Draft decision

AusNet Services, Jemena, CitiPower, Powercor and United Energy electricity distribution determinations

1 July 2026 – 30 June 2031

Attachment 11 – Service classification

September 2025

AUSTRALIAN ENERGY REGULATOR

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11 Service classification

Service classification determines the nature of economic regulation, if any, applicable to distribution services. It determines which network services are included in basic electricity charges and the basis on which additional services are sold.

Our proposed approach to classification of distribution services in the 2026-31 period was set out in our Framework and Approach for AusNet Services, CitiPower, Jemena, Powercor and United Energy 2026-31.

The classification of distribution services in our determinations must be as set out in the Framework and Approach paper, unless we consider that a material change in circumstances justifies a departure from it.[1]

11.1 Draft decisions

AusNet, Jemena, CitiPower, Powercor and United Energy (CPU) did not propose any changes to the service classifications set out in the Framework and Approach paper.

However, since the Framework and Approach was published in July 2024[2], we consider a material change of circumstances has arisen that justifies the classification of the following new negotiated distribution service:

> "Distribution asset rental: Rental of distribution assets (e.g. poles) to third parties for the installation of electric vehicle (EV) chargers or associated hardware".

The effect of this classification would be that, for the 2026-31 period, negotiations between Victorian Distribution Network Service Providers (DNSPs) and parties seeking access to this new distribution service would be subject to:

- a Negotiating Framework, which sets out the procedure to be followed during negotiations between the DNSP and any person who wishes to receive a negotiated distribution service, as to the terms and conditions of access to the service, and
- Negotiated Distribution Service Criteria (NDSC), setting out the principles that guide negotiations,

both of which are approved as part of our distribution determination for that period.

Our draft decision on these Negotiating Frameworks and NDSC is set out in Attachment 17 to this draft decision.

In this attachment, we explain why we consider classification of the new service is appropriate at this time.

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1 NER, cl. 6.12.3(b).

2 AER - Final Framework and Approach - Victorian electricity distribution determinations 2026-31 - July 2024

Our draft decision otherwise makes no changes to the classification of services set out in the Framework and Approach and included in Appendix A to this attachment.

11.2 Assessment approach

Our service classification decisions reflect our assessment of several factors, including existing and potential competition to supply these services. Our Electricity Distribution Service Classification Guideline 2022[3] provides a practical explanation of how we classify distribution services.

In classifying distribution services:

- We classify the *services* that DNSPs supply to customers rather than:
  - the assets used to provide such services
  - the inputs/delivery methods DNSPs use to provide such services to customers
  - services that consumers or other parties provide to DNSPs.
- Wherever possible, we classify distribution services in groupings rather than individually. This avoids the need to classify services one-by-one and instead defines a service cluster, so that services similar in nature receive the same regulatory treatment. As a result, a new service with characteristics that are the same, or essentially the same, as other services within a group can simply be added to the existing group and hence be treated in the same way for pricing or ring-fencing purposes. This provides DNSPs with flexibility to alter the exact specification (but not the nature) of a service during a regulatory control period. Where we make a single classification for a group of services, it applies to each service in the group.

The classifications available to us are:

- **Direct control services:**
  - *Standard control services:* Where we classify a distribution service as a standard control service, the DNSP can recover related costs from all customers. Standard control services are those that can only be provided by the relevant DNSP, and are common to most, if not all, of a DNSP's customers. The costs of providing these services are captured in the building block revenue determination discussed in attachment 1.
  - *Alternative control services:* Where we classify a distribution service as an alternative control service, the user benefiting from the service pays. Alternative control services are those that can only be provided by the relevant DNSP but will only be required by some of its customers, some of the time; or services that can be purchased from the relevant DNSP, but which can also—or have the potential to be—purchased from a competing provider. The cost of providing alternative control services is therefore recovered from users of those services only, through mechanisms discussed in attachment 14.
- **Negotiated distribution services:** Where we classify a distribution service as a negotiated distribution service, we do not set revenue, prices, or terms and conditions for

[3] AER, *Distribution service classification guideline*, August 2022.

the service. Instead, we approve a Negotiating Framework and the NDSC which guides and informs the negotiation of terms and conditions of access between the DNSP and customers. The Negotiating Framework and the NDSC (discussed in Attachment 17) also apply to dispute resolution processes for negotiated distribution services under the National Electricity Rules (NER).

Where we do not classify a service, the service and prices charged by the DNSP are not regulated under our distribution determination at all.

11.3 Reasons for draft decision

The classification of services in a distribution determination must be as set out in the relevant Framework and Approach unless the AER considers that a material change in circumstances justifies a departure from them.

We have not been made aware of any changes arising that would justify departure from the classification of those services already listed in the Framework and Approach. Our draft decision is therefore that those classifications should apply for the 2026-31 period, for the reasons set out in the Framework and Approach paper.

We do, however, consider that circumstances justify the classification of a new, negotiated distribution service that was not classified in the Framework and Approach.

11.3.1 Classification of new negotiated distribution service: distribution asset rental

DNSPs can rent their assets to third parties (e.g. office space rental, pole and duct rental for hanging telecommunication wires etc.) for use separately or in addition to essential electricity connection and supply services. These distribution asset rental services are currently not classified (i.e. unregulated), meaning the AER has no role in setting the price or non-price terms offered to customers.

Our Framework and Approach paper for Victorian DNSPs for the 2026-31 regulatory control period, published in July 2024, did not classify, or mention, distribution asset rental services in any form.

Since then, we have seen widespread emergence of third-party interest in using DNSP-owned infrastructure as a host for non-DNSP equipment. Particular concerns have been raised by prospective providers of commercial kerbside EV chargers with their ability to rent DNSPs' kerbside poles as a 'host' for EV charging infrastructure. These include the variability, transparency and fairness of access pricing and other terms of pole leasing arrangements. Together these have created a step change in the materiality and relevance of accessing distribution asset rental services (as distinct, for example, from access to regulated connection or metering services) for use by third parties as a host for EV charging infrastructure, and competitive delivery of kerbside EV charging in particular.

This widespread emergence of third-party interest since we published Framework and Approach paper constitutes, in our view, a material change in circumstances. This justifies us departing from the proposed classification of services, by now classifying a new negotiated distribution service.

There are a range of types of EV charging infrastructure, each of which are designed to meet different charging needs and use cases. Of particular interest now is kerbside charging, or the provision of EV charging stations that are situated along public streets and in residential areas to provide charging options for those without access to off-street parking.

Kerbside power poles owned by DNSPs have been identified as a potential host location for commercially provided EV charging infrastructure. Commercial proponents of kerbside EV charging infrastructure are therefore seeking to rent the use of DNSPs' kerbside poles for this purpose.

Our draft decision is to classify the following new negotiated distribution service, to support negotiation of access to Victorian DNSPs' kerbside poles for that purpose on terms that are fair, reasonable and cost reflective:

> "Distribution asset rental: Rental of distribution assets (e.g. poles) to third parties for the installation of electric vehicle (EV) chargers or associated hardware".

The NER set out a series of considerations we must have regard to in classifying a service as either:

- a direct control service, which as the terms suggests will be subject to direct controls over recoverable revenue and/or prices, or
- a negotiated distribution service, which is not subject to prescribed price or non-price terms and conditions, and for which these are instead negotiated between the DNSP and the individual access seeker.

On balance, we consider classifying the distribution asset rental services as a negotiated distribution service the more appropriate at this time. Our reasons are as follows.

In deciding whether to classify a service as a direct control service or negotiated distribution service, we must first consider the 'form of regulation factors'.[4] These factors outline considerations including:

- barriers to entry in a market for electricity network services[5],
- the presence of interdependencies between services provided by a DNSP[6],
- an imbalance of market power between the DNSP and service users[7],
- the presence and extent of any substitute services and the elasticity of demand[8], and
- information asymmetry[9].

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4 NER, cl. 6.2.1(c)(1); NEL, s. 2F.

5 NEL, s. 2F(a).

6 NEL, s. 2F(b), (c).

7 NEL, s. 2F(d).

8 NEL, s. 2F(e).

9 NEL, s. 2F(g).

Together these factors raise questions about the risk of market failure, the potential for monopoly behaviour in provision of the relevant service and whether regulatory intervention is justified. The greater the risk, the greater the likelihood and scope of regulatory intervention that may be required (e.g., in the form of classifying a service as a direct control service).

Here, the risk to assess is that to the market for rental of DNSP assets as host locations for EV charging infrastructure. But it is important to be mindful that DNSPs' kerbside poles are just one potential location for commercial EV charging infrastructure. While kerbside poles are attractive as hosts for kerbside charging, there remains alternative locations which are substitutes available to host public EV charging infrastructure. For example, destination charging at commercial carparks, office buildings and shopping centres. The availability of such substitutes lends itself to a conclusion that there is now, and likely to further emerge in the short term, a level of competition in such locations that it would now not be appropriate to classify the service as a direct control service. However, on the other hand, the attractiveness of using kerbside poles, which are a monopoly asset, to locate commercial EV charging infrastructure, also means that the unregulated status quo is also now not appropriate. Accordingly, the balance struck here is to classify the service as a negotiated distribution service.

Further, the information asymmetry between DNSPs and EV charging proponents seeking to access DNSP assets includes a lack of transparency and/or external comparators or benchmarks for the costs of providing asset rental services. This makes it difficult for a commercial EV charging provider to test and verify, and therefore to challenge, the cost reflectivity of prices offered by a DNSP for distribution asset rental services. Interdependencies between this and other services provided by a DNSP add to the problems created by this asymmetry. As a provider not only of asset rental but of connection and metering services to EV charging providers, economies of scope may impact (reduce) DNSPs' transaction costs in establishing and managing asset rental agreements. Similarly, the difference in costs of kerbside pole maintenance with and without EV charging infrastructure attached may be incremental to existing operating and maintenance costs rather than duplicative.

To some extent, the same information asymmetry and interdependencies exist irrespective of whether the service was classified as a direct control service or a negotiated distribution service.

On balance, however, when we consider the form of regulation factors previously applied[10], and the desirability of consistency in regulation of similar services[11], classifying the service as a negotiated distribution service will also provide what we consider a 'soft start' to regulating this service, if that is ultimately necessary in the long term or when the market for public EV charging locations develops further.

Under a negotiated distribution service classification there would be no change to the application of the Ring-fencing Guideline. Both negotiated and unregulated distribution services are defined as 'contestable electricity services' for ring fencing purposes, and can

10 NER, cl. 6.2.1(c)(2).

11 NER, cl. 6.2.1(c)(3).

be provided by part of the DNSP's business that is classified as a related electricity service provider.[12] However, if the service were classified as a direct control service, the DNSP would be required to provide the service within the direct control part of its business, which requires clear separation from any parts of the business that provide contestable services.

11.3.2 Potential for further departures from the Framework and Approach

In August 2024, the AEMC made its Unlocking CER benefits through flexible trading Rule determination.[13] The rule change:

- creates a new framework that enables large customers to separate their flexible and passive resources through secondary settlement points and engage multiple energy service providers to manage these resources and allow them to take up different product and service offers for their CER.
- enable 'flexible' CER loads such as EV chargers and batteries to be separately metered and visible in the energy market from 'passive' consumer loads, such as lights and fridges. It also introduces more flexible metering arrangements to allow for the measurement and management of energy use at a lower cost.
- allow market participants to use in-built measurement capability in technology such as EV chargers and streetlights to provide innovative and essential products and services at a lower cost.

It does this in part by creating three new meter types with lower minimum specifications to enable technology such as EV chargers and streetlights with in-built measurement capability to be used for settlement and billing. The new meter types (type 8A, type 8B, and type 9 meters) will be voluntary to use, and Metering Coordinator, Meter Data Provider and Metering Provider roles will be contestable.[14]

Victorian DNSPs have a larger role in the provision of metering services than other NEM jurisdictions, including the role of Metering Coordinator. This is reflected in the classification of existing metering services set out in our Framework and Approach for the 2021-26 period, which at this stage this draft decision confirms.

In its final determination the AEMC observed that while the amended NER would enable a retailer to appoint a different Metering Coordinator at the primary connection point and secondary settlement point, where there is one retailer at a customer's premises, it is likely that both points would have the same Metering Coordinator. In that context it suggested Victorian DNSPs consider whether changes are required to their systems and processes to offer Metering Coordinator services at secondary settlement points. In saying this the AEMC noted that it is critical that jurisdictions make necessary changes to implement the rule change, particularly in relation to consumer protections. As is standard practice with all rule changes, it suggested in particular that the Victorian Government consider changes that may

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12 NER, cl. 6.2.1(c)(4).

13 *AEMC, Unlocking CER benefits through flexible trading, Rule determination, 15 August 2024*

14 *AEMC, Unlocking CER benefits through flexible trading, Rule determination, 15 August 2024*, p. 50.

be required to the Energy Retail Code of Practice and other legislative arrangements to implement the rule change.[15]

The majority of the new rules will be implemented by 1 November 2026. However, arrangements related to in-built metering at primary connection points for assets like street lighting and public EV chargers will be implemented earlier—by 31 May 2026—recognising the readiness of participants to take up the arrangements and alignment with AEMO's work plan.

If new or expanded roles for Victorian DNSPs in provision of the new meter types and related metering services are established prior to our final determinations and the commencement of the 2026-31 period, there may be a need to consider how best to classify those services for the purposes of our final determinations.

15 *AEMC, Unlocking CER benefits through flexible trading, Rule determination, 15 August 2024*, p. 42.

A AusNet Services, CitiPower, Jemena, Powercor and United Energy service classification for 2026-31

Service group	Further description	Classification
Common distribution service	The suite of activities that includes, but is not limited to, the following: • the planning, design, repair, maintenance, construction, and operation of the distribution network • works to fix damage to the network[16] and recoverable works to fix damage caused by caused by a customer or third party • support for another network during an emergency event • procurement and provision of network demand management activities for distribution purposes • activities related to 'shared asset facilitation' of DNSP assets[17] • emergency disconnect for safety reasons and work conducted to restore a failed component of the distribution system to an operational state upon investigating a customer outage • establishment and maintenance of National Metering Identifiers (NMIs) in market and/or network billing systems, and other market and regulatory obligations • ongoing inspection of private electrical networks (not part of the shared network) required under legislation for safety reasons[18] • supply abolishment of basic connection • customer safety information, e.g., 'dial before you dig' services	Standard control

16 May include the provision of temporary stand-alone power systems to restore supply.

17 Revenue for these services is charged to the relevant third party and is treated in accordance with the shared asset guideline. 'Shared asset facilitation' refers to administrative costs. It does not refer to the costs associated with providing the unregulated service itself.

18 Section 113F of the Electricity Safety Act 1998 (Vic) requires Vic DNSPs to inspect overhead private electric lines.

Service group	Further description	Classification

	• bulk supply point metering - activities relating to monitoring the flow of electricity through the distribution network
	• third party-initiated network asset relocations/re-arrangements, including under the Victorian Electricity Distribution Code of Practice [19]
	• transmission network support
	• the relocation of assets that form part of the distribution network, but not relocations requested by a third party (including a customer)
	• use of dynamic network capacity management capabilities (including communication of import and export limits) for distribution purposes
	• training internal staff and contractors undertaking direct control services
	• investigation of customer-reported network faults
	• rectification of simple customer faults where:
	  • the need for rectification work is discovered in the course of the provision of distribution services
	  • the work performed is the minimum required to restore safe supply
	  • the work can be performed in less than thirty minutes and does not normally require a second visit
	• work related to a regulated stand-alone power system (SAPS) deployment, operation and maintenance (including fault and emergency repairs)[20], and customer conversion activities.
	• Provision of basic electricity distribution network data, including data that is provided in accordance with legislative obligations, standardised or automated data sets	

19 This classification applies where a customer contribution is calculated and applied in accordance with Essential Services Commission (ESCV) Victorian Electricity Distribution Code of Practice or where a customer contribution is calculated and applied in accordance with any other relevant Victorian legislation or regulation, including regulations made under the National Electricity (Victoria) Act, 2005. The party requesting such works under this classification must pay the net cost of the works, subject to any rebates specified in the Victorian Electricity Distribution Code of Practice or by any other relevant Victorian legislation or regulation.

20 Includes simple customer fault rectification on generation service of regulated SAPS.

Service group	Further description	Classification
Mandatory provision of essential system services	Activities include: • interruption or curtailment of generation of embedded generating units connected to the distribution system at AEMO's direction to manage minimum system load risks, as part of Victoria's Emergency Backstop Mechanism • interruption or disconnection of supply to premises at AEMO's direction to manage under-frequency load risks • other activities required to provide mandatory essential system services	Standard control
Access permits, oversight, and facilitation	Activities include: • a DNSP issuing access permits or clearances to work to a person authorised to work on or near distribution systems including high and low voltage • a DNSP issuing confined space entry permits and associated safe entry equipment to a person authorised to enter a confined space • a DNSP providing access to switch rooms, substations, and other network equipment to a non-DNSP party who is accompanied and supervised by a DNSP's staff member. May also include a DNSP providing safe entry equipment (fall-arrest) to enter difficult access areas • specialist services (which may involve design related activities and oversight/inspections of works) where the design or construction is non-standard, technically complex, or environmentally sensitive and any enquiries related to DNSP assets • facilitation of generator connection and operation of the network • facilitation of activities within clearances of DNSP's assets, including physical and electrical isolation of assets	Alternative control
Sale of approved materials or equipment	Includes the sale of approved materials/equipment to third parties for connection assets that are gifted back to the DNSP become part of the shared distribution network	Alternative control
Notices of arrangement and completion notices	Examples include: • Work of an administrative nature where a local council requires evidence in writing from the DNSP that all necessary arrangements have been made to supply electricity to a development. This includes but is not limited to receiving and checking subdivision plans, copying subdivision	Alternative control

Service group	Further description	Classification
	plans, checking, and recording easement details, site visits, assessing supply availability, liaising with developers if errors or changes are required, and preparing notifications of arrangement • Provision of a completion notice (other than a notice of arrangement). This applies where the DNSP is requested to provide documentation confirming progress of work. Usually associated with discharging contractual arrangements (e.g., progress payments) to meet contractual undertakings	
Network related property services	Activities include: • network related property services such as property tenure services relating to providing advice on, or obtaining deeds of agreement, deeds of indemnity, leases, easements, or other property tenure in relation to property rights associated with a connection or relocation • conveyancing inquiry services relating to the provision of property conveyancing information at the request of a customer	Alternative control
Network safety services	Examples include: • provision of traffic control services by the DNSP or third party where required • fitting of tiger tails, possum guards, and aerial markers • high load escort • site visit relating to location of underground cables/assets • third party request for de-energising wires for safe approach	Alternative control
Customer requested network outage or rescheduling of a planned interruption	Examples include: • customer initiated network outage (e.g., to allow customer and/or contractor to perform maintenance on the customers assets, work close or for safe approach) • where the customer requests to move a distributor planned interruption and agrees to fund the additional cost of performing this distribution service outside of normal business hours	Alternative control

Service group	Further description	Classification
Inspection and auditing services	Activities include: • inspection and reinspection by a DNSP, of gifted assets or assets that have been installed or relocated by a third party • investigation, review, and implementation of remedial actions that may lead to corrective and disciplinary action of a third-party service provider due to unsafe practices or substandard workmanship • auditing and inspection of a third-party service provider's work practices in the field • re-test at a customer's installation, where the installation fails the initial test and cannot be connected or has been disconnected for more than 12 months or for safety reasons • customer or third party-requested inspection of privately owned low voltage or high voltage network, infrastructure (i.e., privately owned distribution infrastructure before the meter)	Alternative control
Provision of training to third parties for network related access	Training services provided to third parties that result in a set of learning outcomes that are required to obtain a distribution network access authorisation specific to a DNSP's network. Such learning outcomes may include those necessary to demonstrate competency in the DNSP's electrical safety rules, to hold an access authority on the DNSP's network and to carry out switching on the DNSP's network. Examples of training might include high voltage training, protection training or working near power lines training	Alternative control
Authorisation and approval of third-party service providers design, work, and materials	Activities include: • authorisation or re-authorisation of individual employees and subcontractors of third-party service providers and additional authorisations at the request of the third-party service providers (excludes training services) • acceptance of third-party designs and works • assessing an application from a third party to consider approval of alternative material and equipment items that are not specified in the DNSP's approved materials list	Alternative control
Security lights	Provision, installation, operation, and maintenance of equipment mounted on distribution equipment used for security services, e.g., nightwatchman lights. Note: excludes connection services	Alternative control

Service group	Further description	Classification
Provision of non-basic electricity network data	Data requests by customers or third parties for network data beyond the scope of Standard Control Service provision, including: • Data requests by customers or third parties including requests for the provision of electricity distribution network data or consumption data outside of legislative obligations. • Customer or third-party requests for assistance to understand or interpret data, or to identify the data they require to meet their needs.	Alternative control
Third party funded network alterations or other improvements	Alterations or other improvements to the shared distribution network to enable third party infrastructure (e.g., telecommunications assets) to be installed on the shared distribution network. This does not relate to undergrounding or upstream distribution network augmentation	Alternative control
Community network upgrades	Collective customer requested network enhancement. Activities related to community requests to augment the network to enable higher PV exports.	Alternative control
Type 1 to 4 metering services	Type 1 to 4 customer metering installations[21] and supporting services are competitively available	Unregulated
Type 5 and 6 (inc. smart metering) services where the DNSP remains responsible	Includes: • recovery of the cost of type 5 and 6 metering equipment[22] including communications network (including meters with internally integrated load control devices) • testing, inspecting, investigating, maintaining, or altering existing type 5 or 6 metering installations or instrument transformers • quarterly or other regular reading of a metering installation • metering data services that involve the collection, processing, storage and delivery of metering data, the provision of metering data from the previous two years, remote or self-reading at difficult to access sites, and the management of relevant NMI Standing Data in accordance with the NER	Alternative control

21 Includes the instrument transformer, as per the definition of a ‘metering installation’ in Chapter 10 of the NER.

22 Includes the instrument transformer, as per the definition of a ‘metering installation’ in Chapter 10 of the NER.

Service group	Further description	Classification
Auxiliary metering services (type 5 to 7 including smart metering) where the DNSP remains responsible	Activities include: • requests to test, inspect and investigate, or alter an existing type 5 or 6 metering installation • testing and maintenance of instrument transformers for type 5 and 6 metering purposes • non-standard metering services for Type 5 to 7 meters and any other meter types introduced • works to re-seal a type 5 or 6 meter due to customer or third-party action (e.g., by having electrical work done on site) • change DNSP load control relay channel on request that is not a part of the initial load control installation, nor part of standard asset maintenance or replacement • remote de-energisation and re-energisation • remote meter configuration • field based special meter read • office based special meter read • metering exit services	Alternative control
Type 7 metering services	Administration and management of type 7 metering installations in accordance with the NER and jurisdictional requirements. Includes the processing and delivery of calculated metering data for unmetered loads, and the population and maintenance of load tables, inventory tables and on/off tables	Alternative control
Basic connection services	Means a *connection service*[23] related to a *connection* (or a proposed *connection*) between a *distribution system* and a *retail customer's* premises (excluding a non-registered *embedded generator's* premises) in the following circumstances: (a) either:	Alternative control

[23] Italics denotes definitions in Chapter 5A of the NER.

Service group	Further description	Classification
	1. the *retail customer* is typical of a significant class of *retail customers* who have sought, or are likely to seek, the service; or 2. the *retail customer* is, or proposes to become, a *micro embedded generator*; and (b) the provision of the service involves minimal or no *augmentation* of the *distribution network*; and (c) a *model standing offer* has been approved by the AER for providing that service as a *basic connection service*	
Standard connection service	Connection services (other than a basic connection service) for a particular class (or sub-class) of connection applicant and for which a model standing offer has been approved by the AER	Standard control
Negotiated connection	Connection services (other than a basic connection service) for which a DNSP provides a connection offer for a negotiated connection contract. This includes connections under Chapter 5 of the NER	Standard control

Connection application and management services	• Connection application related services
	• Works initiated by a customer or retailer that are specific to the connection point. This includes, but is not limited to:
	  • field based de-energisation and re-energisation
	  • non basic supply abolishment or reposition non-basic connection
	  • temporary connections (e.g., for builder's supply, fetes etc.)
	  • overhead service line replacement – customer requests the existing overhead service to be replaced (e.g., because of a point of attachment relocation). No material change to load
	  • protection and power quality assessment
	  • supply enhancement (e.g., upgrade from single phase to three phase)
	  • customer requested change requiring primary and secondary plant studies for safe operation of the network (e.g., change protection settings)
		Alternative control

Service group	Further description	Classification
	• upgrade from overhead to underground service • rectification of illegal connections or damage to overhead or underground service cables • calculation of a site-specific distribution loss factor on request in respect of a generating unit up to 10 MW or a connection point for an end-user with actual or forecast load up to 40 GWh per annum capacity, as per clause 3.6.3(b1) of the NER • calculation of site-specific loss factors when required under the NER • power factor correction • embedded network management • assessing connection applications or a request to undertake relocation of network assets as contestable works and preparing offers • processing preliminary enquiries requiring site specific or written responses • undertaking planning studies and associated technical analysis (e.g., power quality investigations) to determine suitable/feasible connection options for further consideration by applicants • liaising with groups representing multiple connecting parties (e.g., community group upgrades) • site inspection in order to determine the nature of the connection service sought by the connection applicant and ongoing co-ordination for large projects • registered participant support services associated with connection arrangements and agreements made under Chapter 5 of the NER	
Enhanced connection services	Other or enhanced connection services provided at the request of a customer or third party that include those that are: • provided with different levels of reliability of service or quality of service (where permissible) than required by the NER or any other applicable regulatory instruments. This includes reserve feeder installation and maintenance • in excess of levels of service or plant ratings required to be provided by the DNSP	Alternative control

Service group	Further description	Classification
	• management of export and load at a customer site that provides the customer greater network capacity than they would otherwise be eligible for.	
Public lighting	• Operation, maintenance, repair, and replacement public lighting services • Alteration and relocation of public lighting assets • New public lighting services incl. greenfield sites & new light types (DNSP provided) • Provision, construction, and maintenance of emerging public lighting technology	Alternative control
Distribution asset rental	• Rental of distribution assets (e.g. poles) to third parties for the installation of EV chargers or associated hardware.	Negotiated distribution

Shortened forms

Term	Definition
AEMC	Australian Energy Market Commission
AEMO	Australian Energy Market Operator
AER	Australian Energy Regulator
CER	Consumer energy resources
CPU	CitiPower, Powercor and United Energy
DNSP	Distribution Network Service Provider
EV	Electric vehicle
NDSC	Negotiated Distribution Service Criteria
NEL	National Electricity Law
NER	National Electricity Rules