



Draft Decision

Electricity Distribution: Review of Excluded Distribution Services

September 2007

SUBMISSIONS

The Queensland Competition Authority (the Authority) considers public involvement to be an important element of its decision making processes. It therefore invites submissions from interested parties on this Draft Decision.

To facilitate the publication of submissions on the Authority's website, it is preferred if submissions are provided electronically by disk or email. Where this is not possible, written submissions are acceptable and should be sent to the address below. **Submissions, comments or inquiries regarding this paper should be directed to:**

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Submissions are due by no later than 19 October 2007.

Confidentiality

In the interests of transparency and to promote informed discussion, the Authority would prefer submissions to be made publicly available wherever this is reasonable. However, if a person making a submission does not want that submission to be public, that person should claim confidentiality in respect of the document (or any part of the document). Claims for confidentiality should be clearly noted on the front page of the submission and the relevant sections of the submission should be marked as confidential, so that the remainder of the document can be made publicly available. Again, it would also be appreciated if each version (that is, the complete version and another with confidential information removed) could be provided electronically (whether or not with a printed copy). Where it is unclear why a submission has been marked 'confidential', the status of the submission will be discussed with the person making the submission.

While the Authority will endeavour to identify and protect material claimed as confidential as well as exempt documents (within the meaning of the *Freedom of Information (FOI) Act 1989*), it cannot guarantee that submissions will not be made publicly available. As stated in s187 of the *Queensland Competition Authority Act 1997*, the Authority must take all reasonable steps to ensure the information is not disclosed without the person's consent, provided the Authority is satisfied that the person's belief is justified and that the disclosure of the information would not be in the public interest.

Public access to submissions

Subject to the above, submissions will normally be made available for public inspection at the Brisbane office of the Authority, or on its website at www.qca.org.au.

TABLE OF CONTENTS

	PAGE
1. OVERVIEW	1
2. BACKGROUND.....	2
3. PROPOSED EXCLUDED DISTRIBUTION SERVICES.....	4
4. FORM OF REGULATION TO APPLY TO EXCLUDED DISTRIBUTION SERVICES.....	5
5. DRAFT DECISION	7
APPENDIX A – CURRENT NON-DUOS SERVICES	8

1. OVERVIEW

The National Electricity Rules (the Rules) require the jurisdictional regulator (the Authority in the case of Queensland) to determine which distribution services are “prescribed distribution services” and which are “excluded distribution services”.

The Authority’s *Electricity Distribution: Determination of Prescribed Services* (September 2000) classified all services performed by a distribution network service provider (DNSP) that are associated with, or ancillary to, access to the network for the supply of electricity as prescribed services.

The provision of prescribed services underpins the build-up of costs upon which the DNSPs’ revenue caps were determined in 2001 and again in 2005.

Accordingly, the Authority’s 2005 Final Determination included costs associated with the provision of all prescribed services. The majority of these costs were associated with the provision of services via the distribution network (Distribution Use of System (DUOS) services). The remaining costs related to the provision of services ancillary to the main network services (non-DUOS services).

On 29 August 2007, the Authority amended its *Electricity Distribution: Determination of Prescribed Services* (September 2000) to allow the Authority to exclude a distribution service having regard to the criteria set out in section 6.2.4(a) of the Rules.

Consistent with the amended prescribed services determination and its responsibilities under the Rules, the Authority proposes to re-classify those non-DUOS services provided by Energex and Ergon Energy which are currently classified as prescribed distribution services, and included as such in setting the Energex and Ergon Energy revenue caps, as excluded distribution services.

This change will also require that the Authority remove the forecast revenue associated with these services from the existing revenue caps.

As provided for in the amended prescribed services determination, the exclusion of these non-DUOS services from the fixed revenue cap form of regulation does not exempt these services from regulation. Rather, the Authority proposes to apply a different form of regulation to these services.

The Authority proposes to adopt a three part framework for the regulation of excluded distribution services, incorporating:

- the application of broad pricing principles to the setting of prices for excluded distribution services, including the submission of Pricing Principles Statements by Energex and Ergon Energy outlining the method for calculating prices for excluded distribution services;
- an annual price approval process whereby the Authority will confirm that the approved Pricing Principles Statements have been applied by Energex and Ergon Energy in constructing the proposed prices for these services; and
- annual reporting to the Authority of excluded distribution services revenue and prices to ensure that actual prices are consistent with those approved.

2. BACKGROUND

Clause 6.2.4 of the Rules requires the jurisdictional regulator to determine which distribution services are “prescribed distribution services” and which are “excluded distribution services”.

Distribution services are defined under the Rules as:

“the services provided by a distribution system which are associated with the conveyance of electricity through the distribution system. Distribution services include entry services, distribution network use of system services and exit services.”

Prescribed distribution services are defined by the Rules as being:

“distribution services provided by distribution network assets or associated connection assets which are determined by the jurisdictional regulator as those which should be subject to economic regulation.”

Excluded distribution services are defined by the Rules as being:

“distribution services, the costs of and revenue for which are excluded from the revenue cap or price cap which applies to prescribed distribution services.”

In determining what constitutes prescribed and excluded services, the Rules (clause 6.2.4) require the Authority to have regard to:

- the principles for regulation of distribution service pricing described in clause 6.2.3;
- the extent of effective competition in the provision of the distribution service;
- whether sufficient competition exists to warrant the application of a regulatory approach which is more ‘light handed’ than the approach described in clause 6.2.5 (basically CPI minus X);
- the effectiveness of the form of economic regulation specified under clause 6.2.5 in achieving the efficiency objectives included in clause 6.2.2; and
- the form, if any, of that regulation.

Once defined, prescribed distribution services are to be subject to regulation under the Rules while excluded distribution services can be subject to a more light-handed regulatory approach.

The Authority’s *Electricity Distribution: Determination of Prescribed Services* (September 2000) classified all services performed by a DNSP that are associated with, or ancillary to, access to the network for the supply of electricity as prescribed services.

The provision of prescribed services underpins the build-up of costs upon which the DNSPs’ revenue caps were determined in 2001 and again in 2005.

Accordingly, the Authority’s 2005 Final Determination included costs associated with the provision of all prescribed services. The majority of these costs were associated with the provision of services via the distribution network (DUOS services). The remaining costs related to the provision of services ancillary to the main network services (non-DUOS services).

In 2005, these non-DUOS services accounted for less than 5 per cent of total revenue cap regulated revenue for both Energex and Ergon Energy.

In the Authority's 2005 Final Determination, non-DUOS distribution services were broadly classified as:

- recoverable works – services carried out at the request of customers, which would not otherwise have been required for the efficient management of the network;
- subdivision fees - services associated with the installation and construction of network services in a subdivision. An example of this service is the design of the actual network to be installed;
- temporary builders services - the temporary connection of building sites to the distribution network until such time as the construction of the facility is complete or until that structure is equipped with its own permanent supply; and
- re-energisation/de-energisation services – re-connection and dis-connection of customers from the energy network (for Ergon Energy only).

The individual non-DUOS services currently provided by Energex and Ergon Energy are listed at Appendix A.

In most cases, the prices associated with non-DUOS services are set by the DNSP (and approved by the Authority). However, in a few cases, maximum prices have been set by the Minister for Mines and Energy and incorporated into the Electricity Industry Code made under the *Electricity Act 1994*.

On 29 August 2007, the Authority amended its *Electricity Distribution: Determination of Prescribed Services* (September 2000). The amendment allows the Authority to determine a distribution service to be an excluded distribution service having regard to the criteria set out in section 6.2.4(a) of the Rules. Consistent with the Rules, the amendment also allows the Authority to choose to apply a more “light handed” form of regulation to excluded services.

3. PROPOSED EXCLUDED DISTRIBUTION SERVICES

At the time of the 2005 Final Determination, the Authority and the DNSPs considered that the inclusion of non-DUOS services within the revenue cap would not unduly affect DUOS tariffs - because the demand for non-DUOS services had been relative stable over time and there was no reason to suspect that this would change over the course of the regulatory period.

However, the sale of the retail arms of Energex and (much of) Ergon Energy, combined with the introduction of competition in the retail energy market, has changed the situation. Both distributors are anticipating that there will be a significant increase in the demand for non-DUOS services and, as a result, that the revenue earned from the provision of these services will also increase significantly.

Under the current revenue cap arrangements, DUOS prices would have to be held artificially low in order to balance the unexpectedly higher level of non-DUOS revenue. In effect, non-DUOS services would be subsidising DUOS services. This would be an unintended (and undesirable) outcome of the Authority's decision to apply a fixed revenue cap form of regulation and the introduction of full retail competition.

Non-DUOS services are requested and paid for by customers on an individual fee for service basis. Given the current uncertainty regarding demand for non-DUOS services, the most appropriate form of regulation that would permit DNSPs' to recover the costs associated with providing these services, while ensuring value for money for customers, is to regulate prices rather than revenue.

In light of these new issues, the Authority considers that non-DUOS services would be more appropriately regulated as excluded distribution services outside the constraints of the revenue cap form of regulation.

Having regard to clause 6.2.4(a) and (b) of the Rules, the Authority therefore proposes that those distribution services classified as non-DUOS services (and currently included in the Energex and Ergon Energy revenue caps) be deemed to be excluded distribution services from 1 July 2007. The full list of affected services for Energex and Ergon Energy is provided at Appendix A.

As the revenue caps set for the current regulatory period incorporate forecast revenue associated with the provision of non-DUOS services, the Authority will remove that forecast revenue from the existing revenue caps should it proceed with the proposal to exclude non-DUOS services. The resultant revenue caps for Energex and Ergon Energy would be based solely on the provision of DUOS services.

4. FORM OF REGULATION TO APPLY TO EXCLUDED DISTRIBUTION SERVICES

The proposal to exclude non-DUOS services from the fixed revenue cap form of regulation does not mean these services will be exempted from any form of regulation. Rather, consistent with the Rules, the Authority proposes to apply a different form of regulation to these services.

In this regard, under the Rules (section 6.2.4), the Authority may regulate excluded distribution services by applying a more “light-handed” form of regulation than that applying to prescribed distribution services. The form of that “light-handed” regulation is not specified in the Rules.

The Authority proposes to apply the following form of regulation to the non-DUOS services listed in Appendix A:

- application of broad pricing principles and submission of Pricing Principles Statements by the distributors;
- annual price approval; and
- annual reporting of excluded services revenue and prices.

Broad Pricing Principles

The Authority proposes that prices for excluded distribution services should be set consistent with the following broad pricing principles:

- prices should be cost-reflective, with costs allocated to the excluded service in accordance with the approved Cost Allocation Methods and Procedures; and
- prices should be subsidy-free, economically efficient and reflect current industry practices and costs.

The Authority proposes that the DNSPs publicly disclose the method to be used to determine prices for excluded distribution services in their (Authority approved) Pricing Principles Statements.

This information should allow the Authority and customers to understand the derivation of prices for excluded distribution services and should include a full description of each service provided, associated terms and conditions, details of the pricing methodology and details of the pricing principles applied in deriving prices (consistent with the broad pricing principles outlined above).

Annual Price Approval

The Authority already approves distribution prices annually and DNSP’s will be required to submit proposed prices for excluded distribution services as part of that same annual price approval process.

The DNSP will have to provide prices for each excluded service. Where a service is a non-standard service (charged on a case-by-case basis), the DNSP will have to provide indicative prices based on a number of typical service configurations and the primary cost drivers for those services.

Consistent with the current pricing approval process for DUOS prices, the DNSPs will be required to include information on excluded services as part of the current “Pricing Submission Document” which is provided to the Authority to demonstrate that the proposed prices for

services are consistent with the DNSP's Pricing Principles Statement. This should include details of each excluded service (including non-standard services) and the derivation of its associated price, including costs of service provision and details of changes to any previous prices, including an explanation of variations in price from previous periods. The cost of service provision information should include details of all costs, including: labour rates; materials; overhead rates; and any allocated costs (provided on a confidential basis if necessary).

The Authority will only approve an excluded services price where it is satisfied that this complies with the approved Pricing Principles Statement.

As for DUOS services, any change to an approved price for an excluded distribution service within the regulatory year will have to be approved by the Authority prior to the new price being implemented.

Annual reporting of excluded services revenue and prices

The Authority already collects annual financial information from both distributors in relation to their business activities and will gather information on excluded services as part of that existing process.

The Authority will include information on excluded services in its annual Financial and Service Quality Performance reports. This will include information on revenue generated from excluded services during the preceding year and an assessment of the average price paid for each type of non-standard service. Where these prices differ significantly from the indicative prices for non-standard services, a DNSP will be required to provide an explanation to the Authority.

5. DRAFT DECISION

The Authority's Draft Decision is as follows:

- Consistent with the recent amendment to the Authority's *Electricity Distribution: Determination of Prescribed Services* (September 2000), those non-DUOS services, currently classified as prescribed distribution services and included in the Energex and Ergon Energy revenue caps, be re-classified as excluded distribution services with effect from 1 July 2007. The proposed non-DUOS services to be excluded are listed in Appendix A.
- The forecast revenue associated with these services be excluded from the existing revenue caps.
- Excluded distribution services be subject to a three part framework of light-handed regulation, incorporating:
 - the application of broad pricing principles and the submission of Pricing Principles Statements by Energex and Ergon Energy outlining the calculation of prices for excluded distribution services;
 - an annual price approval process whereby the Authority confirms that the approved Pricing Principles Statements have been applied by Energex and Ergon Energy in constructing the proposed prices for excluded services; and
 - annual reporting to the Authority of excluded distribution services revenue and prices to ensure that actual prices are consistent with those approved.

APPENDIX A – CURRENT NON-DUOS SERVICES

Table xx: Energex Non-DUOS Services

<i>Service</i>	<i>Service Description</i>
Additions and Alterations	
Exchange Meter - No CT	Exchange of one meter for another.
Exchange Meter - CT	Exchange of one meter for another.
Install Meter - after hours (No CT)	Installation of a new meter(s) (except for a hot water meter).
Install Meter - after hours (CT)	Installation of a new meter(s) (except for a hot water meter).
Install Meter - anytime (No CT)	Installation of a new meter(s) (except for a hot water meter).
Install Meter - anytime (CT)	Installation of a new meter(s) (except for a hot water meter).
Move Meter - No CT	Meter requires relocation.
Move Meter - CT	Meter requires relocation.
Overhead Service Replacement, Single phase – 1 visit	To recover and replace an existing overhead service at customer's request. No material change to load.
Overhead Service Replacement , Two phase – 1 visit	To recover and replace an existing overhead service at customer's request. No material change to load.
Overhead Service Replacement , Three phase– 1 visit	To recover and replace an existing overhead service at customer's request. No material change to load.
Overhead Service Replacement , Single phase– 2 visit	To recover and replace an existing overhead service at customer's request. No material change to load.
Overhead Service Replacement , Two phase – 2 visit	To recover and replace an existing overhead service at customer's request. No material change to load.
Overhead Service Replacement , Three phase – 2 visit	To recover and replace an existing overhead service at customer's request. No material change to load.
Relocation of Egx Assets at Customer Request	Where ENERGEX assets are moved at customer's request.
Callout charge	
Attending Loss of Supply - Customer's Installation at Fault	ENERGEX attended customer's trouble call during business hours and found fault in customer's installation (includes tripped safety switch, internal fault, customer overload, etc).
Miscellaneous	
Temporary LV Service Disconnection - No Dismantling – Business Hours	Temporary disconnection and reconnection of supply at the service fuse to allow customer or contractor to work close - no dismantling of service required.
Temporary LV Service Disconnection - Physical Dismantling – Business Hours	Temporary disconnection and reconnection of supply to allow customer or contractor to work close - the service will be physically dismantled or disconnected (eg Overhead Service dropped).
Temporary HV Service Disconnection – Business Hours	Temporary disconnection and reconnection of supply to allow customer or contractor to work close - High Voltage Switching and access is required.
Temporary LV Service Disconnection - No Dismantling – After Hours	Temporary disconnection and reconnection of supply at the service fuse to allow customer or contractor to work close - no dismantling of service required.
Temporary LV Service Disconnection - Physical Dismantling –After Hours	Temporary disconnection and reconnection of supply to allow customer or contractor to work close - the service will be physically dismantled or disconnected (eg Overhead Service dropped).
Temporary HV Service Disconnection – After Hours	Temporary disconnection and reconnection of supply to allow customer or contractor to work close - High Voltage Switching and access is required.
Provision of old billing data	Provision of old billing data to customers or retailers
Upgrade from OH to UG Service	Customer requested conversion of existing overhead service to underground service

Service	Service Description
Provision of Load Profile Data where available	Provision of Load Profile Data where available on request by retailer
Wasted Truck Visit	Installation is not ready for connection on or after the date nominated by the Electrical Contractor on the Form 2.
Coverage of low voltage mains (eg tiger tails)	Charge where customer requests the line close to a construction site be physically covered to prevent risk of electrocution
Additional crew	Where additional crew is required at a service call for health, safety or security reasons
Specification Fees	Fee for service when Energex prepares and issues specifications for customer extension works
Rectification of illegal connections	Charges for work required as a consequence of illegal connections resulting to damage to the network
Emergency recoverable works	Charges for work carried out by Energex as a result of emergency or third party action
Conversion to aerial bundled cables	Bundling of cables which is carried out at the request of another party
Provision of reactive power	Charges for the provision or receipt of reactive power and energy to and from a connection point
Locating ENERGEX underground cables	Customer requests assistance in locating ENERGEX's underground cables.
Additional Charge - Comms	Additional time required for any service provided to a connection point where communications have been installed
Recharge GSL to Retailer	Where ENERGEX must pay a GSL to a customer which arises due to mis-information provided by a retailer
De-energisation	
Pillar box, Pit or Pole Top - No CT (business hours only)	De-energisation by a physical disconnection of the service mains at the connection to the network.
Pillar box, Pit or Pole Top - CT (business hours only)	De-energisation by a physical disconnection of the service mains at the connection to the network.
Pillar-Box Pit Or Pole-Top (Non-Payment) - No CT (business hours only)	De-energisation by a physical disconnection of the service mains at the connection to the network for non-payment.
Pillar-Box Pit Or Pole-Top (Non-Payment) – CT (business hours only)	De-energisation by a physical disconnection of the service mains at the connection to the network for non-payment.
Remove Fuse - No CT (business hours only)	De-energisation at the fuse or meter.
Remove Fuse - CT (business hours only)	De-energisation at the fuse or meter.
Remove Fuse (Non-Payment) - No CT (business hours only)	De-energisation at the fuse or meter as part of a non-payment process.
Remove Fuse (Non-Payment) - CT (business hours only)	De-energisation at the fuse or meter as part of a non-payment process.
De-energisation requiring planned notification (less than 10 customers)	ENERGEX is requested by a retailer to reconnect or disconnect a customer within a multiple premises compound. Works can only be completed at switchboard and may require notice to all occupants of planned outage.
De-energisation requiring planned notification (more than 10 customers)	ENERGEX is requested by a retailer to reconnect or disconnect a customer within a multiple premises compound. Works can only be completed at switchboard and may require notice to all occupants of planned outage.
De-energisation by sticker (business hours only)	De-energisation where Energex stickers the meter.
Design Fee/Deposit	
Provision of Detailed Design Estimate for Customer Requested Extension/Connection	Applies to customers who have received a preliminary estimate for extension or connection works and seek a detailed estimate/quotation.

<i>Service</i>	<i>Service Description</i>
Meter Investigation	
Meter Test - No CT (business hours only)	Check that the metering installation is accurately measuring the energy consumed.
Meter Test – CT (business hours only)	Check that the metering installation is accurately measuring the energy consumed.
Meter Reconfiguration	
Change Tariff - No CT	Changes to tariff that requires meter reprogramming (except for controlled load timing changes).
Change Tariff - CT	Changes to tariff that requires meter reprogramming (except for controlled load timing changes).
Change Timeswitch - No CT	Changing timeswitch settings.
Change Timeswitch - CT	Changing time switch settings.
Metering	
MDP Services - Higher Standard	Collection, processing and transfer of higher standard energy data for customers than would otherwise be provided - retailer requested
New Connection	
U/G Permanent Supply – No CT - after hours	Supply location is expected to be the final location.
U/G Permanent Supply –CT – after hours	Supply location is expected to be the final location.
O/H Permanent Supply – No CT - after hours	Supply location is expected to be the final location.
O/H Permanent Supply –CT – after hours	Supply location is expected to be the final location.
O/H Permanent Supply – No CT - anytime	Supply location is expected to be the final location.
O/H Permanent Supply –CT – anytime	Supply location is expected to be the final location.
U/G Permanent Supply – No CT - anytime	Supply location is expected to be the final location.
U/G Permanent Supply –CT – anytime	Supply location is expected to be the final location.
Temporary Connection – No CT – business hours	Supply location is expected to be removed at a later date.
Temporary Connection –CT – business hours	Supply location is expected to be removed at a later date.
Temporary Connection – No CT – after hours	Supply location is expected to be removed at a later date.
Temporary Connection –CT – after hours	Supply location is expected to be removed at a later date.
Temporary Connection – No CT – anytime	Supply location is expected to be removed at a later date.
Temporary Connection –CT – anytime	Supply location is expected to be removed at a later date.
Temporary in Permanent – No CT – after hours	Temporary connections at the permanent supply location.
Temporary in Permanent –CT – after hours	Temporary connections at the permanent supply location.
Temporary in Permanent – No CT – anytime	Temporary connections at the permanent supply location.
Temporary in Permanent –CT – anytime	Temporary connections at the permanent supply location.
Re-energisation	
Re-Energisation after Disconnection for Non-Payment - Business Hours (No CT)	Re-energisation after disconnection as part of a non-payment process.

<i>Service</i>	<i>Service Description</i>
Re-Energisation after Disconnection for Non-Payment - Business Hours (CT)	Re-energisation after disconnection as part of a non-payment process.
Re-Energisation after Disconnection for Non-Payment - After Hours (No CT)	Re-energisation after disconnection as part of a non-payment process.
Re-Energisation after Disconnection for Non-Payment - After Hours (CT)	Re-energisation after disconnection as part of a non-payment process.
Re-Energisation after Disconnection for Non-Payment - Anytime (No CT)	Re-energisation after disconnection as part of a non-payment process.
Re-Energisation after Disconnection for Non-Payment - Anytime (CT)	Re-energisation after disconnection as part of a non-payment process.
Re-Energisation after Disconnection for Non-Payment (Visual) - Business Hours (No CT)	Re-energisation after disconnection as part of a non-payment process.
Re-Energisation after Disconnection for Non-Payment (Visual) - Business Hours (CT)	Re-energisation after disconnection as part of a non-payment process.
Re-Energisation after Disconnection for Non-Payment (Visual) - After Hours (No CT)	Re-energisation after disconnection as part of a non-payment process.
Re-Energisation after Disconnection for Non-Payment (Visual) - After Hours (CT)	Re-energisation after disconnection as part of a non-payment process.
Re-Energisation after Disconnection for Non-Payment (Visual) - Anytime (No CT)	Re-energisation after disconnection as part of a non-payment process.
Re-Energisation after Disconnection for Non-Payment (Visual) - Anytime (CT)	Re-energisation after disconnection as part of a non-payment process.
Re-Energisation (Visual) - Business Hours (No CT)	Re-energisation
Re-Energisation a (Visual) - Business Hours (CT)	Re-energisation
Re-Energisation (Visual) - After Hours (No CT)	Re-energisation
Re-Energisation (Visual) - After Hours (CT)	Re-energisation
Re-Energisation (Visual) - Anytime (No CT)	Re-energisation
Re-Energisation (Visual) - Anytime (CT)	Re-energisation
Re-Energisation for Read required	Re-Energisation for Read required
New Reading Required following retro move in request	Retailer wants a reading taken, rather than a deemed meter reading (refer 2.12.6.a).
Retrospective Move-in	Retailer requires a move-in reading for an already Energised Site.
Special Read	
Meter Check Read	Reported error in the meter reading. This is used to check the accuracy of the meter reading only. If Retailer requires anything more than a reading (e.g. verification of meter number, number of dials etc) a Meter Investigation Request should be issued.
Streetlighting works	
Standard Luminaries Glare Screening - Internal	Supply and installation of internal streetlight baffle. Internal Baffle for the B2223, B2224 and Nostalgia/Avenue (decorative) fittings.
Adhesive Luminaries Glare Screening	Supply and installation of Internal Adhesive Shield (Kits: Minor - SC 18050, Major - SC 18051)

<i>Service</i>	<i>Service Description</i>
Unique Luminaries Glare Screening - External	Supply and installation of external streetlight shield
Replacement of standard Luminaries with Aeroscreen units (per streetlight)	Replacement of existing streetlight luminaries with aeroscreen low glare luminaries.
Supply Abolishment	
Supply Abolishment - Simple	Retailer requests the Service Provider to abolish supply at a given Connection Point.
Supply Abolishment - Complex	Retailer requests the Service Provider to abolish supply at a given Connection Point.
Unmetered Supply	
Unmetered Supply Connection - connection point not available	Connection of unmetered approved equipment to the network where no connection point exists (ie underground mains) (category 2).
Unmetered Supply Disconnection	Recovery of connection to unmetered approved equipment
Temporary Unmetered Supply	Temporary connection of unmetered approved equipment to an existing low voltage supply at a pole or an underground pillar, eg caravans, Defence Forces Recruiting, Blood Bank, etc

Table xx: Ergon Energy Non-DUOS Services

<i>Service</i>	<i>Service Description</i>
New Connections	
Temporary Builders Supply, not in permanent position- single phase metered - business hours	Connection of supply to a meter location that is not permanent
Temporary Builders Supply not in permanent position - multi phase metered - business hours	Connection of supply to a meter location that is not permanent
Revisit to customer's installation during business hours	Customer has submitted Form A and the Retailer a Service Order Request, but installation is not ready on arrival at site - business hours
Re-energisations	
Re-energisation during business hours	Re-energisation commenced during business hours
Re-energisation after hours	Re-energisation commenced after business hours
De-energisations	
De-energisation during business hours	De-energisation commenced during business hours
De-energisation after hours	De-energisation commenced after business hours
Additions and Alterations	
Move the meter	Relocate meter from current position. No change of service point
Provision, installation and maintenance of meters beyond minimum requirements at customer request	Provision of meters above the minimum regulatory requirements
Prepayment Meters at customer request	Installation of pre-payment meters on request - see notified prices for conditions.
Removal of a meter	Removal of a meter at retailer request. No re-wiring required
Removal of load control device	Remove relay or time clock
Meter exchange at request of retailer	Like for like meter exchange unless not allowed through regulation.
Temporary De-energisation single visit during business hours - no dismantling	Temporary de-energisation and re-energisation of supply at the service fuse to allow customer or contractor to work close - no dismantling of service required (i.e. no service line drop). Typically 1 hour or less on site
LV Service line drop and replace in single visit during business hours - physical dismantling	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - the service will be physically dismantled or disconnected (eg Overhead Service dropped). Typically 1

Service	Service Description
	hour or less on site
HV Service line drop and replace in single visit during business hours	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - High Voltage Switching and access is required.
HV Service line drop and replace in single visit after hours	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - High Voltage Switching and access is required.
Temporary de-energisation two visits during business hours (same day)- no dismantling	Temporary de-energisation and re-energisation of supply at the service fuse to allow customer or contractor to work close - no dismantling of service required (i.e. no service line drop).
LV Service line drop and replace two visits during business hours (same day) - physical dismantling	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - the service will be physically dismantled or disconnected (eg Overhead Service dropped).
LV Service line drop and replace two visits after hours (same day) - physical dismantling	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - the service will be physically dismantled or disconnected (eg Overhead Service dropped).
Relocation of point of attachment of service (single visit) - single/multi phase during business hours	de-energisation followed by physical dismantling following by reattachment of service and re-energisation. Typically one hour or less on site.
Relocation of point of attachment of service (two visits)- single/multi phase during business hours	de-energisation followed by physical dismantling following by reattachment of service and re-energisation
Special Meter Reads	
Special meter read	During business hours
Meter check read	During business hours
Meter Reconfiguration	
Reprogram Card Meters	Attend and re-program card meters to reflect retail tariffs outside scheduled visit
Meter Investigation	
Meter test (whole current only)	Meter test by EECL for EECL meters only - only available where meter installed and operational.
Meter test (CT/VT)	Meter test by EECL for EECL meters only- only available where meter installed and operational.
Supply Abolishment	
Supply Abolishment during business hours	Decommissioning of a NMI and associated metering. May be used where a property is to be demolished, supply is no longer required or an alternative connection point is to be used and redundant supply removed
Other Services	
Provision of service during business hours requiring one person crew	For example safety observer, installation inspection, query tariff, revenue protection activity - business hours
Provision of service after hours, requiring one person crew	For example safety observer, installation inspection, query tariff, revenue protection activity - after hours
Provision of service during business hours requiring two person crew	For example - tree trimming, switching - business hours
Provision of service after hours requiring two person crew	For example - tree trimming, switching - after hours
Wasted truck visit	Retailer cancels service order after truck has left the depot but before the service is completed
Provision of metering data above minimum requirements	
Provision of time of use metering data	Provision of half hourly data on request
Provision of historical metering data	Request for historical data more than previous 2 years on request.
Restoration of supply required due to customer action, during business hours	For example, service fuse replacement or restoration of loss of supply caused by the customer's installation - business hours
Restoration of supply required due to	For example, service fuse replacement or restoration of loss of supply

<i>Service</i>	<i>Service Description</i>
customer action, after hours	caused by the customer's installation - after hours
Voltage and Load Check during business hours, no EECL fault found	voltage and load check - not EECL fault
Voltage and Load Check after hours, no EECL fault found	voltage and load check - not EECL fault
Overhead service upgrade - no change to load	
Underground service upgrade - no change to load	
High Load Escort - network service	Request by customer to connect and reconnect to the distribution network and lift wires to allow a high load vehicle through the most appropriate corridor
Erection of extra poles (only on customer's installation)	Customer requested erection of extra poles
Higher reliability or quality of supply	Customer requested increase in reliability or quality of supply beyond the standard
Tiger tails	Installation and removal of tiger tails
Conversion of aerial bundled cables	
Rectification of illegal connections	
Other recoverable works	Customer requested services that would not otherwise have been required for the efficient management of the network or covered by another service
Subdivision Fees	
Project Fees	