



Final Decision

Electricity Distribution: Review of Excluded Distribution Services

December 2007

TABLE OF CONTENTS

	PAGE
1. OVERVIEW	1
2. INTRODUCTION.....	2
3. EXCLUDED DISTRIBUTION SERVICES	5
4. FORM OF REGULATION TO APPLY TO EXCLUDED DISTRIBUTION SERVICES.....	6
5. SUBMISSIONS.....	8
6. THE AUTHORITY’S FINAL DECISION	10
APPENDIX A – EXCLUDED DISTRIBUTION SERVICES.....	11

1. OVERVIEW

The National Electricity Rules (the Rules) require the jurisdictional regulator to determine which distribution services are “prescribed distribution services” and which are “excluded distribution services”. Once determined, 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 distribution network service provider that are associated with, or ancillary to, access to the network for the supply of electricity, as prescribed services. This classification of services underpinned the build-up of costs upon which the distributors’ revenue caps were determined in 2001 and again in 2005.

The majority of these costs were associated with the provision of services via the distribution network (DUOS services), while the remainder related to the provision of services ancillary to the main network services (non-DUOS services).

On 29 August 2007, the Authority amended its Prescribed Services Determination to allow 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. As provided for in the Rules, the amendment also allows the Authority to choose to apply a more “light-handed” form of regulation to excluded services.

In September 2007, the Authority released a Draft Decision which proposed to re-classify those non-DUOS services currently provided by Energex and Ergon Energy as excluded distribution services.

The Authority proposed 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, and publication by the Authority, of excluded distribution services revenue and prices to ensure that actual prices are consistent with those approved.

The Authority received four submissions in response to its Draft Decision. These submissions were generally supportive of the Authority’s proposals. However, they also raised some questions, particularly regarding the precise detail of some services, which have led to some changes to the listing of excluded prescribed services included in Appendix A.

The Authority’s Final Decision is to reclassify the services listed at Appendix A as excluded services and to apply the regulatory framework outlined above to those services. Following release of this Final Decision, the Authority will determine an appropriate adjustment to the existing revenue caps for Energex and Ergon Energy to reflect the costs associated with the services now excluded from the revenue caps.

2. INTRODUCTION

Clause 6.2.4 of the National Electricity Rules (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 for:

- 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 distribution network service provider (DNSP) that are associated with, or ancillary to, access to the network for the supply of electricity as prescribed services.

This classification of prescribed services underpinned the build-up of costs upon which the DNSPs’ revenue caps were determined in 2001 and again in 2005.

Accordingly, the Authority’s *Final Determination: Regulation of Electricity Distribution* (April 2005) 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 the 2005 Determination, the annual forecast revenue associated with non-DUOS services was less than 5 per cent of the total 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 services – 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 – reconnection and disconnection of customers from the energy network (for Ergon Energy only).

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, a cap has been placed on prices by the Minister for Mines and Energy and these maximum prices have been incorporated into Schedule 4 of 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. As provided for in the Rules, the amendment also allows the Authority to choose to apply a more “light-handed” form of regulation to excluded services.

In September 2007, the Authority released a Draft Decision which proposed to re-classify non-DUOS services provided by Energex and Ergon Energy as excluded distribution services.

As provided for in the amended prescribed services determination, the exclusion of these non-DUOS services from the fixed revenue cap form of regulation would not exempt these services from regulation. Rather, the Authority's Draft Decision proposed to apply a different form of regulation to these services.

The Authority proposed 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.

In response to its Draft Decision, the Authority received submissions from Energex, Ergon Energy, TRUenergy and Origin Energy. In preparing this Final Decision, the Authority has considered the issues raised in those submissions.

3. 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 are 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 has therefore determined that those distribution services classified as non-DUOS services, and currently included in the Energex and Ergon Energy revenue caps, are to be excluded distribution services from 1 July 2007. The full list of these excluded distribution 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 these services, the Authority will remove that forecast revenue from the existing revenue caps. In doing so, the Authority will ensure that any such revenue reflects the full costs associated with the provision of those services. The resultant revenue caps for Energex and Ergon Energy will then be based solely on the provision of DUOS services.

4. FORM OF REGULATION TO APPLY TO EXCLUDED DISTRIBUTION SERVICES

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. SUBMISSIONS

In response to its Draft Decision, the Authority received submissions from Energex, Ergon Energy, TRUenergy and Origin Energy. The submissions generally supported the Authority's proposals.

Energex supported the Authority's proposal to reclassify non-DUOS services and the proposed three-part regulatory framework to apply to these excluded services. Energex did express some concern about the potential use of commercially-sensitive information that would be provided to the Authority. However, the Authority is accustomed to handling confidential material and its obligations under the *Queensland Competition Authority Act 1997* and the Rules provide adequate safeguards.

Ergon Energy supported the Authority's Draft Decision and noted that the re-classification of non-DUOS services would provide it with an opportunity to send appropriate pricing signals to the users of these services in an environment of full retail competition. Ergon Energy also noted that the Authority's proposed approach was consistent with the treatment of these services in other Australian jurisdictions.

TRUenergy and Origin Energy offered broad support for the Authority's Draft Decision, but sought clarification on some issues, as discussed below.

TRUenergy and Origin Energy queried the relationship between proposed excluded distribution services for Energex listed in Appendix A of the Draft Decision and services covered by Schedule 4 of the Electricity Industry Code:

- Appendix A to this Final Decision includes cross-referencing to Schedule 4 services.

Origin Energy questioned the inclusion of "Recharge GSL (Guaranteed Service Level) to Retailer" in Energex's list of excluded services, noting that this was a matter for the retailer and distributor to negotiate:

- the service has been removed from the list of excluded distribution services included in Appendix A.

Origin Energy suggested that "Provision of old billing data" should be aligned with the Electricity Industry Code requirements:

- this service has renamed "Provision of metering data above minimum regulatory requirement" with a revised service description of "Provision of metering data by Energex beyond its regulatory requirements as a Meter Data Provider".

Origin Energy questioned the inclusion by both Ergon Energy and Energex of installation of a meter as an excluded distribution services:

- Ergon Energy confirmed that this item referred to the installation of a meter above minimum regulatory requirements at the request of a retailer/customer and that the installation of a standard meter would remain classified as a DUOS service; and
- Energex also noted that the installation of a standard meter would remain a DUOS service and there would be no specific user pay charge for this activity during business hours. However, Energex noted that the "Install Meter" services listed under the Alterations and Additions sub-heading in Appendix A related to specific requests by customers to install the meter either "After Hours" or as a priority "Anytime" and that

the price applied for these service only represented the incremental cost above the cost of providing this service during business hours.

Origin Energy also sought clarification of the categories of services Energex included under the heading of ‘re-energisation’ in the Draft Decision:

- Energex indicated that it had aligned its services to be consistent with service order types and sub-types under the standardised national B2B procedures. In order to clarify the intended services, Energex suggested that the services and service descriptions be amended as follows:
 - “New Reading Required for Move-In” with an accompanying service description “Meter read on an already energised site prior to occupation of the premises by the customer”;
 - “New Reading Required for Retrospective Move-In” with an accompanying service description “Meter read on an already energised site, following initial occupation of the premises by the customer”; and
 - “Retrospective Move-in” with an accompanying service description “Meter read provided on an already energised site, based on a read conducted within the previous six weeks, following initial occupation of the premises by the customer”.

While accepting that an adjustment would be required to the existing revenue caps, Origin Energy queried the level of costs that might be attributed to excluded distribution services, noting that the Draft Decision referred to less than 5 per cent of regulated revenue being affected. However, the purpose of this Decision is to identify the services that may be affected and to establish the principle that an adjustment will be required to the existing revenue caps in order to leave Energex and Ergon Energy no better or worse off. The reference to less than 5 per cent of regulated revenue was provided to give interested parties an indication of the order of magnitude of costs. The actual amount of the adjustment will be determined by the Authority once the range of affected services is decided.

Origin Energy also supported the Authority’s proposed form of regulation but raised some issues of detail relating to the pricing of excluded services. However, as noted previously, the Authority already approves prices for these services within the existing regime and this process will continue regardless of the reclassification of the services.

6. THE AUTHORITY'S FINAL DECISION

Having released a Draft Decision and considered the submissions received in response to it, the Authority's Final 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 are to be re-classified as excluded distribution services with effect from 1 July 2007. They are detailed at Appendix A.
- The forecast revenue associated with these services will be excluded from the existing revenue caps.
- Excluded distribution services will 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, and publication by the Authority, of excluded distribution services revenue and prices to ensure that actual prices are consistent with those approved.

APPENDIX A – EXCLUDED DISTRIBUTION SERVICES

Table 1: Energex Excluded Distribution Services

See Table 3 for cross-reference key to Schedule 4 services

<i>Service</i>	<i>Service Description</i>	<i>Schedule 4 Service</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 Energex 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 (e.g. 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.	

<i>Service</i>	<i>Service Description</i>	<i>Schedule 4 Service</i>
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 (e.g. 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 metering data above minimum regulatory requirements	Provision of metering data by Energex beyond its regulatory requirements as a Meter Data Provider.	
Upgrade from overhead to underground service	Customer requested conversion of existing overhead service to underground service.	
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 (e.g. 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 - Communications	Additional time required for any service provided to a connection point where communications have been installed.	
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.	C
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.	C
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.	C
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.	C
Remove Fuse - No CT (business hours only)	De-energisation at the fuse or meter.	C
Remove Fuse - CT (business hours only)	De-energisation at the fuse or meter.	C
Remove Fuse (Non-Payment) - No CT (business hours only)	De-energisation at the fuse or meter as part of a non-payment process.	C
Remove Fuse (Non-Payment) - CT (business hours only)	De-energisation at the fuse or meter as part of a non-payment process.	C

<i>Service</i>	<i>Service Description</i>	<i>Schedule 4 Service</i>
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.	C
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.	C
De-energisation by sticker (business hours only)	De-energisation where Energex stickers the meter.	C
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.	
Meter Investigation		
Meter Test - No CT (business hours only)	Check that the metering installation is accurately measuring the energy consumed.	B
Meter Test – CT (business hours only)	Check that the metering installation is accurately measuring the energy consumed.	B
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 Time switch - No CT	Changing time switch settings.	
Change Time switch - 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.	H
Temporary Connection – CT – business hours	Supply location is expected to be removed at a later date.	H

<i>Service</i>	<i>Service Description</i>	<i>Schedule 4 Service</i>
Temporary Connection – No CT – after hours	Supply location is expected to be removed at a later date.	H
Temporary Connection – CT – after hours	Supply location is expected to be removed at a later date.	H
Temporary Connection – No CT – anytime	Supply location is expected to be removed at a later date.	H
Temporary Connection – CT – anytime	Supply location is expected to be removed at a later date.	H
Temporary in Permanent – No CT – after hours	Temporary connections at the permanent supply location.	H
Temporary in Permanent – CT – after hours	Temporary connections at the permanent supply location.	H
Temporary in Permanent – No CT – anytime	Temporary connections at the permanent supply location.	H
Temporary in Permanent – CT – anytime	Temporary connections at the permanent supply location.	H
Re-energisation		
Re-energisation after Disconnection for Non-Payment - Business Hours (No CT)	Re-energisation after disconnection as part of a non-payment process.	D
Re-energisation after Disconnection for Non-Payment - Business Hours (CT)	Re-energisation after disconnection as part of a non-payment process.	D
Re-energisation after Disconnection for Non-Payment - After Hours (No CT)	Re-energisation after disconnection as part of a non-payment process.	E
Re-energisation after Disconnection for Non-Payment - After Hours (CT)	Re-energisation after disconnection as part of a non-payment process.	E
Re-energisation after Disconnection for Non-Payment - Anytime (No CT)	Re-energisation after disconnection as part of a non-payment process.	E
Re-energisation after Disconnection for Non-Payment - Anytime (CT)	Re-energisation after disconnection as part of a non-payment process.	E
Re-energisation after Disconnection for Non-Payment (Visual) - Business Hours (No CT)	Re-energisation after disconnection as part of a non-payment process.	D
Re-energisation after Disconnection for Non-Payment (Visual) - Business Hours (CT)	Re-energisation after disconnection as part of a non-payment process.	D
Re-energisation after Disconnection for Non-Payment (Visual) - After Hours (No CT)	Re-energisation after disconnection as part of a non-payment process.	E
Re-energisation after Disconnection for Non-Payment (Visual) - After Hours (CT)	Re-energisation after disconnection as part of a non-payment process.	E
Re-energisation after Disconnection for Non-Payment (Visual) - Anytime (No CT)	Re-energisation after disconnection as part of a non-payment process.	E
Re-energisation after Disconnection for Non-Payment (Visual) - Anytime (CT)	Re-energisation after disconnection as part of a non-payment process.	E
Re-energisation (Visual) - Business Hours (No CT)	Re-energisation	F
Re-energisation (Visual) - Business Hours (CT)	Re-energisation	F

<i>Service</i>	<i>Service Description</i>	<i>Schedule 4 Service</i>
Re-energisation (Visual) - After Hours (No CT)	Re-energisation	G
Re-energisation (Visual) - After Hours (CT)	Re-energisation	G
Re-energisation (Visual) - Anytime (No CT)	Re-energisation	G
Re-energisation (Visual) - Anytime (CT)	Re-energisation	G
New Reading Required for Move-In	Meter read on an already energised site prior to occupation of the premises by the customer.	A
New Reading Required for Retrospective Move-In	Meter read on an already energised site, following initial occupation of the premises by the customer.	A
Retrospective Move-in	Meter read provided on an already energised site, based on a read conducted within the previous six weeks, following initial occupation of the premises by the customer.	A
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.	A
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).	
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 (i.e. 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, e.g. caravans, Defence Forces Recruiting, Blood Bank, etc.	

Table 2: Ergon Energy Excluded Distribution Services

See Table 3 for cross-reference key to Schedule 4 services

<i>Service</i>	<i>Service Description</i>	<i>Schedule 4 Service</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.	H
Temporary Builders Supply not in permanent position - multi phase metered - business hours	Connection of supply to a meter location that is not permanent.	H
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.	I
Re-energisations		
Re-energisation during business hours	Re-energisation commenced during business hours.	D/F
Re-energisation after hours	Re-energisation commenced after business hours.	E/G
De-energisations		
De-energisation during business hours	De-energisation commenced during business hours.	C
De-energisation after hours	De-energisation commenced after business hours.	C
Additions and Alterations		
Move the meter	Relocate meter from current position. No change of service point.	I
Provision, installation and maintenance of meters beyond minimum requirements at customer request	Provision of meters above the minimum regulatory requirements.	
Pre-payment 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.	I
Removal of load control device	Remove relay or time clock.	I
Meter exchange at request of retailer	Like for like meter exchange unless not allowed through regulation.	I
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 (e.g. Overhead Service dropped). Typically 1 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	Temporary de-energisation and re-energisation of	

<i>Service</i>	<i>Service Description</i>	<i>Schedule 4 Service</i>
visits during business hours (same day) - physical dismantling	supply to allow customer or contractor to work close - the service will be physically dismantled or disconnected (e.g. 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 (e.g. 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 1 hour or less on site.	I
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.	I
Special Meter Reads		
Special meter read	During business hours.	A
Meter check read	During business hours.	A
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.	B
Meter test (CT/VT)	Meter test by EECL for EECL meters only- only available where meter installed and operational.	B
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	I
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.	I
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.	I
Restoration of supply required due to customer action, after hours	For example, service fuse replacement or restoration of loss of supply caused by the customer's installation - after hours.	I
Voltage and Load Check during business hours, no EECL fault found	voltage and load check - not EECL fault.	

<i>Service</i>	<i>Service Description</i>	<i>Schedule 4 Service</i>
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		

Table 3: Services specified in Schedule 4 of the Electricity Industry Code

Table 3 lists the services contained in Schedule 4 of the Electricity Industry Code and provides a cross-reference key to Tables 1 and 2.

<i>Service</i>	<i>Reconciliation Category</i>
Meter reading and testing	
Final meter reading	Not to be excluded
Special meter reading conducted by Energex	A
Testing of a meter by a distribution entity	B
Disconnections and reconnections Maximum Charge	
Disconnection of premises	C
Disconnection and reconnection of a supply of electricity to a customer after disconnection for customer's default (i.e. under section 34 of the Electricity Regulation):	
(a) if the reconnection is made during ordinary business hours	D
(b) if the reconnection is made outside ordinary business hours at the customer's request.	E
Reconnection of premises after disconnection occurring otherwise than for a customer's default (not under section 34 of the Electricity Regulation):	
(a) if the reconnection is made during ordinary business hours	F
(b) if the reconnection is made outside ordinary business hours at the customer's request.	G
Temporary connections	
For Energex - temporary connections during ordinary business hours (both current transformer and no current transformer)	H
Excluded locations	
Services to customers in excluded locations	I