

Draft proposed service classification of NT distribution services¹

Service group/Activities included	Further description	Current Classification 2019–24 ²	Proposed classification 2024–29
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The yellow highlighted sections indicate distributor requested changes.

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 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 recoverable works caused by a customer or third party) support for another distributor during an emergency event procurement and provision of network demand management for distribution purposes training internal staff and contractors undertaking direct control services activities related to ‘shared asset facilitation’ of distributor assets 	Standard control	Standard control
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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.

² Per Utilities Commission (NT), *2014 Network Price Determination, Final determination, (Part A Statement of reasons and Part B Pricing Determination)*, February 2017. See: <http://www.utilicom.nt.gov.au/AboutTheCommission/consultations/2014/Pages/default.aspx>.

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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 • bulk supply metering – activities relating to monitoring the flow of electricity through the distribution network. • 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 metering 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 • neutral integrity test - to identify the source of a fault following detection from a network issued device. Rectification work to render the network safe is limited to distribution network infrastructure. • meet jurisdictional safety obligations, including network neutral integrity test, emergency response and review and maintaining of technical codes • customer export services back to the distribution network, including 'basic' and 'additional' exports • work related to a regulated stand-alone power system (SAPS) deployment, operation (fault and emergency) and maintenance and customer conversion activities • management of metering and billing data as per NT obligations. • System support/strength services 		

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

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

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	<ul style="list-style-type: none"> • 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. 		
Sale of approved materials or equipment	Includes the administration of sale of approved materials/equipment to third parties for construction of connection assets that are gifted back to the DNSP to become part of the shared distribution network.	N/A	Alternative Control
Notices of arrangement and completion notices	<p>Examples include:</p> <ul style="list-style-type: none"> • 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, 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. • Provision of a completion notice (other than a notice of arrangement). This applies where the customer/developer requests distributor to provide documentation confirming progress of work. Usually associated with discharging contractual arrangements (e.g. progress payments) to meet contractual undertakings. 	Alternative control	Alternative control
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 obtaining deeds of agreement, deeds of indemnity, leases, easements or other property tenure in relation to property rights associated with connection or relocation. 	Alternative control	Alternative control

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	<ul style="list-style-type: none"> Conveyancing inquiry services relating to the provision of property conveyancing information at the request of a customer. 		
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 or third party where required. provision installation, fitting and removing of tiger tails and aerial markers high load escorts. 		Alternative control

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	<ul style="list-style-type: none"> • Third party request for de-energising wires for safe approach (e.g. for tree pruning). • customer requested network inspection undertaken to determine the cause of a customer outage where there may be a safety and or reliability impact on the network or related component and associated works to rectify a customer caused impact on the network.³ 		
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	The distributors may be required to perform a number of services as a distributor when a ROLR event occurs, including under clause 9 of the NT Electricity Retail Supply Code.	Alternative control	Alternative control
Customer request to reschedule 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 customer's assets, work close or for safe approach which impacts other networks users). 	N/A	Alternative control

³ An ACS charge is not applicable where it is determined that the customer outage was caused by a fault on the network.

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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.	Alternative control	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 or are proposed to be installed or relocated by a third party investigation, review and implementation of remedial actions that may lead to corrective and disciplinary action of a third party service provider due to unsafe practices or substandard workmanship auditing 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. 	N/A	Alternative Control
Provision of training to third parties for network related access	Training services provided to third parties that result in a set of learning outcomes that are required to obtain a distribution network access authorisation specific to a 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.	N/A	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 		Alternative Control

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	<p>authorisations at the request of the third party service providers (excludes training services)</p> <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. 		
Security lights	<p>Provision, installation, operation, and maintenance of equipment mounted on distribution equipment used for security services, e.g. nightwatchman lights.</p> <p>Note: excludes connection services.</p>		Alternative Control
Customer or third party initiated/funded network asset relocations/re-arrangements	<p>Relocation of assets that form part of the distribution network in circumstances where the relocation was initiated by a third party (including a customer).</p> <p>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.</p>		Alternative Control
Customer or third party requested provision of electricity network data	Data requests by customers or third parties.		Alternative Control

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Metering services—activities relating to the measurement of electricity supplied to and from customers through the distribution system (excluding network meters)

Type 1 to 6 metering services ⁴	<p>Provide type 1 to 6 metering services as set out in chapter 7A of the NER (NT), including but not limited to:</p> <ul style="list-style-type: none"> metering coordinator metering provider, including: providing, installing, maintaining, inspecting, replacing, recovery and disposal, and testing meters. meter reading including scheduled and special meter reads (e.g. move in and move out meter reading, final read on removed meter) meter data services including collection, processing, management, delivery and storage of metering data. 	Alternative Control	Alternative control (specific monopoly service)
Type 7 metering services	Administration and management of type 7 metering installations in accordance with the chapter 7A of NER (NT) 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

Connection services —services relating to the electrical or physical connection of a customer to the network

Basic connection services	Means a connection service ⁵ related to a connection (or a proposed connection) between a distribution system and a retail customer's	Standard control	Alternative control
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⁴ Type 5 meters are currently not approved for use in the Northern Territory. When referring to type 1 to 6 metering services, this includes services relating to pre-payment meters.

⁵ When discussing connections, we must consider how connection policies and chapter 5A of the NER impact the regulation of connection services. For this reason, we will not be able to completely address the classification of connection services in the classification guideline

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	<p>premises (excluding a non-registered embedded generator's premises) in the following circumstances:</p> <p>(a) either:</p> <p>(1) the retail customer is typical of a significant class of retail customers who have sought, or are likely to seek, the service; or</p> <p>(2) the retail customer is, or proposes to become, a micro embedded generator; and</p> <p>(b) the provision of the service involves minimal or no augmentation of the distribution network; and</p> <p>(c) a model standing offer has been approved by the AER for providing that service as a basic connection service.</p> <ul style="list-style-type: none"> • Temporary low voltage connections for short term supply and connection of unmetered supply other than public lighting. 		
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.	N/A	Alternative 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.	N/A	Alternative Control with customer contribution in accordance with connection policy
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 	N/A	Alternative control

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	<ul style="list-style-type: none"> • 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). 		
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 • 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 	N/A	Alternative Control

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<ul style="list-style-type: none"> • 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