

Draft proposed service classification of Tasmanian distribution services 2024–29¹

Service group/Activities included in service group	Further description	Current Classification 2019–24	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 network during an emergency event procurement and provision of network demand management activities for distribution purposes 	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.

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	<ul style="list-style-type: none"> • activities related to ‘shared asset facilitation’ of distributor assets² • emergency disconnections 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 point metering – activities relating to monitoring the flow of electricity through the distribution network. • 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. • rectification of simple customer fault relating to a life support customer or other critical health and safety issues the distributor is able to address • 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 		

² 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. It does not refer to the costs associated with providing the unregulated service itself

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	<ul style="list-style-type: none"> ○ the work can be performed in less than thirty minutes and does not normally require a second visit. • establishment and maintenance of National Metering Identifiers (NMI) in market and/or network metering systems, and other market and regulatory obligations • inspection of private electrical works (not part of the shared network) required under legislation for safety reasons • private pole inspection as directed by the Tasmanian Government. • supply abolishment of basic connection • 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), maintenance and customer conversion activities. <p>Such services do not include a service that has been separately classified including any activity relating to that service.</p>		

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

Design related services	<p>Activities include:</p> <ul style="list-style-type: none"> • provision of design information, design rechecking services in relation to connection and relocation works provided contestably. • 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. • 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"> • issuing access permits or clearances to work to a person authorised to work on or near distribution systems including high and low voltage. • issuing confined space entry permits and associated safe entry equipment to a person authorised to enter a confined space • 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 TasNetwork’s staff member. May also include a distributor providing safe entry equipment (fall-arrest) to enter difficult access areas. 	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. 		
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 includes 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 distributor is requested 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 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. 	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. Responding to enquiries from planning authorities to assess the works TasNetworks will need to undertake to give effect to the planning authority's planning applications 		
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 visual warning devices, such as tiger tails, and aerial markers fitting of wildlife mitigation including possum guards and bird flappers third party requests for de-energising wires for safe approach high load escorts. 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 network³ 	N/A	Alternative control
Network tariff change requests	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	Alternative control	Alternative control

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

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	<p>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>		
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 handling subsequent enquiries.</p>	Alternative control	Alternative control
Customer requested rescheduling of planned interruptions	<p>Examples include:</p> <ul style="list-style-type: none"> • Where a customer requests the rescheduling of planned interruption and agrees to fund the additional cost of performing this distribution service outside of normal business hours or at an alternative agreed time 	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.	Alternative control	Alternative control
Inspection and auditing services	<p>Activities include:</p> <ul style="list-style-type: none"> • Inspection of and reinspection of gifted assets or assets that have been installed or relocated by a third party • investigation, review and implementation of remedial actions that may lead to corrective and disciplinary action 	N/A	Alternative control

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	<p>of a third party service provider due to unsafe practices or substandard workmanship</p> <ul style="list-style-type: none"> 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. Inspection of private electrical wiring work undertaken by an electrical contractor inspection of privately owned low voltage or high voltage network infrastructure (i.e. privately owned distribution infrastructure located before the meter). 		
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>	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 authorisations at the request of the third party service providers (exclude training 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"> • 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	Alternative control
Customer initiated network asset relocations/re-arrangements	<p>Relocation of assets that form part of the distribution network in circumstances where the relocation is initiated by a third party (including a customer).</p>		Alternative control
Customer requested provision of electricity network data	<p>Provision of data requested by customers or third parties including requests electricity network data or consumption data outside of legislative obligations.</p>		Alternative control
Third party funded network alterations or other improvements	<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> <p>This does not relate to upstream distribution network augmentation.</p>		Alternative control

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Construction/augmentation of private assets as provider of last resort ⁴	Specialist electrical contracting services provided under provider of last resort conditions. Activities include: <ul style="list-style-type: none"> private pole installation construction of private power lines 		Alternative control
Community network upgrades	Network enhancements requested by a collective of customers. Includes activities related to community requests to augment the network to enable higher PV exports, supply high levels of electric vehicle charging or underground existing overhead power lines for reasons of visual amenity.		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 ⁵ and supporting services are competitively available.	Unclassified	Unclassified
Type 5 and 6 maintenance, reading and data services (legacy meters)	Activities include: <ul style="list-style-type: none"> Testing, inspecting, investigating, maintaining or altering existing type 5 or 6 metering installations or instrument transformers. Quarterly or other regular reading of metering installations including field visits and remotely read meters. 	Alternative control	Alternative control

⁴ Provision of these services is subject to the set of controls outlined on the TasNetworks website.

⁵ Includes the instrument transformer, as per the definition of a 'metering installation' in Chapter 10 of the NER.

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	<ul style="list-style-type: none"> • Metering data services, including the collection, processing, storage and delivery of metering data, the provision of metering data in accordance with regulatory obligations, remote or self-reading at difficult to access sites, and the management of related NMI Standing Data in accordance with the NER. 		
Special meter reading and testing (legacy meters)	<p>Special meter reading and testing services include:</p> <ul style="list-style-type: none"> • special meter reading for type 5 and 6 meters including move in and move out meter reading (type 5 and 6 meters) • type 5 meter final read on removed type 5 metering equipment • special meter test (for type 5 and 6 meters). 	Alternative control	Alternative control
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 • 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) • changes to distributor load control relay channel on 	Alternative control	Alternative control

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	<p>request that is not a part of the initial load control installation, nor part of standard asset maintenance or replacement</p> <ul style="list-style-type: none"> Emergency maintenance of metering equipment not owned by the distributor (contestable meters). 		
Type 7 metering services	Administration and management of type 7 metering installations in accordance with the NER and jurisdictional requirements.	Alternative control	Standard 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.	N/A	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

Basic connection services	<p>Means a <i>connection service</i>⁶ related to a connection (or a proposed connection) between a <i>distribution system</i> and a retail customer's premises (excluding a non-registered embedded generator's premises) in the following circumstances:</p> <p>(a) either:</p>		Alternative Control
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⁶ Italics denotes definitions in Chapter 5A of the NER.

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Negotiated connection services	<p>(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>(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 of the 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>		Alternative Control
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. This includes reserve feeder installation and maintenance. • 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>		Alternative Control

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	<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 • 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. 		

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<p>Connection administration services (formerly Site establishment services)</p>	<p>Activities include, but not limited to:</p> <ul style="list-style-type: none"> • Connection establishment, including liaison with the Australian Energy Market Operator (AEMO) or market participants for the purpose of establishing national metering identifiers (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. • Alteration, updating and maintenance of NMIs and their associated data in market systems. • NMI extinction, processing requests by customers or their agents for permanent disconnection and the extinction of a NMI in market systems. <p>Confirming or correcting metering or network billing information in market B2B or network billing systems, due to insufficient or incorrect information received from retailers or metering providers.</p>	Alternative control	Alternative control
Public lighting - lighting services provided in connection with a distribution network			
Public lighting	Includes the provision, construction and maintenance of public lighting and new/emerging public lighting technology.	Alternative control (existing public lighting services Negotiated (new public lighting technology)	Alternative control
Unregulated distribution services			

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Distribution asset rental	Rental of distribution assets to third parties (e.g. office space rental, pole and duct rental for telecommunication wires etc.).	N/A	Not classified
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 classified
Provision of training to third parties for non-network related issues	Training programs provided to third for non-network related issues	N/A	Not classified
Non-distribution services – Although this table relates to distribution services, we have included the below non-distribution services for clarity.			
Operation and maintenance of isolated distribution networks not part of the NEM	The operation and maintenance of third party owned distribution networks not physically connected to the TasNetwork’s distribution network. e.g. Hydro Tasmania.	N/A	Non-distribution service