



Alternative Control Services Descriptions Paper

**Regulatory Control Period
1 July 2019 to 30 June 2024**



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Amendments and Version History

Version No.	Date of Revision	Authorised by	Details of amendment
1.0		Iain Meaney	Initial Release

Amendments to each version of this document will be tracked through TasNetworks' document management system.



Purpose

This attachment to the Regulatory Proposal provides detailed descriptions for the Alternative Control Services (**ACS**) that we will provide in the next Regulatory Control Period. This information complements and supports the information about the services and pricing for ACS included in the Tariff Structure Statement and the relevant service application guides. The table below builds on the definition of these services set out in the Australian Energy Regulator's (**AER's**) Framework and Approach for our distribution business for the regulatory control period commencing 1 July 2019.¹

Under the National Electricity Rules (**Rules**), the various services we provide are subject to classification by the AER. The service classification affects the form of regulation that may apply, including whether the AER:

- directly controls revenues or prices, and sets performance targets; or
- allows parties to negotiate services and prices, arbitrating if any disputes arise; or
- does not regulate the service at all.

Extracts relating to the classification of Distribution Services in the AER's "Framework and approach: TasNetworks electricity transmission and distribution; Regulatory control period commencing 1 July 2019"

Direct control service

- Standard control service: "Services that are central to electricity supply and therefore relied on by most (if not all) customers such as building and maintaining the shared distribution network. Most distribution services are classified as standard control."
- Alternative Control Services: "Customer specific or customer requested services. These services may also have potential for provision on a competitive basis rather than by the local distributor."

¹ AER, Framework and approach: TasNetworks electricity transmission and distribution; Regulatory control period commencing 1 July 2019, July 2017.

Extracts relating to the classification of Distribution Services in the AER’s “Framework and approach: TasNetworks electricity transmission and distribution; Regulatory control period commencing 1 July 2019”

Appendix B of the Framework and Approach defines the following as “Alternative Control Services”:

AER service group—ancillary services

- Design related services
- Connection application related services
- Access permits, oversight and facilitation
- Notice of arrangement
- Network related property services
- Site establishment services
- Network safety services
- Network tariff change request
- Services provided in relation to a Retailer of Last Resort (ROLR) event
- Planned interruption – customer requested
- Attendance at customers’ premises to perform a statutory right where access is prevented
- Inspection services – private electrical installations
- Provision of training to third parties for network related access
- Security lights

AER service group—metering services:

- Type 5 and 6 meter provision (before 1 December 2017)
- Type 5 and 6 meter maintenance reading and data services (legacy meters)
- Special meter reading and testing of type 5 and 6 meters (legacy meters)
- Emergency maintenance of failed metering equipment not owned by the distributor (contestable meters)
- Meter recovery and disposal of type 5 and 6 meters (legacy meters)
- Distributor arranged outage for purposes of replacing metering
- Customer requested provision of additional metering /consumption data
- Legacy pre-payment meters

AER service group—connection services

- Premises connection services and extensions
- Reconnections/Disconnections

AER service group—public lighting services

- Provision, construction and maintenance of public lighting and new/emerging public lighting technology services

Metering Services

Metering services refers to the provision, installation and maintenance of standard meters and the associated services, such as metering reading, provided to customers by TasNetworks. This includes the metering services using Type 5-7 metering installations (as defined in the Rules) provided by TasNetworks in its roles as metering provider and meter data provider until 30 November 2017.

From 1 December 2017, metering services across the National Energy Market became contestable. Households and other small customers who traditionally use these meter types may be required to or wish to change the type of meter they have and therefore their metering provider. TasNetworks is no longer permitted to install or replace existing meters with type 5 or 6 meters. For this reason, type 5 and 6 metering installation and meter provision services are redundant services and are no longer permitted under the Rules. TasNetworks may still recover the capital cost of type 5 and 6 metering equipment installed before 1 December 2017 as an alternative control service. Ongoing meter maintenance, reading and data service will still be provided to customers on type 5 and 6 meters until a customer chooses to change their metering provider and the type of meter they have.

The prices for regulated metering services are set on a price cap basis, using a cost build up formula. The majority of the cost build up relates to labour costs, with the remainder comprising overhead costs, contractor costs and materials.

Ancillary services - Metering

Tariff	Description	Pricing Basis
Domestic LV – single phase	Type 6 meter provided to single phase low voltage installations located at premises used wholly or principally as private residential dwellings.	<ul style="list-style-type: none">• Labour costs• Overhead costs• Materials costs• Contractors costs• Other
Domestic LV – multi phase	Type 6 meter provided to multi-phase low voltage installations located at premises used wholly or principally as private residential dwellings.	<ul style="list-style-type: none">• Labour costs• Overhead costs• Materials costs• Contractors costs• Other

Tariff	Description	Pricing Basis
Domestic LV – CT meters	Type 6 meter provided to low voltage installations located at premises used wholly or principally as private residential dwellings where current transformers are required as a component of the metering service to enable the recording of meter data.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
Business LV – single phase	Type 6 meter provided to single phase low voltage installations located at premises that are not private residential dwellings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
Business LV – multi phase	Type 6 meter provided to multi-phase low voltage installations located at premises that are not private residential dwellings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
Business LV – CT meters	Type 6 meter provided to low voltage installations located at premises that are not private residential dwellings and where current transformers are required as a component of the metering service to enable the recording of meter data.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
Other meters	Type 6 metering services provided to customers that are not one of the other meter classes. These meters include meters that are provided in support of the PAYG product.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other



Public/Private lighting service

We provide a range of public lighting services including:

- the provision, construction and maintenance of public lighting assets owned by TasNetworks (public lighting);
- the maintenance of public lighting assets owned by customers (contract lighting); and
- the provision, construction and maintenance of new/emerging lighting technology services.

The prices for public lighting services are set on a price cap basis, using a cost build up formula. The majority of the cost build up relates to contractor and labour costs, with the remainder comprising overhead costs and materials.

Table 2: Public/Private lighting Services

Type	Lighting type	Description	Pricing Basis
Public Lighting Services	New – Minor	The provision, maintenance and replacement of TasNetworks owned new or emerging lighting technology for minor light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	New – Major	The provision, maintenance and replacement of TasNetworks owned new or emerging lighting technology for major light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	14W LED	The provision, maintenance and replacement of TasNetworks owned 14 watt LED light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other

Type	Lighting type	Description	Pricing Basis
	14W LED Decorative	The provision, maintenance and replacement of TasNetworks owned 14 watt LED light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	18W LED	The provision, maintenance and replacement of TasNetworks owned 18 watt LED light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	18W LED Decorative	The provision, maintenance and replacement of TasNetworks owned 18 watt LED decorative light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	25W LED	The provision, maintenance and replacement of TasNetworks owned 25 watt LED light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	25W LED Decorative	The provision, maintenance and replacement of TasNetworks owned 25 watt LED decorative light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	42W Compact Fluorescent	The provision, maintenance and replacement of TasNetworks owned 42 watt compact fluorescent light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other



Type	Lighting type	Description	Pricing Basis
	42W Compact Fluorescent – Bottom Pole Entry	The provision, maintenance and replacement of TasNetworks owned 42 watt compact fluorescent bottom pole entry light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	70W High Pressure Sodium	The provision, maintenance and replacement of TasNetworks owned 70 watt high pressure sodium light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	100W High Pressure Sodium	The provision, maintenance and replacement of TasNetworks owned 100 watt high pressure sodium light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	150W High Pressure Sodium	The provision, maintenance and replacement of TasNetworks owned 150 watt high pressure sodium light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	250W High Pressure Sodium	The provision, maintenance and replacement of TasNetworks owned 250 watt high pressure sodium light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	400W High Pressure Sodium	The provision, maintenance and replacement of TasNetworks owned 400 watt high pressure sodium light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other



Type	Lighting type	Description	Pricing Basis
	250W High Pressure Sodium – Flood Light	The provision, maintenance and replacement of TasNetworks owned 250 watt sodium vapour flood light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	400W High Pressure Sodium – Flood Light	The provision, maintenance and replacement of TasNetworks owned 400 watt sodium vapour flood light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	100W Metal Halide	The provision, maintenance and replacement of TasNetworks owned 100 watt metal halide light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	150W Metal Halide	The provision, maintenance and replacement of TasNetworks owned 150 watt metal halide light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	250W Metal Halide	The provision, maintenance and replacement of TasNetworks owned 250 watt metal halide light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	400W Metal Halide	The provision, maintenance and replacement of TasNetworks owned 400 watt metal halide light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other



Type	Lighting type	Description	Pricing Basis
	250W Metal Halide – Flood Light	The provision, maintenance and replacement of TasNetworks owned 250 watt metal halide floodlight fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	400W Metal Halide – Flood Light	The provision, maintenance and replacement of TasNetworks owned 400 watt metal halide flood light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	T5 Fluorescent 2 x 24W	<p>The provision, maintenance and replacement of TasNetworks owned 2 x 24 watt twin fluorescent light fittings.</p> <p><i>This lighting type is obsolete, with no new connections allowed.</i></p>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	1 x 20W Fluorescent	<p>The provision, maintenance and replacement of TasNetworks owned 1 x 20 watt fluorescent light fittings.</p> <p><i>This lighting type is obsolete, with no new connections allowed.</i></p>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	50W Mercury Vapour	<p>The provision, maintenance and replacement of TasNetworks owned 50 watt mercury vapour light fittings.</p> <p><i>This lighting type is obsolete, with no new connections allowed.</i></p>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	80W Mercury Vapour	<p>The provision, maintenance and replacement of TasNetworks owned 80 watt mercury vapour light fittings.</p> <p><i>This lighting type is obsolete, with no new connections allowed.</i></p>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other

Type	Lighting type	Description	Pricing Basis
	80W Mercury Vapour Decorative	The provision, maintenance and replacement of TasNetworks owned 80 watt mercury vapour decorative light fittings. <i>This lighting type is obsolete, with no new connections allowed.</i>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	125W Mercury Vapour	The provision, maintenance and replacement of TasNetworks owned 125 watt mercury vapour light fittings. <i>This lighting type is obsolete, with no new connections allowed.</i>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	250W Mercury Vapour	The provision, maintenance and replacement of TasNetworks owned 250 watt mercury vapour light fittings. <i>This lighting type is obsolete, with no new connections allowed.</i>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	400W Mercury Vapour	The provision, maintenance and replacement of TasNetworks owned 400 watt mercury vapour light fittings. <i>This lighting type is obsolete, with no new connections allowed.</i>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
Private contract lights	New Technology – Minor	The maintenance of customer owned new or emerging lighting technology for minor light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	New Technology – Major	The maintenance of customer owned new or emerging lighting technology for major light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other

Type	Lighting type	Description	Pricing Basis
	14W LED	The maintenance of customer owned 14 watt LED light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	14W LED Decorative	The maintenance of customer owned 14 watt LED light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	18W LED	The maintenance of customer owned 18 watt LED light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	18W LED Decorative	The maintenance of customer owned 18 watt LED decorative light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	25W LED	The maintenance of customer owned 25 watt LED light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	25W LED Decorative	The maintenance of customer owned 25 watt LED decorative light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other



Type	Lighting type	Description	Pricing Basis
	42W Compact Fluorescent	The maintenance of customer owned 42 watt compact fluorescent light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	42W Compact Fluorescent – Bottom Pole Entry	The maintenance of customer owned 42 watt compact fluorescent bottom pole entry light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	50W Mercury Vapour	The maintenance of customer owned 50 watt mercury vapour light fittings. <i>This lighting type is obsolete, with no new connections allowed.</i>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	80W Mercury Vapour	The maintenance of customer owned 80 watt mercury vapour light fittings. <i>This lighting type is obsolete, with no new connections allowed.</i>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	80W Mercury Vapour Decorative	The maintenance of customer owned 80 watt mercury vapour decorative light fittings. <i>This lighting type is obsolete, with no new connections allowed.</i>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	125W Mercury Vapour	The maintenance of customer owned 125 watt mercury vapour light fittings. <i>This lighting type is obsolete, with no new connections allowed.</i>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other



Type	Lighting type	Description	Pricing Basis
	250W Mercury Vapour	The maintenance of customer owned 250 watt mercury vapour light fittings. <i>This lighting type is obsolete, with no new connections allowed.</i>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	400W Mercury Vapour	The maintenance of customer owned 400 watt mercury vapour light fittings. <i>This lighting type is obsolete, with no new connections allowed.</i>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	70W High Pressure Sodium	The maintenance of customer owned 70 watt high pressure sodium light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	100W High Pressure Sodium	The maintenance of customer owned 100 watt high pressure sodium light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	150W High Pressure Sodium	The maintenance of customer owned 150 watt high pressure sodium light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	250W High Pressure Sodium	The maintenance of customer owned 250 watt high pressure sodium light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other



Type	Lighting type	Description	Pricing Basis
	400W High Pressure Sodium	The maintenance of customer owned 400 watt high pressure sodium light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	250W High Pressure Sodium – Flood Light	The maintenance of customer owned 250 watt sodium vapour flood light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	400W High Pressure Sodium – Flood Light	The maintenance of customer owned 400 watt sodium vapour flood light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	100W Metal Halide	The maintenance of customer owned 100 watt metal halide light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	150W Metal Halide	The maintenance of customer owned 150 watt metal halide light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	250W Metal Halide	The maintenance of customer owned 250 watt metal halide light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other



Type	Lighting type	Description	Pricing Basis
	400W Metal Halide	The maintenance of customer owned 400 watt metal halide light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	250W Metal Halide – Flood Light	The maintenance of customer owned 250 watt metal halide flood light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	400W Metal Halide – Flood Light	The maintenance of customer owned 400 watt metal halide flood light fittings.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	1 x 20W Fluorescent	The maintenance of customer owned 1 x 20 watt fluorescent light fittings. <i>This lighting type is obsolete, with no new connections allowed.</i>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	2 x 20W Fluorescent	The maintenance of customer owned 2 x 20 watt fluorescent light fittings. <i>This lighting type is obsolete, with no new connections allowed.</i>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	1 x 40W Fluorescent	The maintenance of customer owned 1 x 40 watt fluorescent light fittings. <i>This lighting type is obsolete, with no new connections allowed.</i>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other



Type	Lighting type	Description	Pricing Basis
	2 x 40W Fluorescent	The maintenance of customer owned 2 x 40 watt fluorescent light fittings. <i>This lighting type is obsolete, with no new connections allowed.</i>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	3 x 40W Fluorescent	The maintenance of customer owned 3 x 40 watt fluorescent light fittings. <i>This lighting type is obsolete, with no new connections allowed.</i>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	4 x 40W Fluorescent	The maintenance of customer owned 4 x 40 watt fluorescent light fittings. <i>This lighting type is obsolete, with no new connections allowed.</i>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	4 x 20W Fluorescent	The maintenance of customer owned 4 x 20 watt fluorescent light fittings. <i>This lighting type is obsolete, with no new connections allowed.</i>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	60W Incandescent	The maintenance of customer owned 60 watt incandescent light fittings. <i>This lighting type is obsolete, with no new connections allowed.</i>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other
	100W Incandescent	The maintenance of customer owned 100 watt incandescent light fittings. <i>This lighting type is obsolete, with no new connections allowed.</i>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Materials costs • Contractors costs • Other



Ancillary services – fee based services

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

These services are largely homogenous in nature and, therefore, a fixed fee can be set in advance with reasonable certainty. That is, the cost inputs in providing these services do not involve material variations between customers.

The prices for fee based ancillary services are set on a price cap basis, using a cost build up formula. The majority of the cost build up relates to labour costs, with the remaining costs comprising contractor costs, overhead costs, and materials.

Operational hours – Our operational hours are the hours between 7:30 am and 4:20 pm on a business day.

Protected Period:

- a business day before 8:00am or after 3:00pm; 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) in any year.

Table 3: Ancillary Services – fee based services

Service Group	Service Name	Description	Pricing Basis
De-energisation (retail contract terminations), re-energisation, energisation and special reads	Site visit – no appointment	A visit to a customer's premises during operational hours where no appointment is required to perform a de-energisation, re-energisation, energisation or special read. The visit occurs on the regular scheduled day for service delivery.	<ul style="list-style-type: none">• Labour costs• Overhead costs• Other

Service Group	Service Name	Description	Pricing Basis
	Site visit – non-scheduled visit	A visit to a customer’s premises during operational hours where no appointment is required to perform a de-energisation, re-energisation, energisation or special read, where the requested date is on a day that is not a regular scheduled day for service delivery. Or a visit to a customer’s premises during operational hours where the visit is required on the same day of the request and the request is received by TasNetworks before 11:00 am on that day.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Site visit – same day premium service	A visit to a customer’s premises during operational hours where no appointment is required to perform a re-energisation or energisation where the visit is required on the same day of the request and the request is received by TasNetworks after 11:00 am on that day.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Site visit – after hours	A visit to a customer’s premises where no appointment is required to perform a re-energisation or energisation where the visit is required on the day of the request and the request for the service is organised for a period that is outside operational hours.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other



Service Group	Service Name	Description	Pricing Basis
	Site visit – credit action or site issues	<p>A visit to a customer’s premises during operational hours where no appointment is required and the requested date is on a day that is a regular scheduled day for service delivery due to a credit issue or to be de-energised without consultation with the customer.</p> <p>Protected periods may apply in respect to this fee-based service.</p> <p>The fee for this service does not include costs which may apply for the repair of damaged equipment.</p>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Site visit – credit action pillar box/pole top	<p>A visit to a customer’s premises during operational hours where no appointment is required to perform a de-energisation other than at the distribution point of attachment, switchboard isolation fuse or disconnect switch and the visit occurs on the regular scheduled day due to a credit issue.</p> <p>Protected periods may apply in respect to this fee-based service.</p> <p>The fee for this service does not include costs which may apply for the repair of damaged equipment.</p>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Site visit – current transformer (CT) metering	<p>Visit to a customer’s premises during operational hours on a scheduled service delivery day to de-energise or re-energise a site where current transformer metering exists.</p>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other



Service Group	Service Name	Description	Pricing Basis
	Site visit – pillar box/pole top	<p>A visit to customer’s premises during operational hours where no appointment is required to de-energise the site by means other than the point of attachment, switchboard isolation fuse or disconnect switch without consultation with the customer.</p> <p>Protected periods may apply in respect to this fee-based service.</p>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Site visit – pillar box/pole top wasted visit	A visit to a customer’s premises during operational hours to undertake a site visit – pillar box/pole top where the service could not be completed due to issues at the customer’s premises.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Transfer of retailer	<p>The transfer of premises to a new retailer with an effective date as per the scheduled meter read date and where no site visit is required will not incur a fee.</p> <p>The transfer of premises to a new retailer that involves a site visit or requested for a date other than of the scheduled meter read date will incur a site visit fee.</p>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
Meter test	Meter test – single phase	A visit to a customer’s premises during operational hours to test a single phase meter at the customer’s request.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Meter test – multi-phase	A visit to a customer’s premises during operational hours to test a multi-phase meter at the customer’s request.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Meter test – current transformer (CT)	A visit to a customer’s premises during operational hours to test a current transformer meter at the customer’s request.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other



Service Group	Service Name	Description	Pricing Basis
	Meter test – after hours	A visit to a customer’s premises, outside operational hours, to undertake a meter test.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Meter test – wasted visit	A visit to a customer’s premises during operational hours to test a meter at the customer’s request where the test could not be completed due to issues at the customer’s premises.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
Supply abolishment	Remove service and meters	A visit to a customer’s premises to remove meters (if applicable) and service connection at the customer’s request or as a result of building demolition during operational hours where no appointment is required.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Supply abolishment – after hours	A visit to a customer’s premises, outside normal operational hours where no appointment is required, to abolish supply.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Supply abolishment – wasted visit	A visit to a customer’s premises to abolish supply where the service could not be completed due to issues at the customer’s premises.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
Tee-up	Tee-up/Appointment	A tee-up with a TasNetworks crew during operational hours.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Tee-up/Appointment – after hours	A tee-up with overhead crew whilst undertaking work at customer’s installation outside operational hours.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Tee-up/Appointment – no truck – after hours	A tee-up with underground crew whilst undertaking work at customer’s installation outside operational hours.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other



Service Group	Service Name	Description	Pricing Basis
	Tee-up/Appointment – wasted visit	A tee-up where the works could not be completed due to issues on site or where TasNetworks crew was not required once on site.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
Miscellaneous services	Open turret	Visit to site to open turret or cabinet during operational hours for electrical contractor installing or altering customer's mains.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Data download	Visit to a customer's premises during operational hours to download data from a meter.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Alteration to unmetered supply	Visit to a customer's premises during operational hours to add or remove a load on an existing unmetered supply site.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Meter Relocation	Visit to a customer's premises during operational hours to relocate an existing metering position to a new location where the point of attachment has not altered position.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Tiger tails – standard single/multi phase	Initial visit and return to customer's premises during operational hours to install/remove tiger tails. This includes attaching visual warning devices on the service wire and point of attachment and insulated rubber matting where no isolations have been made.	<ul style="list-style-type: none"> • Labour costs • Material costs • Overhead costs • Other
	Tiger tails – scaffolding single phase	Initial visit and return to customer's premises during operational hours to install/remove tiger tails. This includes attaching visual warning devices on the service wire and point of attachment and insulated rubber matting where the service is required to be disconnected and reconnected to facilitate the installation for a single phase connection.	<ul style="list-style-type: none"> • Labour costs • Material costs • Overhead costs • Other

Service Group	Service Name	Description	Pricing Basis
	Tiger tails – scaffolding multi phase	Initial visit and return to customer’s premises during operational hours to install/remove tiger tails. This includes attaching visual warning devices on the service wire and point of attachment and insulated rubber matting where the service is required to be disconnected and reconnected to facilitate the installation for a multi phase connection.	<ul style="list-style-type: none"> • Labour costs • Material costs • Overhead costs • Other
	Administration	An administration charge levied when office work is required to be performed to complete a task at the customer’s request that is not described elsewhere.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Statutory right – access prevented	A charge to facilitate a standard warrant to access premises in order to disconnect where access is being prevented. Administrative action	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Tariff change	A change of tariff where no site visit is required, only administration actions.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Emergency maintenance contestable meters	Visit to a customer’s premises during operational hours to rectify a fault on an external metering provider’s equipment or where an outage has been caused by the metering provider and TasNetworks has to restore power to the customer’s premises.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Emergency maintenance contestable meters – after hours	Visit to a customer’s premises outside operational hours to rectify a fault on an external metering provider’s equipment or where an outage has been caused by the metering provider and TasNetworks has to restore power to the customer’s premises.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other



Service Group	Service Name	Description	Pricing Basis
	Meter recovery and disposal	Visit to a customer's premises during operational hours to remove and dispose of type 5 or 6 meters at the request of the metering provider.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Miscellaneous service	Visit to a customer's premises, at the request of the retailer, during operational hours to perform a service that is not described elsewhere.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Miscellaneous service – after hours	Visit to a customer's premises outside operational hours to perform a service that is not described elsewhere.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Miscellaneous service – wasted visit	A visit to a customer's premises during 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.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
Connection establishment charges	Creation of a NMI	A charge to facilitate the office administration associated with the creation of a NMI.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Overhead service, single span – single phase	A visit to a customer's premises during field operation hours for the installation of a single span of single phase overhead service wire (off a pole) and associated service fuse.	<ul style="list-style-type: none"> • Labour costs • Material costs • Overhead costs • Other
	Overhead service, single span – multi-phase	A visit to a customer's premises during operation hours for installation of a single span of multi-phase overhead service wire (off a pole) and associated service fuses.	<ul style="list-style-type: none"> • Labour costs • Material costs • Overhead costs • Other
	Underground service in turret/cabinet – single phase	A visit to a customer's premises during operation hours for installation of a single phase underground service connecting the customer's consumer mains to the fuse located in a TasNetworks' turret or cabinet.	<ul style="list-style-type: none"> • Labour costs • Material costs • Overhead costs • Other

Service Group	Service Name	Description	Pricing Basis
	Underground service in turret/cabinet – multi-phase	A visit to a customer’s premises during operation hours for installation of a multi-phase underground service connecting the customer’s consumer mains to the fuses located in a TasNetworks’ turret or cabinet.	<ul style="list-style-type: none"> • Labour costs • Material costs • Overhead costs • Other
	Underground service with pole mounted fuse – single phase	A visit to a customer’s premises during operation hours for installation of a single phase underground service connecting the customer’s consumer mains to a fuse located on a TasNetworks’ pole or private pole.	<ul style="list-style-type: none"> • Labour costs • Material costs • Overhead costs • Other
	Underground service with pole mounted fuse – multi-phase	A visit to a customer’s premises during operation hours for installation of a multi-phase underground service connecting the customer’s consumer mains to the fuses located on a TasNetworks’ pole or private pole.	<ul style="list-style-type: none"> • Labour costs • Material costs • Overhead costs • Other
	Basic connection – after hours	A visit to a customer’s premises outside operational hours for the basic connection service	<ul style="list-style-type: none"> • Labour costs • Material costs • Overhead costs • Other
	Connection establishment wasted visit	Site visit to provide basic connection service where the connection could not be completed due to issues at the site.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
Temporary Disconnection charges	Disconnect/reconnect overhead service for fascia repairs – single phase	A visit to a customer’s premises during operation hours to disconnect and reconnect an existing TasNetworks single span of single phase overhead service wire whilst repairs are made to a fascia containing the customer’s connection point for the overhead service wire.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other



Service Group	Service Name	Description	Pricing Basis
	Disconnect/reconnect overhead service for fascia repairs – multi-phase	A visit to a customer’s premises during operation hours to disconnect and reconnect an existing TasNetworks single span of multi-phase overhead service wire whilst repairs are made to a fascia containing the customer’s connection point for the overhead service wire.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Temporary disconnect/reconnect – retailer requested outage	A visit to a customer’s premises during operation hours to perform a temporary disconnection and reconnection at the request of the retailer. An additional administrative fee may be charged if the reconnection occurs on a different day to the disconnection.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Temporary disconnect/reconnect – after hours	A visit to a customer’s premises outside operational hours to perform temporary disconnection.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Temporary disconnect/reconnect – wasted visit	A visit to a customer’s premises during operational hours for the requested temporary disconnection where the service could not be completed due to issues on site or where the crew was not required once on site.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
Basic connection alteration	Connection alteration – overhead single phase Includes: <ul style="list-style-type: none"> • new consumer mains – overhead supply • new consumer mains – underground to pole • changeover new consumer mains to new private pole • changeover overhead service to new point of attachment 	A visit to a customer’s premises during operation hours for a single phase connection alteration following an alteration to the customer’s installation. The customer’s supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other



Service Group	Service Name	Description	Pricing Basis
	Connection alteration – overhead multi-phase Includes: <ul style="list-style-type: none"> • new consumer mains – overhead supply • new consumer mains – underground to pole • changeover new consumer mains to new private pole • changeover overhead service to new point of attachment 	A visit to a customer’s premises during operation hours for a multi-phase connection alteration following an alteration to the customer’s installation. The customer’s supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Connection of new consumer mains to an existing installation – underground single phase to turret	A visit to a customer’s premises during operational hours for a connection of new single phase consumer mains to the existing TasNetworks distribution network following an alteration to the customer’s installation. The customer’s supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Connection of new consumer mains to an existing installation – underground single phase to pole	A visit to a customer’s premises during operational hours for a connection of new single phase consumer mains to the existing TasNetworks distribution network following an alteration to the customer’s installation. The customer’s supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other



Service Group	Service Name	Description	Pricing Basis
	Connection of new consumer mains to an existing installation – underground multi-phase to turret	<p>A visit to a customer’s premises during operational hours for a connection of new multi-phase consumer mains to the existing TasNetworks distribution network following an alteration to the customer’s installation.</p> <p>The customer’s supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.</p>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Connection of new consumer mains to an existing installation – underground multi-phase to pole	<p>A visit to a customer’s premises during operational hours for a connection of new multi-phase consumer mains to the existing TasNetworks distribution network following an alteration to the customer’s installation.</p> <p>The customer’s supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.</p>	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Augment single phase overhead service to multi-phase supply	<p>A visit to a customer’s premises during operational hours for a disconnect and remove existing single span of single phase overhead service wire, and associated service fuse, and connect new single span of multi-phase overhead service wire and associated service fuses to the existing TasNetworks distribution network.</p> <p>The existing single phase overhead service wire must be removed and not reused.</p> <p>The customer’s supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.</p> <p>This service requires a connection application.</p>	<ul style="list-style-type: none"> • Labour costs • Material costs • Overhead costs • Other



Service Group	Service Name	Description	Pricing Basis
	Augment multi-phase overhead service to single phase supply	<p>A visit to a customer's premises during operational hours for a disconnect and remove existing single span of multi-phase overhead service wire, and associated service fuses, and connect new single span of single phase overhead service wire and associated service fuse to the existing TasNetworks distribution network.</p> <p>The existing multi-phase overhead service wire will be removed and not reused.</p> <p>The customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.</p> <p>This service requires a connection application.</p>	<ul style="list-style-type: none"> • Labour costs • Material costs • Overhead costs • Other
	Augment single phase overhead service to underground supply (turret)	<p>A visit to a customer's premises during operational hours to disconnect and remove existing single span of single phase overhead service wire, and associated service fuse, and connect new single phase underground consumer mains to the fuse located in an existing TasNetworks turret or cabinet.</p> <p>The existing single phase overhead service wire will be removed and not reused.</p> <p>The customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.</p> <p>Customers also requiring the installation of a TasNetworks turret or cabinet will be required to follow TasNetworks' negotiated connection process and will have their charges determined in accordance with that process.</p> <p>This service requires a connection application.</p>	<ul style="list-style-type: none"> • Labour costs • Material costs • Overhead costs • Other



Service Group	Service Name	Description	Pricing Basis
	Augment multi-phase overhead service to underground supply (turret)	<p>A visit to a customer's premises during operational hours to disconnect and remove existing single span of multi-phase overhead service wire, and associated service fuses, and connect new multi-phase underground consumer mains to the fuses located in an existing TasNetworks turret or cabinet.</p> <p>The existing multi-phase overhead service wire will be removed and not reused.</p> <p>The customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.</p> <p>Customers also requiring the installation of an TasNetworks turret or cabinet will be required to follow TasNetworks' negotiated connection process and will have their charges determined in accordance with that process.</p> <p>This service requires a connection application.</p>	<ul style="list-style-type: none"> • Labour costs • Material costs • Overhead costs • Other
	Augment single phase overhead service to underground supply (pole)	<p>A visit to a customer's premises during operational hours to disconnect and remove existing single span of single phase overhead service wire, and associated service fuse, and connect new single phase underground consumer mains to a fuse located on a TasNetworks pole.</p> <p>The existing single phase overhead service wire will be removed and not re-used.</p> <p>The customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.</p> <p>This service requires a connection application.</p>	<ul style="list-style-type: none"> • Labour costs • Material costs • Overhead costs • Other



Service Group	Service Name	Description	Pricing Basis
	Augment multi-phase overhead service to underground supply (pole)	<p>A visit to a customer's premises during operational hours to disconnect and remove existing single span of multi-phase overhead service wire, and associated service fuses, and connect new multi-phase underground consumer mains to the fuses located on a TasNetworks pole.</p> <p>The existing multi-phase overhead service wire will be removed and not reused.</p> <p>The customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.</p> <p>This service requires a connection application.</p>	<ul style="list-style-type: none"> • Labour costs • Material costs • Overhead costs • Other
	Basic connection alteration – after hours	A visit to a customer's premises outside operational hours to perform basic connection alteration.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other
	Basic connection wasted visit	Site visit to provide basic connection service where the underground connection could not be completed due to issues at the site.	<ul style="list-style-type: none"> • Labour costs • Overhead costs • Other



Ancillary services – Quoted services

Quoted services are those services where the nature and scope of the service is specific to an individual customer's needs, and varies from customer to customer. The cost of providing the services cannot be estimated without first knowing the customer's specific requirements. It is not possible to set generic fixed fee in advance for these services. The charges for quoted services are based on the price caps on the labour costs as determined by the AER in its determination for TasNetworks' distribution business.

TasNetworks provides a range of non-standard services on a quoted basis including, but not limited to:

- removal or relocation of TasNetworks' assets at the request of a customer (for example, the Tasmanian Government) or third party;
- services that are provided at a higher standard than the standard service, due to a customer's request for TasNetworks to do so;
- provision of overhead and underground subdivision for developers;
- services that are provided through a non-standard process at a customer's request (for example, more frequent meter reading);
- networks safety services;
- customer vegetation defect works;
- premises connection services and extension;
- connection application services (other than those provided as ancillary services – fee based services);
- design work for a new connection;
- access permits, oversight and facilitation;
- notices of arrangement;
- network related property services;
- planned interruption – customer requested; and
- provision of training to third parties for network related access.