CitiPower 2026/27 Pricing

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1. Introduction

This document provides network pricing information for the period from 1 July 2026 to 30 June 2027.

1.1 Our business

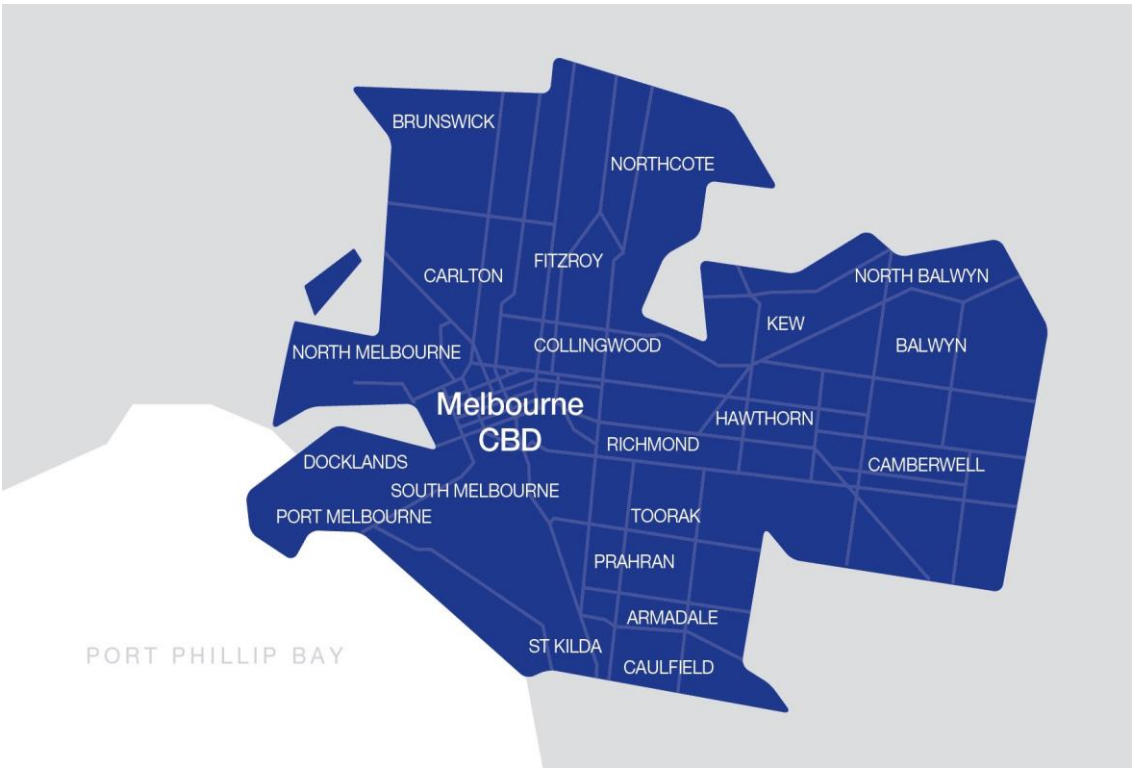
We own and manage assets that deliver electricity to more than 340,000 homes and businesses across Melbourne's central business district and inner suburbs. This area includes some of Australia's most iconic sporting and cultural facilities such as the Melbourne Cricket Ground, the National Tennis Centre and the Victorian Arts Centre.

As the local distribution network service provider, our primary responsibility is planning, building, operating and maintaining the 'poles and wires' — a strategic community asset and core component of Victoria's and Melbourne's energy infrastructure. We seek to do this in a safe, reliable, efficient and prudent manner.

Our key activities include:

- maintaining network safety and reliability to meet the current power supply needs of our customers
- extending and upgrading the network so that the future power supply needs of customers are met when required
- operating the network on a day-to-day basis
- connecting new customers to the network
- maintaining the public lighting system
- providing metering services.

FIGURE 1 CITIPOWER GEOGRAPHY



1.2 2026/27 Network and metering charges

Network tariffs cover the cost of transporting electricity to and from our customers' homes or businesses.

Metering tariffs cover the cost of the meter installation, maintenance and meter data services.

We pass network and metering charges on to electricity retailers, who recover these costs from customers via electricity bills.

Our network tariffs can be grouped into the following tariff classes:

FIGURE 2 TARIFF CLASSES

Tariff class	Supply voltage	Consumption
 Residential	<1kV	N/A
 Small and medium business	<1kV	≤160MWh p.a.
 Large low voltage	<1kV	>160MWh p.a.
 High voltage	≥1kV and <22kV	N/A
 Sub-transmission	≥22kV	N/A

Our new flexible tariffs will be assigned as follows:

- Flexible small will be assigned to small and medium business tariff class
- Flexible large will be assigned to high voltage tariff class
- Flexible TUOS pass-through will be assigned to sub-transmission tariff class

2. Network charges

2.1 Network tariff schedules

Attachment **'CitiPower - 2026-27 Tariff Summary'** sets out the 2026/27 network tariff pricing schedule

2.2 Trial tariffs

Attachment **'CitiPower - 2026-27 Tariff Summary'** sets out the 2026/27 trial tariff pricing schedule

2.3 Indicative network pricing schedule for 2027/28

Attachment **'CitiPower - 2026-27 Tariff Summary'** sets out the 2027/28 indicative network pricing schedule

2.4 Charging parameters and tariff eligibility

TABLE 4 RESIDENTIAL TARIFF CLASS

Tariff type	Tariff Code	Status	Supply voltage	Energy / Demand threshold	Standing	Anytime energy	Peak energy	Peak energy export credit	Peak energy (shoulder)	Off-peak energy	Saver energy	Saver energy export
					c/day	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh
Residential ToU	CRSTOU	Default	< 1kV	N/A	✓		all days 4pm-9pm			all days 9pm-11am	all days 11am-4pm	
Residential single rate	C1R	Opt-in			✓	✓						
Residential CER	CRCER	Opt-in			✓		all days 4pm-9pm during Dec-Feb and Jun-Aug	all days 4pm-9pm during Dec-Feb and Jun-Aug	all days 4pm-9pm during Mar-May and Sep-Nov	all days 9pm-11am	all days 11am-4pm	all days 11am-4pm during Sep-May with 1 kWh per day BEL
Dedicated circuit	CDS	Opt-in				✓						

Notes:

- All times are local time
- **CRSTOU** is the default residential tariff for greenfield new connections, new or upgraded solar or battery installations, three-phase upgrades and customers with a dedicated electric vehicle charger with a specified capacity or charging rate of 3.6kW or greater. This will occur without any B2B Service Order requests or notifications and MSATS will be updated accordingly
- **C1R** is available to any residential customer except if they have a dedicated electric vehicle charger with a specified capacity or charging rate of 3.6kW or greater

- **CRSTOU** require an active market interval read meter
- **CRCER** BEL is the total kWh exempt from export charges are determined by multiplying 1 kWh per day by the number of days in the billing period. If exports between 11:00am – 4:00pm are less than 1 kWh, the remainder of the free export allowance would roll over to the next day, within a single billing period. For example, a billing period of 31 days would include 31 kWh of free exports between 11:00am – 4:00pm
- **CDS** is available to customers with a dedicated circuit connected to a time-switch

Hot water

- Available to 1-phase electric hot water service with a total load of <30 amps
- Switching times will vary depending on localised demand management activities.

Slab heating

- Typically switching times are between 12am and 7am but may vary depending on localised demand management activities.
- An afternoon boost between 1pm and 4pm may occur during winter.

TABLE 5 SMALL AND MEDIUM BUSINESS TARIFF CLASS

Tariff type	Tariff Code	Status	Supply voltage	Energy / Demand threshold	Standing	Capacity charge	Anytime energy	Peak energy	Peak energy export credit	Off-peak energy	Saver energy export	Summer demand	Non-summer demand
				< 40MWh pa	c/day	$/kW/month	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	$/kW/month	$/kW/month
Small business ToU	CGTOU	Default	< 1kV	< 40MWh pa	✓			workdays 9am-9pm		non-peak times			
Small business single rate	C1G	Opt-in			✓		✓						
Small business demand	CG	Opt-in			✓		✓					workdays 10am-6pm	workdays 10am-6pm
Medium business demand	CMG	Default		≥ 40MWh pa ≤160MWh	✓		✓					workdays 10am-6pm	workdays 10am-6pm
Medium business opt-out	CMGO21	Opt-out		≥ 40MWh pa ≤160MWh	✓			workdays 10am-6pm		non-peak times			
Type 7 or 9 metering	C2U	Default		≤5MWh p.a. (threshold not applicable to public lighting)				weekdays 7am-11pm		non-peak times			
Flexible small	CFS	Default		≤240kVA import capacity		✓		all days 4pm-9pm during Dec-Feb and Jun-Aug	all days 4pm-9pm during Dec-Feb and Jun-Aug	outside of peak import times	all days 11am-4pm during Sep-May with 1 kWh per day BEL		

Notes:

- All times are local time, except for **C2U** which is in AEST
- Type 7 and 9 metering assignment criteria apply for all public lighting, all type 7 metered loads, and type 9 metered loads up to 5 MWh pa

- Customers who don't satisfy the criteria for the type 7 or 9 metering tariff would be assigned to the appropriate business tariff
- **CGTOU** is the default small business tariff for greenfield new connections, new or upgraded solar or battery installations, three-phase upgrades and customers with a dedicated electric vehicle charger with a specified capacity or charging rate of 3.6kW or greater. This will occur without any B2B Service Order requests or notifications and MSATS will be updated accordingly.
- **C1G** is available to any small business customer except if they have a dedicated electric vehicle charger with a specified capacity or charging rate of 3.6kW or greater
- **CG** and **CMG** demand component is billed based on the highest 30-minute KW reading in the maximum demand period for each month and is not based on a rolling 12-month period
    - Summer period covers December to March, non-summer is April to November
    - For small and medium demand tariffs with dedicated circuit, the demand calculation will only apply to consumption on the General Power & Light circuits. The dedicated circuit will not contribute to the demand reading and will be separately tariffed per **CDS**
- **CGTOU**, **CG**, **CMG**, **CMGO21** and **CFS** require an active market interval read meter
- **CMG** customers consuming less than 160MWh pa can opt out of the demand tariff to **CMGO21**
- **CMG** energy rate is reflected as anytime rate in our pricing schedule, however on our bill it will show as peak 7am-11pm workdays and off peak all other times with exactly the same rate
- **CFS** capacity charge applied to maximum 30-minute kW demand over the most recent rolling 12-months measured at all times
- **CFS** BEL is the total kWh exempt from export charges are determined by multiplying 1 kWh per day by the number of days in the billing period. If exports between 11:00am – 4:00pm are less than 1 kWh, the remainder of the free export allowance would roll over to the next day, within a single billing period. For example, a billing period of 31 days would include 31 kWh of free exports between 11:00am – 4:00pm.

TABLE 6 LARGE LOW VOLTAGE, HIGH VOLTAGE AND SUB-TRANSMISSION TARIFF CLASSES

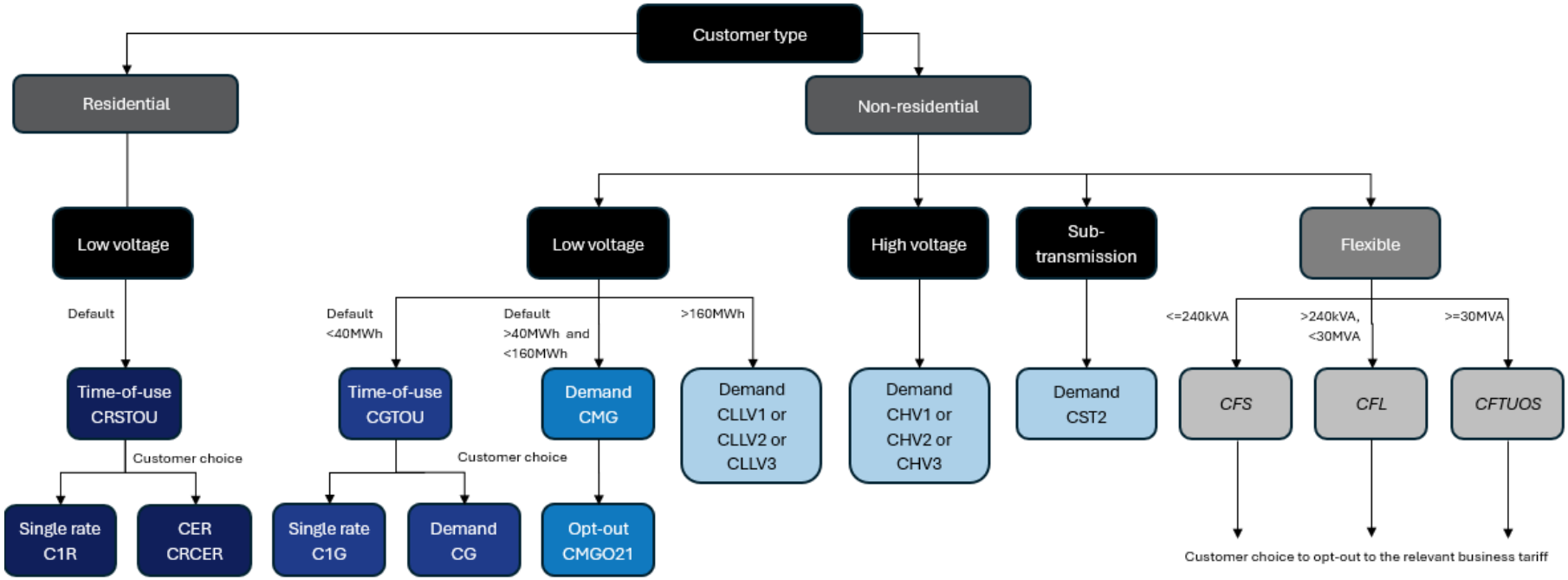
Tariff type	Tariff Code	Status	Supply voltage	Energy / Demand threshold	Minimum chargeable rolling demand	Capacity charge	Peak energy	Off-peak energy	12-month rolling demand	Incentive demand
					kVA/month	$/kW/month	c/kWh	c/kWh	$/kVA/month	$/kVA/month
Large low voltage	CLLV1	Default	< 1kV	>160MWh	-	-	workdays 7am-7pm	non-peak times	workdays 7am-7pm	1-4pm summer (Dec-Mar)
Large low voltage	CLLV2									4-7pm summer (Dec-Mar)
Large low voltage	CLLV3									4-7pm winter (May-Aug)
High voltage	CHV1	Default	1kV-22KV	N/A	500	-	workdays 7am-7pm	non-peak times	workdays 7am-7pm	1-4pm summer (Dec-Mar)
High voltage	CHV2									4-7pm summer (Dec-Mar)
High voltage	CHV3									4-7pm winter (May-Aug)
Flexible large	CFL	Default	N/A	> 240 kVA & < 30MVA	-	✓	all days 4pm-9pm during Dec-Feb and Jun-Aug	non-peak times	-	Not applicable
Sub-transmission	CST2	Default	≥ 22kV	N/A	5000	-	workdays 7am-7pm	non-peak times	workdays 7am-7pm	Not applicable

Tariff type	Tariff Code	Status	Supply voltage	Energy / Demand threshold	Energy charge	Demand charge (import)	Demand credit (import)	Capacity charge
					$/MWh	$/kW/month	$/kW/month	$/kVA/month
Flexible TUOS pass-through	CFTUOS	Default	N/A	≥30MVA import capacity	Calculated consistent with the methodology used to calculate Powercor's TUOS energy charges	Calculated consistent with the methodology used to calculate Powercor's TUOS demand charges	Avoided locational TUOS charges calculated consistent with NER clause 5.3AA	Charge applied to the import capacity of the connection

Notes:

- All times are local time
- All tariffs require an interval meter capable of recording E, Q, B, K data stream
- Tariffs ending with "1" represent 1-4pm summer incentive demand period, tariffs ending with "2" represent 4-7pm summer incentive demand period and "3" represent 4-7pm winter incentive demand period
- Summer incentive demand period is December to March and winter incentive demand period is May to August
- If measured 12-month rolling demand is less than minimum chargeable demand, then minimum chargeable demand is used to calculate the 12-month rolling demand charge
- Minimum demand value will only apply to large customers' rolling demand. Minimum chargeable demand is 500kVA for high voltage and 5,000kVA for sub-transmission
- CFTUOS annual TUOS/NMI charges will be calculated and applied uniquely on a per NMI basis

FIGURE 3 TARIFF DECISION TREE



Please refer to each individual tariff criteria for eligibility

2.5 Further information on kVA demand

The following section outlines the kVA tariff policy which involves the calculation of maximum demand charges which applies to large low voltage, high voltage and sub-transmission customers.

2.5.1 Calculation of the kVA demand tariff for a monthly bill

TABLE 7 CALCULATION OF THE KVA DEMAND TARIFF FOR MONTHLY BILL

Tariff components	Calculation
12-month rolling demand charge	$ per kVA per month x 12-month rolling maximum kVA
Summer incentive demand charge	$ per kVA per month x incentive kVA
Peak usage charge	cents per peak kWh x peak kWh in month / 100
Off peak usage charge	cents per off-peak kWh x off-peak kWh in month / 100

2.5.2 Rolling demand maximum kVA

kVA 15-minute demand is calculated as:

$$kVA = SQRT(kW^2 + kVAr^2)$$

Where:

kW = kWh in a 15-minute period x 4

kVAr = kVArh in a 15-minute period x 4

Maximum 15-minute kVA demand measured between 7am and 7pm local time on workdays over the most recent 12 months.

Minimum chargeable demand of 500kVA for high voltage customers and 5,000kVA for sub-transmission customers.

If there is a full 12-month history of the customer's consumption data, the rolling 12-month maximum kVA demand will take effect immediately looking back 12 months.

Demand for greenfield sites will be measured from energisation date to the end date of the bill. This approach will remain in place until 12 months of consumption history is available, after which demand will be calculated on a rolling 12-month basis. If the monthly measured demand falls below the minimum chargeable demand, the minimum will apply until the measured demand exceeds that threshold.

2.5.3 Incentive demand kVA

Incentive kVA is the maximum monthly 15-minute kVA each of four months of the year. There is no charge for the other eight months of the year.

Each customer will be assigned to one of the following measurement periods:

- 1-4pm local time workdays in summer (Dec-Mar), or
- 4-7pm local time workdays in summer (Dec-Mar), or
- 4-7pm local time workdays in winter (May-Aug).

kVA 15-minute demand in the measurement period is calculated as:

$$kVA = SQRT(kW^2 + kVAr^2)$$

where

kW = kWh in a 15-minute period x 4

kVAr = kVArh in a 15-minute period x 4

Incentive demand is not applicable to Sub-transmission customers.

2.5.4 Peak and off-peak usage

Peak usage is kWh usage between 7am and 7pm local time on workdays.

Off-peak usage is kWh usage at all other times.

2.5.5 Demand exclusions

The exclusion of temporary increases in demand from the 12-month rolling maximum demand charged to the customer at a supply point will be considered at our discretion. For example, if there is a specific, short-term need, such as commissioning a new plant.

The customer must apply via their retailer in advance for a temporary increase in demand to be excluded from the supply point's 12-month rolling maximum demand charge.

2.5.6 Demand reset criteria

A 12-month rolling demand reset may be granted under the following circumstances:

- install power factor correction (PFC) equipment and supply a copy of the Certificate of Electrical Safety (CES) to confirm the installation. If granted, demand will be measured from the date of commissioning of the PFC equipment
- if PFC has not been installed, provide evidence of what the customer has changed on site to permanently alter the load/usage, for instance, removal of equipment. Evidence may be in the form of a CES detailing the works performed, technical information and/or photographic evidence to demonstrate the site changes
- customers that have moved into a premise will automatically continue to have their maximum demand charge based on the 12-month rolling maximum demand. A customer will need to lodge an application for their demand to be measured from the date they occupied the premises.
- NMI disaggregation where there is clear evidence of changes to the load characteristics of one or both of the affected NMIs

2.5.7 Criteria to move away from large business tariff

Sites must have a minimum of 15 months of consumption data available. We require that consumption values consistently remain below the average daily load threshold of 160 MWh per annum for a minimum period of 3 months prior to submitting a request to move away from a large business tariff. All sites will be reviewed annually to ensure the tariff remains suitable for the site's usage profile. If a site is reverted to a large business tariff this may impact future requests to move.

2.5.8 Power factor correction

Customers installing power factor correction equipment will need to be cognisant of their obligations under the Victorian Electricity Distribution Code to keep harmonic distortion and power factor within prescribed levels. Power factor correction equipment has the potential to exacerbate harmonic distortion and can cause a leading power factor during times of low demand if the equipment is not designed properly.

If a customer installs power factor correction equipment, they may apply for their 12-month rolling maximum demand to be calculated from the date of commissioning of the equipment. This will only be granted where there is an observable improvement in power factor. Seasonal demand profiles will also be taken into account.

2.5.9 Applying for a tariff change

Residential, small business and medium business

- Retailers may submit a tariff change request which will be granted if the customer satisfies the relevant tariff threshold.

- The preferred method of requesting us to change a tariff is via B2B service order type: Supply Service Works, sub-type Tariff Change. Requests can be automatically processed by using the following inputs in the Special Instructions field for the service order.

Tariff changes with an effective date in the past

- Please add the text TAPPLY in the special instructions if you would like the tariff changed as at a date in the past. This will be a date as at the latest Retailer transfer date, limited to 10 business days ago. This means that the effective date will not be more than 10 business days in the past but would be changed on a transfer date within this period

Tariff changes with an effective date today

- Please add the text SAPPLY in the special instructions if you would like the tariff changed as at the request date. This means that the tariff will be changed with an effective date which is the same as the day you sent the request.

2.5.10 Large businesses

- Please refer all kVA demand-based network tariff change requests to our Major Accounts team by emailing our inbox: MajorAccounts-CP@citipower.com.au
- Any tariff change requests to move away from or on to the Large tariffs are to be referred to the Major Accounts Team.

3. Trial tariff

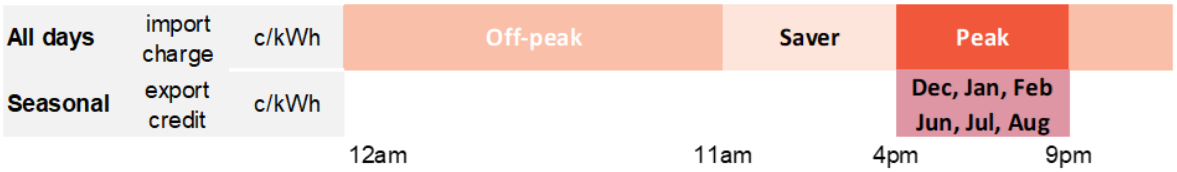
We are introducing a kerbside electric vehicle charging (KEVC) trial tariff on 1 July 2026.

Eligibility criteria:

- Dedicated charger with supply capacity up to 44 kW with its own NMI
- The trial tariff will be available irrespective of KEVC ownership or meter type

The KEVC trial tariff will commence on 1 July 2026 and run for three years. If the trial tariff is deemed successful, then it will be extended for a further two years.

FIGURE 4 SHOWS THE KEVC TRIAL NETWORK TARIFF STRUCTURE



The tariff will have no fixed charge.

4. Alternative control services

Alternative control services are regulated services we offer that are customer initiated or requested and are directly recovered from customers seeking the service.

Alternative control services are:

- ancillary network services
- public lighting services
- metering coordinator services.

All prices are exclusive of GST.

Business hours and after hours

Table 8 demonstrates the differences between business and after hours

TABLE 8 OVERVIEW OF BUSINESS AND AFTER HOURS

Hours of Operation	Details
Business hours	8am-5pm Monday to Friday (excluding public holidays)
After hours	All other times and only where resources are available

We endeavour to perform all alternative control services within business hours, however if a circumstance arises where after hours activities are required, this work can only be undertaken where resources are available.

The following sections list and describe the various charges classified as ancillary network services which apply throughout the area served by us. Ancillary network services are non-routine types of services which are provided to individual customers on an ‘as needs’ basis. Ancillary network services are divided into two subclasses:

- fee based
- quoted services.

One of the two ‘failed field visit’ charges (refer to 4.1.10 and 4.1.11) is applied in situations where we have arrived at the site to undertake works, however the crew are unable to complete the work due to circumstances that are the responsibility of the customer (i.e., restricted access, contractor not ready, customer equipment not in reasonable state or the site is defective etc.). When the issue(s) have been resolved another request will need to be raised and the service charge will apply.

4.1 Fee based services

Fee based services are activities which are charged on a per activity basis.

4.1.1 New Connection - where we are the metering coordinator

A combined connection and metering service is provided by us as both the electricity distributor and the metering coordinator. We are therefore responsible for the metering.

This charge applies when:

- a customer with a supply point with fuses less than 100 amps moves into a new premises and requests supply and metering. Different charges apply depending on whether the meter is single or multi-phase direct connected (DC)
- a customer with a supply point with fuses greater than 100 amps moves into a new premises and requests supply and current transformer (CT) metering.

The charge applies where a request is made for a new supply connection at a specified address, including unmetered supply sites but excluding the supply is for security lighting (also known as watchman lighting).

Different charges apply depending on whether the service is provided during or after business hours.

This charge also applies where a builder wishes to provide permanent or temporary supply to new properties under construction. On occasions when a 'builder's temporary supply' is installed and subsequently replaced with a permanent supply, each new connection is considered a distinct site visit and separate new connection charges are applied:

- the first to the builder for establishing a new connection for which the builder uses supply for construction purposes
- second new connection charge to the customer for connecting the supply. This charge includes the removal/disconnection of the overhead service/underground cable and meter supplying the temporary supply pole where applicable.

A failed field visit (complex task) is applied when we are unable to complete the task.

4.1.2 New Connection - where we are not the metering coordinator

We also provide a new connection service where we are not the metering coordinator. The only difference between this charge and the 'new connection – where we are the metering coordinator' charge is that we are not responsible for the metering.

A failed field visit (complex task) is applied when we are unable to complete the task.

4.1.3 Meter/NMI/site investigation

This charge applies when a request is received to investigate the metering/connection at a given supply point. This request may be initiated by either the retailer or a customer. Different charges apply depending on whether the service is provided during or after business hours.

A failed field visit (complex task) is applied when we are unable to complete the task.

4.1.4 Manual de-energisation

A disconnection (includes disconnections for non-payment) charge applies when a request for fuses less than 100 amps are de-energised by a field visit. The service requires that all supply assets remain at the customer's installation.

If at the time of disconnection, it is discovered that the installation has been damaged or is defective and will be unsafe to energise, other charges may be applicable once the defect is repaired. These charges will be based on the nature of the works required.

Where the request for disconnection is received by us before 3pm, the disconnection will occur within 2 business days or the earliest permissible day thereafter.

In a normal instance a de-energisation is performed by a special reader. However, there are scenarios where an isolation is required, and accordingly an isolation charge will be applied (see 'Isolation of supply or reconnection, excluding HV (single)' and 'Isolation of supply and reconnection after isolation, excluding HV (same day)'). Some examples where an isolation may be required include:

- no access to distribution equipment - metering and main fuse, including a veranda restricting access to the main fuse
- no isolation point, necessitating disconnection at the pole
- multiple national metering identifiers (NMI) fused at a common isolation point
- CT metered site
- isolation point in restricted area – substation
- safety disconnection for non-prescribed electrical works

- special reader is not available after hours and an alternative time is not acceptable to the customer.

A failed field visit (simple task) is applied when we are unable to complete the task; however, if an isolation is required and we are unable to complete the task, a failed field visit (complex task) is applied.

4.1.5 Manual re-energisation

A re-energisation charge applies when a request is received to re-energise a supply point for fuses less than 100 amps by a field visit. Two options for re-energisation are available:

- manual re-energisation (same day)—where the request is received and carried out on the same day
- manual re-energisation (incl. customer transfer)—where the request is received one day and carried out on a different day.

If the re-energisation is required on the same day and we receive the request before 3pm, the 'manual reenergisation (same day) charge will be applied, and the reconnection will occur that day.

If the re-energisation is required for the next business day and we receive the request before 3pm on the previous business day the 're-energisation (incl. customer transfer)' charge is applied.

The charge will not be applied when:

- the customer changes retailer on a scheduled read
- the customer changes name.

The same conditions and applications of the isolation charges or failed field visit charges apply as for the 'manual de-energisation' charge above.

4.1.6 Isolation of supply or reconnection, excluding HV (single)

This charge applies when a customer (or the customer's contractor) is doing works at the site and requests a temporary isolation of supply to allow the customer and/or contractor to perform the planned work on the customer's assets (or work close the assets, or for other safety reasons).

The charge also applies when the customer (or the customer's contractor) requests a reconnection of supply after the isolation, on different date or after hours. Additional types of isolations that are included under this charge are (for example): requests for disconnection at the point of supply (i.e., pole or pit) and service line isolations in association with No Go Zone applications.

The charge does not apply to any isolations or reconnections of high-voltage (HV) assets.

Different charges apply depending on whether the service is provided during or after business hours.

A failed field visit (complex task) is applied when we are unable to complete the task.

4.1.7 Isolation of supply and reconnection after isolation, excluding HV (same day)

This charge applies when a customer (or the customer's contractor) requires:

1) a temporary isolation of supply to enable works on the customer's asset (or the near the asset or for other safety reasons), as well as

2) reconnection of supply after the works are done, to be carried out on the same day (during business hours) and the exact same site.

In this case, the customer (or the customer's contractor) must pre-arrange both an isolation of supply and a reconnection of the same point of supply at the time of requesting services, and the works must be planned for the same day during business hours. For example, when an electrician is carrying out works at a site and requires a temporary isolation at a certain time of the day and pre-arranges the reconnection an hour later (or any other time within the business hours of the same day), this charge applies.

Any other isolation and reconnection requests, or if any of the works are carried out after hours, should be charged using the single insolation and reconnection charge. The charge does not apply to any isolations or reconnections of HV assets.

A failed field visit (complex task) is applied when we are unable to complete the task.

4.1.8 Standard alteration <60 minutes

This charge is for alterations that are standard in nature, including but not limited to the following services:

- install or remove controlled load
- move meter to new position
- relocate point of attachment or service
- replace meter panel
- re-route mains to new pit
- upgrade maximum demand or change supply capacity control.

If multiple of the above services are required for the customer's alteration, this would be deemed a complex alteration.

Different charges apply depending on whether the service is provided during or after business hours.

A failed field visit (complex task) is applied when we are unable to complete the task.

4.1.9 Complex alteration >60 minutes

This charge is for alteration services of a complex nature, including but not limited to the following services:

- change overhead to underground
- change to group metering panel
- upgrade phase
- CT metering services.

It also includes multiple services during the same site visit, for example a customer requests a metering panel replacement and moving a meter to a new position in the same visit.

Different charges apply depending on whether the service is provided during or after business hours.

A failed field visit (complex task) is applied when we are unable to complete the task.

4.1.10 Failed field visit (complex tasks)

This charge applies when the customer (or the customer's contractor) requests a certain type of service, however, when the crew arrive at the site, they are unable to complete the work due to circumstances that are the responsibility of the customer (i.e., restricted access, contractor not ready, etc.). The charge applies when the following services were requested, and the crew were unable to complete work:

- new connections and/or abolishments
- any isolation or reconnection after isolation
- any alterations (standard or complex)
- any CT meter works.

Different charges apply depending on whether the failed field visit was during or after business hours.

4.1.11 Failed field visit (simple tasks)

This charge applies when the following services have been requested by the customer (or the customer's contractor), however, when the crew arrive at the site, they are unable to complete the work due to circumstances that are the responsibility of the customer (i.e., restricted access, contractor not ready, etc.):

- meter/NMI investigation

- manual re-energisation or manual de-energisation
- any meter accuracy test or meter reading (see section 3.5.7 on metering coordinator services).

4.1.12 Connection application fees

Applicants seeking a negotiated connection will need to pay an upfront connection application fee for administration and basic design costs. Where significant design work is required, the applicant will be required to pay an additional quoted specification and design enquiry fee to cover the estimated additional cost of a detailed design for that connection.

There are separate connection application fees for the following types of connections:

- < 63kVA or <= 5 lots
- 63kVA to 200kVA or > 5 lots
- 200kVA to 500kVA
- > 500kVA or high voltage
- moving our equipment
- embedded generation 200kVA to 1MVA
- embedded generation > 1MVA
- public lighting
- abolishment

4.1.13 Reserve feeder maintenance

This service covers the maintenance of reserve feeders. It does not include the capital required to build the reserve feeder as this is a negotiated connection service. There are separate fees for low voltage (LV), high voltage (HV) and sub-transmission feeders.

4.1.14 Product reference tables - fee based ancillary network services

TABLE 9 FEE BASED ANCILLARY NETWORK SERVICES (GST EXCLUSIVE)

Section reference	Alternative control service refere	Product code	Business hours, $	Product code	After hours, $
New connection where we are the metering coordinator					
4.1.1	Single phase	NCSBH	685.58	NCSAH	827.87
4.1.1	Multi-phase DC	MDCBH	819.42	MDCAH	973.82
4.1.1	Multi-phase CT	MCTBH	3,426.81	MCTAH	4,599.68
New connection where we are not the metering coordinator					
4.1.2	Single phase	NSPBH	659.41	NSPAH	794.34
4.1.2	Multi-phase DC	NMDBH	793.22	NMDAH	940.27
4.1.2	Multi-phase CT	NMCBH	2,925.44	NMCAH	3,622.26
Connection application fees					
4.1.12	< 63kVA or <=5 lots	CAABH	577.00	N/A	N/A
4.1.12	63kVA to 200kVA or >5 lots	CABBH	1,430.47	N/A	N/A
4.1.12	200kVA to 500kVA	CACBH	1,857.21	N/A	N/A
4.1.12	> 500kVA or high voltage	CADBH	2,710.68	N/A	N/A
4.1.12	Moving our equipment	CAEBH	1,857.21	N/A	N/A
4.1.12	Embedded generation 200kVA to 1MVA	CAFBH	2,070.57	N/A	N/A
4.1.12	Embedded generation >1MVA	CAGBH	2,924.05	N/A	N/A
4.1.12	Public lighting	CAHBH	530.92	N/A	N/A
4.1.12	Abolishment	CAIBH	683.68	N/A	N/A
Reserve feeder maintenance					
4.1.13	Reserve feeder maintenance low voltage	RFLV	8.08	N/A	N/A
4.1.13	Reserve feeder maintenance high voltage	RFHV	3.47	N/A	N/A
4.1.13	Reserve feeder maintenance subtransmission	RFS	0.66	N/A	N/A
All other charges					
4.1.3	Meter/NMI/site investigation	MITBH	464.04	MITAH	577.97
4.1.4	Manual de-energisation	DISBH	47.23	N/A	N/A
4.1.5	Manual re-energisation (incl. customer transfer)	RCTBH	46.54	N/A	N/A
4.1.5	Manual re-energisation (same day)	RSDBH	59.77	N/A	N/A
4.1.6	Isolation of supply or reconnection, excluding HV (single)	IOSBH	412.36	IOSAH	574.19
4.1.7	Isolation of supply and reconnection after isolation, excluding HV (same day)	ISSBH	758.64	N/A	N/A
4.1.8	Standard alteration, <60 minutes	SALBH	712.57	SALAH	992.24
4.1.9	Complex alteration, >60 minutes	CALBH	885.66	CALAH	1,233.26
4.1.10	Failed field visit (complex tasks)	FVCBH	444.00	FVUAH	559.27
4.1.11	Failed field visit (simple tasks)	FVSBH	38.26	N/A	N/A

4.2 Quoted Ancillary Network services

Quoted ancillary network services are charges levied on a time and materials basis where the services are highly variable.

All quoted services are based on the greater of actual hours worked or minimum chargeable hours, multiplied by the approved labour rates plus contractor service and materials used. Labour rates on which quotes are based on include:

- administration
- field
- technical
- engineer
- senior engineer
- engineering manager.

Labour is billable based on business and after hour rates.

The quoted services we provide are outlined in the table below.

TABLE 10 QUOTED SERVICES WE PROVIDE

Quoted services	Description
Complex supply abolishment	This charge applies when a customer requests permanent removal of our supply assets on a complex site. For example, when supply is directly from a sub-station, when the abolishment requires a design to be completed safely, or when the supply is more than 100
Rearrangement of network assets at customer request, excluding public lighting assets	This charge applies when a customer requests capital work for which the prime purpose is to satisfy a customer requirement other than new or increased supply, other than where Guideline 14 applies. For example, a customer requests a removal or relocation of service to allow work on private installation.
Audit design and construction	This charge applies when either a third party requests or we deem it necessary to review, approve or accept work undertaken by a third party. Examples include: • customer provided buildings, conduits or ducts used to house our electrical assets • customer provided connection facilities including switchboards used in the connection of an electricity supply to their installation • any electrical distribution work completed by our approved contractor that has been engaged by a customer • provision of system plans and system planning scopes, for designers engaged by the customer
Specification and design enquiry	This charge applies when design or network planning is required to fairly assess the costs so that an offer can be issued to a customer. Examples include: • the route of the network extension required to reach the customer's property • the location of other utility assets • environmental considerations including tree clearing • obtaining necessary permits from State and Local Government bodies • assessment of design and network planning options • specialist services (which may involve design related activities and oversight/inspection works) where the design or construction in is non-standard, technically complex or environmentally sensitive and any enquiries related to distributor assets.
Elective undergrounding	This charge applies when a customer could receive an overhead service but requests an underground service, other than where Guideline 14 applies. For example, a customer requests an underground service where we would consider it safe and prudent to install an overhead service.
High load escorts–surveying and lifting overhead lines	This charge applies when a third party requires safe clearance of overhead lines to allow high load vehicles to pass along roads. This includes surveying and lifting of overhead lines.
High profile antenna installation	This charge applies when customers request to install a high profile antenna to an existing smart meter
No-go zone safety-related services	This charge applies when a customer or third party requests services related to ensuring safety of no-go zone around our assets, including a supply isolation, covering assets with tiger tails and aerial markers, and other related works. For example, a customer/third party is conducting building works at a site near our assets where visual markers (tiger tails) are
Alteration and relocation of public lighting assets	This charge applies when a customer or a third party requests alteration, rearrangement or relocation of public lighting assets.
New public lighting services including greenfield sites and new light types	This charge applies when a customer or a third party request an installation of new public lighting assets, including new light types and emerging light technologies.
Access to network data - cumbersome requests	This charge applies when a customer or a third party requests electricity network data, including aggregates smart meter data, outside of legislative obligations. For example, a third party requests large quantities of aggregated data outside of our standard practices of legislative obligations. This typically involves aggregating a combination of different meters together, using either the network or other geospatial information.
Complex isolations and alterations, including HV	This charge applies when a customer requests an isolation of supply (e.g. to allow customer and/or contractor to perform maintenance on the customer's assets, work close to or for safe approach) of HV assets or where there are more complex/larger scale works isolation or alternations. This also includes where works are requested to be perform after hours for multi-occupancy or complex sites. For example, after-hours isolation for customer side works at a large multi-occupancy site, such as a caravan park.
Alterations to the shared distribution network assets	This charge applies when a customer or third party initiates alterations or other improvements to the shared distribution network to enable the third party infrastructure (e.g. NBN Co telecommunications assets) to be installed/altered on the shared distribution network.
Enhanced connection service	This charge applies when a customer opts into the management of export and/or load at a customer site that provides the customer greater network capacity than they would otherwise be eligible for. This excludes the basic flexible export service.
Reversion of embedded networks	This charge applies when an embedded network reverts to a non-embedded network. The charge covers all associated costs expected to be incurred by the network other than the cost of assigning NMIs and installing meters for individual units which is recovered through a separate basic connection charge. Costs may include project management, communication, inspection of wiring and meter boards, and abolishment of meters.
Embedded generator control equipment	Covers the installation of control equipment at embedded generation sites to enable compliance with the Victorian Government's emergency backstop requirements.
Bulk conversion to 5-minute meter readings	Request for remote reconfiguration of 20 or more installed AMI meters at multiple NMI's (all for the same FRMP and requested at the same time), for conversion from 30-minute to 5-minute interval meter data recording, storage and provision to MSATS.

Note: A failed field visit (complex task) is applied when we are called to the site and unable to complete the task.

4.2.1 Product reference tables - quoted ancillary network services

TABLE 11 QUOTED SERVICES LABOUR RATES (GST EXCLUSIVE)

Section reference	Labour type	Product code	Business hours, $/hour	Product code	After hours, $/hour
4.2	Administration	ADMBH	121.21	N/A	N/A
4.2	Field	FIEBH	223.75	FIEAH	291.94
4.2	Technical	TECBH	213.37	TECAH	328.04
4.2	Engineer	ENGBH	198.26	ENGAH	318.72
4.2	Senior engineer	SENBH	259.24	SENAH	416.17
4.2	Engineering manager	ENMBH	306.22	ANMAH	499.40

Note: Quoted service labour categories are inclusive of allowable overheads

TABLE 12 QUOTED SERVICES PRODUCT CODES (GST EXCLUSIVE)

Section reference	Quoted service	Product codes
4.2	Complex supply abolishment	SABOL & 511042
4.2	Rearrangement of network assets at customer request, excluding public lighting assets	511021
4.2	Audit design and construction	511024
4.2	Specification and design enquiry	511025
4.2	Elective undergrounding	511026
4.2	High load escorts–surveying and lifting overhead lines	511028
4.2	High profile antenna installation	511362
4.2	No-go zone safety-related services	511363
4.2	Alteration and relocation of public lighting assets	511364
4.2	New public lighting services including greenfield sites and new light types	511365
4.2	Access to network data - cumbersome requests	511366
4.2	Complex isolations and alterations, including HV	511367
4.2	Alterations to the shared distribution network assets	511368
4.2	Enhanced connection service	QSECS & 511457
4.2	Reversion of embedded networks	QSREN & 511458
4.2	Embedded generator control equipment	QEGCE & 511459
4.2	Bulk conversion to 5-minute meter readings	QSB5M & 511460

4.3 Public lighting services

We provide public lighting services for local councils and Victorian Department of Transport. The provision of public lighting services and the respective obligations of our business and public lighting customers are regulated by the Electricity Distribution Code of Practice. The following services are included:

- operation of public lighting assets; including handling enquiries and complaints about public lighting and dispatching crews to repair public lighting assets

- maintenance, repair and replacement of public lighting assets.

The cost of these services is charged to customers through an operation, maintenance, repair and replacement (OM&R) charge per each light.

All other public lighting services are treated as quoted (see table 14).

Where a public lighting customer requests the replacement of a light with another light of a different type, then the activities required to fulfil this request fall outside of general OM&R activities. In this circumstance the following charges (rebates) are applied:

- replacement luminaire – written down value (WDV) recovery (charge)
- replacement luminaire - avoided costs (rebate)

The prices for the written down values and avoided cost rebates were included in the AER's final decision public lighting model. For transparency, we have included these prices in our 2026/27 public lighting price list.

From 1 July 2026 we introduce three new charges:

- Category P LED Lamp
- Accelerated Replacement Charge (ARC)
- Type 9 metering

Category P LED Lamp

The OM&R price assumption is based on the Category P LED light type with a price factor of 2.0 to allow for the higher material cost of LED lamps (corncobs), higher maintenance requirements and shorter life cycle.

Accelerated Replacement Charge (ARC)

This charge applies to replaced non-LED lights and is payable monthly from the time of replacement to June 2031, at which point the replacement cost will have been recovered and would not continue into the next regulatory period.

When the new lantern is installed and updated in our asset inventory, the new LED lantern will shift from the existing OM&R tariff to the appropriate energy efficient LED OM&R tariff which will be billed monthly. In addition to the OM&R tariff savings, Councils will also benefit from energy savings that will be passed through to the Council's retailer.

The last payment of the ARC will be in July 2031 for the month of June 2031.

Type 9 metering

We provide type 9 metering services for public lighting assets where a council or authorised public lighting owner appoints us as the preferred provider.

The Type 9 metering charge is applied to each lamp with type 9 metering.

4.3.1 Product reference tables - Public lighting OM&R, Type 9 metering, WDV and avoided cost

TABLE 13 PUBLIC LIGHTING OM&R (GST EXCLUSIVE)

Public lighting charges	Product code	Product co	Product code	OM&R, $ per light
	4/10 share	6/10 share	full share	
Mercury vapour 80 watt	510859	510885	510269	143.86
Sodium high pressure 70 watt	510864	510890	510238	304.95
Sodium high pressure 100 watt	510865	510891	510242	197.39
Sodium high pressure 150 watt	510866	510892	510246	193.52
Sodium high pressure 250 watt	510868	510894	510251	195.39
Sodium high pressure 400 watt	510870	510896	510257	214.92
Metal halide 70 watt	510872	510898	510289	304.95
Metal halide 100 watt	510873	510899	510290	303.82
Metal halide 150 watt	510874	510900	510294	305.76
Metal halide 250 watt	510875	510901	510302	234.45
Metal halide 400 watt	510876	510902	510306	234.45
Fluorescent T5 2x14 watt	510878	510904	510683	71.83
Fluorescent T5 2x24 watt	510879	510905	510684	70.85
Compact Fluorescent 32 watt	511139	511140	511053	69.6
Compact Fluorescent 42 watt	511141	511142	511054	69.6
Category P LED Lamp	511442	511443	511444	76.45
Category P LED Lantern (Standard and High Output)	511161	511162	511163	38.22
Category V LED L1 Standard Output	511243	511246	511240	75.09
Category V LED L2 Medium Output	511244	511247	511241	82.61
Category V LED L4 High Output	511245	511248	511242	93.88
Accelerated replacement charge	511451	511452	511453	213.64
Type 9 meter - testing	511454	511455	511456	5.79
Written down value			420372	100.59
Avoided cost			420371	-24.54

4.4 Unmetered Supplies

Non-contestable unmetered load (NCONUML)

NCONUMLs are different to contestable unmetered loads (type 7 or public lighting) as NCONUML device loads are not predictable and not registered with AEMO on the load table. In Victoria, only streetlight public lighting is permitted to be a contestable unmetered load.

NCONUMLs are permitted, when in the reasonable opinion of the network, the cost of installing, testing and maintaining new metering equipment is likely to exceed the amount paid for the supply and sale of electricity.

The network is not responsible for asset maintenance and supply is for energy use only.

If the network needs to perform maintenance to its assets which the NCONUML is connected to, the customer shall, at its own cost, be responsible for disconnection.

Load and Load Profile

Within the National Electricity Market (NEM), the load and load profile for an unmetered device is needed to facilitate billing. In the absence of a network device or sample meter, the customer, retailer and network must agree to a load profile for each device type connected to the network.

Permissible Device Types

The types of devices permitted to be connected as NCONUMLs must be controlled and their load and load patterns must be agreed between the network, customer and the retailer.

4.5 Metering coordinator services

Since 1 December 2017, the responsible person role was replaced by the metering coordinator role. We are the metering coordinator for types 5, 6 and 7 meters. We are responsible for metering coordinator services associated with types 5, 6 and 7 meters which are installed in residential and small commercial premises consuming up to 160 megawatt hours (MWh) per annum. The services provided in relation to these meters include:

- meter provision—includes purchasing meters and installing these meters at the customer's premise
- meter maintenance—includes inspecting, testing, maintaining and repairing meters
- meter replacement—replacement of a meter and associated equipment, at a site with existing metering infrastructure, with a modern equivalent where the meter has reached the end of its economic life
- meter reading and data services—includes collection, processing, storage and delivery of metering data to other participants for billing and market settlement purposes and the management of the relevant NMI
- meter communications—includes maintaining and installing communication devices required to operate the mesh radio network and management of the day-to-day operation of the meter communications systems including meter data delivery, testing, fault detection, investigation and resolution.

One of the two 'failed field visit' charges (refer to 4.1.10 and 4.1.11) is applied in situations where we have arrived at the site to undertake works, however the crew are unable to complete the work due to circumstances that are the responsibility of the customer (i.e., restricted access, contractor not ready, customer equipment not in reasonable state or the site is defective etc.). When the issue(s) have been resolved another request will need to be raised and the service charge will apply. The following section details fixed fee ancillary service related to metering.

4.5.1 Meter accuracy test

This charge applies when a request is made to test the accuracy of a meter at a given supply point.

A failed field visit (simple task) is applied when we are unable to complete the task.

4.5.2 Meter accuracy test – additional meters

This charge applies where multiple meters are being tested for accuracy. We will only apply this fee where we have charged the "meter accuracy test" for the first meter tested and we are then testing additional meters at the site on same visit. We will apply this lower charge for each additional meter tested.

4.5.3 Remote meter reconfiguration

The remote reconfiguration charge applies when a request is received to reconfigure a smart meter and has the related infrastructure in place.

4.5.4 Special reading

The special meter reading charge applies when a request for a special meter read is to be performed by a field visit outside the scheduled meter reading cycle. Where customers have multiple metering installations, such as farms and units, a separate charge applies to each meter on the property. This charge is only available during business hours.

4.5.5 Meter exit fees

The meter exit fees are charged for each meter at a premises in cases where the customer moves to a competitive meter services provider, or when a site is converted to an embedded network. There is one charge for each of the following types of meters:

- single phase
- three phase DC meter
- three phase CT connected meter
- basic or manually read interval meter.

4.5.6 Product reference tables - metering coordinator services

TABLE 14 ANCILLARY SERVICES RELATED TO METERING (NOMINAL, GST EXCLUSIVE)

Metering charges	$/NMI/year
Single phase meter	50.40
Three phase direct connected meter	61.70
Three phase CT connected meter	77.80

TABLE 15 ANCILLARY SERVICES RELATED TO METERING (NOMINAL, GST EXCLUSIVE)

Section reference	Alternative control service	Product code	Business hours, $	Product code	After hours, $
4.5.1	Meter accuracy test	MATBH	535.41	MATAH	669.44
4.5.2	Meter accuracy test - additional meters	MATAM	285.64	N/A	N/A
4.5.3	Remote meter reconfiguration	RMR	71.12	N/A	N/A
4.5.4	Special reading	SRBH	38.26	N/A	N/A

TABLE 16 METERING EXIT FEES (NOMINAL, GST EXCLUSIVE)

Section reference	Metering exit fees	Product code	$
4.5.5	Single phase	MEFSP	224.60
4.5.5	Three phase DC	MEFDC	276.03
4.5.5	Three phase CT	MEFCT	386.52
4.5.5	Basic or MRIM all	MEFBM	57.00