Attachment 8.05

Public Lighting Management Plan 2014-19

May 2014

Document History

Issue No.	Date	Approved By	Summary of Changes
1.0	March 2014	M-SL	Final
2.0	May 2014	John Bedding	Final

Warning

It is illegal for persons other than licensed electricians, or persons authorised by legislation, to work on the fixed wiring of any electrical installation. Penalties for conviction are severe.

Ausgrid may amend this document at any time. It is the responsibility of the user of this document to ensure that only the current version is being used.

Duration and availability of this Plan

This Plan covers the period from 2014 to 2019, to align with the regulatory period. This Plan will be regularly reviewed against legislation and regulations applicable to distribution and transmission network service providers, industry standards, Ausgrid's strategic plans and relevant internal policies, procedures and standards and our regulatory determination.

In accordance with the NSW Electricity Supply (Safety and Network Management) Regulation 2008, this Plan will be made available to all stakeholders who are likely to be involved in its implementation.

This Public Lighting Management Plan is available on Ausgrid's website www.ausgrid.com.au

All correspondence in relation to this document should be directed to:

Manager - Street Lighting
Ausgrid
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SYDNEY NSW 2001

Ausgrid's Public Lighting Management Plan

Contents

1.0 Overview

For more than 100 years our public lighting has been a vital means for keeping our local neighbourhoods safe and secure. Ausgrid now maintains around 250,000 public lights stretching across 41 local government areas – from local streets and parks to the city streets throughout the Sydney CBD.

Ausgrid offers a wide range of services, including 24-hour fault reporting, quarterly night-time patrols on major traffic roads, yearly night-time patrols of all street lights and systematic replacement of lamps in every street light every 30 months, to ensure the lights offer a safe and secure environment, and are operating effectively for pedestrians and drivers during times of inadequate light.

1.1 Ausgrid's public lighting strategic objectives

Ausgrid has four strategic objectives that it has put in place. These reflect Ausgrid's commitment to continuous improvements to public lighting services to its customers, as well as ensuring compliance with the Code, Australian Standard AS1158 and meeting all regulatory obligations.

Ausgrid's four strategic objectives are set out below.

Minimise total lifetime cost for Ausgrid and customers

Ensuring that Ausgrid operates prudently and efficiently is fundamental to providing the required service at the lowest cost to public lighting customers. This includes:

- Improving labour productivity;
- Reducing overheads through network reforms;
- Standardising our lighting population; and
- Offering energy efficient lighting technology.

Maintaining network performance as described in the Public Lighting Code

The NSW Public Lighting Code is the document that describes minimum performance standards and practices for the provision of public lighting services. This document references the Australian Standard (AS1158) for public lighting. In the 2014-19 regulatory control period, Ausgrid will be working towards meeting the targets of the Code throughout the Regulatory Period.

Decrease complexity and provide more transparency to the customer

Currently, there are three categories of public lighting charges, capital, maintenance and residual charges:

- Fixed capital charge for assets installed prior to 2009;
- Annuity based capital charge for assets installed post 2009;
- A maintenance charge that is applied to all assets; and
- Residual charges for assets replaced before the end of their serviceable life.

Cost reflective prices

Ausgrid's proposal to ensure cost reflective prices will help customers and Ausgrid. Cost reflectivity at the highest level will ensure Ausgrid can recover the cost incurred in providing the public lighting service. It also means customers have a sound basis for decisions about technology and whether to seek an alternative third party to provide public lighting services.

2.0 Introduction

2.1 Purpose

This Public Lighting Management Plan (the Plan) has been developed to provide an overview of the strategies, structure, processes and service systems that are in place to provide for the adequate, reliable and safe operation of public lighting assets.

Ausgrid is committed to ensuring the safe operation of its network and gives priority to safety issues, including workplace and public safety, over all other aspects of network management.

The Plan also outlines Ausgrid's commitment as a network operator and public lighting service provider to:

- Delivering levels of service that meet the requirements of the NSW Public Lighting Code (the Code), Australian Standard AS1158 and all regulatory obligations[1]; and
- Preparing for the introduction of future best practice technologies, whilst, at the same time
- Efficiently managing the financial performance of its businesses.

2.2 Scope

Ausgrid recognises how important it is to its public lighting customers, the community and other stakeholders to provide through public lighting a safe, secure and attractive visual environment for pedestrian and vehicular traffic during times of inadequate natural lighting. The provision of this service must also take into consideration energy efficiency, economic efficiency, and appropriate technology choices.

The objective of this plan is to establish a management framework that will ensure that Ausgrid's public lighting assets meet the standards set by the NSW Government and the needs of its public lighting customers[2].

Ausgrid will endeavour to work with its public lighting customers to help provide them with the best possible service whilst meeting with the obligations of the Code. Ausgrid is committed to ensuring the safe operation of its public lighting assets and gives safety the highest priority over all other aspects of network management.

This Plan has been prepared in accordance with the requirements of the Code.

This Plan documents the objectives and strategies developed for the management of Ausgrid's public lighting assets. It does this by providing:

- A description of the maintenance strategies used to ensure public lighting assets continue to meet required performance criteria.
- A description of the processes for reporting, recording, investigating and repairing faults with public lighting assets.
- Details on how Ausgrid complies with the Codes, Standards and Guidelines nominated by the Department of Trade and Investment, Regional Infrastructure and Services, Division of Resources and Energy.
- Details of reporting provided to public lighting customers.

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1 Department of Energy, Utilities and Sustainability (DEUS), *NSW Public Lighting Code*, 1 January 2006.

2 The Code was established by the former DEUS. This organisation is now known as the Department of Trade and Investment, Regional Infrastructure and Services, Division of Resources and Energy.

2.3 Public lighting services

Ausgrid offers a wide range of services, including 24-hour fault reporting, quarterly night-time patrols on major traffic roads, yearly night-time patrols of all street lights and the systematic replacement of lamps in every street light at fixed periods, to ensure the lights are operating. Ausgrid is also committed towards making sure the lights installed today use proven energy efficient technologies.

There is a level of contestability in the provision of public lighting, in that a public lighting customer may choose from a number of potential service providers. This affords Councils the opportunity to consider their individual public lighting requirements and procure public lighting at their required service levels at competitive costs. Lighting installations that Ausgrid maintains must comply with Network Standard NS119.

To arrange the connection of the lights to Ausgrid's network, a customer may initiate a:

- Contestable works project;
- Minor capital works project, or
- Major capital works project.

The type of project is determined by the ownership of the assets involved and the scale of the works.

The prices that Ausgrid charges for public lighting reflect the assets and service that Ausgrid provides:

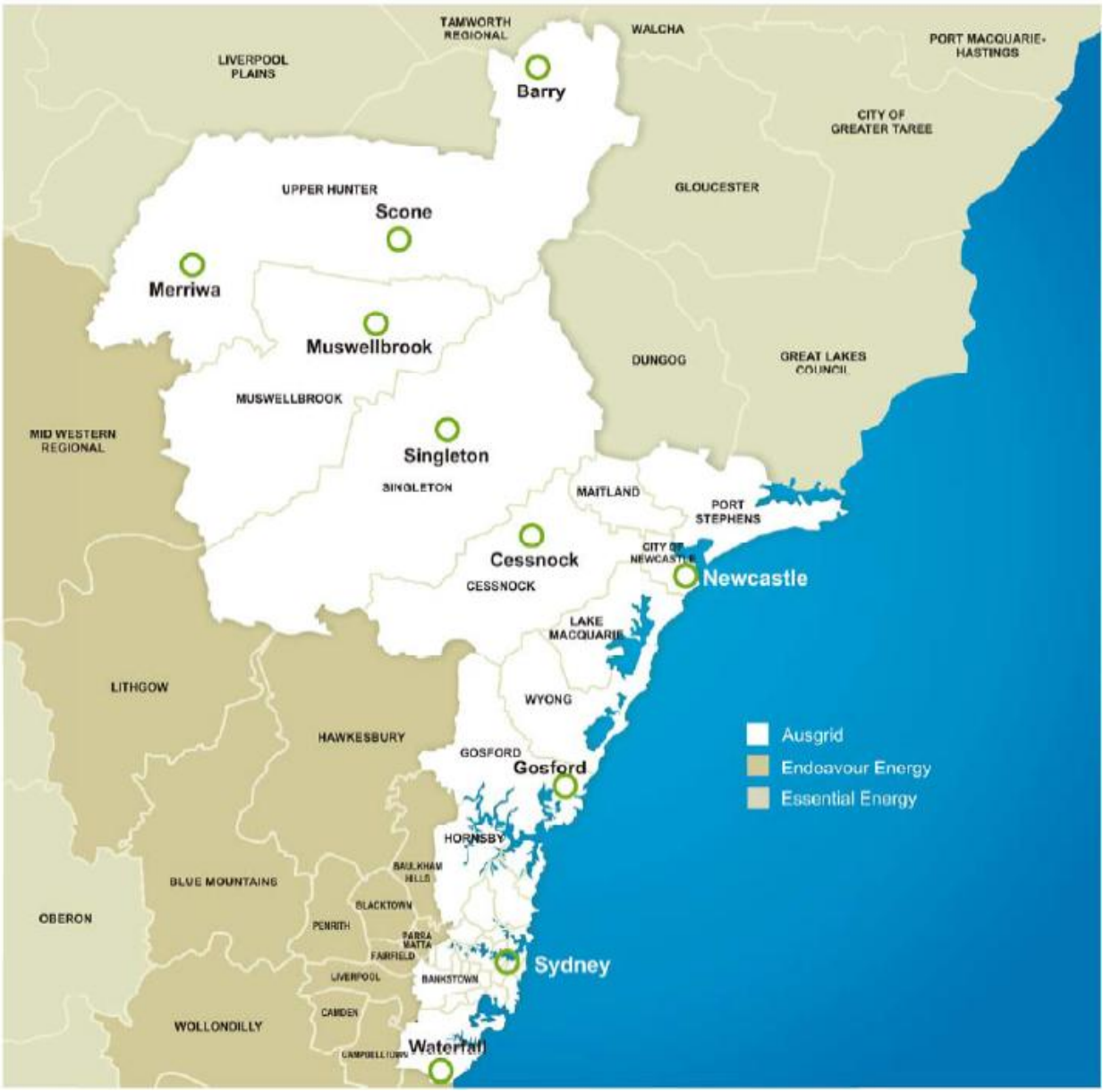
- Rate 1 applies to Ausgrid funded assets;
- Rate 2 applies to customer funded assets;
- Customers with privately owned and maintained assets are charged for the provision of network service only.

Ausgrid's' responsibility for compliance with codes, standards and guidelines is limited to the situation where a public lighting works are carried out on the Public lighting customers behalf. The decision whether or not to achieve compliance with AS/NZS 1158 series is solely the public lighting customer's responsibility.

2.4 Ausgrid's network

Ausgrid's distribution network area is illustrated in Figure 1. It covers 22,275 square kilometres, from Waterfall in Sydney's south to Auburn in western Sydney and the upper Hunter Valley in the north. Ausgrid supplies electricity to 1.6 million customers in Sydney, the Central Coast and the Hunter Region in NSW. Its electricity network supplies large and small businesses, as well as major industry including mining, shipping, tourism, manufacturing and agriculture.

Figure 1 - Ausgrid's distribution area



The way in which Ausgrid's network area has been subdivided into regions for the purpose of asset management is illustrated in Figure 2.

Figure 2 - Ausgrid's areas of regional manager responsibility

The local government areas that each Ausgrid region cover are set out in Table 1

Table 1 - Ausgrid's areas of regional manager responsibility breakdown by local government area

REGION	NORTH REGION	CENTRAL REGION	SOUTH REGION
Local Government Area	Cessnock Lake Macquarie Maitland Muswellbrook Newcastle Port Stephens Singleton Upper Hunter	Gosford Hornsby Hunters Hill Ku-ring-gai Lane Cove Manly Mosman North Sydney Parramatta Pittwater Ryde The Hills Warringah Willoughby Wyong	Ashfield Auburn Bankstown Botany Bay Burwood Canada Bay Canterbury City of Sydney Hurstville Kogarah Leichhardt Marrickville Randwick Rockdale Strathfield Sutherland Waverly Woollahra

2.5 Ausgrid points of contact

Ausgrid has nominated a single point of contact for enquiries on each of the following matters:

General enquiries	Street lighting Inbox – publiclighting@ausgrid.com.au
Dispute resolution	Manager - Street lighting GPO Box 4009 Sydney, NSW 2001
Maintenance and to report a Street lighting fault	Street lighting hotline 1800 044 808 Report a Street lighting fault online: https://www.ausgrid.com.au/street light or connect on facebook.
Regional Managers – Design, construction and quotations	North Region – Craig Hersant, (02) 4910 1240 Central Region – Peter Gledhill (02) 9477 8210 South Region – Jeff Barnsley (02) 9585 5615
Report fallen electrical wires, a loss of supply, an electric shock or a life threatening situation	Phone 13 13 88 immediately
Vegetation Management	Phone 13 15 35
Supply of data including data updating and cleansing	Street lighting Inbox – publiclighting@ausgrid.com.au

3.0 Public lighting Management Plan

The roles and responsibilities of Ausgrid under this Plan are to provide a public lighting service in accordance with the NSW Public Lighting Code and any additional performance requirements. Ausgrid is committed to:

- Providing a current copy of the Code to a public lighting customer upon request;
- Providing a designated Public Lighting Customer Liaison Representative, to act as the primary point of contact between Ausgrid and the public lighting customer for all matters associated with the Code;
- Consulting with customers, developing and implementing a Management Plan (the Plan) for the operation, maintenance, refurbishment, replacement, repair and disposal of public lighting assets relevant to that Customer;
- As part of the Plan, developing a maintenance program that must cover the following areas:
  - Outage detection and service availability requirements;
  - Lamp replacement and disposal;
  - Luminaire cleaning and inspection;
  - Tree management strategies, including informing Customers of their responsibilities;
  - Inspection, test, repair, and replacement of equipment;
  - Monitoring the condition of public lighting assets;
  - Maintenance recording and performance review; and
  - Modifications of maintenance program, as required;
- Maintaining an accurate public lighting inventory to record (for each luminaire that Ausgrid owns and maintains or has agreed to maintain and manage on a Customer's behalf) the;
  - Location;
  - Type;
  - Rated power;
  - Date installed, where the luminaire was installed after the commencement of the Code;
  - Infrastructure required to support the luminaire; and
  - Any other information that is required to identify charges and ownership status;
- Providing to each of its public lighting customers annual performance reporting of progress against the Management Plan for that customer, including analysis of performance against performance targets and the guaranteed service levels;
- Where minor capital works are not contestable, Ausgrid are committed to:
  - Providing design services in a timely fashion being not more than 30 days from the date of a written request by a public lighting customer;
  - Providing construction services in a timely fashion being not more than 120 days from the date of receipt of a written approval of a quote by a customer;
  - Providing notice to customers of completion of works within 30 days of completion of works; and
  - Updating the Public Lighting inventory within 90 days of completion of works. In the case where Ausgrid cannot meet these timeframes, Ausgrid will notify the customer with reasons for the delay;
- Ensuring operation of a safe, efficient and effective public lighting scheme over its economic life in accordance with 'in-service' values specified for 'Category V' and 'Category P' lighting in the AS/NZS1158 series;
- The operation of a 24 hour call centre to receive public and customer fault reports;
- Repairing public lighting assets within eight working days, on average, per customer per year from the receipt of a Fault Report. Network faults are excluded from this statistic;

- Undertaking a cyclic bulk maintenance of public lighting assets to ensure the efficient and safe operation of the system to achieve agreed maintenance standards and to maintain the designed lighting technical parameters of the luminaire;
- Providing monthly bills in summary form of the charge for each type of public lighting service provided, containing the details of the number and type of services provided;
- Maintaining a list of standard luminaires which will be the default for all new and replacement installations, and is readily available to each public lighting customer;
- Consulting with public lighting customers on any changes to the standard luminaire list; and
- Supporting all existing public lighting assets (except those owned and maintained by customers) that are not on the standard luminaire list, where Ausgrid owns those assets or has previously maintained an asset for a Customer, until the useful economic life of those assets is reached or until the Customer has agreed to the removal of the asset.

4.0 Public lighting maintenance program

4.1 Outage detection and service availability

Ausgrid aims to provide public lighting customers and the community with readily accessible and easy-to-use methods of reporting public lighting faults, to facilitate early advice of public lighting outages.

Ausgrid will provide the following channels for public lighting customers and the general public to report a Public Lighting Fault:

- 24 hour free call number - 1800 044 808
- Online - www.ausgrid.com.au/street light

4.2 Lamp replacement and equipment disposal

Ausgrid aims to maintain the lamp maintenance regime required to meet Australian Standard AS/NZS 1158 - Road Lighting and to reduce the environmental impact of lamp disposal.

Ausgrid's lamp replacement program is designed to ensure all lamps are replaced at an appropriate interval to achieve the desired maintenance factor and the minimum performance requirements specified in the Code. Ausgrid currently schedules lamp replacement at an interval of 30 months. As technology improves and new lamp types become available the lamp replacement interval will be reviewed.

In addition to the lamp replacement program, Ausgrid:

- Replaces photocells at every second bulk replacement cycle. The replacement frequency will be adjusted as appropriate based on service performance.
- Conducts scheduled lamp replacement in an economically appropriate manner.

In 2012 Ausgrid became a signatory to the FluoroCycle scheme. FluoroCycle is a national scheme to encourage the recycling of lamps containing mercury. Ausgrid has committed to recycling all of its mercury containing lamps.

All street lamps replaced by Ausgrid staff are brought back to depots and placed in recycling bins, which are then recycled through our waste management contract. The contractors that carry out bulk lamp replacement are required to recycle the replaced lamps as per their contract.

4.3 Luminaire cleaning and Inspection

Ausgrid seeks where practicable to identify and rectify public lighting installation problems before they progress to failure and thereby maintain lumen output.

When lamps are replaced, Ausgrid will inspect each luminaire and rectify:

- Lenses that are opaque or substantially discoloured, cracked, improperly secured, damaged or missing;
- Damaged or missing seals;
- Moisture within the luminaire;
- Damaged or corroded supports, luminaries, brackets or connections;
- Improperly aligned luminaire or brackets; and
- Other circumstances or defects that may affect the ongoing performance of the luminaire.

Lenses and reflectors that are in serviceable condition will be cleaned using appropriate cleaning compounds.

4.4 Vegetation management

Ausgrid's Vegetation Management program helps to prevent bushfires from fallen wires and reduce supply interruptions caused by vegetation.

Guidelines on vegetation safety management are documented in Ausgrid's Tree Safety Management Plan. This plan was developed after an extensive public consultation process involving the community, local councils and organisations such as the NSW National Parks and Wildlife Service. The Tree Safety Management Plan aims to:

- Reduce the risk of fires and power interruptions caused by branches touching overhead wires;
- Minimise the possibility of electrocution; and
- Ensure safe clearances are achieved and maintained while protecting the health of each tree.

The Tree Safety Management Plan also provides advice on the most appropriate trees to plant near power lines and highlights the importance of engaging only qualified tree trimmers to conduct any trimming work required.

For more information visit Ausgrid's website:

- Tree trimming and power lines: http://www.ausgrid.com.au/Common/Community/Community-services/Tree-trimming-and-power lines.aspx
- Bushfire prevention: http://www.ausgrid.com.au/Common/Community/Community-services/Bushfire-prevention.aspx
- ISSC31 Guidelines for the management of private overhead lines: http://www.ausgrid.com.au/Common/Community/Community-services/Bushfire-prevention.aspx

4.5 Condition monitoring and maintenance analysis

Condition monitoring and maintenance analysis is undertaken to:

- Meet the requirement for minimum light output from luminaires as lamps age. This is referred to as a maintenance factor in the relevant Australian Standard; and
- Evaluate and optimise equipment selection and maintenance intervals in an economically efficient manner.

Ausgrid uses a standardised Maintenance Requirements Analysis (MRA) process to develop system preventive maintenance requirements by analysing the application of Failure Modes, Effects and Criticality Analysis (FMECA).

The FMECA analysis for public lighting is used to define scheduled lamp replacement periods as well as maintenance periods for poles and standards.

Ausgrid will:

- Adopt a scheduled lamp replacement interval which take account common industry practice, manufacturers' data, and its own FMECA maintenance analysis of failure rates;
- Review data capture processes to ensure that data captured during maintenance meets the requirements of maintenance analysis;
- Modify equipment selection and procurement practices in line with maintenance analysis; and
- From time to time, as identified through field data or other sources of information, examine and replace or repair specific fittings that might lead to unacceptable failure rates.

In keeping with the practices outlined in Australian Standard AS/NZS 1158, Ausgrid ensures that its record keeping and reporting related to equipment populations and equipment failures is sufficient to evaluate and optimise equipment selection and maintenance intervals.

5.0 Equipment Selection

Ausgrid maintains a list of standard luminaires, which are the default equipment for all new and replacement installations.

Ausgrid's current standard luminaire list is published in the Network Standard NS119 – Specification for Street Lighting Design Standards. These Network Standard documents are available at: http://www.ausgrid.com.au/~/media/Files/Network/Documents/NS%20and%20NUS/NS119.pdf

Ausgrid's applies NS 119 to all public lighting systems that are to be owned, maintained and operated by Ausgrid on behalf of a street lighting customer.

In cases where a public lighting customer wishes to own and maintain a new lighting installation, then this is classed as a privately owned public lighting asset. Ausgrid's only requirements in this case are that the installation conforms to:

- Australian Standard AS/NZS 3000; and
- The NSW Service and Installation Rules.

5.1 New Technologies – Energy efficiency

Ausgrid is continually working to ensuring that new lights installed are energy efficient, meaning a more sustainable future. Ausgrid has now moved to more energy efficient public lighting luminaires as the default replacement.

5.2 Introduction of new standard luminaires

Introduction of new equipment comes after extensive testing and trialling is performed and results are considered reasonable once assessed to Ausgrid's minimum criteria. Trials typically extend across different regions to get a more thorough test sample result in a range of environments.

However, Ausgrid's decision to make a capital investment on new technologies and new street light products will be based on the following:

- The maturity of the technological product or scheme;
- Ausgrid's internal analysis, to ensure that current rigorous maintenance practices can be met and further improved;
- Failure Modes, Effects and Criticality Analysis;
- A full understanding of the performance of the new assets in the field;
- Cost of capital investment, any necessary system changes and resourcing of a control group for trials,
- Any other risks not experienced by the manufacturers,
- The need to confirm risks from trials and mitigation means prior to investment.
- Regulatory pricing approval of the annual charges for the new asset(s).

Ausgrid will consult with public lighting customers before any changes are made to the standard luminaire list. Trialing of new technologies is a matter of investment and public lighting customer interest and aims to demonstrate a net benefit to the community at large.

Once a given luminaire has proven successful in the trials and satisfies all other criteria set out by Ausgrid, a submission is then sent to the AER seeking tariff approval.

5.3 Non standard luminaires

Ausgrid will continue to maintain all existing public lighting assets (except those owned and maintained by public lighting customers) that are on its standard luminaire list, until the end of their useful life. Where assets are not owned by Ausgrid, the replacement of assets on failure is the responsibility of the public lighting customer that owns them.

Where a Customer wishes to own and maintain a new lighting installation, this lighting installation must be connected in accordance with the NSW Service and Installation Rules and the Australian standards AS/NZS 1158 series on Road Lighting. Where Public Lighting Customers choose non standard luminaires (other than those offered by Ausgrid), these lights will have to be funded and maintained by the customer and the installation will normally be metered.

6.0 Public Lighting Inventory Recording

Ausgrid will maintain a public lighting inventory to record the location, type, rated power, date installed and infrastructure required to support the luminaire and any other information that is required to identify charges and ownership status.

Ausgrid will provide Public Lighting Customers within 30 days of receipt of a written notice from the Customer of a query in relation to Ausgrid's public lighting inventory, insofar as it is relevant to that Customer.

The data requirements for public lighting service billing are:

- Pole ID number;
- Energised date (initial installation);
- Connection type;
- Luminaire type;
- Lamp type and nominal rating;
- Asset billing rate
- Support type (pole type);
- Bracket type and length;
- Shared indicator (designator for lights on customer boundaries);
- House number or number of metres from nearest cross street;
- Street; and
- Suburb.

Ausgrid maintains inventory details and asset information in its public lighting asset register for Public Lighting Customers.

7.0 Reporting

Ausgrid will provide to its public lighting customers:

- An annual performance report of progress against this Management Plan for that customer, including analysis of performance against performance targets and the Guaranteed Service Level set out in section nine of this plan, no later than one month after the end of the financial year; and
- On written request, any other reports and documents relevant to that customer, including a current version of the public lighting inventory and Management Plan, which the customer may reasonably require.

8.0 Minor Capital Works

Ausgrid determines if a job is classed as Minor Capital based on the Public Lighting Code's outline. The requirements for work to be classified as Minor Capital include:

- Replacement of lighting on existing public lighting installations on Ausgrid distribution network poles, where Ausgrid has funded the initial installation;
- New installations of brackets, luminaires and lamps on Ausgrid's distribution network poles (up to a maximum of 7 luminaires);
- Only distribution poles supplied from overhead mains, where there is existing low voltage wiring will be considered for installation of public lights;
- Specification and installation of Ausgrid's range of standard luminaires as per the relevant Network Standards.

The Code defines minor capital works as installations of up to a maximum of seven luminaires only. Ausgrid also includes brackets within this definition.

Ausgrid is also willing to oblige when there is a requirement for additional poles to meet the required compliance level of the Australian Standards of Road Lighting, although this is not a requirement in the Code. An addition of up to two dedicated poles with overheard connection only will be considered as part of these projects to enable councils to achieve the necessary compliance level, but these projects will not be subject to the timeframes set by the Code.

Illumination Design

The key customer input to such projects is illumination design specifications or requirements before the electrical connection design services can be specified. Public lighting customers are urged to assess lighting requirements in view of the Australia Standard for Road Lighting (AS 1158) for Category "P" and Category "V" lights, and to identify the compliance level sought in their Application.

Application form AUSPL MCW F01 gives customers 3 options to choose from:

- Illumination design is not required;
- Illumination design required from Ausgrid to comply with AS/NZS 1158 series; or
- Illumination design has been developed by a third party other than Ausgrid.

Further explanation of these 3 options are explained in Ausgrid's Policy on Public Lighting Minor Capital Works or on form AUSPL MCW F01

Electrical Connection Design

Electrical connection designs are developed on the basis of the illumination design which aims to achieve the compliance levels requested by public lighting customers. This will commence after form AUSPL MCW F01 has been received as electrical connection design is based on the information provided on this form.

Residual Values

Form AUSPL MCW F02 shows the residual value that is payable by Customers if any lights are removed before the end of their economic life. Customer is charged as per the AER Determination and is a

requirement when assets are removed and/or replaced at the request of the Customer. Public lighting customers must review and approve the residual costs as stated in the Approval Form AUSPL-MCW F02. Ausgrid will only charge the residual charge as per the AER Determination and these costs will be billed at the end of each financial year.

Where Minor Capital Works are not contestable, Ausgrid will, as per the Code:

- Provide design services in a timely fashion, being not more than 30 days from the date of a written request by a customer;
- Provide construction services in a timely fashion, being not more than 120 days from the date of receipt of a written approval of a quote by a customer;
- Provide notice to the public lighting customer of completion of works within 30 days of completion of works; and
- Update the public lighting inventory within 90 days of completion of works.

Where Ausgrid cannot meet these timeframes, Ausgrid will notify the customer of the expected delay and give reasons as to why delays are expected in relation to a particular work.

9.0 Contestable Works

Contestable works include, but are not limited to:

- New street lights in new developments or among existing infrastructure;
- Removal and replacement of whole street lights;
- Removal and replacement of some street light components; and
- Projects where more than 2 dedicated poles and 7 luminaires are involved.

ASPs

Customers can initiate public lighting projects where the scope is a combination of alterations, additions, removal and replacement and retirement of any of the street lighting components: lamp, luminaire, bracket, support and connection. Where a customer is required to fund works in relation to their connection, including the establishment of public lighting infrastructure, the customer has the right to choose an Accredited Service Provider (ASP) to design and construct the public lighting infrastructure. There are three types of contestable services for which ASPs require separate accreditation; information regarding this can be found at NSW Trade and Investment

Pricing

Once public lighting infrastructure has been established, either contestably by a Customer as a contestable project or funded by Ausgrid as a capital project, Ausgrid generally takes responsibility for the maintenance and ongoing replacement of that infrastructure. Ausgrid imposes charges upon the relevant Public Lighting Customer in accordance with the relevant determination by the Australian Energy Regulator. These charges will vary depending on whether Ausgrid was involved in constructing the infrastructure or has just taken over the ongoing maintenance and replacement of the infrastructure following its construction under the contestable arrangements. (Refer to pricing/billing section).

Forms

Customers can download a copy of Ausgrid's Contestable Policy, with current forms from our website Ausgrid's Network Reports and Plans.

10.0 Minimum Service Standards

Ausgrid will operate the Public Lighting Network, efficiently and effectively over the economic life in accordance with 'in-service' values specified for 'Category V' and 'Category P' lighting detailed in AS/NZS1158 series of standards pertaining to the lighting of roads and public spaces.

As a minimum, Ausgrid will:

- Operate a 24 hour call centre to receive public and Customer Fault Reports;
- Repair public lighting assets (excluding network supply faults) within eight working days on average per Customer per year from receipt of a Fault Report. However, in priority cases, such as high crime areas, or areas with high night-time activity, supplementary floodlights at pedestrian crossings or groups of three or more lights on 'Category V' roads, Ausgrid will endeavour to complete repairs more quickly; and
- Undertake cyclic maintenance of public lighting assets to ensure the efficient and safe operation of the system.

The Code recognises that longer response times may be unavoidable in the following circumstances:

- Severe weather conditions, large scale power outages and high risk situations where public safety and the restoration of power to consumers receive priority; and
- Where repairs are required in remote locations.

11.0 Guaranteed Service Levels

The following Guaranteed Service Levels (GSLs) will be applied.

If a public lighting asset is not repaired within twelve working days from receipt of the fault report (except where subject to unavoidable circumstances and criteria recognised by the Code), Ausgrid will pay $15 per light: to the public lighting customer for the relevant public lighting asset.

Where the public lighting customer provides a material list of faulty lights, Ausgrid may nominate a reasonable timeframe, being not more than 30 working days from receipt of the list of faulty lights, to repair the public lighting assets (excluding network supply faults). If this timeframe is not achieved, Ausgrid will pay the Customer $15.00 for each public light not repaired within the required timeframe.

NOTE: These GSLs apply to public lighting customers only and are separate from Guaranteed Customer Service Standards which apply under Ausgrid's Standard Form Customer Connection Contract (SFCCC). That contract provides for compensation to be made to customers receiving connection services under the SFCCC where Ausgrid fails to repair street lighting on or before a date agreed date with the customer who reported the fault. The compensation for loss of illumination only applies to customers who's premises abut the part of the street that, but for the fault, would ordinarily be illuminated by the public lighting asset.

12.0 Service Level Agreements

Public lighting customers may require Ausgrid to provide a level of service beyond the requirements of the Code. In these instances, public lighting Customers will need to negotiate a Service Level Agreement at variance with the Code. Ausgrid will endeavour to negotiate these services; however additional services may entail additional costs to public lighting customers.

13.0 Role of Public Lighting Customers

The role of public lighting customers is to provide the following:

- A single point of contact between Ausgrid and the customer for both construction and maintenance activities;
- Information to Ausgrid of the customer's strategic direction in relation to public lighting projects prior to the commencement of the financial year, during the budgeting period (in March of the previous financial year). This enables Ausgrid to plan resources to meet customer's capital programs and initiatives; and
- Detailed requests (including lighting design briefs) for new lighting installations and upgrade of existing lighting installations to enable smooth and effective workflow to achieve a reasonable outcome. For example, for minor capital projects, as per the Code timelines need to be achieved. To enable this it is important that public lighting customers respond to project approvals provided by ausgrid in a prompt manner to ensure that resources can be allocated to meet public lighting customer expectations.

14.0 Responsibility of Public Lighting Customers

Public lighting customers are responsible for the following:

- Public lighting illumination design (it is the public lighting customers' responsibility to decide what lighting is required for public roads and to ensure that appropriate lighting levels are determined in consultation with the road and traffic authority concerned). This obligation also applies for projects where customers may engage an Accredited Service Provider (ASP), where the ASP has to fulfil this responsibility on behalf of the customer;
- Actioning (or deciding not to action) any issues brought to its attention and also addressing issues such as obstructions by tree branches and other forms of vegetation to street lights;
- Nominating a designated public lighting customer representative; and
- Labeling of privately owned assets.

15.0 Definitions

Distribution Network Service Provider – has the meaning given to that term in the Electricity Supply Act 1995.

Fault – a Luminaire that is not producing light or whose light output is either materially lower than normal operation or is ineffective.

Fault Report – an instance of the public lighting service provider receiving a report of a fault via its call centre or website.

Luminaire – an apparatus that distributes, filters or transforms the light transmitted from one or more lamps and includes, other than the lamps themselves, all the parts necessary for fixing and protecting the lamps and where necessary circuit auxiliaries together with the means for connecting them to the distribution system.

Non-Standard Luminaire – a public lighting fitting other than those appearing on a public lighting service provider's standard luminaire list.

Minor Capital Works – installations of up to seven luminaires.

Public Lighting – the term public lighting is used throughout the public lighting code to cover lighting schemes for the generality of roads and outdoor public areas (eg, parks, reserves, pedestrian zones, footpaths, cycle paths, car parks and other public areas) that are managed by or on behalf of a customer.

As the primary aim of a public lighting scheme is that of safe movement of people, the AS/NZS1158 Lighting for Roads and Public Spaces series of standards divide road lighting into the following broad categories:

- 'Category V' lighting means lighting that is applicable to roads on which the visual requirements of motorists are dominant, for example, traffic routes.
- 'Category P' lighting means lighting that is applicable to roads on which the visual requirements of pedestrians are dominant, for example, local roads and outdoor public areas.

Public Lighting Assets – all assets of the public lighting service provider or the public lighting customer that are dedicated to the provision of public lighting, including lamps, luminaires, mounting brackets and supports on which the fixtures are mounted, supply cables and control equipment (for example, photoelectric cells and control circuitry) but not including the public lighting service provider's protection equipment (for example, fuses and circuit breakers).

Public Lighting Customer – a Council (as defined by the Local Government Act 1993), or Local, State or Federal Government agency that has authority over areas with public lighting.

Public Lighting Customer Liaison Representative – the primary representative of the public lighting service provider in any dealings with the public lighting customer.

Public Lighting Service Provider – a Distribution Network Service Provider providing public lighting services.

Public Lighting Services – any of the following services that may be provided for the purpose of public lighting:

- Operation of public lighting assets, including handling enquiries and complaints about public lighting, and dispatching crews to repair public lighting assets;
- Maintenance, repair, alteration, relocation and replacement of public lighting assets;
- Design of new public lighting assets; and
- Installation of new public lighting assets.

Standard Luminaire - a luminaire appearing on a public lighting service provider's standard luminaire list.