNetworks distribution determination, 2017-18 to 2018-19, April 2017 (see <a href="https://www.aer.gov.au/networks-pipelines/determinations-access-arrangements/tasnetworks-formerly-aurora-energy-2017-2019/final-decision">https://www.aer.gov.au/networks-pipelines/determinations-access-arrangements/tasnetworks-formerly-aurora-energy-2017-2019/final-decision</a> ).
Distributor	As defined in the <i>Electricity Supply Industry Act 1995</i> (Tas).
Energy Ombudsman	As defined in the <i>Energy Ombudsman Act 1998</i> (Tas).
HV or high voltage	A voltage exceeding 1,000 volts.
Interval metering services	Reading services for interval meters – types 1-5 as defined in the National Electricity Rules.
LV or low voltage	A voltage not exceeding 1,000 volts.
Network tariff	The schedule of fees (including the rate or rates and relevant terms and conditions) TasNetworks uses to calculate the amount it charges customers, or a class of customers, for regulated services, as amended from time to time.
Private residential dwelling	A house, flat, home unit, town house or similar qualifying residential premise. A house, unit, town house or apartment that, in the reasonable opinion of TasNetworks, is not classifiable under the Australian and New Zealand Standard Industrial Classification (ANZSIC) and is used wholly or principally as a place of residence for personal, household or domestic purposes. The ANZSIC system is used to classify businesses and applies to any entity which provides goods and services, including companies, non-profit organisations, government departments and enterprises.
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.
Type 6 meter	An accumulation meter that meets the requirements of a Type 6 meter given in the National Electricity Rules.