30 October 2026

Ms Kami Kaur
A/g Executive General Manager
Australian Energy Regulator
Via email: kami.kaur@aer.gov.au

Dear Ms Kaur

Request to amend or replace Evoenergy's framework and approach paper

Evoenergy owns and operates the electricity distribution network in the Australian Capital Territory (ACT) and the gas network in the ACT and surrounding region. The current regulatory control period for our ACT electricity distribution network ends on 30 June 2029.

The National Electricity Rules (Rules or NER) provide that, no later than 32 months before the end of the current regulatory period (i.e. by 31 October 2026), Evoenergy may request the Australian Energy Regulator (AER) amend or replace the existing framework and approach (F&A) paper.[1]

Evoenergy makes this request for a replacement F&A for some matters, as we consider some modifications are necessary to account for the changes in our operating and regulatory environment over the period since the AER's final F&A paper for Evoenergy for the 2024–29 regulatory period was published.[2]

The ACT's energy transition is well-advanced and rapidly changing how much electricity our customers use and when they use it. Our customers are embracing electrification and the use of consumer energy resources (CER) such as rooftop solar, behind-the-meter storage and electric vehicles (EV). The ACT's electrification is driven by the legislated pathway to net zero by 2045, and planned phase out of the gas network, a ban on most new gas connections and an array of financial incentives and support for electrification.[3] Since it was introduced in July 2021, over 26,800 households have accessed the ACT Government's Sustainable Household Scheme to install energy efficiency improvements (including over 11,300 solar installations and 3,800 battery systems).[4]

Data centres in the ACT are also rapidly expanding, with the number more than doubling to around 21 centres over the period since the AER's final F&A in July 2022. The expansion in data centres in the ACT is expected to continue, driven largely by proximity to Commonwealth Government agencies and their need for sovereign digital infrastructure.[5]

Another important contextual change to be reflected in Evoenergy's amended F&A is the role of Distribution Network Service Providers (DNSP) as Distribution System Operators

[1] NER 6.8.1(c)(1).
[2] AER (2022). Framework and approach Evoenergy, regulatory control period commencing 1July 2024, July.
[3] ACT Government (2024). Integrated Energy Plan 2024–30, June; *Climate Change and Greenhouse Gas Reduction Act 2010* (ACT).
[4] ACT Government (2026). Sustainable Households Scheme Dashboard, accessed 1 October 2026.
[5] Data centre energy consumption in ACT and Southern NSW is projected to be 0.8TWh by FY50: Oxford Economics (2025). Data Centre Energy Demand, Final Report, July, p.5.

(DSO),[6] as well as obligations to perform essential system services under direction by the Australian Energy Market Operator (AEMO) to ensure the network safety, security and reliability of the network.[7]

These changes to our environment are driving a need to adapt and clarify the way we describe and classify our standard control services (SCS) and alternative control services (ACS). As such, Evoenergy requests an amended or replacement service classification F&A decision. The key proposed changes to our service classification are summarised as follows:

- Inclusion of DSO and essential system service activities under the common distribution service (CDS) and classified as direct control, SCS on the basis that these activities relate to the flow of electricity through the network for consumers and maintain network integrity and the efficient cost of providing these services should be recovered from all customers.[8]
- Amendment to the classification of legacy metering (type 5 and 6 meters) from ACS to SCS to allow for recovery of minimal remaining operational costs from a wider customer base and align the classification of these services with New South Wales (NSW) DNSPs, as set out in the AER's final decision.[9]
- Amendments to the descriptions of ACS connection services in order to clarify the nature of these services (enhanced connection service and connection and application management service).
- Minor amendments to the common distribution service (CDS) and some ACS services to clarify and align with amended activity descriptions for other DNSPs, where appropriate.

In relation to other F&A matters, Evoenergy requests that the AER amend its application of the capital expenditure sharing scheme (CESS) to reflect its 2025 Capital Expenditure Incentive Guidelines.[10] Evoenergy also requests that the AER amend its application of a small-scale incentive scheme. We intend to engage with our community and stakeholders about the customer services that are important to them and this may lead to the development of a proposed customer service incentive scheme (CSIS) for the 2029–34 period.

More detail on Evoenergy's reasons for requesting the AER amend or replace the existing F&A paper is provided in Attachment A. We note that further changes to the F&A may be required to reflect feedback received through the AER's consultation period.

[6] DCCEEW (2025). Redefining roles and responsibilities for power system and market operations in a high CER future, CER Taskforce, July.
[7] See AER (2024). Framework and approach, AusNet Services, CitiPower, Jemena, Powercor and United Energy 2026–31, July, pp.5–6; also ACT Government (2025). Introducing Emergency Backstop Capability, March. The ACT Government is currently drafting the technical code necessary to implement the Emergency Backstop Mechanism.
[8] AER (2022). Electricity Distribution Service Classification Guideline – Final, August, p.6.
[9] AER (2024). Final decision, Classification of services – Ausgrid, Endeavour Energy, Essential Energy (NSW) and Evoenergy (ACT) Electricity Distribution Determination 2024 to 2029 – Att. 13, April.
[10] AER (2025). Capital Expenditure Incentive Guidelines, August.

Further, Evoenergy observes that while the AER's F&A decision is binding on some matters,[11] there is likely to be considerable uncertainty and change over course of the next 12–24 months as Evoenergy prepares its regulatory proposal (due 31 January 2028) and revised proposal (due December 2028) for submission to the AER. This includes the outcomes of the Australian Energy Market Commission's (AEMC) electricity network regulation review (ENRR),[12] as well as rule changes from the Department of Climate Change, Energy, the Environment and Water (DCCEEW) relating to the role and obligations of the DSO,[13] and cost recovery arrangements for large customers.[14] Additional uncertainty is expected over the period driven by the pace and extent of the energy transition driven by electrification and large customer connections in the ACT, and associated ACT Government supporting policy frameworks.[15]

Also provided in Attachment A is the information on our dual function assets[16] required to inform the AER's decision on the pricing arrangements for these assets.

The proposed marked up changes to our service classification are shown in Attachment B.

If you wish to discuss any of the matters raised in this letter further, please contact Leah Ross, Economic Regulatory Manager via leah.ross@evoenergy.com.au. We look forward to constructive ongoing engagement with your team over the course of this review.

Yours sincerely



Megan Willcox

General Manager, Economic Regulation

[11] Under NER 6.8.1(b)(1), the AER's decisions on service classification, control mechanism and formulae and pricing of dual function assets is binding, unless it considers a material change in circumstances justify a change to the classification or control formulae (NER 6.12.3(b)-(c1)).
[12] AEMC (2026). Electricity network regulation review – Package 2 consultation paper, August.
[13] AEMC (2026). Electricity network regulation review – Package 2 consultation paper, August, p.8.
[14] AEMC (2026). Cost recovery for network augmentations Package 1 and 2, September.
[15] For example, the ACT Government has flagged additional measures to support the electrification transition such as banning the sale of gas appliances. The ACT Government has also indicated its intention to establish a framework for data centres in the ACT including standards and geographical location. See ACT Government (2026). Providing a clear framework for Data Centres in the ACT, Chief Minister media release, August; also ACT Government (2026). Future appliance regulations to support the gas transition, discussion paper, August.
[16] The Rules also require Evoenergy, whose distribution network includes assets that perform both distribution and transmission functions to advise the AER of the value of these Dual Function Assets under NER 6.25(a).

Attachment A: Statement of request for amended or replacement F&A paper for the 2029–34 regulatory period (NER Rule 6.8.1(b))

NER	Statement
Matters listed in clause 6.8.1(b)(1) of the Rules for which a framework and approach paper must set out the AER's decision (together with reasons for the decision), for the purposes of the forthcoming distribution determination	
(i) the form or forms of control	Evoenergy **does not require** the AER to make an amended or replacement F&A paper in respect of the form (or forms) of the control mechanisms. We consider that the AER's decision on the forms of control for our current regulatory control period (2024–29) remain appropriate (i.e. a revenue cap for SCS and price caps on individual ACS). • SCS: Evoenergy's SCS includes those services used by all customers (i.e. those services relating to the flow of electricity through the network for consumers, including maintaining the network)[17] and are currently subject to a revenue cap. Under a revenue cap Evoenergy's prices are adjusted annually to recover the efficient revenue as determined by the AER for the regulatory period. That is, under a revenue cap, customers pay no more, or no less than Evoenergy's efficient costs of providing SCS to all customers. We note that the proposed change in classification from ACS to SCS for our legacy metering service (type 5 and 6) will result in a change to the form of control applying to this service. • ACS: Services classified as ACS are ancillary to the common distribution service and typically only used or requested by certain customers (e.g. pole relocation, connection application and management services).[18] The application of a price cap form of control to Evoenergy's ACS remains appropriate as prices for ACS services are set according to their cost to supply and are adjusted annually over the regulatory period in accordance with the price cap formulae set by the AER.[19]

[17] AER (2022). Electricity distribution service classification Guideline, p. 6 (August).
[18] AER (2022). Electricity distribution service classification Guideline, pp. 11– (August).
[19] The price formulae applying to both quoted and non-quoted ACS are set out in Evoenergy's current F&A paper see: AER (2022). Framework and Approach Evoenergy (ACT), regulatory control period commencing 1 July 2024, pp.34–34 (July).

NER		Statement
(ii)	**as to whether or not Part J of Chapter 6A is to be applied to determine the pricing of transmission standard control services provided by any dual function assets owned, controlled or operated by [Evoenergy]**	Evoenergy **does not require** the AER to make an amended or replacement F&A paper on the application of Part J of Chapter 6A to its dual function assets. Parts of Evoenergy's network continue to meet the definition of a dual function asset in clause 6.24.2 of the Rules. The value of the relevant dual function assets in Evoenergy's regulated asset base (RAB)[20] at 1 July 2026 was $196 million, representing approximately 16 percent of the total RAB. Evoenergy submits that the value of the dual function assets represents a material proportion of its RAB and seeks to continue the current application of Part J of Chapter 6A of the Rules to determine the pricing of transmission standard control services provided by dual function assets it owns, controls, and operates.
Matters listed in clause 6.8.1(b)(2) of the Rules for which a framework and approach paper must set out the AER's proposed approach (together with its reasons for the proposed approach), in the forthcoming distribution determination		
(i)	**the classification of distribution services under [Chapter 6]**	Evoenergy **requests** the AER make an amended or replacement F&A paper on the classification of its distribution services for the following reasons: • DSO and essential system services: Inclusion of DSO activities under the CDS and classified as direct control, SCS on the basis that these activities relate to the flow of electricity through the network for consumers and maintain network integrity.[21] The proposed amendment clarifies that DSO related activities such as flexible exports, integration and orchestration of CER, as well as the mandatory system services used to maintain security and reliability of energy supply[22] align with the provision of common services for all customers. As a DSO, DNSPs will be expected to actively manage load and facilitate efficient orchestration in order to unlock the benefits of CER and enable the energy transition, as such all customers should contribute to the recovery of the efficient costs of these activities.[23] We consider the descriptions have been drafted with sufficient flexibility to accommodate the further clarification of the DSO role expected through the AEMC's consideration of DCCEEW rule changes and the ENRR, however we note that additional amendments may be required once the outcome of these rule changes and review are known.

[20] Determined in accordance with NER clause 6.25(a).
[21] AER (2022). Electricity Distribution Service Classification Guideline – Final, August, p.6.
[22] As directed by the Australian Energy Market Operator, such as the Emergency Backstop Mechanism and Under Frequency Load management.
[23] AEMC (2026). Electricity network regulation review – Package 2 consultation paper, August, p.8.

NER	Statement
	• Legacy metering (type 5 and 6) reading and data services: Under the smart meter acceleration rules, all new and replacement meters must be smart meters (type 4), with the rollout to be complete by 2030.[24] In the ACT, while over 40 per cent of households have smart meters,[25] there remain around 100,000 households with legacy (type 5 and 6) meters required to be upgraded by 2030. Evoenergy will have fully depreciated legacy (type 5 and 6) meter assets by the end of the current regulatory period and is expected to have only a small amount of operating expenditure associated with legacy meter services to recover in the 2029–34 period to read, inspect, test and provide data services for these installations. In line with the AER's final decision on legacy meters for NSW DNSPs,[26] Evoenergy proposes to reclassify its legacy meter services to SCS from ACS in order to recover the costs of these services across a wider customer group during the smart meter transition.[27] In making its decision, the AER observed that, as more customers transition to a smart meter, those customers who remain on legacy meters will face escalating costs.[28] The proposed change will also enable Evoenergy to simplify its tariff structure by removing those tariffs with metering charges as the metering charges will be recovered from all customers, rather than only those customers that had or have legacy meters (approx. 9 tariffs). In amending the classification of legacy meter services from ACS to SCS there are consequential changes to the ACS metering services which is proposed to be renamed 'special meter reading and testing' and include off-cycle meter reads, and customer-initiated requests to test, inspect or investigate these meters and emergency arrangements[29] for metering equipment not owned by the distributor. Evoenergy does not undertake any maintenance, repair or alternation of these meters.

[24] AEMC (2024). National Electricity Amendment (Accelerating Smart Meter Deployment Rule), November.
[25] ActewAGL (2026). Powering a fully electrified ACT, one community at a time, July.
[26] AER (2024). Final decision, Classification of services – Ausgrid, Endeavour Energy, Essential Energy (NSW) and Evoenergy (ACT) Electricity Distribution Determination 2024 to 2029 – Att. 13, April.
[27] AER (2024). Final decision – Classification of services – Ausgrid, Endeavour Energy, Essential Energy (NSW) and Evoenergy (ACT) Electricity Distribution Determination 2024 to 2029 – Att. 13, April, p.2–4.
[28] AER (2024). Final decision – Classification of services – Ausgrid, Endeavour Energy, Essential Energy (NSW) and Evoenergy (ACT) Electricity Distribution Determination 2024 to 2029 – Att. 13, April, pp.3–4.

[29] This is amended from emergency *maintenance* of metering requirement not owned by the distributor to clarify that Evoenergy does not provide maintenance on contestable meters, but provides emergency arrangements such as by-pass for these meters when required.

NER	Statement
	• Connections services: Evoenergy proposes to make amendments to the descriptions of the following connection services, but we note the outcomes of the ACT Government's data centre framework[30] and the AEMC's ENRR and rule changes[31] may have implications for these service classification arrangements: ○ Enhanced connection services (ACS): clarifies this service includes the management of export and load at a customer site that provides the customer with greater capacity than they would otherwise be eligible for (i.e. in unconstrained periods). We also propose to remove the reference to providing connection services to large embedded generators beyond the threshold set in the connection policy as it is already captured in the description (in excess of levels of service or plant ratings required to be provided by the distributor) and aligns to AER's final service classification decision for other DNSPs.32 ○ Connection application and management services (ACS): the inclusion of additional activities to clarify the nature of this service includes activities necessary to prepare a connection offer and manage that connection for a customer, including the provision of an abolishment or reposition/relocation of a connection. ○ Negotiated connection services (SCS): amendment to clarify this service includes connections under Chapters 5 and 5A of the NER, as included in the AER's recent decisions for other DNSPs.33

[30] ACT Government (2026). Providing a clear framework for Data Centres in the ACT, Chief Minister media release, August; AEMC (2026). Electricity network regulation review – Package 2 consultation paper, August, p.8;
[31] AEMC (2026). Cost recovery for network augmentations Package 1 and 2, September.
[32] AER (2026). Final decision, Service classification – AusNet Services, Jemena, CitiPower, Powercor and United Energy Distribution determinations 2026-31 – Att. 11, April, p.21–22, AER (2024). Final decision, Classification of services – Ausgrid, Endeavour Energy, Essential Energy (NSW) and Evoenergy (ACT) Electricity Distribution Determination 2024 to 2029 – Att. 13, April, p.29.
[32] AER (2025). Capital Expenditure Incentive Guidelines, August.
[33] AER (2026). Final decision, Service classification – AusNet Services, Jemena, CitiPower, Powercor and United Energy Distribution determinations 2026-31 – Att. 11, April.

NER	Statement

	• Minor additional amendments to the CDS to align with the AER's final service classification decision for Victorian DNSPs to include provision of customer safety information, training internal staff, investigation of customer-reported network faults and rectification of some simple customer faults.[34]
	• Minor additional amendments to ACS descriptions to align with the AER's final service classification decision for other DNSPs, as follows:[35]
	  ○ Inspection and auditing services to include retesting at a customer's installation where the installation has been disconnected for more than 12 months or for safety reasons.
	  ○ Provision of electricity network data to clarify the nature of this service and distinguish it from the provision of data as required under the Rules as part of the CDS.
	  ○ Access permits, oversight and facilitation to include a reference to access to electrical installations secured by a DNSP master lock.
	The proposed changes are shown in Attachment B. Evoenergy notes that further changes may become apparent through the consultation period, and may be required to accommodate the outcomes of the AEMC's rule changes on large customer connections, DSO obligations and its ENRR.

(ii) the formulae that give effect to the control mechanism	Evoenergy **does not require** the AER to make an amended or replacement F&A in respect of the formulae that give effect to the control mechanism, other than to update the description to reflect the next regulatory period and to adjust the revenue cap definitions where appropriate to include the proposed legacy metering SCS in the revenue cap calculation. The form of control formulae applying Evoenergy's services are: • ACS: price cap formulae applied to fee based ancillary network services[36]

[34] See AER (2026). Final decision, Service classification – AusNet Services, Jemena, CitiPower, Powercor and United Energy Distribution determinations 2026-31 – Att. 11, April.
[35] See AER (2026). Final decision, Service classification – AusNet Services, Jemena, CitiPower, Powercor and United Energy Distribution determinations 2026-31 – Att. 11, April. See also AER (2024). Final decision, Classification of services – Ausgrid, Endeavour Energy, Essential Energy (NSW) and Evoenergy (ACT) Electricity Distribution Determination 2024–29, Att. 13, April, p. 9.
[36] AER (2022). Framework and Approach Evoenergy (ACT), regulatory control period commencing 1 July 2024, July, p.35.

NER		Statement
		• ACS: price cap formulae applied to quoted ancillary network services, including margin and tax components[37] • SCS: revenue cap formulae.[38]
Regulatory incentive schemes (Clauses 6.8.1(b)(2)(iii)–(iv)		Evoenergy seeks to have each of the four incentive schemes in the Rules that apply to Evoenergy in the current 2024–29 regulatory period continue to apply for the 2029–34 regulatory period. Evoenergy notes that the operation and application of incentive schemes will be considered through the AEMC's ENRR. Evoenergy also intends to engage with our community and stakeholders about the services that are important to them. For these reasons, the proposed inclusion and design of the incentive schemes may evolve over the next 12–18 months.
(iii)	**the application of any service target performance incentive scheme**	Evoenergy **does not require** the AER to make an amended or replacement F&A paper in relation to the application of any service target performance incentive scheme (STPIS). Evoenergy's customer service component under the STPIS is currently based on the default telephone answering parameter. We intend to engage with our community and stakeholders about the customer services that are important to them. This may lead to the development of a proposed CSIS for the 2029–34 and/or amendments to the current STPIS design.
(iv)	**the application of any efficiency benefit sharing scheme**	Evoenergy **does not require** the AER to make an amended or replacement F&A paper in relation to the application of the efficiency benefit sharing scheme (EBSS) to its 2029–34 regulatory control period.
(v)	**the application of any capital expenditure sharing scheme**	Evoenergy **requests** the AER make an amended or replacement F&A paper in relation to the application of the CESS to its 2029–34 regulatory control to align the design with the AER's Capital Expenditure Incentive Guidelines,[39] including the volumetric adjustment for business-as-usual connections capital expenditure and other adjustments, such as reducing CESS penalty for large bespoke connections that do not have a standardised unit rate.

[37] AER (2022). Framework and Approach Evoenergy (ACT), regulatory control period commencing 1 July 2024, July, pp.34–35.
[38] AER (2022). Framework and Approach Evoenergy (ACT), regulatory control period commencing 1 July 2024, July, pp.32–33.
[39] AER (2025). Capital Expenditure Incentive Guidelines, August.

NER		Statement
(vi)	**the application of any demand management incentive scheme or demand management innovation allowance**	Evoenergy **does not require** the AER to make an amended or replacement F&A paper in relation to the Demand Management Incentive Scheme (DMIS) and Demand Management Innovation Allowance (DMIA), as it intends to apply these in the 2029–34 regulatory control period. As noted above, we intend to engage with our community and stakeholders about the services that are important to them, including innovation funding mechanisms.
(vii)	**the application of any small-scale incentive scheme**	Evoenergy **requests** the AER make an amended or replacement F&A paper in relation to the application of any small-scale incentive scheme (SSIS), such as a CSIS. Evoenergy will engage on the potential for a CSIS with our community and stakeholders and consider views shared through the AEMC's ENRR in relation to the introduction of a CSIS for the 2029–34 regulatory control period.
(viii)	**the application of the Expenditure Forecast Assessment Guidelines**	Evoenergy **does not require** the AER to make an amended or replacement F&A in respect of the application of the Expenditure Forecast Assessment Guidelines to Evoenergy's 2029–34 regulatory determination. The AER applied the Expenditure Forecast Assessment Guidelines, along with its expectations set out in the Better Resets Handbook in its assessment of Evoenergy's proposal for its current period, as such no change is required.
(ix)	**whether depreciation for establishing the regulatory asset base at the commencement of the following regulatory control period is to be based on actual or forecast capital expenditure (capex) in accordance with clause S6.2.2B.**	Evoenergy **does not require** the AER to make an amended or replacement F&A in respect of establishing the regulatory asset base at the commencement of the following regulatory control period. The opening RAB for the 2029–34 regulatory control period will be established using depreciation based on forecast capex. Evoenergy seeks to maintain this approach for the 2034–39 period, as such no change is required.

Attachment B: Proposed changes to Evoenergy's service classification (against the AER's final decision on Evoenergy's 2024–29 service classification)

Service group	Description	Current classification 2024-29	Proposed classification 2029-34
Common distribution services – use of the distribution network for the conveyance/flow of electricity (including service relating to network integrity)			
Common distribution services	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 • the relocation of assets that form part of the distribution network, but not relocations requested by a third party (including a customer) • works to fix damage to the network[40] and recoverable works to fix damage 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 • provision of standardised data sets and/or data that is provided to a distributor in accordance with obligations under the Rules.41 • activities related to 'shared asset facilitation' of distributor assets42 • 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 • rectification of simple customer fault relating to a life support customer or other critical health and safety issues the distributor is able to address	Standard control	Standard control

[40] May include the provision of temporary stand-alone power systems to restore supply.
[41] Where a network receives data from smart meters at no additional cost, this data is considered to be available to customers and stakeholders at no charge.
[42] 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 of providing the unregulated service.

Service group	Description	Current classification 2024-29	Proposed classification 2029-34

	• 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 works (not part of the shared network) required under legislation for safety reasons
	• bulk supply point metering – activities in relation to monitoring the flow of electricity through the distribution network
	• work related to a regulated stand-alone power system (SAPS) deployment, operation and maintenance (including fault and emergency repairs)[43], and customer conversion activities.
	• customer safety information e.g. Before You Dig Australia services
	• use of dynamic network capacity management capabilities (including communication of import and export limits, integration and orchestration of CER and other activities) 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.		

[43] Includes simple customer fault rectification on generation service of regulated SAPS.

Service group	Description	Current classification 2024-29	Proposed classification 2029-34
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 the ACT'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, such as compliance and testing of services.	NA	Standard control
Network ancillary services—customer and third party initiated services related to the common distribution service			
Design related services	Activities include: • provision of design information, design consultation, design rechecking services in relation to connection and relocation works provided contestably • specialist services where the design is non-standard, technically complex or environmentally sensitive and any enquiries related to distributor assets. • the provision of engineering consulting (related to the shared distribution network).	Alternative control	Alternative control
Contestable network commissioning and decommissioning	The commissioning and decommissioning of network equipment associated with ASP Level 1 contestable works. Includes equipment checks, tests and activities associated with setting or resetting network protection systems and the updating of engineering systems.	Alternative control	Alternative control
Access permits, oversight and facilitation	Activities include: • a distributor issuing access permits or clearances to work to a person authorised to work on or near distribution systems including high and low voltage. • a distributor issuing confined space entry permits and associated safe entry equipment to a person authorised to enter a confined space.	Alternative control	Alternative control

Service group	Description	Current classification 2024-29	Proposed classification 2029-34
	• a distributor providing access to switch rooms, substations and the like to a non-Local Network Service Party who is accompanied and supervised by a distributor's staff member. May also include a distributor providing safe entry equipment (fall-arrest) to enter difficult access areas and access to electrical installations secured by a DNSP master lock. • facilitation of generator connection and operation of the network. • facilitation of activities within clearances of distributor's assets, including physical and electrical isolation of assets.		
Network related property services	Activities include: • Network related property tenure services such as property tenure services related 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 connection or relocation. • Conveyancing inquiry services relating to the provision of property conveyancing information at the request of a customer.	Alternative control	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 to become part of the shared distribution network.	Alternative control	Alternative control
Network safety services	Examples include: • provision of traffic control and safety observer services by the distributor or third party where required • fitting of tiger tails, possum guards and aerial markers • third party request for de-energising wires for safe approach • high load escorts.	Alternative control	Alternative control

Service group	Description	Current classification 2024-29	Proposed classification 2029-34
Rectification works to maintain network safety[44]	Issues identified by the distributor, including but not limited to: • work involved in managing and resolving pre-summer bush fire inspection, • customer vegetation defects, or aerial mains.	Alternative control	Alternative control
Services provided in relation to a Retailer of Last Resort (ROLR) event	The distributor may be required to perform a number of services when a ROLR event occurs. For example: • Preparing lists of affected sites and reconciling data with AEMO listings, arranging estimate reads for the date of the ROLR event, preparing final invoices and miscellaneous charges for affected customers, extracting customer data, providing it to the ROLR and handling subsequent enquiries.	Alternative control	Alternative control
Customer requested network outage or rescheduling of a planned interruption	Examples include: • where the customer requests to reschedule a distributor planned interruption and agrees to fund the additional cost of performing this distribution service outside of normal business hours. • 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)	Alternative control	Alternative control
Attendance at customers' premises to perform a statutory right where access is prevented.	A follow up attendance at a customer's premises to perform a statutory right where access was prevented or declined by the customer on the initial visit. This includes the costs of arranging, and the provision of, a security escort or police escort (where the cost is passed through to the distributor).	Alternative control	Alternative control
Inspection and auditing services	Activities include: • inspection and reinspection by a distributor, of gifted assets or assets that have been installed or relocated by a third party	Alternative control	Alternative control

[44] Allows the distributor to conduct rectification works where the customer has failed to do so.

Service group	Description	Current classification 2024-29	Proposed classification 2029-34
	• 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.		
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 distributor's network. Such learning outcomes may include those necessary to demonstrate competency in the distributor's electrical safety rules, to hold an access authority on the distributor's network and to carry out switching on the distributor's network. Examples of training might include high voltage training, protection training or working near power lines training. Excludes training for internal staff and contractors undertaking Common distribution services.	Alternative control	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 provider (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 distributor's approved materials list.	Alternative control	Alternative control
Customer or third-party initiated network asset relocations/re-arrangements	Relocation of assets that form part of the distribution network in circumstances where the relocation was initiated by a third party (including a customer).	Alternative control	Alternative control

Service group	Description	Current classification 2024-29	Proposed classification 2029-34
Provision of electricity network data	Activities include: • Data requests by customers or third parties for network data beyond the scope of Standard Control Service provision, including: ~~the provision of electricity network data beyond standardised data sets obligations under the Rules~~the provision of electricity network data beyond standardised data sets obligations under the Rules. ○ ~~Additional services related to network data requests including previous of advice and interpretation. including~~Data requests by customers or third parties including requests for the provision of electricity 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.~~Additional services related to network data requests including provision of advice and interpretation,~~	Alternative control	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. NBN Co telecommunications assets) to be installed on the shared distribution network. This does not relate to upstream distribution network augmentation.	Alternative control	Alternative control
Metering services – activities relating to the measurement of electricity supplied to and from customers through the distribution system (excluding network meters)			
Type 1 to 4 metering services	Type 1 to 4 metering installations and supporting services are competitively available.	Not classified	Not classified
~~**Type 5 and 6 meter provision (prior to 1 December 2017)**~~	~~Recovery of the capital cost of type 5 and 6 metering equipment installed prior to 1 December 2017~~	~~Alternative control~~	~~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	Standard control	Standard control

Service group	Description	Current classification 2024-29	Proposed classification 2029-34
	metering data for unmetered loads, and the population and maintenance of load tables, inventory tables and on/off tables.		
Metering services (Type 5 and 6 meter) ~~maintenance~~, reading, testing and data services (legacy meters)	Activities include: • meter ~~maintenance covers works to~~ inspections and~~,~~ testing~~, maintain metering installations~~ • meter reading refers to quarterly or other regular reading of metering installations including field visits and remotely read meters • metering data services includes, for example: services that involve the collection, processing, storage and delivery of metering data, the provision of data in accordance with regulatory obligations, remote or self-reading at difficult to access sites, and the management of relevant NMI Standard Data in accordance with the NER.	Alternative control	~~Alternative control~~Standard control
Special meter reading and testing ~~Metering services (Type 5 to 7 metering installations)~~	Activities include: • off-cycle meter reads for type 5 and 6 meters • requests to test, inspect or investigate~~, or alter~~ an existing type 5 or 6 metering installation ~~• testing and maintenance of instrument transformers for type 5 and 6 metering purposes~~ ~~• type 5 to 7 non-standard metering services~~ ~~• 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 distributor 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~~ • emergency ~~maintenance~~ arrangements for~~of~~ metering equipment not owned by the distributor (contestable meters).	Alternative control	Alternative control
Meter recovery and disposal – type 5 and 6 (legacy meters)	Activities include the removal and disposal of a type 5 or 6 metering installation at the request of the customer or their agent, where a permanent disconnection has been requested where it has not been removed and disposed of by the incoming metering provider.	Alternative control	Alternative control

Service group	Description	Current classification 2024-29	Proposed classification 2029-34
Distributor arranged outage for purposes of replacing meter	At the request of a retailer or metering coordinator provide notification to affected customers and facilitate the disconnection/reconnection of customer metering installations where a retailer planned interruption cannot be conducted.	Alternative control	Alternative control
Connection services—services relating to the electrical or physical connection of a customer to the network[45]			
Basic connection services	Means a *connection service*[46] 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: 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 control	Standard control
Standard connection services	Means a connection service (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	Standard Control
Negotiated connection services	Means a connection service (other than a basic connection service) for which a DNSP provides a connection offer for a negotiated connection contract. This includes	Standard Control	Standard Control

[45] Applies to both NER chapter 5 and 5A connections.
[46] Italics denotes definitions in Chapter 5A of the NER.

Service group	Description	Current classification 2024-29	Proposed classification 2029-34
	connections under Chapter 5 and Chapter 5A of the NER.		
Enhanced connection services[47]	Other or enhanced connection services provided at the request of a customer or third party that include those that are: • provided with higher quality of reliability standards, or lower quality of reliability standards (where permissible) than required by the NER or any other applicable regulatory instruments • in excess of levels of service or plant ratings required to be provided by the distributor ~~large embedded generators (beyond the threshold set out in the connection policy).~~ • management of export and load at a customer site that provides the customer greater network capacity than they would otherwise be eligible for.~~-~~	Alternative control	Alternative control
Connection application and management services	Works initiated by a customer or retailer which are specific to the connection point. This includes, but is not limited to: • connection application related services • field based de-energisation and re-energisation • supply abolishment or reposition/relocation of connection • temporary connections (of a size less than the shared network augmentation threshold) as a basic connection service e.g. builder's supply, fetes, etc. • remove or reposition connection • overhead service line replacement – customer requests the existing overhead service to be replaced (e.g. as a result 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) • upgrade from overhead to underground service	Alternative control	Alternative control

[47] Applies to both NER chapter 5 and 5A connections and includes enhancements for both consumption and export services.

Service group	Description	Current classification 2024-29	Proposed classification 2029-34
	• 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 • power factor correction • embedded network management • assessing connection applications or 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 (eg power quality investigations) to determine suitable/feasible connection options for further consideration by applicants • liaising with groups representing multiple connecting parties (eg 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.		
Unregulated distribution services			
Distribution asset rental	Rental of distribution assets to third parties (e.g. office space rental, pole and duct rental for hanging telecommunication wires, EV charge etc.).	Not classified	Not classified
Contestable metering support services	Includes metering installer, site remediator, metering coordinator (except where the distributor is the initial metering coordinator), metering data provider and metering provider for meters installed or replaced after 1 December 2017.	Not classified	Not classified
Provision of training to third parties for non-network related access	Training programs provided to third parties for non-network related issues.	Not classified	Not classified

Service group	Description	Current classification 2024-29	Proposed classification 2029-34
Type 5 and 6 meter data management to other electricity distributors	The provision of type 5 and 6 meter data management to other electricity distributors.	Not classified	Not classified