

Appendix A: Baseline list of electricity distribution services

Service grouping	Further description
Common distribution services—use of the distribution network for the conveyance/flow of electricity (including the services relating to network integrity)	
1 Common distribution service	<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• 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• network demand management for distribution purposes• activities related to ‘shared asset facilitation’ of distributor assets• 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• establishment and maintenance of National Metering Identifiers (NMIs) 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
Network ancillary services—customer and third party initiated services related to common distribution services	
2 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

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		<ul style="list-style-type: none">• 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• 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.
3	Sale of approved materials or equipment	Includes the sale of approved materials/equipment to third parties for connection assets that are gifted back to become part of the shared distribution network.
4	Notices of arrangement and completion notices	Examples include: <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 real estate developer requests the distributor to provide documentation confirming progress of work. Usually associated with discharging contractual arrangements (e.g. progress payments) to meet contractual undertakings.
5	Network related property services	Activities include: <ul style="list-style-type: none">• Network related property services such as property tenure services relating 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.

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6	Network safety services	Examples include: <ul style="list-style-type: none">• provision of traffic control and safety observer services by the distributor where required• fitting of tiger tails and aerial markers• high load escorts.
7	Planned interruption – customer requested	Examples include: <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 to or for safe approach, which impacts other networks users).
8	Attendance at customers' premises to perform a statutory right where access is prevented	A follow up attendance at a customer's premises to perform a statutory right where access was prevented or declined by the customer on the initial visit. This includes the costs of arranging, and the provision of, a security escort or police escort (where the cost is passed through to the distributor).
9	Inspection and auditing services	Activities include: <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• 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.
10	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

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		distributor's network. Examples of training might include high voltage training, protection training or working near power lines training.
11	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) • 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.
12	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>
13	Customer 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).
14	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.
15	Fault response	Attendance at a customer's premises to restore supply or investigate power quality issues where it is determined that the fault was not related to the distributor's equipment or infrastructure (this excludes circumstances where the fault relates to the network).
16	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>

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

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17	Type 1 to 4 customer metering services	Type 1 to 4 customer metering installations ¹ and supporting services are competitively available.
18	Types 5 and 6 meter maintenance, reading and data services (legacy meters)	Activities include: <ul style="list-style-type: none">• Meter maintenance covers works to inspect, test, and 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 metering 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.
19	Auxiliary metering services (Type 5 to 7 metering installations)	Activities include: <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)• 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.
20	Meter recovery and disposal – type 5 and 6 (legacy meters)	Activities include the removal and disposal of a type 5 or 6 metering installation: <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.

¹ Includes the instrument transformer, as per the definition of a 'metering installation' in Chapter 10 of the NER.

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21	Network metering services	Bulk supply point metering
22	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.
Connection services²—services relating to the electrical or physical connection of a customer to the network		
23	Basic connection services	<p>Means a <i>connection service</i>³ related to a <i>connection</i> (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 <i>retail customers</i> who have sought, or are likely to seek, the service; or</p> <p style="padding-left: 40px;">(2) the <i>retail customer</i> 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>
24	Non-basic standard connection service	Means a <i>connection service</i> (other than a <i>basic connection service</i>) for a particular class (or sub-class) of <i>connection applicant</i> and for which a <i>model standing offer</i> has been approved by the AER.
25	Non-basic negotiated connection	Means a connection service (other than a basic connection service) for which a DNSP provides a <i>connection offer</i> for a negotiated <i>connection contract</i> .
26	Connection 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"> • de-energisation • re-energisation

² 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.

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

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		<ul style="list-style-type: none"> • 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 phases) • 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.
27	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).
Public lighting services—lighting services provided in connection with a distribution network		
28	Public lighting	Includes the provision, construction and maintenance of public lighting and emerging public lighting technology.
Unregulated distribution services—distribution services the AER has decided not to classify		

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