

Draft proposed service classification of ACT distribution services 2024–29¹

The yellow highlighted sections indicate distributor requested changes.

Service group/Activities included in service group	Further description	Current Classification 2019–24	Proposed classification 2024–29
Common distribution services—use of the distribution network for the conveyance/flow of electricity (including services relating to network integrity)			
Common distribution services	<p>The suite of activities that 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 network² 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 recoverable works caused by a customer or third party) support for another network during an emergency event procurement and provision of network demand management activities for distribution purposes activities related to ‘shared asset facilitation’ of distributor assets 	Standard control	Standard control

¹ 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.

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	<ul style="list-style-type: none"> • 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 • establishment and maintenance of National Metering Identifiers (NMI) 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. • customer export services back to the distribution network, including 'basic' and 'additional' exports • (Alternate wording:) carriage of energy exported from solar generators or battery storage behind the meter including at or below, and above basic export level • work related to a distributor-led SAPS deployment, operation (fault and emergency) and maintenance and customer conversion activities 		

Network ancillary services – customer and third-party initiated services related to the common distribution service

Service group/Activities included in service group	Further description	Current Classification 2019–24	Proposed classification 2024–29
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 other network equipment to a non-Local Network Service Provider 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 • design related services including provision of design information, design rechecking services in relation to connection and relocation works provided contestably and engineering consulting (related to the shared distribution network). • 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. 	Alternative control	Alternative control

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Network related property services	<p>Activities include:</p> <ul style="list-style-type: none"> • Network related property 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 a 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
Network safety services	<p>Examples include:</p> <ul style="list-style-type: none"> • 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 (potentially contestable)	Alternative control
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.	Alternative control	Alternative control

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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> <ul style="list-style-type: none"> 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	<p>Examples include:</p> <ul style="list-style-type: none"> where the customer requests to move a distributor planned interruption and agrees to fund the additional cost of performing this distribution service outside of normal business hours. 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 (specific monopoly service)	Alternative control
Attendance at customers' premises to perform a statutory right where access is prevented.	<p>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 arranging, and the provision of, a security escort or police escort (where the cost is passed through to the distributor).</p>	Alternative control (specific monopoly service)	Alternative control
Inspection and auditing services	<p>Activities include:</p> <ul style="list-style-type: none"> 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

Service group/Activities included in service group	Further description	Current Classification 2019–24	Proposed classification 2024–29
	<ul style="list-style-type: none"> 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 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. 		
Provision of training to third parties for network related access	<p>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.</p> <p>Excludes training for internal staff and contractors undertaking Common distribution services.</p>	Alternative control	Alternative control
Authorisation and approval of third party service providers' design, work and materials	<p>Activities include:</p> <ul style="list-style-type: none"> authorisation or re-authorisation of individual employees and subcontractors of third party service providers and additional authorisations at the request of the third party service providers (excludes training services) 	Alternative control	Alternative control

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	<ul style="list-style-type: none"> • 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. 		
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
Customer requested provision of electricity network data	Data requests by customers or third parties including requests for the provision of electricity network data or consumption data outside of legislative obligations.	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
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 customer metering services	Type 1 to 4 metering installations and supporting services are competitively available.	Unclassified	Unclassified
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 (specific monopoly service)

Service group/Activities included in service group	Further description	Current Classification 2019–24	Proposed classification 2024–29
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
Types 5 and 6 meter maintenance, reading and data services (legacy meters)	<p>Activities include:</p> <ul style="list-style-type: none"> • Meter maintenance covers works to inspect, test, 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 Standing Data in accordance with the NER. 	Alternative control	<p>Alternative control</p> <p>Considering standard control (– scale issues – low frequency – increasing costs)</p>
Auxiliary metering services (Type 5 to 7 metering installations)	<p>Activities include:</p> <ul style="list-style-type: none"> • off-cycle meter reads for type 5 and 6 meters • requests to test, inspect and investigate, or alter an existing type 5 or 6 metering installation • testing and maintenance of instrument transformers for type 5 and 6 metering purposes • type 5 to 7 non-standard metering services 		Alternative control

Service group/Activities included in service group	Further description	Current Classification 2019–24	Proposed classification 2024–29
	<ul style="list-style-type: none"> 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 of metering equipment not owned by the distributor (contestable meters) 		
Meter recovery and disposal – type 5 and 6 (legacy meters)	<p>Activities include the removal and disposal of a type 5 or 6 metering installation:</p> <ul style="list-style-type: none"> at the request of the customer or their agent, where an existing type 5 or 6 metering installation remains installed at the premises and a replacement meter is not required. 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 (specific monopoly service)	Alternative control
Distributor arranged outage for purposes of replacing metering	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
Connection services- services relating to the electrical or physical connection of a customer to the network			

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Basic connection services	<p>Means a <i>connection service</i>³ related to a connection (or a proposed <i>connection</i>) between a <i>distribution system</i> and a <i>retail customer's</i> premises (excluding a non-registered <i>embedded generator's</i> premises) in the following circumstances:</p> <p>(a) either:</p> <p style="padding-left: 40px;">(1) the <i>retail customer</i> is typical of a significant class of retail customers who have sought, or are likely to seek, the service; or</p> <p style="padding-left: 40px;">(2) the retail customer is, or proposes to become, a <i>micro embedded generator</i>; and</p> <p>(b) the provision of the service involves minimal or no <i>augmentation</i> of the <i>distribution network</i>; and</p> <p>(c) a <i>model standing offer</i> has been approved by the AER for providing that service as a <i>basic connection service</i>.</p>		Standard control
Standard connection services	<p>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.</p>		Standard Control
Negotiated connection services	<p>Means a connection service (other than a basic connection service) for which a DNSP provides a connection offer for a negotiated connection contract.</p>		Standard control

³ Italics denotes definitions in Chapter 5A of the NER.

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Enhanced connection services	<p>Other or enhanced connection services provided at the request of a customer or third party that include those that are:</p> <ul style="list-style-type: none"> • 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 • for large embedded generators (30 kW 3 phase or above and 5 kW 1 phase or above). 		Alternative Control
Connection application and management services	<p>Works initiated by a customer or retailer which are specific to the connection point. This includes, but is not limited to:</p> <ul style="list-style-type: none"> • connection application related services • de-energisation • re-energisation • 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 		Alternative control

Service group/Activities included in service group	Further description	Current Classification 2019–24	Proposed classification 2024–29
	<ul style="list-style-type: none"> • 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 • 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. 		
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	Unclassified 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	Unclassified distribution service
Provision of training to third parties for non-network related issues	Training programs provided to third for non-network related issues	N/A	Unclassified distribution service

Service group/Activities included in service group	Further description	Current Classification 2019–24	Proposed classification 2024–29
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.	Unclassified distribution service	Unclassified distribution service

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