

8.05

Ausgrid's ancillary services

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1 ANCILLARY NETWORK SERVICES

Ancillary Network Services (ANS) are non-routine services Ausgrid provides to individual customers on an 'as needs' basis. Examples of these services include providing design related information for connections to be made to our network, special meter reads and site establishment fees.

The common characteristic of ancillary network services is that they involve activities performed at a customer's (or their agent's) request. In this way, they are different from other services, such as network services, that are provided to our broad customer base.

The largest volume of ancillary network services that we provide relates to facilitating new connections to the network and specific requests from retailers to perform certain activities, such as a disconnection and/or reconnection to the network. Both of these services are provided to less than 3% of our 1.7 million customers per year.

To recover our costs associated with ancillary network services, we levy fees on the requesting party. Typically this is an energy retailer or an Accredited Service Provider (ASP), who requests a service on the behalf of a customer.

The fees that we charge may be either a:

- Fixed fee – based on the average time required to deliver a service
- Quoted fee – which is subject to vary depending on the task, materials and time involved in performing the service.

In our last regulatory proposal, we put forward 113 fixed and quoted fees. Of these, 93 comprised of 'connection related' ANS fees.

In this proposal, the number connection related ANS fees has been reduced to 43. The lower number of proposed fees is driven by a rationalisation process we have undertaken to simplify our charging structure. Our last regulatory proposal adopted a highly granular approach in which a single service had multiple fees attached to it. As a result, our charging structure was difficult to implement and lacked transparency for customers. We have sought to address this in our proposal for the 2019-24 regulatory period by consolidating fees relating to the same service.

A worksheet for each service or service group is provided as an attachment to this proposal. These worksheets:

- Provide detail fee calculations
- Outline the Australian Energy Regulator's (AER's) current service description
- Set out what is involved in providing the service
- Show the current and proposed price.

This attachment sets out the general approach we have taken to develop our proposed ANS fees and offers a broad commentary regarding why we consider these fees to meet the requirements of the National Electricity Rules (NER).

2 FORECASTING APPROACH

We have adopted a targeted approach to forecasting our proposed ANS fees. This section outlines that approach and sets out the factors we have taken into account.

2.1 Targeted forecasting approach

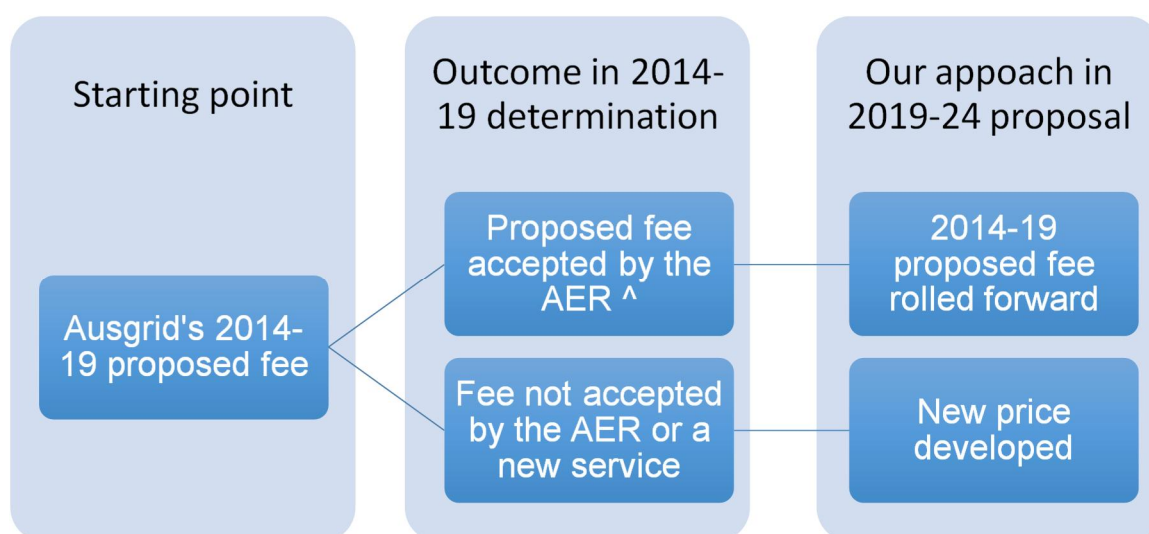
Our targeted approach to forecasting our proposed ANS fees uses our approved 2014-19 prices as a 'starting point'.

In our 2014-19 distribution determination, we proposed 113 ANS fixed and quoted fees. Of these, 26 were approved by the AER. There were also an additional four ANS fees which the AER adjusted in price by less than 1%.

We propose to 'roll forward' the fees which the AER either approved or adjusted by less than 1% in our 2014-19 determination. This is by proposing the same price adjusted for inflation and labour escalation. For the remaining set of fees, we have developed new prices and submitted additional information in support of their approval.

The approach we have taken is summarised in Figure 1 below. For our customers, the use of our last approved prices as the starting point for calculating our proposed 2019-24 fees will, subject to AER approval, lead to stability in the prices we charge. The rolling forward of last approved fees also means that our proposal reflects what the AER has previously considered to be efficient.

Figure 1. Approach to calculating ancillary network service fees



^ We have treated fees that were adjusted by 1% or less in our 2014-19 determination as 'approved'.

2.2 Application of targeted forecasting approach

Under our targeted approach, we have taken a different set of factors into account depending on whether or not a fee was approved in our 2014-19 determination.

2.2.1 Fees approved in our 2014-19 determination

Our approach to calculating fees that were accepted by the AER in our 2014-19 determination involved updating those approved prices with:

- Changes in the consumer price index (CPI)

- Escalators which adjust for real price changes in our labour costs.

Table 1 sets out the CPI rates we have applied. Our approved 2014-19 prices were determined by the AER in real \$FY15. We have therefore applied the CPI adjustments needed to translate those fees into real \$FY19.

Table 1. CPI applied to ancillary network service fees

	2015-16	2016-17	2017-18	2018-19
CPI	2.49%	1.51%	1.28%	1.95%

The adjustments we have made for real labour price changes are set out in Table 2. These adjustments correspond to the labour escalators approved in our 2014-19 determination for ancillary network services.¹

Table 2. Labour cost escalators applied to ancillary network service fees

	2015-16	2016-17	2017-18	2018-19
Labour cost escalators	1.02%	1.07%	1.11%	1.10%

By only making adjustments for CPI and real price changes in our labour costs, we are in effect proposing to roll-forward the current approved prices for fees that were accepted by the AER in our 2014-19 determination. The application of the labour escalators the AER last approved for ancillary network services aligns with this approach. Those escalators have previously been found to be reflective of our efficient costs.²

2.2.2 Fees not approved in our 2014-19 determination

We have applied a 'bottom up' approach to develop our proposed prices for ANS fees which were not approved by the AER at our last determination, and for new services.

This approach develops our proposed ANS prices by applying a labour rate to the estimated time taken to deliver a service. In doing this, we have used the benchmark efficient 'raw labour rates' which the AER approved in our 2014-19 determination. Table 3 sets out those labour rates. They have been adjusted for inflation (Table 1 above) and labour escalation (Table 2 above).

Table 3. Raw labour rates used for ancillary network service fees (\$ per hour, real FY19)

	Raw labour rate
Admin (R1)	43.72
Technical specialist (R2)	66.14
Engineer/Senior Engineering officer (R3)	77.36
Field worker (R4)	52.69
Senior Engineer (R5)	91.93

Source: AER, *Ausgrid final decision 2015-19*, April 2015, Attachment 16, p. 16-17 (updated for CPI and labour price escalation)

¹ AER, *Final decision: Ausgrid distribution determination 2015-19*, April 2015, p.16-10 (table 16.2)

² AER, *Final decision: Ausgrid distribution determination 2015-19*, April 2015, p.16-86 (table 16.23)

Once we calculated our raw labour rates, we adjusted them for shared costs. To do this, we applied the benchmark efficient adjustments the AER approved for on-costs and overheads in our 2014-19 determination. These adjustments are set out in Table 4.

Table 4. Shared cost adjustment factors for ancillary network services (%)

	On-costs	Overheads
Admin (R1)	52.23	50.00
Technical specialist (R2)	52.23	59.00
Engineer/Senior Engineering officer (R3)	52.23	69.00
Field worker (R4)	52.23	87.00
Senior Engineer (R5)	52.23	69.00

Source: AER, Ausgrid final decision 2015-19, April 2015, Attachment 16, pp. 16–18 & 16-19

The total labour rates we have applied to the development of our ANS fees are set out in Table 5. These labour rates are inclusive of all on-costs and overheads which the AER has previously determined to reflect a benchmark efficient firm.³

Table 5. Total labour rates used for ancillary network services (\$ per hour, real FY19)

	Raw labour rate	On-costs	Overheads	Total
Admin (R1)	43.72	22.84	33.28	99.84
Technical specialist (R2)	66.14	34.55	59.41	160.10
Engineer/Senior Engineering officer (R3)	77.36	40.40	81.25	199.01
Field worker (R4)	52.69	27.52	69.79	150.00
Senior Engineer (R5)	91.93	48.02	96.56	236.51

Our proposed labour rates are efficient. They are based on inputs the AER used in setting our ANS prices in our last regulatory determination⁴, with the only adjustments relating to inflation and labour cost escalation. The way in which we apply these labour rates to develop prices is set out in the worksheets for each of the ANS fees we are proposing.

2.3 Engineering manager

We have developed a new labour rate called an ‘engineering manager’ which we have previously not used in the development of regulated ANS fees.

The engineering manager labour rate has been proposed in response the AER classifying the following activity in its final framework and approach (F&A) paper as a subset of ‘design related service’:

*the provision of engineering consulting (related to the shared distribution service)*⁵

To provide this consultancy service requires a level of engineering skill and experience not captured by our 2014-19 ANS labour rates. We have addressed this through the development of a new labour rate reflective of the cost of attracting and retaining an engineering manager with the requisite capabilities to deliver this service.

³ AER, *Ausgrid final decision 2015-19*, April 2015, Attachment 16, pp. 16–18 & 16-19

⁴ AER, *Ausgrid final decision 2015-19*, April 2015, Attachment 16, pp. 16–18 & 16-19

⁵ AER, *Final Framework and Approach Paper: NSW electricity distributors*, July 2017, p. 92.

2.3.1 Approach to forecasting engineering manager labour rate

We have adopted the same approach to forecasting an engineering manager labour rate as the AER's consultant, Marsden Jacob Associates, applied in our 2014-19 determination.

This approach involved calculating a benchmark labour rate using an annual report published by a third party, Hays Consulting. Marsden Jacob Associates used the 2014 Hays Salary Guide. Our approach has used the most up to date information published in the '2017 Hays Salary Guide: Salary & Recruitment Trends' report.

Table 6 to Table 9 below set out how we have calculated our proposed raw labour rate for an engineering manager. This is using the same approach and assumptions the AER applied in our 2014-19 determination, based on advice from Marsden Jacob Associates.

Table 10 converts the raw labour rate of \$108.40 (\$ per hour, real FY19) for an engineering manager calculated in Table 9 and applies our last approved on-costs and overhead adjustments to that amount. This calculates our proposed total labour rate of \$278.88 ((\$ per hour, real FY19) for an engineering manager.

Table 6. Engineering manager labour rate assumptions

	Input	Assumption	Calculation
A	Low range salary (\$2016-17)	\$160,000	2017 Hays report
B	High range salary (\$2016-17)	\$200,000	2017 Hays report
C	Annual leave	4 weeks	Marsden Jacob Associates
D	Public holidays	2 weeks	Marsden Jacob Associates
E	Sick leave	2 weeks	Marsden Jacob Associates
F	Total weeks worked	44 weeks	1 year – (B + C + D)
G	Total hours worked	40 hours per week	Marsden Jacob Associates

Source: Marsden Jacob Associates, Report on alternative control services for NSW 2014-19 regulatory determination, October 2014, p. 4; 2017 Salary Guide: Salary & Recruitment Trends

Table 7. Engineering manager – raw hourly rate (low range)

	Input	Assumption	Calculation
H	Weekly salary (low range)	\$3,636.36	A / F
I	Hourly salary (low range)	\$90.91	H / G

Table 8. Engineering manager – raw hourly rate (high range)

	Input	Assumption	Calculation
J	Weekly salary (high range)	\$4,545.45	B / F
K	Hourly salary (high range)	\$113.64	J / G

Table 9. Calculation of raw hourly rate for engineering manager

	Input	Assumption	Calculation
L	Raw labour rate (\$2016-17)	\$102.27	(I + K) / 2
M	Raw labour rate (\$2018-19)	\$108.40	L * CPI * real labour escalation

Table 10. Proposed total engineering manager labour rate (\$ per hour, real FY19)

	Raw labour rate	On-costs	Overheads	Total
Engineering manager	108.40	56.62	113.86	278.88

Attachment 8.06 (ANS pricing models) includes a workbook⁶ containing the above calculations for our proposed engineering manager labour rate. It also includes our calculations for updating our last approved labour rates for inflation and real price changes in labour.

⁶ See '11_Consultancy and review services' of Attachment 8.06, 'Engineering manager' tab.

3 RECLASSIFIED SERVICES

We have two services which require the development of new ANS pricing arrangements for in the 2019-24 regulatory period, following their reclassification from an unregulated to an ancillary network service. These are ‘ASP material sales’ and ‘emerging lighting solutions’.

3.1 ASP material sales

Ausgrid has been offering the sale of materials to ASPs since 1997. We currently provide this service from a ‘shop front’ located at our Somerby warehouse.

To date, the AER has not placed any controls over the price we charge for the sale of materials to ASPs. We nonetheless anticipate this to change in the 2019-24 regulatory period. This is following the AER’s final F&A paper classification of ASP material sales as an alternative control service.⁷

3.1.1 Approach

The AER’s final F&A paper provides that for alternative control services, including the sale of materials for ASPs, the form of control will be a cap on the price of individual services.⁸

To comply with this form of control, we propose that the cap on the price of materials and equipment sold to ASPs should be set according to:

- The purchase order price paid by Ausgrid to acquire each stock item, plus
- A percentage adjustment that recovers costs which are incurred in supporting the delivery of the service (“support costs adjustment”).

The incorporation of the purchase order price will allow us to recover the costs we incur in acquiring the materials and equipment we offer for sale to ASPs.

The support costs adjustment will allow us to recover both direct and indirect costs we incur in supporting the delivery of our ASP material sales service. Direct costs include the cost of employing a salesperson and the on-going costs associated with having a warehouse to stock the materials and equipment we offer for sale. Indirect costs include IT and corporate support, among other things.

3.1.2 Proposed price components

Our proposed components for setting the price of ASP material sales are set out below.

Table 11. Pricing components for ASP material sales

Service	Price components
ASP material sales	Purchase price + support costs adjustment

3.2 Security light

Security lighting for private customers is similar to public lighting with installations typically attached to existing distribution network poles and structures. Customers are able to select from a variety of lighting equipment which is mounted on nearby network poles and positioned to provide optimal illumination according to their needs. We operate and maintain

⁷ AER, *Final Framework and Approach Paper: NSW electricity distributors*, July 2017, p. 94.

⁸ AER, *Final Framework and Approach Paper: NSW electricity distributors*, July 2017, p. 41.

these lights which are commonly used by public buildings, sports arenas, shopping centres and car yards.

For the 2019-24 regulatory period, prices for our security lighting services will now be regulated by the AER. This was seen as necessary to avoid the need to have this service ring-fenced from our regulated distribution network services. The rationale behind this decision was that this service could only reasonable be provided by us as access to distribution assets is restricted and not practically provided by a different provider – ring-fenced or otherwise.

Until the commencement of the 2019-24 regulatory period these services have been provided as an unregulated service with the price set at each site being directly negotiated with the prospective customer. Customers have been under no obligation to acquire the service offered, nor has Ausgrid been under any obligation to supply. Recognising that each service currently provided has been established under bespoke contractual and pricing arrangements, we are proposing to grandfather all existing contracts to minimise the impact on our customers. Only new services offered and accepted after 1 July 2019 will be priced using the attached pricing model (see Attachment 8.06).

For the purposes of transitioning this service to regulation by the AER we have proposed a forward looking pricing methodology for security lights similar to that of public lighting tariff 3. Customers are required to pay a one-off installation cost and a monthly rental charge. These charges will vary depending on the type of lighting service requested and length of the contractual period. The ongoing charge will cover the costs of operating, maintaining and replacing the assets as required. As an unmetered supply of electricity, the charge is also inclusive of an estimated amount of electricity consumption calculated in accordance with published load tables and our contracted energy rates.

For simplicity, we have set prices based on the service provided to a customer, i.e. the amount of illumination required. This allows us to maintain a common set of service outcomes for customers over time while providing flexibility to adopt different technologies to suit the location and/or different technologies as they become cost competitive.

Lighting Solutions offers a number of light types to cater for various scenarios. The types have been categorised into small, medium and large. These types are characterised by various lumen outputs from the flood lights and are typically 21,500, 36,000 and 107,000 lumens respectively.

Our proposed prices are set out in Table 12 below.

Table 12. Lighting Solutions Prices (\$, real FY19)

	Units	Price (excl. GST)
Small (21,500 lumens)	Monthly charge	\$80.13
Medium (36,000 lumens)	Monthly charge	\$93.75
Large (107,000 lumens)	Monthly charge	\$144.56

4 PROPOSED FEES

4.1 Proposed labour rates

The following table sets out our proposed labour rates for the 2019-24 regulatory period.

Table 13. Proposed labour rates (\$ per hour, real FY19)

	Rate
Admin (R1)	99.84
Technical specialist (R2)	160.10
Engineer/Senior Engineering officer (R3)	199.01
Field worker (R4)	150.00
Senior Engineer (R5)	236.51
Engineering Manager (R6)	278.88

4.2 Proposed metering related fees

The following table sets out our proposed metering related fees.

Table 14. Proposed metering related fees (\$, real FY19)

Services	Type	Units	Price (excl. GST)
Metering services			
Metering site establishment	Fixed	per service	\$58.79
Special meter reading	Fixed	per service	\$10.87
Type 5–6 meter test	Quoted/Hourly	per hour	\$150.00
Type 5-7 non-standard meter data services	Fixed	per service	\$15.52
Emergency maintenance of failed metering equipment no owned by the network	Fixed	per service	\$175.88
Off peak conversion	Fixed	per service	\$222.57
Disconnection visit (site visit only)	Quoted/Hourly	per hour	\$150.00
Disconnection completed	Quoted/Hourly	per hour	\$150.00
Disconnection (disconnection completed - technical / advanced)	Quoted/Hourly	per service	\$150.00
Pillar / pole top disconnection completed	Fixed	per service	\$415.58
Pillar / pole top site visit	Fixed	per service	\$347.02
Reconnection / disconnection outside normal business hours	Fixed	per service	\$107.17
Network tariff change request	Fixed	per service	\$49.92
Recovery of debt collection costs – dishonoured transactions	Fixed	per service	\$27.37
Attendance at customers' premises to perform a statutory right where access is prevented	Fixed	per service	\$84.50
Vacant property disconnection	Fixed	per service	\$125.64
Vacant property site visit	Fixed	per service	\$38.96

Services	Type	Units	Price (excl. GST)
New metering related fees			
Distributor arranged outage for purpose of replacing metering — simple	Fixed	per service	\$241.64
Distributor arranged outage for purpose of replacing metering — complex	Quoted	per hour	\$99.84 or \$150.00
Distributor arranged outage for purpose of replacing metering — site visit only	Quoted	per hour	\$150.00
Correction of metering and market billing data	Fixed	per service	\$49.92
Final read after type 5 meter equipment removed	Fixed	per service	\$70.01
Type 5 and 6 CT testing	Quoted	per hour	\$150.00
Type 5 and 6 CT recovery	Quoted	per hour	\$150.00

4.3 Proposed non-metering related fees

The following table sets out our proposed non-metering related fees.

Table 15. Proposed non-metering related fees (\$, real FY19)

Services	Type	Units	Price (excl. GST)
Design related services			
Administration of contestable work			
General	Fixed	per service	\$902.55
Additional	Quoted/Hourly rate	per hour	\$99.84
Pioneer scheme	Fixed	per service	\$1306.75
Design information			
Simple	Fixed	per service	\$696.55
Standard / Complex	Quoted/Hourly rate	per hour	\$199.01 or \$236.51
Asset creation	Fixed	per asset	\$26.96 (base) \$9.98 (per asset)
Design certification			
General	Fixed	per service	\$1924.46
Other	Quoted/Hourly rate	per hour	\$199.01 or \$236.51
Connection application related services			
Technical assessment and preliminary enquiry			
Technical assessment – Applications or relocations	Fixed	per service	\$411.27
Preliminary enquiry	Quoted/Hourly rate	per hour	\$199.01 or \$236.51
Connection offers			
Basic	Fixed	per service	\$16.97
Standard	Fixed	per service	\$49.92

Services	Type	Units	Price (excl. GST)
Negotiated	Quoted/Hourly	per hour	\$236.51
Other connection application related services			
Planning studies	Quoted/Hourly	per hour	\$199.01 or \$236.51
Site inspection	Fixed	per service	\$489.57
Technical support – Permanently Unmetered Supply (PUMS)	Quoted/Hourly	per hour	\$199.01
Registered participant support	Quoted/Hourly	per hour	\$236.51
Contestable network commissioning and decommissioning			
Commissioning assets			
Simple	Fixed	per service	\$1693.25
Standard	Fixed	per service	\$3340.90
Complex	Quoted/Hourly	per hour	\$160.10 or \$199.01
Decommissioning assets			
Decommissioning assets	Quoted/Hourly	per hour	\$160.10 \$150.00
Access permit, oversight and facilitation services			
Access permits and clearances to work			
Simple permit or clearance to work	Fixed	per service	\$1280.82
Complex permit or clearance to work	Quoted/Hourly	per hour	\$160.10 or \$199.01 or \$150.00
Cancellation – simple	Fixed	per service	\$496.32
Cancellation – complex	Fixed	per service	\$1136.72
Install / remove overhead network earths	Quoted/Hourly	per hour	\$150.00
Other access permits and clearances to work			
Access – standby person	Quoted/Hourly	per hour	\$150.00
Access – confined space entry permit	Quoted/Hourly	per hour	\$160.10 or \$150.00
Process and project facilitation	Quoted/Hourly	per hour	\$199.01 or \$236.51
Specialist services	Quoted/Hourly	per hour	\$236.51
Notices of arrangements			
Notice of arrangements	Fixed	per service	\$448.11
Notice of arrangements (early)	Quoted/Hourly	per hour	\$99.84 \$199.01
Network related property services			
Property tenure	Quoted/Hourly	per hour	\$99.84 or \$199.01 or \$236.51 + legal costs

Services	Type	Units	Price (excl. GST)
Network safety service and security			
Rectification works			
Rectification of illegal connections	Quoted/Hourly	per hour	\$137.48
Provision of service/additional crew	Quoted/Hourly	per hour	\$150.00
Fitting of tiger tails	Quoted/Hourly	per hour	\$150.00 + materials
High load escorts	Quoted/Hourly	per hour	\$150.00
Temporary power	Quoted/Hourly	per hour	\$150.00
Bush fire mitigation works	Quoted/Hourly	per hour	\$150.00
Neutral integrity test	Quoted/Hourly	per hour	\$150.00
De-energisation of wires for safe approach	Quoted/Hourly	per hour	\$150.00
Rectification of network related customer fault	Quoted/Hourly	per hour	\$150.00
Cable termination and relocation			
11kV cable termination at zone substation	Quoted/Hourly	per hour	\$150.00 + materials
Subtransmission cable termination at zone substation	Quoted/Hourly	per hour	\$150.00 or \$160.10 or \$236.51 + materials
Complex customer initiated asset relocation	Quoted/Hourly	per hour	\$150.00 or \$160.10 or \$236.51 + materials
Inspection services – Private electrical installations and accredited service providers			
Inspection of level 1 ASP work			
Network construction – Level 1 ASP works	Quoted/Hourly	per hour	\$160.10
Re-inspection – Level 1 ASP works	Quoted/Hourly	per hour	\$160.10
Inspection of level 2 ASP works (NOSW)			
A Grade	Fixed	per NOSW	\$31.36
B Grade	Fixed	per NOSW	\$56.98
C Grade	Fixed	per NOSW	\$185.06
Re-inspection – ASP level 2 works	Quoted/Hourly	per hour	\$177.07
Inspection of electrical contractor works			
Service size > 100A and mandatory inspections	Quoted/Hourly	per CCEW	\$177.07
Re-inspection of electrical contractor works	Quoted/Hourly	per hour	\$177.07
Other			
Investigate, review & implementation of remedial actions associated with ASP's connection works	Quoted/Hourly	per hour	\$236.51

Services	Type	Units	Price (excl. GST)
Authorisation of ASPs			
Level 1 ASP			
Authorisation / Re-authorisation (annual fee)	Fixed	per service	\$311.39
Recording of an additional company to existing authorisation	Fixed	per service	\$49.92
Upgrade to include additional class	Fixed	per service	\$168.17
Company authorisation – Initial	Fixed	per service	\$641.19
Company re-authorisation	Fixed	per service	\$118.25
Level 2 ASP			
Initial authorisation	Fixed	per service	\$740.25
Re-authorisation (annual fee)	Fixed	per service	\$339.99
Additional authorisation	Fixed	per service	\$99.84
Level 3 ASP			
Authorisation / Re-authorisation (Biennial fee)	Fixed	per service	\$74.88
Consultancy and review services			
Engineering consultancy	Quoted/Hourly	per hour	\$278.88
Approved materials list application	Quoted/Hourly	per hour	\$236.51 or \$278.88
Training			
Training – 5 to 9 participants	Fixed	per service	\$160.10
Training – 10 to 14 participants	Fixed	per service	\$93.39
Training – 15 or more participants	Fixed	per service	\$56.04
Complex training	Quoted/Hourly	per hour	\$331.11

4.4 Reclassified ANS fees

The following table sets out the proposed pricing components for ASP material sales.

Table 16. Pricing components for ASP material sales

Service	Pricing components
ASP material sales	Purchase price + support costs adjustment

The following tables sets out the proposed prices for security lights.

Table 17. Lighting Solutions Prices (\$2018-19)

	Units	Price (2018-19) excl. of GST
Small (21,500 lumens)	Monthly charge	\$80.13
Medium (36,000 lumens)	Monthly charge	\$93.75
Large (107,000 lumens)	Monthly charge	\$144.56

4.5 Overtime

If an ancillary service is provided outside the hours of 7.30 am to 4.00 pm on a working day at the request of a customer (other than where Ausgrid requires that the work be performed outside those hours) Ausgrid will charge 175% of the fee for that service carried out in normal working hours.