



Table 1.1: Charges for customer related services

Product Code	Customer related service – fee based charges	(\$/year \$18-19)
SRMBH	Special Meter Read (includes wasted visit)	87.33
MIRBH	Move in Meter Read	87.33
MORBH	Move out Meter Read	87.33
MTBH	Meter Test – 1 st meter	481.48
MTABH	Meter Test – each additional meter	354.03
OPCBH	Off peak conversion	87.33
SVDNPBH	Disconnect – site visit	99.13
SVRBH	Reconnect – site visit	99.13
DMBH	Disconnect / Reconnect – Disconnection Complete	132.32
TDMBH	Disconnect / Reconnect – Technical Disconnection	132.32
DVSBH	Vacant Premise – Reconnect / Disconnect	132.32
SVDVSBH	Vacant Premise – Reconnect / Disconnect (site visit only)	99.13
DPPBM	Disconnect – Pillar/Pole	487.88
RMAH	Reconnection – Outside business hours	128.14
SITEST	Site Establishment per NMI	74.93
	Authorisation of ASPs – initial	732.23
	Authorisation of ASPs – renewal	339.07
	Authorisation ASP Training	302.51
	Connection offer service - basic	24.98
	Conveyancing information desk inquiry	55.40
	Debt collection cost	34.92

Table 1.2: Services attracting no charge

Product Code	Customer related service	\$
RMBH	Reconnection business hours	0
RPBH	Reconnection pole/pillar box business hours	0

Table 1.3: Services to be provided by quotation

Customer related service – quotation based charges	\$
High load escorts	R2b / hour
Retailer of Last Resort	cost / customer
CT Meter install	R2b / hour plus materials
Rectification works – rectification of illegal connection	R2b / hour plus materials
Rectification works – provision of additional crew	R4 / hour
Rectification works – fitting of tiger tails	R4 / hour plus rental

Table 2.1: Applicable Labour Rates

Labour Class	Hourly rate	Overtime hourly rate
Admin R1	99.91	136.55
Design R2a	155.21	212.15
Inspector R2b	185.95	244.09
Engineer R3	199.15	262.62
Field Worker R4	141.61	183.47



Table 2.2: Schedule of charges for ancillary network services

Network Service	Underground urban residential subdivision (Vacant lots)				Rural overhead subdivisions and rural extensions				Underground commercial and industrial or rural subdivisions (vacant lots – no development)				Commercial and industrial developments	Asset relocation or streetlighting		
Design information	Up to 5 lots		\$465.64		R2a per hour				R2a per hour				R2a per hour	R2a or R3 per hour		
	6 to 10 lots		\$620.86													
	11 to 40 lots		\$1,086.50													
	Over 40 lots		\$1,396.93													
Design certification	Up to 5 lots		\$310.43		Up to 5 poles		\$310.43		Up to 10 lots		\$465.64		R2a per hour	R2a or R3 per hour		
	6 to 10 lots		\$465.64		6 to 10 poles		\$465.64		11 to 40 lots		\$620.86					
	11 to 40 lots		\$776.07		11 or more poles				\$776.07		Over 40 lots				\$931.29	
	Over 40 lots		\$931.29						Over 40 lots		\$931.29					
Design rechecking	R2a per hour				R2a per hour				R2a per hour				R3 per hour	R2a or R3 per hour		
Inspection of service work (by level 1 ASPs)	Grade	A per lot	B per lot	C per lot	Grade	A per pole	B per pole	C per pole	Grade	A per lot	B per lot	C per lot	R2b or R3 per hour	R2b or R3 per hour		
	First 10 lots	\$92.97	\$223.14	\$464.86	First 5 poles	\$111.57	\$223.14	\$371.89	First 10 lots	\$92.97	\$223.14	\$464.86				
	Next 40 lots	\$92.97	\$130.16	\$260.32	Next 5 poles	\$92.97	\$185.95	\$344.00	Next 40 lots	\$92.97	\$223.14	\$464.86				
	Remainder	\$18.59	\$74.38	\$124.58	Remainder	\$80.10	\$130.16	\$280.35	Remainder	\$92.97	\$223.14	\$464.86				
Re-inspection (level 1 and 2 work)	R2b per hour (maximum 1 hour per level 2 reinspection)															
Re-inspection Installation	R2b per hour															
Access permit	\$2,788.13				\$2,788.13				\$2,788.13				\$2,788.13	\$2,788.13		
Substation commissioning	\$2,588.98				\$2,588.98				\$2,588.98				\$2,588.98	\$2,588.98		
Administration	Up to 5 lots		\$399.64		Up to 5 poles		\$399.64		R1 per hour (max 6 hours)				R1 per hour (max 6 hours)	R1 per hour (max 6 hours)		
	6 to 10 lots		\$499.55		6 to 10 poles		\$499.55									
	11 to 40 lots		\$699.36		11 or more poles										\$899.18	
	Over 40 lots		\$799.27													
Notice of Arrangement	\$310.43															
Access to network assets (standby)	R2b per hour															
Inspection of service work (level 2 work)	All service connections: per NOSW				A Grade: \$46.49				B Grade: \$78.10				C Grade: \$223.13			
Connections Customer Interface coordination	Basic connection - R2b per hour				Complex connection - R3 per hour											
Preliminary Enquiry Service	Basic enquiry – R2b per hour				Complex enquiry – R3 per hour											
Planning studies for new connection applications	R3 per hour															
Service involved in obtaining deeds of agreement	R3 per hour															
Connection Offer Service	Basic: \$24.98															
	Other than basic								Standard – no substation on site				R2a per hour			
									Standard – with substation on site				R2a per hour			
									Negotiated				R2a per hour			
Site visit									R2a per hour							
Connection / Relocation Process facilitation	R2a per hour															
Rectification of illegal connection	R2b per hour															
Services to supply and connect temporary supply to one or more customers	Install & remove HV Live Line links								\$3,718.92							
	Break and remake HV bonds								\$2,789.19							
	Break and remake LV bonds								\$2,231.35							
	Connection and disconnection of MG to OH mains								\$2,231.35							
Investigation, review, and implementation of remedial actions associated with work performed by ASPs.	R2b per hour															
	Attendance at customer premises to perform a statutory right of entry															
	R4 per hour															