



DRAFT DECISION
Ausgrid
Distribution determination

2019–24

Attachment 12 – Classification
of services

November 2018

© Commonwealth of Australia 2018

This work is copyright. In addition to any use permitted under the Copyright Act 1968, all material contained within this work is provided under a Creative Commons Attributions 3.0 Australia licence, with the exception of:

- the Commonwealth Coat of Arms
- the ACCC and AER logos
- any illustration, diagram, photograph or graphic over which the Australian Competition and Consumer Commission does not hold copyright, but which may be part of or contained within this publication. The details of the relevant licence conditions are available on the Creative Commons website, as is the full legal code for the CC BY 3.0 AU licence.

Requests and inquiries concerning reproduction and rights should be addressed to the Director, Corporate Communications,
Australian Competition and Consumer Commission,
GPO Box 3131,
Canberra ACT 2601
or publishing.unit@accc.gov.au.

Inquiries about this publication should be addressed to:

Australian Energy Regulator
GPO Box 520
Melbourne Vic 3001

Tel: 1300 585165

Email: AERInquiry@aer.gov.au

Note

This attachment forms part of the AER's draft decision on the distribution determination that will apply to Ausgrid for the 2019–24 regulatory control period. It should be read with all other parts of the draft decision.

The draft decision includes the following attachments:

Overview

Attachment 1 – Annual revenue requirement

Attachment 2 – Regulatory asset base

Attachment 3 – Rate of return

Attachment 4 – Regulatory depreciation

Attachment 5 – Capital expenditure

Attachment 6 – Operating expenditure

Attachment 7 – Corporate income tax

Attachment 8 – Efficiency benefit sharing scheme

Attachment 9 – Capital expenditure sharing scheme

Attachment 10 – Service target performance incentive scheme

Attachment 11 – Demand management incentive scheme

Attachment 12 – Classification of services

Attachment 13 – Control mechanism

Attachment 14 – Pass through events

Attachment 15 – Alternative control services

Attachment 16 – Negotiated services framework and criteria

Attachment 17 – Connection policy

Attachment 18 – Tariff structure statement

Contents

Note	12-2
Contents	12-3
Shortened forms	12-4
12 Classification of services	12-5
12.1 Draft decision	12-5
12.2 Ausgrid’s proposal	12-6
12.3 AER’s assessment approach	12-7
AEMC Rule change affecting classification	12-8
12.3.1 Interrelationships.....	12-9
12.4 Draft decision	12-10
12.5 Reasons for draft decision	12-10
12.5.1 Rectification of simple customer fault	12-10
12.5.2 Authorisation of local councils to perform vegetation management	12-12
A Proposed service classification for Ausgrid's distribution services for the 2019–24 regulatory period	12-14

Shortened forms

Shortened form	Extended form
AEMC	Australian Energy Market Commission
AEMO	Australian Energy Market Operator
AER	Australian Energy Regulator
ASP	accredited service provider
distributor	distribution network service provider
F&A	framework and approach
NEL	National Electricity Law
NER	National Electricity Rules
NSP	network service provider
RAB	regulatory asset base

12 Classification of services

Service classification determines the nature of economic regulation, if any, applicable to specific distribution services. Classification is important to customers as it determines which network services are included in basic electricity charges, the basis on which additional services are sold, and those services we will not regulate. Our decision reflects our assessment of a number of factors, including existing and potential competition to supply these services.

We are required to make a decision on the classification of each distributor's distribution services.¹ We are classifying services consistently for Ausgrid, Endeavour Energy and Essential Energy, with the exception of some modifications to allow Essential Energy to provide some contestable services in circumstances where alternative service providers are not available. In addition Essential Energy has requested classification for connections made under Chapter 5 of the NER. Despite these departures, our reasoning concerning classification is much the same for each of the NSW distributors. We therefore sometimes refer to the NSW distributors collectively in this attachment.

The classification of distribution services must be as set out in the relevant framework and approach (F&A) paper unless we consider that a material change of circumstances justifies departing from that proposed classification.² We set out our proposed approach to the classification of distribution services for the NSW distributors in our F&A.³ We proposed to group NSW distribution services as follows:

- common distribution services (formerly 'network services')
- ancillary services
- metering services
- connection services
- public lighting services
- unregulated distribution services.

12.1 Draft decision

Our draft decision is to retain the classification structure set out in our F&A, with the exception of the following. We will:

- Accept minor amendments proposed by Ausgrid to cover the provision of vegetation management services,

¹ NER, cl. 6.12.1(1).

² NER, cl. 6.12.3(b).

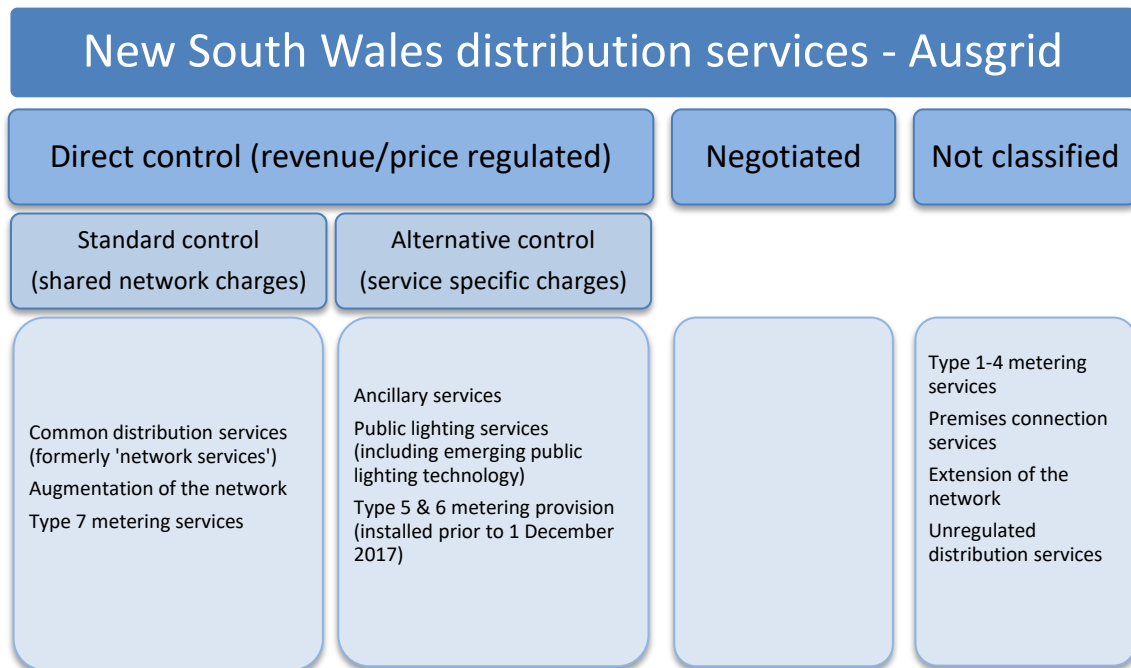
³ AER, *Final framework and approach for NSW electricity distributor – Regulatory control period commencing 1 July 2019*, July 2017.

- Revise the definition of the common distribution service to include a new activity: rectification of simple customer fault.

Figure 12.1 summarises our draft decision on service classifications for Ausgrid for the 2019–24 regulatory control period.

Appendix A sets out our detailed classification decisions. We present changes in our classification approach since our F&A in highlighted text.

Figure 12.1 AER draft decision on 2019–24 service classification for Ausgrid



Our classification of services determines, at a very high level, how costs associated with the services will be recovered. How service charges are set is not determined as part of classification. We discuss that detail in the control mechanism attachment.⁴

12.2 Ausgrid’s proposal

In its regulatory proposal, Ausgrid adopted most of our classification approach set out in our F&A, including:

- no negotiated distribution services
- the categories of classified services
- moving emergency recoverable works to common distribution services

⁴ Refer to attachment 13 – Control mechanisms and attachment 15 – Alternative control services.

In its regulatory proposal, Ausgrid proposed minor amendments to permit it to provide authorisation to local councils within Ausgrid's service area, to provide vegetation management services related to the distribution network. Ausgrid proposed that we classify this service as alternative control.

Ausgrid also proposed to expand simple fault rectification services for life support customers to include a category of customers it refers to as 'vulnerable customers'. Our approach to these requests is covered in section 12.5.

12.3 AER's assessment approach

In conducting our assessment of distribution service classification, we commence on the basis that we:

- classify the service, rather than the asset – we can only decide on service classification if we understand what the service being provided is. That is, distribution service classification involves the classification of services distributors supply to customers rather than the classification of:
 - the assets used to provide such services
 - the inputs/delivery methods distributors use to provide such services to
 - customers
 - services that consumers or other parties provide to distributors.
- classify distribution services in groups – our general approach to service classification is to classify services in groupings rather than individually. This obviates the need to classify services one-by-one and instead defines a service cluster, that where a service is similar in nature it would require the same regulatory treatment. As a result, a new service with characteristics that are the same or essentially the same as other services within a group might simply be added to the existing group and hence be treated in the same way for ring-fencing purposes. This provides distributors with flexibility to alter the exact specification (but not the nature) of a service during a regulatory control period. Where we make a single classification for a group of services, it applies to each service in the group.

In making our classification decisions, we may:

- classify a service so the distributor may recover related costs from all customers (direct control – standard control service)
- classify a service so the user benefiting from the service pays (direct control – alternative control service)
- allow customers and distributors to negotiate the provision and price of some services – we will arbitrate should negotiations stall (negotiated distribution service)
- not classify a service – we have no regulatory control over this service or the prices charged by the distributor (unregulated service).

AEMC Rule change affecting classification

In 2017, the AEMC revised the rules governing service classification.⁵ The Contestability of Energy Services rule change was designed to make the service classification process more transparent. It provides more flexibility in classifying services by removing the requirement not to depart from a previous classification unless the new classification is "clearly more appropriate".⁶ The rule change also amends the existing threshold that must be satisfied before the AER can change a service classification between the F&A and the determination from "unforeseen circumstances" to "a material change in circumstances".⁷ Finally, the rule change required us to publish a Distribution Service Classification Guideline detailing our approach to service classification to provide additional clarity, transparency and predictability to our classification process.⁸ We published the Guideline on 27 September 2018 and it took effect 1 October 2018.⁹

The rule change also allowed for transitional arrangements for certain jurisdictions. The previous rule: 6.2.1(d) and 6.2.2(d), which requires us not to depart from a previous classification unless the new classification is clearly more appropriate, still applies in jurisdictions where the F&A had been published at the time the rule change took effect, on 19 December 2017.¹⁰ The approach taken to classification within the Guideline does not apply to these jurisdictions, which includes the NSW distributors.¹¹

Our classification approach

In deciding whether to classify services as either direct control or negotiated services, or to not classify them, the transitional provisions of the NER require us to have regard to the 'form of regulation factors' set out in the NEL.¹² The form of regulation factors includes the presence and extent of barriers to entry by alternative providers and the extent to which any distributor market power is likely to be mitigated by any countervailing user or prospective user market power. The NER also requires us to consider the previous form of regulation applied to services, the desirability for consistency in the form of regulation for similar services and any other relevant factor.¹³

For services we intend to classify as direct control, the NER requires us to have regard to a further range of factors.¹⁴ These include the potential to develop competition in provision of a service and how our classification may influence that potential; whether

⁵ See: <https://www.aemc.gov.au/rule-changes/contestability-of-energy-services>.

⁶ NER, version 103, cl. 6.2.1(d), 6.2.2(d).

⁷ NER, cl. 6.12.3(b).

⁸ NER, cl. 6.2.3A.

⁹ See: <https://www.aer.gov.au/networks-pipelines/guidelines-schemes-models-reviews/distribution-service-classification-guidelines-and-asset-exemption-guidelines>.

¹⁰ NER, cl. 11.104.3.

¹¹ NER, cl. 6.2.8(c).

¹² NER, cl. 6.2.1(c); NEL, s. 2F.

¹³ NER, cl. 6.2.1(c).

¹⁴ NER, cl. 6.2.2(c).

the costs of providing the service are attributable to a specific person; and, the possible effect of the classification on administrative costs.

The version of the NER applicable to this determination specifies that for a service regulated previously, unless a different classification is clearly more appropriate, we must:¹⁵

- not depart from a previous classification (if the services have been previously classified), and
- if there has been no previous classification but the service has been regulated, such as under a separate regulatory regime– the classification should be consistent with the previously applicable regulatory approach.

In some cases, another regulator, such as a state or territory economic regulator, may previously have regulated a service.

In the case of some distribution services, we may determine there is sufficient competition such that there is no need for us to classify the service as either a direct control or negotiated distribution service. That is, the market is sufficiently competitive, allowing customers to shop around for the best price. We refer to these distribution services as 'unregulated distribution services'.

12.3.1 Interrelationships

In assessing what services we classify, we are setting the basis for what charges can be made for those services. To allow charges to be recovered for standard control services, assets associated with delivering those services are added to the regulatory asset base (RAB). A RAB may also be constructed for the capital costs associated with an alternative control service. There will usually be operating costs associated with the provision of a service as well.

The assets that make up the RAB and the operating costs that relate to any particular service form a starting point for our assessment of the distributor's proposal for recovering revenues through charges for their services. Classification of services will therefore influence all revenue components of our decision.

There are assets and operating costs associated with the services provided by distributors. We set the revenues the distributor may collect from customers to recover their asset and operating costs. That revenue is recovered through tariffs the distributor develops to charge to its customers. The regulatory regime establishes incentives such as the Efficiency Benefit Sharing Scheme (EBSS) and the Capital Expenditure Sharing Scheme (CESS) to encourage the provision of services as efficiently as possible. All of these factors interrelate with each other. We must be cognisant of these interrelationships when we make our determinations.

¹⁵ NER, cl. 6.2.1(d) and 6.2.2(d).

12.4 Draft decision

Our draft decision is to depart from the classifications set out in our F&A for a limited number of services. This includes revising the description of activities that form part of the common distribution service. This adjustment has arisen due to a material change in circumstances since the final F&A was published. Another revision we have accepted is to the description of the ancillary service of "Authorisation of ASPs" to more accurately reflect the activities undertaken, which include authorising local councils to conduct vegetation management. We discuss these departures in detail below.

12.5 Reasons for draft decision

This section sets out our reasons for our draft decision on the distribution service classifications for Ausgrid.

The NER require our position on service classification to be as set out in our F&A unless a material change in circumstances justifies a change in our classification approach.¹⁶

12.5.1 Rectification of simple customer fault

Our draft decision is to expand the list of activities that form part of the bundled common distribution service provided by the NSW distributors. The additional activity allows simple rectification of customer faults to restoration of safe power supply under a specific set of circumstances. These circumstances include when:

- 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, and
- the work can be performed in less than twenty minutes and does not normally require a second visit.

The need for the definition of the common distribution service for NSW distributors to be expanded stems from the implementation of the Ring-fencing Guideline. We consider the implementation of the Guideline represents a material change of circumstance because the Guideline creates a hard division between activities a distributor may and may not provide.

We are aware that a stringent application of our Ring-fencing Guideline could result in poor outcomes for customers in a small number of instances. This situation arises when a distributor's field crews encounters a supply outage caused by customer assets (rather than network assets). In these situations, NSW distributors have restored power supply, in breach of the Guideline, to avoid unduly extending a power

¹⁶ NER, Version 103, cl. 6.12.3(b). (Expired 18 December 2017).

outage.¹⁷ Further, a separate visit by an electrical contractor would result in additional costs for the customer. By undertaking this work, a distributor is taking work away from electrical contractors. As a compromise, Ausgrid proposed to make these repairs only where they consider an affected customer is vulnerable.¹⁸ We are concerned this approach is subjective and not well defined. Our preferred approach has a clearer threshold and we welcome submissions.

We consider that this issue reflects the interaction between the unique jurisdictional arrangements for contestability in NSW and the ring-fencing obligations of all distributors. As customer connection infrastructure is provided by contestable accredited service providers (ASPs) in NSW, the connection between customer-owned assets and network assets is located further upstream within the network compared to other jurisdictions. This can make it challenging for NSW distributors to determine whether a fault is caused by network-owned assets or customer-owned assets when speaking to a customer over the phone. As a result, NSW distributors are more likely to dispatch a service truck to a customer's premises to investigate a fault, only to find that the cause of the fault lies on the customer side of the connection.

For its part, Essential Energy has noted it is preparing to report a number of incidences of this issue on their network.¹⁹ The NSW distributors have provided the following examples of the types of issues they have experienced:

- Elderly customers without power outside business hours, who would be without power for a significant period.
- Some customers in regional areas without mobile phone service who may be unable to contact an electrical contractor to perform rectification works.
- Customers whose service fuses have been stolen and are without power.
- Customers without power whose water tanks (required for livestock and people) require electricity to function.
- 'T-Joint' connection arrangements that require multiple distributor visits for simple repairs and including planned outages for customers that may be otherwise unaffected.

In its submission to our Issues Paper, Cotton Australia highlighted the importance of reliable electricity supply at minimal cost.²⁰ In Cotton Australia's view, an overly complex system that does not allow for simple repairs will cause undue stress for regional customers, who face greater delays in obtaining electrical contractors to perform work. We consider that our proposed solution would substantially address the

¹⁷ AER, *Quarterly compliance report April - June 2018*, 10 September 2018, pp. 14-15; AER, *Quarterly compliance report January - March 2018*, 29 May 2018, p. 10.

¹⁸ Ausgrid, *Regulatory proposal - Attachment 11.01 Ausgrid's Classification Proposal*, p. 5.

¹⁹ Essential Energy are preparing a report of minor breaches to the ring-fencing Guideline in relation to simple supply restoration.

²⁰ Cotton Australia, *Submission on Essential Energy 2019-24 Regulatory Proposal*, 6 August 2018, p. 2.

issues highlighted by Cotton Australia, by permitting NSW distributors to restore supply in a timely way before referring substantive repairs to appropriate contractors.

Ausgrid proposed amending the common distribution service description in its proposed services classification table as:

“... rectification of a simple customer fault (e.g. fuse) relating to a life support customer or **a customer whose health and safety may be placed at risk if they are required to source restoration services from contestable markets.**” (Emphasis denotes Ausgrid’s proposed changes to the common distribution service description).²¹

In this draft decision we have decided to include an additional activity as part of the common distribution service offered by all New South Wales distributors: 'rectification of a simple customer fault'. The distributors must only perform this service under specific circumstances. These circumstances are:

- 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, and
- the work can be performed in less than twenty minutes and does not normally require a second visit.

We consider these restrictions are a pragmatic approach to solving a problem that will be beneficial to consumers. Moreover, this approach does not limit rectification of a simple customer fault to vulnerable customers only. Rather our approach provides distributors with an ability to repair simple customer faults where there is no incremental cost on the regulated business, minimal impact on the competitiveness of contestable markets, and results in more rapid resolution of power supply issues for customers. At the same time, the compromise will not result in a material disruption to services rightly provided by electrical contractors (including ASPs). As these activities are provided on an irregular basis, and the incremental cost of rectification per incident is very low, by definition, we do not anticipate any impact on distributors’ costs or required revenues. We welcome stakeholder feedback on this approach.

12.5.2 Authorisation of local councils to perform vegetation management

Our draft decision is to expand the ancillary service of authorisation of ASPs to include authorising local councils to perform vegetation management, on the distribution network, within their respective areas.

²¹ Ausgrid, *Regulatory Proposal 2019-24*, April 2018, p. 205.

In its regulatory proposal, Ausgrid noted that amending the name and description of this activity would more accurately reflect the scope of the work involved.²² This is not a new service and therefore does not require a new classification. After careful consideration, we have decided to accept the amendment as requested for the purposes of the draft decision and expand the proposed definition of the service. We welcome stakeholder feedback on this approach.

Apart from the issues discussed above, our draft decision is to adopt the approach we outlined in our final F&A.

²² Ausgrid, *Regulatory Proposal 2019-24*, April 2018, Attachment 11.01, p. 6.

A Proposed service classification for Ausgrid's distribution services for the 2019–24 regulatory period²³

Service group/Activities included	Further description	Current Classification 2014–19	Proposed classification 2019–24
Common distribution services (formerly 'network services')	<p>The suite of services involved in the use of the distribution network for the conveyance of electricity (including the service that ensures the integrity of the related distribution system) and includes but is not limited to the following:</p> <ul style="list-style-type: none"> 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 (including emergency recoverable works) or to support another distributor during an emergency event network demand management for distribution purposes 	Standard control	Standard control

²³ The examples and activities listed in the 'Further description' column are not intended to be an exhaustive list and some distributors may not offer all activities listed. Rather the examples provide a sufficient indication of the types of activities captured by the service.

Service group/Activities included	Further description	Current Classification 2014–19	Proposed classification 2019–24
	<ul style="list-style-type: none"> • training internal staff, accredited service providers (ASPs) and contractors undertaking direct control services • activities related to ‘shared asset facilitation’ of distributor assets • emergency disconnect for safety reasons and work conducted to determine if a customer outage is related to a network issue • bulk supply metering • rectification of simple customer fault (e.g. fuse) relating to a life support customer. • rectification of simple customer fault where: <ul style="list-style-type: none"> ○ 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, and ○ the work can be performed in less than twenty minutes and does not normally require a second visit. • Such services do not include a service that has been separately classified including any activity relating to that service. 		

Ancillary services – Services closely related to common distribution services but for which a separate charge applies.

Design related services	Activities includes: <ul style="list-style-type: none"> • provision of design information, design rechecking services in relation to connection and relocation works provided 	Alternative control	Alternative control
-------------------------	--	---------------------	---------------------

Service group/Activities included	Further description	Current Classification 2014–19	Proposed classification 2019–24
	<p>contestably</p> <ul style="list-style-type: none"> work of an administrative nature relating to work performed by Level 1 and Level 3 ASPs, including processing work the provision of engineering consulting (related to the shared distribution network). 		
<p>Connection application related services</p>	<p>Activities include:</p> <ul style="list-style-type: none"> assessing connection applications or a request to undertake relocation of network assets as contestable works and preparing offers processing preliminary enquiries requiring site specific or written responses undertaking planning studies and associated technical analysis (e.g. power quality investigations) to determine suitable/feasible connection options for further consideration by applicants 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. 	<p>Alternative control</p>	<p>Alternative control</p>
<p>Contestable network commissioning and decommissioning</p>	<p>The commissioning and decommissioning of network equipment associated with ASP Level 1 contestable works. Includes equipment checks, tests and activities associated with setting or</p>	<p>Alternative control</p>	<p>Alternative control</p>

Service group/Activities included	Further description	Current Classification 2014–19	Proposed classification 2019–24
	resetting network protection systems and the updating of engineering systems.		
Access permits, oversight and facilitation	<p>Activities include:</p> <ul style="list-style-type: none"> • 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. • a distributor providing access to switch rooms, substations and the like to a non-LNSP 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. • specialist services (which may involve design related activities and oversight/inspections of works) where the design or construction is non-standard, technically complex or environmentally sensitive and any enquiries related to distributor assets. • 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. • provision of approved materials/equipment to ASPs for 	Alternative control	Alternative control

Service group/Activities included	Further description	Current Classification 2014–19	Proposed classification 2019–24
	<p>connection assets that will become part of the shared distribution network.</p> <ul style="list-style-type: none"> assessing an application from an ASP or manufacturer to consider approval of alternative material and equipment items that are not specified in the distributor's approved materials list. 		
Notices of arrangement and completion notices	<p>A distributor may be required to perform work of an administrative nature where a local council requires evidence in writing from the distributor that all necessary arrangements have been made to supply electricity to a development. This may include receiving and checking subdivision plans and 88 B instruments, copying subdivision plans, checking and recording easement details, assessing supply availability, liaising with developers if errors or changes are required and preparing notifications of arrangement.</p> <p>A distributor may also be required to provide a completion notice (other than a notice of arrangement). This applies where the customer/developer or ASP requests distributor to provide documentation confirming progress of work. Usually associated with discharging contractual arrangements (e.g. progress payments) to meet contractual undertakings.</p>	Alternative control	Alternative control
Network related property services	<p>Property tenure services related to obtaining deeds of agreement, deeds of indemnity, leases, easements or other property tenure in relation to property rights associated with connection or relocation.</p> <p>Conveyancing inquiry services relating to the provision of property conveyancing information at the request of a customer.</p>	Alternative control	Alternative control

Service group/Activities included	Further description	Current Classification 2014–19	Proposed classification 2019–24
Site establishment services	<p>Activities include, but not limited to:</p> <ul style="list-style-type: none"> • Site establishment, including liaising with the Australian Energy Market Operator (AEMO) or market participants for the purpose of establishing NMIs in market systems, for new premises or for any existing premises for which AEMO requires a new NMI and for validation of and updating network load data. This includes processing and assessing requests for a permanently unmetered supply device. • site alteration, updating and maintaining national metering identifier (NMI) and associated data in market systems. • NMI extinction, processing a request by the customer or their agent for permanent disconnection and the extinction of a NMI in market systems. • confirming or correcting metering or network billing information in market business to business or network billing systems, due to insufficient or incorrect information received from retailers or metering providers. 	Alternative control	Alternative control
Network safety services	<p>Examples include:</p> <ul style="list-style-type: none"> • provision of traffic control services by the distributor where required • fitting of tiger tails, high load escort • de-energising wires for safe approach (e.g. for tree pruning) • work undertaken to determine the cause of a customer fault 	N/A	Alternative control

Service group/Activities included	Further description	Current Classification 2014–19	Proposed classification 2019–24
	<p>where there may be a safety impact on the network or related component</p> <ul style="list-style-type: none"> • Neutral integrity test – where customers request the distributor to investigate the occurrence of mild electric shocks within a customer’s premises to determine whether the fault exists within the customer’s installation or on the network. A fee would be levied where the fault is within the customer’s installation. 		
Rectification works to maintain network safety	Activities include issues identified by the distributor and work involved in managing and resolving pre-summer bush fire inspection customer vegetation defects or aerial mains where the customer has failed to do so.	N/A	Alternative control
Network tariff change request	<p>Activities including a retailer's customer or retailer requesting an alteration to an existing network tariff (for example, a change from a Block Tariff to a Time of Use tariff), requiring the distributor to conduct tariff and load analysis to determine whether the customer meets the relevant tariff criteria.</p> <p>Where a distributor processes changes in its IT systems to reflect a tariff change request.</p>	Alternative control	Alternative control
Services provided in relation to a Retailer of Last Resort (ROLR) event	<p>The distributors may be required to perform a number of services as a distributor when a ROLR event occurs. For example:</p> <p>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</p>	Alternative control	Alternative control

Service group/Activities included	Further description	Current Classification 2014–19	Proposed classification 2019–24
	handling subsequent enquiries.		
Planned Interruption – Customer requested	Where the customer requests to move a planned interruption and agrees to fund the additional cost of performing this distribution service outside of normal business hours.	N/A	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 services – Private electrical installations and accredited service providers (ASPs)	<p>Inspection of and reinspection by a distributor, for safety purposes, of:</p> <ul style="list-style-type: none"> • private electrical wiring work undertaken by an electrical contractor and contestable works undertaken by ASPs. • the investigation, review and implementation of remedial actions that may lead to corrective and disciplinary action of an ASP due to unsafe practices or substandard workmanship. • private inspection of privately owned low voltage or high voltage network infrastructure (i.e. privately owned distribution infrastructure before the meter). • investigation, review and implementation of remedial actions associated with a Local Government Authorities' vegetation works. 	Alternative control	Alternative control
Provision of training to third parties	Training services provided to third parties that result in a set of	N/A	Alternative control

Service group/Activities included	Further description	Current Classification 2014–19	Proposed classification 2019–24
for network related access	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.		
Security lights	Customer requested flood lighting services	Not a classified distribution service	Alternative control
Off-peak conversion	Customer requested alteration of load control equipment for the purposes of converting a customer from peak to off-peak electricity supply.	Alternative control	Alternative control
Authorisation of ASPs and local councils	<p>Activities include</p> <ul style="list-style-type: none"> annual authorisation of individual employees and sub-contractors of ASPs and additional authorisations at request of ASP and other administrative services performed by the distributor relating to work performed by an ASP, and authorisation of local councils to conduct vegetation works. 	Alternative control	Alternative control
Customer initiated asset relocations	<p>Relocation of assets that form part of the distribution network in circumstances where the relocation was:</p> <ul style="list-style-type: none"> initiated by a third party (including a customer); and could impact the safety or security of the network. 	N/A	Alternative control

Service group/Activities included	Further description	Current Classification 2014–19	Proposed classification 2019–24
Termination of cable at zone substation – distributor required performance	<p>The termination of cable at zone substations and first joint out, where:</p> <ul style="list-style-type: none"> • a work health and safety assessment determines that an ASP should not be given the required access to the zone substation; and • the connection is fully dedicated to the specific customer connecting. 	N/A	Alternative control
<p>Metering services – The NSW distributors will remain responsible for the provision of type 5 and 6 meters up to 30 November 2017 in their respective distribution areas. They will continue to be responsible for those meters until they are replaced (and entitled to levy associated charges). We refer to these meters as ‘legacy meters’. New meters (that will be type 1 to 4 meters) installed from 1 December 2017 are referred to as ‘contestable meters’.</p>			
Type 1 to 4 metering services	Type 1 to 4 meters 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 metering data for unmetered loads, and the population and maintenance of load tables, inventory tables and on/off tables.	Standard control	Standard control

Service group/Activities included	Further description	Current Classification 2014–19	Proposed classification 2019–24
Types 5 and 6 meter maintenance, reading and data services (legacy meters)	Meter maintenance covers works to inspect, test, maintain and repair meters. Meter reading refers to quarterly or other regular reading of a meter. Metering data services are those that involve the collection, processing, storage and delivery of metering data and the management of relevant NMI Standing Data in accordance with the Rules.	Alternative control	Alternative control
Special meter reading and testing (legacy meters)	<p>Special meter reading and testing services include:</p> <p>Special meter reading for type 5 and 6 meters and move in and move out metering reading (type 5 and 6 meters)</p> <p>Type 5 meter final read on removed type 5 metering equipment</p> <p>Special meter test (for type 5 and 6 meters)</p> <p>Type 5 and 6 non-standard meter data services</p> <p>Type 5 and 6 current transformer testing.</p>	Alternative control	Alternative control
Emergency maintenance of failed metering equipment not owned by the distributor (contestable meters)	The distributor is called out by the customer or their agent (e.g. retailer, metering coordinator or metering provider) due to a power outage where an external metering provider's metering equipment has failed or an outage has been caused by the metering provider and the distributor has had to restore power to the customer's premises. This may result in an unmetered supply arrangement at this site. This fee will also be levied where a metering provider has requested the distributor to check a potentially faulty network connection and when tested by the distributor, no fault is found.	Alternative control	Alternative control
Meter recovery and disposal – type	Activities include:	N/A	Alternative control

Service group/Activities included	Further description	Current Classification 2014–19	Proposed classification 2019–24
5 and 6 (legacy meters)	<ul style="list-style-type: none"> at the request of the customer or their agent to remove and dispose of type 5 or 6 current transformer (CT) meters where a permanent disconnection has been requested. disposing of type 5 or 6 whole current (WC) meters which may otherwise be removed and disposed of by the incoming metering provider. 		
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.	N/A	Alternative control
Customer requested provision of additional metering/consumption data	Customer requested provision of data in excess of requirements under rule 28 of the National Electricity Retail Rules (two requests per annum are permitted under this rule).	Alternative control	Alternative control
Connection services			
Premises connection assets	Includes any additions or upgrades to the connection assets located on the customer's premises which are contestable (Note: excludes all metering services).	A. Not classified	A. Not classified
	Premises connection assets can be further described as:	B. Standard control	B. Standard control
	(A) Design and construction of premises connection assets (where these services are provided contestably).	C. Not classified	C. Alternative control
	(B) Part design and construction of connection assets that are not available contestably (generally as a result of safety,		

Service group/Activities included	Further description	Current Classification 2014–19	Proposed classification 2019–24
	<p>reliability or security reasons). Those parts of project works that are performed and funded by the distributor except where C applies.</p> <p>(C) Part design and construction of connection assets where a customer requests that connection assets are designed and constructed to an increased standard (beyond that required by the distributors' standards and policies), and where those works are designed and constructed by the distributor (as a result of safety, reliability or security reasons).</p>		
Extensions	<p>An enhancement required to connect a power line or facility outside the present boundaries of the transmission or distribution network owned or operated by a Network Service Provider that is:</p> <p>(A) undertaken by a customer.</p> <p>(B) undertaken by a customer but partly funded by a NSP (NSP contribution would be classified as a standard control service while the customer funded component of the service would not be classified).</p> <p>(C) undertaken by a network service provider.</p>	<p>A. Not classified</p> <p>B. Not classified/standard control based on contribution</p> <p>C. Standard control</p>	<p>A. Not classified</p> <p>B. Not classified/standard control based on contribution</p> <p>C. Standard control</p>
Augmentations	<p>(A) Any shared network enlargement/enhancement undertaken by a distributor which is not an extension.</p> <p>(B) Any shared network enlargement/enhancement undertaken by a customer, but partly funded by a distributor (distributor contribution would be classified as a standard control service while the customer funded component of the</p>	<p>A. Standard control</p> <p>B. Not classified/standard control based on contribution</p> <p>C. Not classified</p> <p>D. Not classified</p>	<p>A. Standard control</p> <p>B Not classified/standard control based on contribution</p> <p>C. Not classified</p> <p>D. Alternative control</p>

Service group/Activities included	Further description	Current Classification 2014-19	Proposed classification 2019-24
	<p>service would not be classified).</p> <p>(C) Any shared network enlargement/enhancement undertaken by a customer.</p> <p>(D) Any shared network enlargement/enhancement undertaken by a distributor where a customer requests that assets are designed and constructed to an increased standard (beyond that required by the distributors' standards and policies).</p>		
Reconnections/Disconnections	<p>Disconnection and/or reconnection services (some provided in accordance with the National Energy Retail Rules). Examples include (but are not limited to):</p> <ul style="list-style-type: none"> • Disconnection visit (site visit only) • Disconnection visit (disconnection completed - technical) • Disconnection visit (disconnection completed) • Pillar box/pole top disconnection - completed • Reconnection/disconnection outside of business hours • Vacant property - site visit only • Vacant property disconnection (disconnection completed) • Shared service fuse replacement • Rectification of illegal connections • Temporary connections 	Alternative control	Alternative control

Service group/Activities included	Further description	Current Classification 2014–19	Proposed classification 2019–24
	<ul style="list-style-type: none"> Remove or reposition connection Single phase to three phase 		
Public lighting			
Public lighting	Provision, construction and maintenance of public lighting and emerging public lighting technology.	Alternative control	Alternative control
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 etc.).	N/A	Not a classified distribution service
Contestable metering support roles	Includes 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.	N/A	Not a classified distribution service
Non-standard connection services	<p>Customer requested services that typically occur at the time of connection. For example, the following requested customer services:</p> <ul style="list-style-type: none"> asset relocations requested by a third party (including a customer) which are unlikely to impact on the safety or security of the network. conversion of aerial bundled cable (i.e. reducing the number of overhead lines by combining them). 	N/A	Not a classified distribution service

Service group/Activities included	Further description	Current Classification 2014–19	Proposed classification 2019–24
	<ul style="list-style-type: none"> • reserve or duplicate supplies (beyond what a distributor is required to provide). • unless a work health and safety assessment determines that an ASP should not be given the required access, the termination of cable at zone substations and first joint out (where the connection is fully dedicated to the specific customer connecting). 		
Provision of training to third parties for non-network related access	Training programs provided to third parties which are not ASPs or contractors.	N/A	Not a classified distribution service
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 a classified distribution service	Not a classified distribution service