



**Fee Based Services
Application and Price Guide
2015-16**

As submitted to the AER



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Tasmanian Networks Pty Ltd
Fee Based Services Application and Price Guide

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1 Introduction

This 2015-16 Fee-based Services Application and Price Guide outlines TasNetworks' service terms for the provision of alternative control services - fee-based services and applies from 1 July 2015 to 30 June 2016.

Fee-based services are those services provided by TasNetworks where the service is, in general, provided for the benefit of a single customer rather than uniformly supplied to all customers. These services are typically provided at the request of a third party and are initiated by way of a retailer service request received from a retailer.

Further information on TasNetworks' fee-based services can be found at TasNetworks' website at: <http://www.tasnetworks.com.au/our-network/network-revenue-pricing/distribution-fees-and-tariffs>

The service levels provided by TasNetworks for fee-based services are shown in Table 1.

Table 1: Service levels for fee-based services

Service category	Service level
Retail contract termination, energisation, de-energisation, re-energisation and special read	Performed on the scheduled date requested by the retailer providing energisation, de-energisation or re-energisation and does not involve any changes to the network.
Meter alteration	All services will be delivered no later than 10 business days from receiving a retailer service request (unless otherwise agreed), providing the metering alteration does not involve changes to the network. Renewable energy connections are not meter alterations for the purposes of this Guide.
Meter test	All services will be delivered within 15 business days of receiving a retailer service request (unless otherwise agreed).
Supply abolishment	All services will be delivered within 10 business days of receiving a retailer service request (unless otherwise agreed).
Truck tee-up	On the date agreed with the electrical contractor.
Miscellaneous services	All services will be delivered within 10 business days of receiving a retailer service request (unless otherwise agreed).

2 Application of Fee-based Services Tariffs

2.1 TasNetworks

All references to TasNetworks within this Fee-based Services Application and Price Guide, unless otherwise stated, are to TasNetworks in its capacity as a licensed distribution network service provider in the Tasmanian jurisdiction.

2.2 Goods and service tax (GST)

The fee-based services charges published by TasNetworks, unless otherwise stated, are exclusive of GST.

2.3 Fee-based services charges

The fee-based service charges within this Fee-Based Services Application and Price Guide are calculated in accordance with the AER's final distribution determination.

2.4 Time zones

All times reflected in this document are in the time that applies in the city of Hobart, Tasmania, at the date of providing the service.

2.5 Scheduled day for service delivery

A scheduled day for service delivery is a day of the week that the suburb is scheduled to be visited for retail contract termination, energisation, de-energisation, re-energisation, credit action or special read per the TasNetworks Service Order Calendar detailed in Schedule 1.

2.6 Request process

TasNetworks' service request process aligns with jurisdictional B2B Service Order procedures. A B2B service order is required for the provision of all services.

2.7 Business Day

A business day is a day other than a Saturday, Sunday or a day which is lawfully observed as a public holiday in any part of Tasmania.

2.8 Field operational hours

Between 7:30 am and 4:20 pm on a business day.

2.9 After hours fees

After hours fees apply where part of the work or travel associated with a service falls outside field operational hours.

2.10 Invoicing process

TasNetworks' Market Support Services Team is responsible for managing the fee based services charging process; this is done via the Service Order Management system using applicable product codes. The charges will be issued in compliance with the jurisdictional distribution billing B2B protocols.

2.11 Published fee-based services

TasNetworks' published fee-based services list the services offered by TasNetworks for B2B Service Orders. The agreement to deliver these services as outlined in this guide, are made assuming:

- that there is unhindered access to the metering and connection servicing assets;
- there are no safety issues associated with the delivery of the service;
- the electrical contractor has performed work to agreed standards; and
- the infrastructure is present and no appointment or tee-ups are required.

3 Assigning and reassigning customers to fee-based service tariff classes

A fee-based service is considered to be a tariff class under the National Electricity Rules (NER). The NER require TasNetworks to describe how customers are assigned to tariff classes.

TasNetworks assigns customers to fee-based service tariff classes on the basis of the fee-based service selected. Customers are assigned into one of the following fee-based service tariff classes:

- retail contract termination, de-energisation, re-energisation, energisation and special reads;
- meter alteration;
- meter test;
- supply abolishment;
- tee-up; and
- miscellaneous services.

Customers may be assigned to at least one fee-based service tariff class. Assignment to fee-based service tariff classes is based on the type of service requested.

Customers will not be reassigned to a differing fee-based service class for the provision of a fee-based service.

4 Procedure for reviewing complaints and disputes

TasNetworks will ensure that all complaints and disputes are dealt with in accordance with its standard complaints and dispute resolution policy and procedures. TasNetworks' dispute resolution policy is reviewed annually and published on TasNetworks' website.

4.1 Internal procedure for reviewing objections

Where TasNetworks receives written notification that a customer has an objection to the proposed fee based service tariff assignment or reassignment, the following additional procedures will be followed.

TasNetworks may consult with the customer's retailer during the process of undertaking a review.

TasNetworks will undertake the following internal review process:

- the customer's written objection will be reviewed by TasNetworks;
- additional information provided by the customer (and/or the customer's retailer) will be considered;
- TasNetworks will determine the tariff assignment that should apply;
- the proposed tariff assignment will be reviewed and approved by the Market Team Leader; and
- the customer (and/or customer's retailer) will be notified in writing of the tariff assignment review outcomes within 15 business days of receipt of the customer's written objection.

4.2 Objection not resolved to satisfaction of customer under internal review process

If the customer's objection to the fee-based service is not resolved to their satisfaction, the customer is entitled to seek resolution through the following avenues after applying TasNetworks' internal review process as detailed above:

- if the resolution of the dispute is within the jurisdiction of the Energy Ombudsman Tasmania, the customer is entitled to escalate the matter to the Energy Ombudsman Tasmania; or
- the customer is entitled to seek a decision from the AER via the dispute resolution process available under Part L of Chapter 6 of the NER.

5 Retail contract termination, de-energisation, re-energisation, energisation and special reads

5.1 General Conditions

These services require an authorised officer of TasNetworks to visit a customer's premises to undertake a retail contract termination, de-energisation, re-energisation, and energisation or perform a special read. These services will be performed on the scheduled date requested as by the retailer with the exception of de-energisations which are undertaken in a manner consistent with rule 111 of the National Electricity Retail Rules (NERR). De-energisation without consultation with the customer will occur on a regular scheduled day.

Unless specified, the services will be scheduled in the most efficient manner within TasNetworks' work schedule. If a service is required to be performed at a specified time, it will be treated as a tee-up service request.

Unless specified, the customer will not be consulted prior to the work being undertaken. If customer consultation is required, the service will be treated as a tee-up service request.

A retailer service request is to be received by 3:00 pm on any business day; otherwise it will be deemed to have been received the next business day.

A regular scheduled day is the day(s) that area is normally serviced by TasNetworks.

Protected periods apply to de-energisations that are conducted in accordance with rule 111 of the NERR. The protected periods are:

- a business day before 8:00 am or after 3:00 pm; or
- a Friday or the day before a public holiday; or
- a weekend or a public holiday; or
- the days between 20 December and 31 December (inclusive).

De-energisations that are requested within a protected period will not be performed until that period has concluded, in accordance with rule 111 of the NERR.

Network tariff reassignment may not coincide with the provision of these fee based services. A tariff alteration may involve a change to a customer's metering equipment, and therefore require a subsequent visit to the premises. Tariff alterations are outlined in Section 7 of this document. If customer consultation is required, a tee-up service will be charged accordingly. Section 10 of this document outlines the fees associated with tee-up services.

5.2 Site visit – no appointment

A visit to a customer's non interval metered premises during field operational hours where no appointment is required to perform a de-energisation, re-energisation, energisation or special read. The visit occurs on the regular scheduled day for service delivery.

5.3 Site visit – non-scheduled visit

A visit to a customer's non interval metered premises during field operational hours where no appointment is required to perform a de-energisation, re-energisation, energisation, where the requested date is on a day that is not a regular scheduled day for service delivery. Or a visit to a customer's premises during operational hours where the visit is required on the same day of a retailer's request and the request is received by TasNetworks before 11:00 am on that day.

5.4 Site visit – same day premium service

A visit to a customer’s non interval metered premises during field operational hours where no appointment is required to perform a re-energisation or energisation where the visit is required on the same day of a retailer’s request and the request is received by TasNetworks after 11:00 am on that day.

5.5 Site visit – after hours

A visit to a customer’s non interval metered premises where no appointment is required to perform a re-energisation or energisation where the visit is required on the day of a customer’s request and the request for the service is organised for a period that is outside normal field operational hours.

5.6 Site visit – credit action or site issues

A visit to a customer’s premises during normal operational hours where no appointment is required and the requested date is on a day that is a regular scheduled day for service delivery due to a credit issue or where the retailer requests the site to be de-energised without consultation with the customer.

Protected periods (as defined by the NERR) may apply in respect to this fee-based service.

The fee for this service does not include costs which may apply for the repair of damaged equipment.

5.7 Site visit – interval metering

Visit to a customer’s premises during normal field operational hours on a scheduled service delivery day to de-energise or re-energise a site where interval metering exists.

5.8 Transfer of retailer

The transfer of premises to a new retailer with an effective as per the scheduled meter read date and where no site visit is required will not incur a fee.

The transfer of premises to a new retailer that involves a site visit or requested for a date other than of the scheduled meter read date will incur a site visit fee.

5.9 Fee-based services charges

Table 2 sets out TasNetworks’ fee-based services prices for de-energisation, re-energisation and special reads for the 2015-16 regulatory years.

Table 2: Fee-based services prices

Service	Rate (\$)
Site visit – no appointment	53.56
Site visit – non-scheduled visit	120.72
Site visit – same day premium service	311.88
Site visit – after hours	804.84
Site visit – credit action or site issues	78.50
Site visit – interval metering	60.35

6 Meter alteration

These services require an authorised officer of TasNetworks to visit a customer's premises to undertake works associated with the provision of basic metering services. A request for the provision for meter alteration services is to be made via a retailer.

All services will be delivered within 10 business days following TasNetworks' receipt of a completed request from the retailer; unless an alternate date for the service has been agreed between TasNetworks and the retailer, customer or electrical contractor.

A retailer service request is to be received by 3:00 pm on any business day; otherwise it will be deemed to have been received the next business day.

Where the provision of a meter alteration service is unable to be undertaken due to issues at the premise that are outside the control of TasNetworks, a Meter Alteration - Wasted Visit fee may be charged.

Unless specified, the services will be scheduled in the most efficient manner within TasNetworks' work schedule. If a service is required to be performed at a specified time, it will be treated as a tee-up service request.

Unless specified, the customer will not be consulted prior to the work being undertaken. If customer consultation is required, a tee-up service will be charged accordingly. Section 10 of this document outlines the fees associated with tee-up services.

6.1 Tariff alteration – single phase

A visit to a customer's premises during field operational hours where no appointment is required, to add or modify or remove a single phase meter to accommodate a tariff change.

6.2 Tariff alteration – three phase

A visit to a customer's premises during field operational hours where no appointment is required, to add or modify or remove a three phase meter to accommodate a tariff change.

6.3 Adjust time clock

A visit to a customer's premises during field operational hours where no appointment is required, to adjust the time period of an existing time clock.

6.4 Install pulse outputs

A visit to a customer's premises during field operational hours where no appointment is required, to install a pulse output facility.

6.5 Remove meter

A visit to a customer's premises during field operational hours where no appointment is required, to remove a metering circuit.

6.6 Meter alteration – after hours visit

A visit to a customer's premises outside field operational hours where no appointment is required, to undertake a meter alteration at the customer's premises.

6.7 Meter alteration – wasted visit

A visit to a customer’s premises during field operational hours to undertake a meter alteration and where the alteration could not be completed due to issues at the customer’s premises.

In addition an after-hours visit fee will also be charged if a visit to a customer’s premises occurs outside of normal field operational hours and where the alteration could not be completed due to issues at the customer’s premises.

6.8 Fee-based services charges

Table 3 sets out TasNetworks’ fee-based services prices for meter alterations for the 2015-16 regulatory year.

Table 3: Fee-based services prices

Service	Rate (\$)
Tariff alteration – single phase	179.50
Tariff alteration – three phase	244.79
Adjust time clock	58.75
Install pulse outputs	163.19
Remove meter	271.32
Meter alteration – after hours visit	783.28
Meter alteration wasted visit	97.91

7 Meter test

These services require an authorised officer of TasNetworks to visit a customer's premises to undertake the testing of a basic metering installation at the request of a retailer.

All services are to be delivered within 15 business days of TasNetworks' receipt of a completed retailer's service request; unless an alternate date for the service has been agreed.

A retailer service request is to be received by 3:00 pm on any business day; otherwise it will be deemed to have been received the next business day.

Unless specified, the services will be scheduled in the most efficient manner within TasNetworks' work schedule. If a service is required to be performed at a specified time, it will be treated as a tee-up service.

Unless specified, the customer will not be consulted by TasNetworks prior to the work being undertaken. If customer consultation is required, an additional tee-up service will be charged.

The charge for meter test is per meter tested as opposed to per electrical installation. The retailer is to provide details as to the meter for testing, if not it will be assumed that the whole site is to be tested and will be charged accordingly.

No fee will apply if the meter is found to be faulty.

Where the provision of a meter test service is unable to be undertaken due to issues at the premise that are outside the control of TasNetworks, a Meter Test - Wasted Visit fee may be charged.

7.1 Meter test – single phase

A visit to a customer's premises during field operational hours where no appointment is required, to test a single phase meter at the customer's request.

7.2 Meter test – multi phase

A visit to a customer's premises during field operational hours where no appointment is required, to test a multi-phase meter at the customer's request.

7.3 Meter test – CT

A visit to a customer's premises during field operational hours where no appointment is required, to test a current transformer (CT) meter at the customer's request.

7.4 Meter test – after hours

A visit to a customer's premises, at the request of the retailer, outside field operational hours where no appointment is required, to undertake the following services:

- meter test – single phase;
- meter test – multi phase; and
- meter test – CT.

7.5 Meter test – wasted visit

A visit to a customer's premises during field operational hours to test a meter at the customer's request where the test could not be completed due to issues at the customer's premises.

An after-hours fee will also be charged where a visit to test a meter at the customer's request occurs outside of operational hours and could not be completed due to issues at the customer's premises.

7.6 Fee-based services charges

Table 4 sets out TasNetworks' fee-based services prices for meter tests for the 2015-16 regulatory year.

Table 4: Fee-based services prices

Service	Rate (\$)
Meter test – single phase	293.73
Meter test – multi phase	587.46
Meter test – CT	652.74
Meter test – after hours	783.28
Meter test – wasted visit	97.91

8 Supply abolishment

These services require an authorised officer of TasNetworks to visit a customer's premises to undertake the abolishment of the customer connection services.

Service to be delivered no later than 10 business days of receiving a completed retailer service request, unless an alternate date of removal has been agreed.

Requests to perform this service on a specific day will be classed as a tee-up and tee-up charges will also apply (refer Section 9).

A retailer service request, for all services, is to be received by 3:00 pm on any business day; otherwise it will be deemed to have been received the next business day.

Unless specified, the services will be scheduled in the most efficient manner within TasNetworks' work schedule. If a service is required to be performed at a specified time, an additional tee-up service will be charged.

Unless specified, the customer will not be consulted by TasNetworks prior to the work being undertaken. If customer consultation is required, the service will be treated as a tee-up service.

Failure to complete any of the supply abolishment services may result in the charging of a supply abolishment – wasted visit fee.

8.1 Remove service and meters

A visit to a customer's premises to remove meters and service connection at the customer's request or as a result of building demolition during field operational hours where no appointment is required.

8.2 Supply abolishment – after hours

A visit to a customer's premises, at the request of the retailer, outside normal field operational hours where no appointment is required, to abolish supply.

8.3 Supply abolishment – wasted visit

A visit to a customer's premises to abolish supply where the service could not be completed due to issues at the customer's premises.

An after-hours fee will also be charged where a visit to abolish supply at the customer's request occurs outside of normal field operational hours and could not be completed due to issues at the customer's premises.

8.4 Fee-based services charges

Table 5 sets out TasNetworks' fee-based services prices for supply abolishment for the 2015-16 regulatory year.

Table 5: Fee-based services prices

Service	Rate (\$)
Remove service and meters	271.32
Supply abolishment – after hours	783.28
Supply abolishment – wasted visit	162.79

9 Tee-up

A tee-up occurs when a customer's electrical contractor or retailer requests that a TasNetworks service be provided at a nominated location at a specified date and / or time. Alternatively, a tee-up is required when a customer would like to consult at a specified date and / or time with TasNetworks personnel.

Where another service has been requested with a tee-up, the service will be provided on the negotiated tee-up date: the time limits referenced in this document no longer apply.

Tee-ups relating to services listed in Sections 6 and 8 are to be requested by a retailer through standard B2B customer consultation process. All other tee-up requests should be made via an Electrical Works Request form (EWR).

Tee-ups will be arranged following TasNetworks receipt of all required documentation. TasNetworks will attempt to contact the party requesting the tee-up service within two business days of receipt of the required documentation. If no contact can be made within four business days, TasNetworks will request the customer's retailer to confirm the request for a tee-up service via B2B processes.

It should be noted that tee-up charges are in addition to the charges for the relevant service.

9.1 Tee-up

A tee-up with a TasNetworks crew during field operational hours.

In accordance with TasNetworks distribution determination, these services may be charged at a minimum rate of 30 minutes plus each additional 15 minute block or part thereof of onsite time. For administrative and customer simplicity, TasNetworks elects to charge the minimum 30 minute fee only.

9.2 Tee-up – after hours

A tee-up with a TasNetworks crew where part of the work or travel time falls outside field operational hours.

9.3 Tee-up – no truck – after hours

A tee-up with a TasNetworks crew where part of the work or travel time falls outside field operational hours.

9.4 Tee-up – wasted visit

A tee-up where the works could not be completed due to issues on site or where TasNetworks crew was not required once on site.

An after-hours fee will also be charged where part of the work or travel time falls outside field operational hours and the work could not be completed due to issues on site or where the crew was not required once on site.

9.5 Fee-based services charges

Table 6 sets out TasNetworks' fee-based services prices for the provision of a tee-up for the 2015-16 regulatory year.

Table 6: Fee-based services prices

Service	Rate (\$)
Tee-up (initial 30 minutes)	130.28
Tee-up (each additional 15 min block)	53.54
Tee-up – after hours	1,463.79
Tee-up – no truck – after hours	1,302.37
Tee-up – wasted visit	162.79

10 Miscellaneous services

These services require an authorised officer of TasNetworks to visit a customer's premises to undertake the services detailed below.

All services will be delivered within 10 business days of TasNetworks' receipt of a service request; unless an alternate date for the service has been agreed.

A service request, for all services, is to be received by 3:00 pm on any business day; otherwise it will be deemed to have been received the next business day.

Unless specified, the services will be scheduled in the most efficient manner within TasNetworks' work schedule. If a service is required to be performed at a specified time, it will be treated as a tee-up service.

Unless specified, the customer will not be consulted by TasNetworks prior to the work being undertaken. If customer consultation is required, the service will be treated as a tee-up service.

Where the provision of a miscellaneous service is unable to be undertaken due to issues at the premise that are outside the control of TasNetworks, a Miscellaneous Service - Wasted Visit fee may be charged.

10.1 Open turret

A visit to a customer's premises to open a turret or cabinet during field operational hours. This service is provided during normal operational hours where no appointment is required.

10.2 Addition/alteration to the connection point

This fee-based service is no longer available to any customer; see Section 11 for more information.

10.3 Connection of new mains to an existing installation

This fee-based service is no longer available to any customer; see Section 11 for more information.

10.4 Data Download

A visit to a customer's premises during field operational hours where no appointment is required to download data from a meter.

10.5 Alteration to unmetered supply

A visit to a customer's premises to add or remove a load on an existing unmetered supply site during field operational hours.

10.6 Miscellaneous service

A visit to a customer's premises, at the request of the retailer, during field operational hours to perform a service that is not described elsewhere.

10.7 Miscellaneous service – after hours

A visit to a customer's premises, at the request of the retailer, outside field operational hours, to perform any of the above-mentioned miscellaneous services.

10.8 Miscellaneous service – wasted visit

A visit to a customer's premises during field operational hours for the requested miscellaneous service where the service could not be completed due to issues on site or where the crew was not required once on site.

An after-hours fee will also be charged where part of the work or travel time falls outside field operational hours and the work could not be completed due to issues on site or where the crew was not required once on site.

10.9 Miscellaneous service – rectification of illegal connection

A visit to a customer’s premises during field operational hours to rectify an installation that has been illegally connected.

10.10 Fee-based services charges

Table 7 sets out TasNetworks’ fee-based services prices for the provision of miscellaneous services for the 2015-16 regulatory year.

Table 7: Fee-based services prices

Service	Rate (\$)
Open turret	146.87
Data download	326.36
Alteration to unmetered supply	244.79
Miscellaneous service	130.55
Miscellaneous service – after hours	783.28
Miscellaneous service – wasted visit	162.79
Miscellaneous service – rectification of illegal connection	244.79

11 Connection Services

The provision of connection services (making a new connection, or augmenting an existing connection, to the TasNetworks distribution network) is not within the scope of Fee-based Services.

Customers seeking services relating to:

- supply establishment;
- renewable energy connections;
- temporary builders connections;
- temporary show and carnival connections;
- additions or alterations to a connection point; or
- connection of new mains to an existing installation,

should see TasNetworks' Basic Connection Services Application and Price Guide. This is available on the TasNetworks web site at:

<http://www.tasnetworks.com.au/our-network/network-revenue-pricing/distribution-fees-and-tariffs>

TasNetworks' web page relating to the processes surrounding connections is at this link:

<http://www.tasnetworks.com.au/our-network/new-connections-and-alterations>

12 Glossary

AEMO	Australian Energy Market Operator
AER	Australian Energy Regulator
B2B	Business to business electronic requests
B2B service orders	AEMO's B2B procedure service order process which is the communication procedures between retailers and service providers
Basic metering services	Reading services for accumulation meters or unmetered supplied as defined in the NER.
Business Day	A day other than a Saturday, Sunday or a day which is lawfully observed as a public holiday in any part of Tasmania.
Charges	For service means the constituent elements of the charge.
Connection Point	In relation to a customer, the point at which electricity leaves the TasNetworks distribution network for delivery to the customer.
Customer	A person to whom TasNetworks provides regulated services.
De-energisation	The de-energisation of an energised electrical installation.
Distribution Network	As defined in the Electricity Supply Industry Act 1995.
Electrical Contractor	A person or company licensed as an electrical contractor under the Occupational Licensing Act 2005.
Energisation	The energisation of an electrical installation.
Field Operational hours	Between 7:30 am and 4:20 pm on a business day.
Illegal connection	An electrical installation that has been energised without authorisation from TasNetworks.
Interval metering services	Reading services for interval meters – types 1-5 as defined in the NER and provision of other services.
Meter alterations	Alterations made to an existing electrical installation to add, remove, exchange, reprogram metering equipment at the request of the retailer.
Meter tests	Testing of a meter to ensure that the components, accuracy and testing of the installation complies with the requirements of the NER.
NER	National Electricity Rules.
NERR	National Energy Retail Rules.
New connection	Connection of the supply to a new electrical installation.
Protected period	A period in which a de-energisation cannot be undertaken in accordance with NERR provisions.
Re-energisation	The energisation of an electrical installation which has previously been de-energised.
Renewable Energy Connections	Installation of a small generator of less than 5 kW.
Retail Contract Termination	The ending of a Standard Retail Contract pursuant to Section 70 of the National Energy Retail Rules.
TasNetworks	Unless otherwise stated means Tasmanian Networks Pty Ltd ABN 24 167 357 299 in its capacity as a distributor licensed by the Regulator in the state of Tasmania.

Tee-up	Service provision at a nominated location at a specified date and / or time.
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13 Schedule 1: TasNetworks' Service Areas

Table 8 details on which day's services are undertaken in each area.
Areas marked with an asterisk are "Daily Service Areas"

Table 8: Scheduled Day for Service

	Monday	Tuesday	Wednesday	Thursday	Friday
North West	*Greater North West	*Greater North West	*Greater North West	*Greater North West	*Greater North West
		West Coast	Hellyer	West Coast	
		Cape	North West Tip	Granville	
		Barrington	Gunns Plains	Cape	Gunns Plains
		Nut	Cradle Valley	Barrington	
				Nut	
North	*Greater Launceston	*Greater Launceston	*Greater Launceston	*Greater Launceston	*Greater Launceston
	Northern Midlands	North East Tip	East Tamar	Northern Midlands	West Tamar
	Meander Valley	Scottsdale	Meander Valley	Scottsdale	East Tamar
		West Tamar		Midlands	
		Goulds Country		Fingal	
		East Coast		East Coast	
Freycinet					
South	*Greater Hobart	*Greater Hobart	*Greater Hobart	*Greater Hobart	*Greater Hobart
	South Arm	Western Huon	Bruny Island	Derwent Valley	Channel
	Southern Midlands	West Lakes	Southern Midlands	Strathgordon	South Arm
	Inner East Coast	Derwent Valley	East Lakes	Southern Huon	Peninsula
	South East Coast	Peninsula	South East Coast	Huon	
		Huon	Channel		

The following information has been provided to assist customers in understanding the service area groupings in the above table. Each service area lists suburbs that represent the borders of the service area and includes any location between those suburbs.

13.1 North West

- *Greater North West Coast – Wynyard to Port Sorell
- West Coast – Tullah to Queenstown
- Cape – Table Cape to Sisters Beach to Meunna
- Barrington – Sassafras to Kimberley to Acacia Hills to West Kentish
- The Nut – Cowrie Point to Smithton
- Hellyer – Hellyer Gorge to Corinna
- North West Tip – Arthur River to Woolnorth
- Gunns Plains – Wilmot to Riana
- Cradle Valley – Cradle Mountain
- Granville – Granville Harbour

13.2 North

- *Greater Launceston – Launceston and surrounding suburbs
- Northern Midlands – Ross to Bishopsbourne
- Meander Valley – Carrick to Mole Creek
- North East Tip – Waterhouse to Musselroe Bay
- Scottsdale – Scottsdale region
- West Tamar – Rosevears to Greens Beach
- East Tamar – Dilston to George Town to Pipers Brook
- Goulds Country – Goulds Country region
- East Coast – St Helens to St Marys
- Freycinet – Coles Bay
- Fingal – Fingal Valley region

13.3 South

- *Greater Hobart – Hobart and surrounding suburbs
- South Arm – Opossum Bay to Sandford
- Southern Midlands – Oatlands to Tea Tree
- Inner East Coast – Mount Seymour to Levendale
- Southern East Coast – Little Swanport to Orford
- Western Huon – Lonnvale
- West Lakes – Liawenee to Osterley
- Derwent Valley – Ouse to Maydena
- Peninsula – Copping to White Beach
- Channel – Cygnet to Verona Sands to Snug
- Bruny Island – Bruny Island
- East Lakes – Arthurs Lake to Miena
- Strathgordon - Strathgordon
- Southern Huon – Raminea to Hastings
- Huon – Dover to Allens Rivulet to Lower Wattle Grove

