



# Attachment 13.10

Fee-based and quoted services

31 January 2023

PowerWater

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# Abbreviations

The following table provides a list of abbreviations and acronyms used throughout this document. Defined terms are identified in this document by capitals.

Term	Definition
ACS	Alternative Control Services
AER	Australian Energy Regulator
F&A	Framework and Approach
ROLR	Retailer of Last Resort
SCS	Standard Control Services
TSS	Tariff Structures Statement

# Overview

Our standard control services (**SCS**) are central to the supply of electricity and are relied upon by all our customers. We also provide other distribution services to customers on request, which are referred to as ancillary services, or alternative control services (**ACS**).

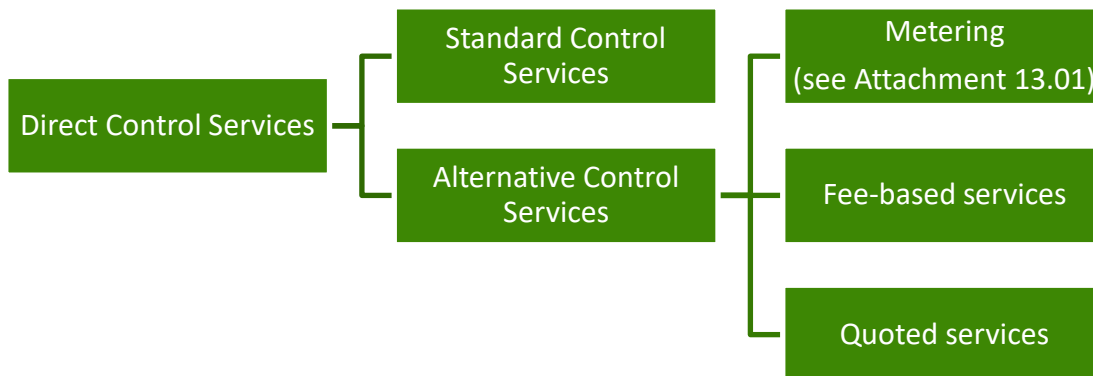
This document explains and justifies at a high level our proposed services and indicative prices for our ACS fee-based and quoted services. Our ACS metering services are covered separately in Attachment 13.01.

For the 2024–29 regulatory period, we are proposing to largely retain our existing fee-based and quoted services. We are proposing to add several new services, including standard and negotiated connection services which the Australian Energy Regulator (**AER**) reclassified from SCS as ACS in its Framework and Approach (**F&A**) decision.

We are also proposing to apply the control mechanisms set out in the F&A and the AER’s standardised fee-based and quoted services pricing model. This includes adjustments for tax and contractor margins.

Our mix of fee-based and quoted services are summarised in the figure below.

Figure OV.1: Fee-based and quoted services



All dollar values in this Attachment are presented as real 2024 dollars unless otherwise stated.

The remainder of the overview is structured:

- Section 1 provides an overview of our ACS fee-based and quoted services
- Section 2 focuses on our fee-based services
- Section 3 looks at our quoted services
- Section 4 summarises the indicative prices for our fee-based and quoted services.

# 1. Introduction

Ancillary services are customer-specific requested services that are recoverable directly from the customer who receives them.

We have two types of ancillary services:

1. **Fee-based services** – these are usually standard in nature and there is little or no variation between a customer or retailer's requests.
2. **Quoted price services** – these differ in the type and extent of work needed, as requested by a customer or retailer.

We have adopted the AER's proposed classification and price cap approach for regulating these services. We have also used the AER's standardised ancillary services model to develop our proposed prices for each service.

This chapter details our proposed fee-based and quoted services.

## 1.1 Nature of our fee-based and quoted services

ACS comprise a range of network ancillary, metering, and connection-related services, including services such as:

- de-energising or re-energising supply
- provision of a three-phase service
- temporary disconnection and reconnection
- photovoltaic installation
- meter exchange, removal, and replacement
- non-standard data services
- relocation of poles
- design related services
- connection services.

The costs payable by the customer depend upon the service requested. In certain instances, the services requested will be standard with little or no variation between requests, whilst other services vary significantly on a service-by-service basis. There is, therefore, a need to categorise ancillary services into fee-based and quoted services.

In the case of fee-based services:

- We propose to charge a fixed fee because the work we have to carry out, and the costs we incur in doing so are relatively constant.
- We set prices for the first regulatory year in the next regulatory period and then increase the prices each year to account for real input price escalation (defined as X factors for simplicity) and actual CPI.

In the case of quoted services:

- As costs can vary significantly depending on the nature of the work, we propose to price each job separately when the scope of the work is known (e.g., taking labour, materials, and contractors costs into account).
- We use a formula to calculate the costs of meeting a customer’s specific requirements, with the formula and labour component determined by the AER.

## 1.2 AER F&A classification

As set out in Chapter 7 of our Regulatory Proposal, we agree with the AER’s position in its F&A paper to classify a wide range of customer, developer, or retailer requested services as ACS. This includes standard and negotiated connections, which is a change from the current (2019–24) period where they are classified as SCS.

**Error! Reference source not found.** details our proposed service classification, which is consistent with that proposed by the AER in its F&A paper and compares it to the classification for the current 2019–24 regulatory control period.

Table 1.1: Proposed service classification

Service group/Activities included	2019–24 classification	2024–29 classification
Design related services	ACS	ACS
Access permits, oversight and facilitation	ACS	ACS
Sale of approved materials or equipment	ACS	ACS
Notices of arrangement and completion notices	ACS	ACS
Network related property services	ACS	ACS
Network safety services	ACS	ACS
Network tariff change request	ACS	ACS
Services provided in relation to a Retailer of Last Resort (RoLR) event	ACS	ACS
Customer requested network outage or rescheduling of planned interruption	ACS	ACS
Attendance at customer’s premises to perform a statutory right where access is prevented	ACS	ACS
Inspection and auditing services	ACS	ACS

<b>Service group/Activities included</b>	<b>2019–24 classification</b>	<b>2024–29 classification</b>
<b>Provision of training to third parties for network related access</b>	ACS	ACS
<b>Customer or third party initiated/funded network asset relocations/re-arrangements</b>	ACS	ACS
<b>Authorisation and approval of third party service providers' design, work and materials</b>	ACS	ACS
<b>Security lights</b>	ACS	ACS
<b>Standard connections</b>	SCS	ACS
<b>Negotiated connections</b>	SCS	ACS
<b>Customer requested provision of additional metering/consumption data or information</b>	ACS	ACS
<b>Connection management services</b>	ACS	ACS

### 1.3 AER control mechanism

Control mechanisms set controls over changes in our revenues and prices over a regulatory period that ensure that we only earn what the AER has allowed.

In its F&A paper, the AER has decided to apply price caps to our ACS (including fee-based and quoted services) in the next regulatory period, consistent with those applying to the current period. We accept this decision and note that the AER has allowed for:

- tax adjustments for services that are capital intensive, and
- margins for services.

We accept the AER's approach to the formulae for giving effect to the price caps for our fee-based services and quoted services. Attachment 7.02 details how we will apply our control mechanisms to these services.

## 2. Proposed fee-based services

Fee-based services are standard services commonly requested by customers that involve costs with little or no variation between requests. This chapter describes our proposed fee-based services for the 2024–29 period and our approach to determining their prices.

### 2.1 Service descriptions

**Error! Reference source not found.** describes the fee-based services that we propose providing in the next regulatory period, split by service category.

Table 2.1: Fee-based services description

Fee-based service	Service description
<b>Connection point management services</b>	
<b>Provision of 3 phase service</b>	A 3-phase service be installed in place of a single phase. At customer's or retailer's request.
<b>Standard temporary builder's connection</b>	Connection and supply of electricity for the purpose of development of a site. Meter is temporary (not a permanent meter). At customer's or retailer's request.
<b>Class 1 &amp; 2 PV service</b>	For processing connections of small PV generation systems to the PWC distribution network. At customer's or retailer's request.
<b>Class 3 PV Assessment</b>	For approval to connect a large embedded generation system to the PWC distribution network, including: <ul style="list-style-type: none"> <li>• processing the application;</li> <li>• undertaking the engineering assessment;</li> <li>• developing access agreement; and</li> <li>• issuing of final approval.</li> </ul> At customer's or retailer's request.
<b>De-energisation / Re-energisation</b>	
<b>Temporary disconnection and reconnection – no dismantling</b>	Temporary removal of and reinstatement of service line – no dismantling required. At customer's or retailer's request.
<b>Temporary disconnection and reconnection – physical dismantling</b>	Temporary removal of and reinstatement of service line – physical dismantling required. At customer's or retailer's request.



Fee-based service	Service description
<b>Complex disconnection</b>	The service is physically dismantled or disconnected at the connection to the network. Network connection includes pillar box, pit or pole top. At customer's or retailer's request.
<b>Disconnection (and final read)</b>	Disconnection (and/or final read) during business hours. Applied: <ul style="list-style-type: none"> <li>• after customer fails to pay; or</li> <li>• after customer moves out.</li> </ul> At retailer's request.
<b>Reconnection</b>	Reconnection during business hours. Applied: <ul style="list-style-type: none"> <li>• after customer pays outstanding amount owing after being disconnected for non-payment; or</li> <li>• after customer moves in.</li> </ul> At retailer's request.
<b>Reconnection – After Hours<sup>2</sup></b>	Reconnection after hours. Applied: <ul style="list-style-type: none"> <li>• after customer pays outstanding amount owing after being disconnected for non-payment; or</li> <li>• after customer moves in.</li> </ul> At retailer's request.
<b>Other</b>	
<b>Wasted visit fee</b>	Additional costs incurred where service provision could not be undertaken and/or completed as planned due to action or inaction of a network user or their agent. If the crew are unable to undertake their work, then the lower of either the requested service fee or the wasted fee charge will apply.
<b>After Hours – non reconnections – uplift 1.23 x business hours charge</b>	After hours work provided by Power Services' crews. This fee does not apply to reconnections. At customer's or retailer's request.
<b>Non-standard data services</b>	
<b>Historical data requests</b>	Collection, processing, and transfer of higher standard energy data per format. Includes consumption checks and detailed historical data or other customer information. Can be provided per NMI or per meter. At customer's or retailer's request.
<b>Standing data requests</b>	Provide NMI standing data as outlined in the Electricity Retail Supply Code, similar to the NMI Discovery Service provided interstate. At incoming retailer's request.

<b>Fee-based service</b>	<b>Service description</b>
<b>Customer transfers</b>	The processing of a customer transfer request as outlined in the Electricity Retail Supply Code. At incoming retailer's request.
<b>Network tariff change request</b>	Applied when the customer or the customer's representative makes a request for a tariff reassignment, and that reassignment is not the result of an assignment error by Power and Water and the request requires Power and Water to determine whether the customer meets the relevant tariff criteria and can be charged regardless of whether the tariff is changed or not. At customer's or retailer's request.
<b>Miscellaneous services</b>	
<b>Installation of Minor Apparatus</b>	Temporary installation of minor apparatus such as polyloggers. Data analysis and report supplied if required. At customer's or retailer's request.
<b>Meter services</b>	
<b>Special meter test</b>	Use specialised equipment to test meter at customer's or retailer's request.
<b>Exchange or replace meter – three phase</b>	Exchange or replace a low voltage three-phase meter. At customer's or retailer's request.
<b>Exchange or replace meter – standard</b>	Exchange or replace a single-phase meter. At customer's or retailer's request.
<b>Relocation of meter</b>	Relocation of a meter at customer's or retailer's request.
<b>Remove meter</b>	Removal of meter from meter panel. At customer's or retailer's request.
<b>General meter inspection</b>	Non-invasive visual only inspection (in field). At customer's or retailer's request.
<b>Special meter read – no appointment</b>	Meter read at a customer's request. Outside of the scheduled read cycle. Meter is read within 2 days – no specific time. At customer's or retailer's request.
<b>Special meter read – appointment</b>	Meter read at a customer's request. Outside of the scheduled read cycle. Meter is read at an agreed day and time. At customer's or retailer's request.
<b>Meter program change</b>	Changes to tariff that requires meter reprogramming. Includes prepaid tariff and time of use. At customer's or retailer's request.

Fee-based service	Service description
Install modem on smart ready meter	Upgrade to remote reading on customer request.
Prepayment Vending Charge	Fee payable per prepayment meter credit update (per transaction). Payable by the retailer.
Prepayment Meter Support	Retailer initiated prepayment query that does not relate to a system or meter fault that could otherwise have been processed through the prepayment meter portal.

Notes:

- (1) Work is to be undertaken during business hours, Monday to Friday 8am to 4pm, excluding public holidays, unless otherwise stated.
- (2) After hours is Monday to Friday after 4pm, excluding public holidays, and is subject to availability and safety. Work undertaken on public holidays and weekends is treated as a Quoted Service and priced accordingly.

## 2.2 Approach to prices

We have developed our proposed charges for our fee-based service using the AER's standardised ancillary services model, which combines input to develop a bottom-up estimate of the efficient, cost-reflective charge for each service.

The cost build-up comprises:

- **Labour** – the efficient labour required for the activity (in hours) multiplied by the labour rate.
- **Materials** – the incremental cost of materials required for the activity.
- **Contractor services** – the incremental cost of contractors required for the activity.
- **Overheads** – a fixed markup on direct costs for network and corporate overheads.
- **Tax allowances** – in the case of services that involve assets costs, a tax allowance (see section 2.3).

We have based our prices on 2022-23 internal labour recovery rates, and our 2021-22 costs for contractor costs, overheads and materials.

Our labour rates for the next regulatory period we will be based on a multiple-rate approach, which relies on our actual and estimated internal labour costs. Further detail about our proposed labour rates is included in Attachment 13.02. We have also applied real labour cost escalation using the escalators applied to our SCS opex and capex forecasts, see Attachment 2.02.

Our proposed fee-based services are set out in section 4.1.

## 2.3 Tax allowance

Some of our proposed fee-based services include the cost of purchasing and installing assets (e.g., replacement meters). Charging an upfront fee for those services leads to a tax cost that can only be offset by tax deductions over the life of those assets. This leads to a net tax cost in NPV terms that is not otherwise compensated for and for which we cannot avoid.

The AER has recognised this in recent decisions by allowing for these costs to be built into the fee-based charges.

Given this, we have proposed including a tax allowance in the fees for our proposed meter exchange and replacement services. We estimated this allowance as a markup on asset-related costs using the method approved by the AER in its determinations for the Victorian electricity distribution businesses. Our calculation is included in Attachment 13.11.

### 3. Proposed quoted services

Quoted services depend on the scope of a customer’s service request. It is not practical to establish individual fees for these services as the costs vary on a project-by-project basis.

This chapter describes our proposed quoted services for the 2024–29 period and our approach to determining their prices.

#### 3.1 Service descriptions

**Error! Reference source not found.** describes the quoted services that we propose offering in the next regulatory period.

Table 3.1: Quoted services descriptions

Quoted service	Service description
<b>Design related services</b>	<p>Includes design services, the provision of specific information, certification, and review related to power services.</p> <p>The provision of engineering consulting (related to the shared network) including for PWC this extends to engaging an external consultant where PWC does not have internal expertise and auditing or reviewing reports prepared by customer’s expert consultant. Business Hours. At customer’s or retailer’s request.</p>
<b>Negotiated Connections (and Standard Connections)</b>	<p>Covers connections that do not meet the criteria for a basic connection service (i.e., capacity exceeding 100 amps per phase or a network extension).</p> <p>Includes the costs for the design and construction of connection assets that are used solely by the customer. This may include network extension and augmentation of connection assets at the premises of the customer. Business hours. At customer’s or retailer’s request.</p> <p><b>(Note:</b> Power and Water does not currently offer a standard connection, but if such connection service is offered the price would be approach in the same way as Negotiated Connections.)</p>
<b>Connection application related services</b>	<p>Includes assessing any connection applications (including, but not limited to PV, generation and load), processing preliminary inquiries requiring site specific or written responses, undertaking planning studies and associated technical analysis (which may include costs of obtaining external consulting services and running tender or other processes that support connections), site inspection in order to determine the nature of the connection service being sought and registered participant support services associated with connection arrangements and agreements made under Chapter 5 of the NER.</p> <p>Business Hours.</p>

Quoted service	Service description
<b>Access permits, oversights and facilitation</b>	<p>Includes issuing access permits or clearances to work for an authorised person on or near distribution systems (LV and HV), confined spaces and switch rooms, substations and the like- Business Hours.</p> <p>At customer's or retailer's request.</p>
<b>Sale of approved materials or equipment</b>	<p>Includes the administration of the sale or provision of approved material/equipment to third parties for connection assets that are gifted back to the DNSP to become part of the shared distribution network.</p> <p>At customer's or retailer's request.</p>
<b>Notices of arrangement and completion notices</b>	<p>Includes the requirement to perform administrative work required by a local council to provide written evidence that arrangements required to supply electricity to a development are in place This includes receiving and checking subdivision plans and easement instruments and related work. A completion notice may also be required when a customer/developer requires documentation confirming progress of work – Business Hours.</p> <p>At customer's or retailer's request.</p>
<b>Network related property services</b>	<p>Includes:</p> <ul style="list-style-type: none"> <li>• Network related property tenure services related to deeds of agreement, indemnity deeds, leases, easements, and other property tenure rights linked to connection or relocation.</li> <li>• Conveyancing Inquiries services relating to the provision of property conveyancing information as the request of a customer.</li> </ul> <p>Business Hours.</p> <p>At customer's or retailer's request.</p>
<b>Network safety services</b>	<p>Includes the DNSP providing traffic control services, fitting of tiger tails (and daily rental of tiger tails), aerial markers, tree pruning, and high load escorts.</p> <p>Fault investigations where safety impact on network and Power and Water determines that the fault has arisen from customer's installation or premises (eg incorrectly installed inverter or installation fault)</p> <p>Business Hours.</p> <p>At customer's or retailer's request.</p>
<b>Network tariff change request</b>	<p>Activities include:</p> <ul style="list-style-type: none"> <li>• altering an existing network tariff by conducting load and tariff analysis to ensure the relevant tariff criteria is met;</li> <li>• process a tariff change request from a customer or retailer outside the annual tariff reassignment review process conducted by PWC under its Tariff Structure Statement; and</li> <li>• processing IT system changes to reflect a bulk tariff change request such as a large customer with multiple sites.</li> </ul>

Quoted service	Service description
	<p>Business Hours.</p> <p>At customer's or retailer's request.</p>
<p><b>Customer requested planned interruption</b></p>	<p>A planned interruption is moved outside business hours or a customer initiates a network outage.</p> <p>Business Hours.</p> <p>Customer initiated network outage (e.g., to allow customer and/or contactor to perform maintenance on the customer's assets, work close or for safe approach which impacts on other network users.</p> <p>At customer's or retailer request.</p>
<p><b>Performance of a statutory right (access prevented)</b></p>	<p>Includes a follow up attendance at a customer's premises to perform a statutory right where access was declined or prevented on the initial visit. This includes any costs of arranging security or police services – Business Hours.</p> <p>At customer's or retailer's request.</p>
<p><b>Inspection and auditing services</b></p>	<p>High Voltage acceptance testing of distribution assets for customers who gift them back to the DNSP.</p>
<p><b>Provision of network related training to third parties</b></p>	<p>Includes the training of third parties to a level of attainment required to obtain specific distribution network access authorisation to the DNSP's network. This may include demonstrating the necessary competency in the DNSP's electricity safety rules.</p> <p>Business hours.</p> <p>At customer's or retailer's request</p>
<p><b>Authorisation and approval of third party service providers' design, work and materials</b></p>	<p>Includes authorising third party employees or subcontractors, accepting third party designs and works, and assessing applications for alternative material and equipment.</p> <p>At customer's or retailer's request</p>
<p><b>Security lights services</b></p>	<p>Includes providing, installing, operating, and maintaining equipment mounted on distribution equipment used for security services.</p> <p>Excludes connection services.</p> <p>At customer's or retailer's request.</p>
<p><b>Non-standard reporting services</b></p>	<p>Includes developing meter data provision reporting such as standard data, billing data or load profiles for single requests with more than 5 NMI's.</p> <p>Note: Single data requests with 5 NMI's or less, will be charged the ACS Fee Based charge (Historical Data Request or Standing Data Request) per request.</p> <p>Business Hours.</p> <p>At customer's or retailer's request.</p>
<p><b>Services provided for retailer of last resort event</b></p>	<p>DNSP may be required to provide several services when a retailer of last resort (<b>ROLR</b>) event occurs. This includes preparing a list of affected sites,</p>

Quoted service	Service description
	estimating reads for the ROLR event date, preparing final invoices and extracting customer data. Business Hours.
<b>Rectification of illegal connections service</b>	Includes work undertaken by the DNSP to investigate and rectify the fraudulent acquisition of energy at a premises; or intentional consumption of energy at those premises otherwise than in accordance with the energy laws. Business Hours. At customer's or retailer's request.
<b>Customer Initiated network asset relocations / rearrangements</b>	Relocation of assets that form part of the distribution network in circumstances where the relocation was initiated by a third party (including a customer) or triggered by a customer's non-compliance with network safety or security standards (such as network encroachments).
<b>Annual prepayment meter licensing fee <sup>2</sup></b>	Technical support fees per annum for training, trouble shooting, staff support for retailers. Software licence charges on-charged according to customer requirements. Business Hours. At customer's or retailer's request.

- (1) Work is to be undertaken during business hours, Monday to Friday 8am to 4pm, excluding public holidays, unless otherwise stated. Quoted Services delivered after hours will be subject to overtime charges in accordance with the relevant enterprise agreements and other applicable employment conditions.
- (2) Cost of Prepayment meter software will be on charged according to customer requirements. Administrative labour rate to be used to process cost recovery.

## 3.2 Approach to prices

We will apply the AER's price cap formula for quoted services set out in its F&A paper and detailed in Attachment 7.02.

Our quoted services are based on labour costs (including on-costs and overheads), materials, contractor, margin, and other costs. The prices charged will vary according to the required service.

The cost build-up comprises:

- **Labour** – the efficient labour required for the activity (in hours) multiplied by the labour rate.
- **Materials** – the incremental cost of materials required for the activity.
- **Contractor services** – the incremental cost of contractors required for the activity.
- **Margin** – a markup on the costs set at 6 per cent (see section 3.3).
- **Tax allowance** – in the case of services that involve assets costs, a tax allowance (see section 3.4).

Our labour rates for the next regulatory period we will be based on a multiple-rate approach, which relies on our actual and estimated internal labour costs. Further detail about our proposed labour rates is included in Attachment 13.02. We have also applied real labour cost escalation using the escalators applied to our SCS opex and capex forecasts, see Attachment 2.02.



Our proposed quoted services are set out in section 4.2.

### 3.3 Margin

Customers have a choice as to whether to use our quoted services or engage a third party (i.e., a competitor to us). Those third parties tend to include margins in their quotes to cover profit and risk, such as the risk that actual costs turn out to be higher than that quoted.

Recognising that it is important to promote competitive neutrality between the quoted services and those provide be third parties, recent AER decisions have allowed for margins to be included in the prices for quoted services. This ensures that customers pay prices like that available in a competitive market.

For simplicity, we will add the margin component at the end of the formula as a dollar amount based on a fixed percentage of 6 per cent. This aligns with the AER's final determination for SA Power Networks.<sup>1</sup>

### 3.4 Tax allowance

Some quoted services will include the cost of purchasing and installing assets. Charging an upfront fee for those services leads to a tax cost that can only be offset by tax deductions over the life of those assets. This leads to a net tax cost in NPV terms that is not otherwise compensated for and for which we cannot avoid.

The AER has recognised this in recent decisions by allowing for these costs to be built into the fee-based charges.

Given this, we have proposed including a tax allowance in the fees for our proposed quoted services where there is an asset cost. We estimated this allowance as a markup on asset-related costs using the method approved by the AER in its determinations for the Victorian electricity distribution businesses. Our calculation is included in Attachment 13.11.

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<sup>1</sup> AER, *Final Decision – SA Power Networks Distribution Determination 2020 to 2025 – Attachment 15 Alternative control services*, July 2020, p.9.

## 4. Indicative prices

This chapter details our indicative prices that we expect to charge. Our Indicative Pricing Schedule provides further details about our prices and our Tariff Structures Statement (TSS) explains and justifies them, in accordance with the requirements of Chapter 6 of the NT NER.

### 4.1 Indicative prices for fee-based services

Table 4.1 sets out the indicative prices for our fee-based services for the 2024–29 period.

Table 4.1 Indicative prices for our fee-based services (\$ real 2024)

Fee-based service	Basis	2024/25	2025/26	2026/27	2027/28	2028/29
<b>Connection point management services</b>						
Provision of 3 phase service	Cost / request	2,613.70	2,652.80	2,671.88	2,683.37	2,703.47
Standard temporary builder's connection	Cost / request	1,121.92	1,138.71	1,146.90	1,151.83	1,160.46
Class 1 & 2 PV service	Cost / request	207.07	210.17	211.68	212.59	214.18
Class 3 PV Assessment	Cost / request	2,222.87	2,256.12	2,272.35	2,282.12	2,299.22
<b>De-energisation / Re-energisation</b>						
Temporary disconnection and reconnection – no dismantling	Cost / request	672.80	682.87	687.78	690.74	695.91
Temporary disconnection and reconnection – physical dismantling	Cost / request	2,069.30	2,100.26	2,115.36	2,124.46	2,140.38
Complex disconnection	Cost / request	766.88	778.35	783.95	787.32	793.22
Disconnection (and final read)	Cost / request	111.10	112.76	113.57	114.06	114.91
Reconnection	Cost / request	113.64	115.34	116.17	116.67	117.55
Reconnection - After Hours **	Cost / request	715.67	726.38	731.60	734.75	740.25

Fee-based service	Basis	2024/25	2025/26	2026/27	2027/28	2028/29
<b>Other</b>						
Wasted visit fee	Cost / request	349.69	354.92	357.47	359.01	361.70
After Hours –non reconnections – uplift 1.23 x business hours charge	Cost / request	1.23x	1.23x	1.23x	1.23x	1.23x
<b>Non-standard data services</b>						
Historical data requests	Cost / request	266.17	270.15	272.10	273.27	275.31
Standing data requests	Cost / request	88.72	90.05	90.70	91.09	91.77
Customer transfers	Cost / request	354.90	360.20	362.79	364.36	367.08
Network tariff change request	Cost / request	88.72	90.05	90.70	91.09	91.77
<b>Miscellaneous services</b>						
Installation of Minor Apparatus	Cost / request	899.89	913.36	919.92	923.88	930.80
<b>Meter services</b>						
Special meter test	Cost / request	565.69	574.15	578.28	580.77	585.12
Exchange or replace meter – three phase	Cost / request	1,131.79	1,148.72	1,156.98	1,161.96	1,170.67
Exchange or replace meter – standard	Cost / request	760.58	771.96	777.51	780.85	786.70
Relocation of meter	Cost / request	589.36	598.18	602.48	605.07	609.60
Remove meter	Cost / request	589.36	598.18	602.48	605.07	609.60
General meter inspection	Cost / request	281.66	285.87	287.93	289.17	291.33
Special meter read – no appointment	Cost / request	79.31	80.50	81.08	81.43	82.04

Fee-based service	Basis	2024/25	2025/26	2026/27	2027/28	2028/29
Special meter read – appointment	Cost / request	162.50	164.93	166.12	166.83	168.08
Meter program change	Cost / request	329.00	333.92	336.32	337.77	340.30
Install modem on smart ready meter	Cost / request	462.01	468.92	472.30	474.33	477.88
Prepayment Vending Charge	Cost / request	0.60	0.61	0.61	0.62	0.62
Prepayment Meter Support	Cost / request	147.92	150.13	151.21	151.86	153.00

## 4.2 Indicative prices for quoted services

Table 4.2 sets out the indicative labour prices our quoted services for the 2024–29 period. These are split between business and after hours rates.

Table 4.2 Indicative internal labour rates for our quoted services (\$ real 2024)

Labour type	Basis	2024/25	2025/26	2026/27	2027/28	2028/29
<b>Business hours</b>						
Internal - Tech	Cost / hour	236.69	240.24	241.96	243.00	244.82
Internal - Admin	Cost / hour	177.45	180.10	181.40	182.18	183.54
Internal - Comms	Cost / hour	236.69	240.24	241.96	243.00	244.82
Internal - Engineering	Cost / hour	282.58	286.81	288.87	290.11	292.28
<b>After hours</b>						
Internal - Tech	Cost / hour	295.49	297.61	298.89	301.13	295.49
Internal - Admin	Cost / hour	221.53	223.12	224.08	225.76	221.53
Internal - Comms	Cost / hour	295.49	297.61	298.89	301.13	295.49

Labour type	Basis	2024/25	2025/26	2026/27	2027/28	2028/29
Internal - Engineering	Cost / hour	352.77	355.31	356.84	359.51	352.77

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