



31 January 2023

Attachment 9.3: Ancillary network services

Ausgrid's 2024-29 Regulatory Proposal

Empowering communities for a resilient, affordable and net-zero future.



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1. Overview

1.1 Overview of ancillary network services

Ancillary Network Services (**ANS**) are a diverse range of services that our customers and partners request on an as-needed basis. For example, they may only be needed when a customer is making changes to their property or their connection to our network.

In this way, they are different from our other services, such as network services, that are provided to our broad customer base.

We currently provide more than 100 distinct ANS which fall into 14 broad categories, as shown in **Figure 1.1**.

Figure 1.1: Our ancillary network service categories¹



Most of our customers do not use ANS frequently, if at all. In FY22, we received requests for ANS from around 13,300 individual customers or partners, or around 0.7% of our total customer base of 1.8 million. The number of distinct ANS we provided in the same year numbered around 670,000.

In most cases, ANS are requested by our delivery partners on behalf a customer – especially by energy retailers and accredited service providers (**ASPs**). Where this is the case, our fee for the service is ultimately passed on to this customer. Some large customers also request ANS.

Some of our partners and large customers interact with us regularly to request ANS. Retailers also frequently request certain ANS on behalf of household and small business customers – for example, services related to a customer's meter.²

To recover our costs associated with ANS, we levy fees on the requesting party. The fees that we charge may be either of the following:

- **A fixed fee** — based on the average time required to deliver a service.
- **A quoted fee** — which is subject to variance depending on the task, materials and time involved in performing the service.

¹ Notification of arrangements refers to the provision of written notification to councils confirming necessary arrangements have been made to supply electricity to a development. Training refers to network related access/compliance training for ASPs.

² We provide ANS including special meter reads and disconnection/reconnection to accumulation and interval meters installed on the network. These meters are being replaced by advanced meters, which means the volume of these services will reduce over the 2024-29 period.

1.2 Overview of our proposal

We currently provide 108 distinct ANS with either a fixed or a quoted price (see **Table 1.1**). Where feasible, we provide both a fixed and quoted fee for a service. In these cases, the fixed fee applies to jobs deemed ‘simple’ (based on the time typically required), and the quoted fee applies to ‘complex’ jobs.

Table 1.1 Fixed and quoted fees

Fee type	Description
Fixed fees	<ul style="list-style-type: none">Applied to services where delivery involves a consistent level of effort each time (e.g. special meter reading)Based on the average time required to deliver the service and the hourly rates for each category of Ausgrid staff involved in delivery
Quoted fees	<ul style="list-style-type: none">Applied to services where the delivery time varies significantly, depending on the size and complexity of the work involved (e.g. complex access permits)Based on the estimated time required to deliver the service, and the labour rates and estimated hours for each category of Ausgrid staff involved in delivery, and materials

Our aim is to have an appropriate mix of fixed and quoted fees to provide price certainty for as many ANS as possible, while also allowing us to fairly recover the costs of complex jobs that require differing levels of effort. As a result, for the 2024-29 period, we are considering introducing a small number of new ANS and increasing the proportion of services for which a fixed fee is offered.

The ANS forecast model is provided as an attachment to this proposal (**Attachment 9.3.a – Standardised ancillary network services model**) and contains:

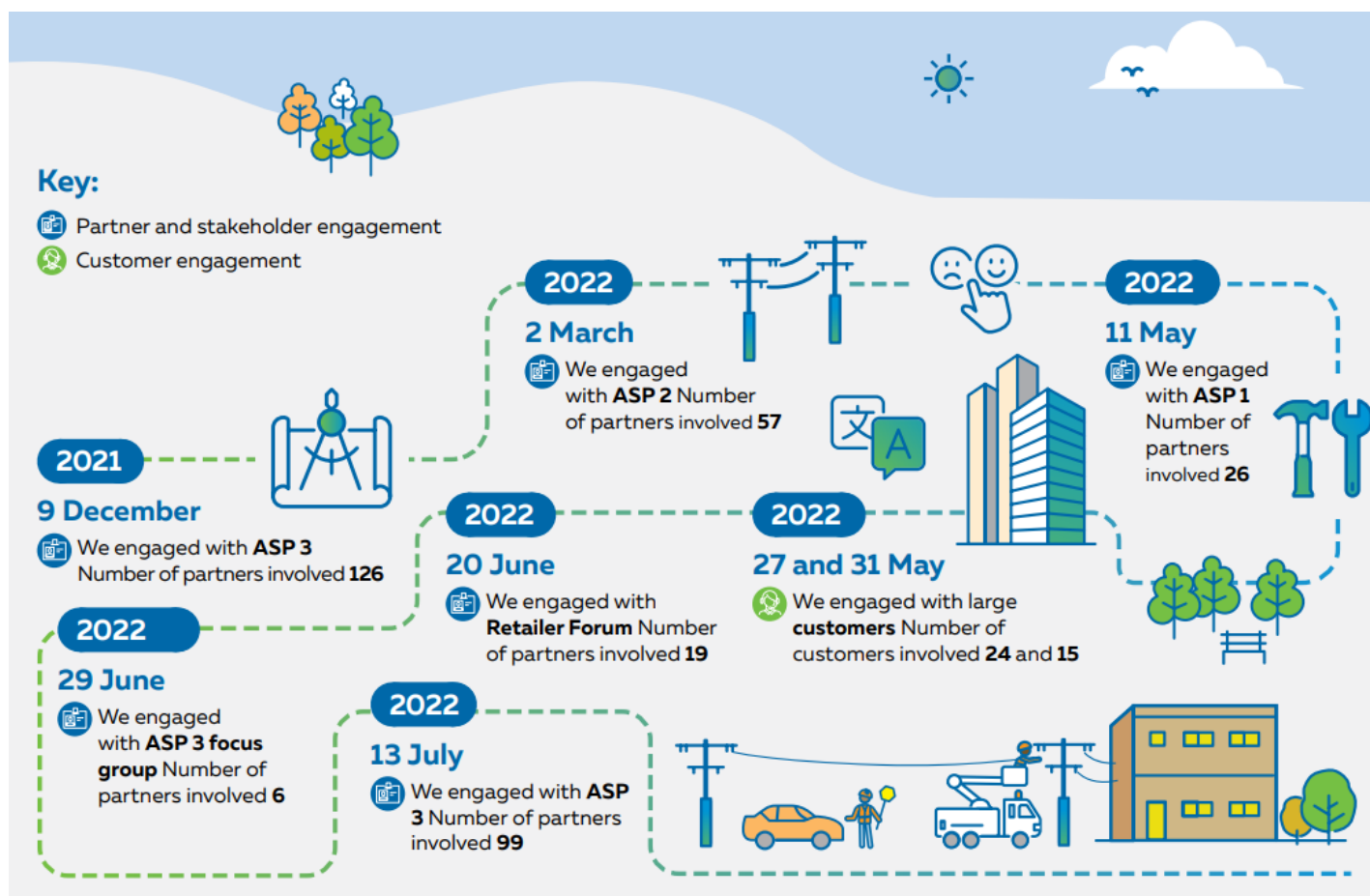
- A detailed list of fixed fee services and how each was calculated;
- Labour types and associated labour rate (inclusive of on-costs and overheads) used for both quoted and fixed fee services; and
- The proposed prices.

This attachment sets out the approach we have taken to develop our proposed ANS fees and explains why these fees reflect the efficient cost of delivering the services.

1.3 Customer engagement

For the 2019-24 period we made extensive changes to our ANS – including simplifying our fees for these services to better reflect how we deliver them and reducing the number of distinct services from 148 to 108. As part of preparing for our proposal, we engaged with our communities to inform our review of our list of services and fees, to ensure that they continue to align with our customers’ and partners’ needs, are fair and transparent, and reflect our costs to provide the service. Error! Reference source not found. summarises our engagement on ANS which has informed our proposal.

Figure 1.2 Our engagement journey



In our engagement on ANS, our customers and delivery partners who interact with us regularly on ANS told us they want us to improve our service delivery. They want the experience of requesting an ANS and moving through the process required to get the job done to be simpler, easier and more efficient. Price certainty is also important to them – and they want this certainty as early as possible.

In response to this feedback, and our ongoing review of our current ANS and fees, we are proposing to make a range of changes to improve our services and service delivery in this area. We think these changes will make our ANS pricing more visible and transparent, our list of ANS and associated fees simpler and easier to understand, and our processes more efficient.

Table 1.2 summarises the specific feedback we have heard, and how we are proposing to respond.

Table 1.2 What we have heard on our ancillary network services, and how we are responding

Topic	What we have heard...	We are proposing to...	For our customers, this would mean...
Pricing (Large customers, ASPs, Retailers)	Price certainty is important	Convert quoted fees to fixed fees where possible	ANS prices are more accessible and transparent, and total costs known earlier in the process
	For new connections, indicative costs of the whole job should be provided at an earlier stage in the process	Investigate the possibility of providing 'typical' average costs as well as a low to high range for common types of connection projects, prior to the official quote stage	
	Individual service elements included in our quotes should be more accurate and comprehensive of all costs – including overtime hours and rates if overtime is expected	Implementing more frequent reviews of completed jobs to better inform assumptions and improve accuracy for future quotes	
	Disconnection and reconnection fees should be charged independently and not as a combined fee	<p>Ausgrid has considered this request and is not proposing to change how this fee is charged.</p> <p>The reasons for this decision are:</p> <ul style="list-style-type: none"> - the retailer requesting the disconnection receives the benefits, and therefore should incur the cost.; and - there are other options available that a retailer could utilise which are more cost effective, for example requesting a remote de-energisation from their metering provider where the meter is a smart meter. We expect to see a significant decrease in disconnections performed by DNSPs as smart meter installation accelerates, and remote disconnection functionality is utilised. 	

Topic	What we have heard...	We are proposing to...	For our customers, this would mean...
	The list of ANS fees should be simpler and more transparent and descriptions of services be clearer	<p>Remove or combine some of our fees (see section 3)</p> <p>Publish the ANS fee lists on our website where links to ANS are provided</p> <p>Publish customer/partner specific listings of ANS on our website, rather than only one full list</p> <p>Update ANS descriptions and definitions so they are clearer (see section 3)</p>	<p>Shorter price lists that include only the ANS relevant to them, making them simpler and easier to understand</p> <p>Clearer service descriptions, so it is easier to understand which fees may apply to different situations</p>
Service delivery (ASP 3)	For customer-funded contestable projects, the connection process should be made easier	<p>Create dedicated strategic engagement resources to work with large businesses (building on the creation of a dedicated inbox for connection technical enquiries in FY22)</p> <p>Migrate service delivery onto a central CRM platform to enable ANS delivery progress to be visible to the customer, improve communications and provide a choice for digital self-service options</p>	<p>A simpler and easier process for customer-funded contestable projects, leading to:</p> <ul style="list-style-type: none"> • improved service delivery; • quicker response times; • better visibility of progress; and • fewer cancellations of scheduled outages for contestable connections and asset relocations
	ASP 3s should have direct access to our network data at no additional cost – particularly technical data for new connections (substation rating and maximum demand). Other distributors offer this	Replace our current network data platform (WebGIS) to improve the functionality and enable us to provide partners with different levels of access to data based upon the intended connection and associated works	ASP 3s would be able to directly access specific network data, when they need it, resulting in cost and time savings
	Certification of designs should be taken out of DNSP's hands and a private certifier regime established	We note that design certification is not part of the AER's remit in a determination process. Our view is that design certification needs to remain regulated to ensure safety and reliability of the network	N/A

2. Forecasting approach

The AER applies price caps to our ANS. For services offered on a quoted basis, the AER sets a schedule of labour rates for the first year of the regulatory control period. The price formula for quoted services in our Framework and Approach is given by:

$$\text{Price} = \text{Labour} + \text{Contractor Services} + \text{Materials} + \text{Margin} + \text{Tax}$$

For subsequent years of the regulatory control period, labour rates are escalated annually using the following formula:

$$(1 + \Delta CPI_t) \times (1 - X_t^i)$$

- ΔCPI_t is the annual percentage change in the ABS CPI All Groups, Weighted Average of Eight Capital Cities from December in year $t-2$ to December in year $t-1$
- X_t^i is the X-factor for service i in year t .

The price cap formula for fixed fees is given in the Framework and Approach by:

1. $\bar{p}_t^i \geq p_t^i$ where $i = 1, \dots, n$ and $t = 1, 2, 3, 4, 5$
2. $\bar{p}_t^i = \bar{p}_{t-1}^i \times (1 + \Delta CPI_t) \times (1 - X_t^i) + A_t^i$ where $i = 1, \dots, n$ and $t = 1, 2, 3, 4, 5$

- t is the regulatory year with $t = 1$ being the 2024–25 financial year
- \bar{p}_t^i is the cap on the price of service ‘ i ’ for year t
- p_t^i is the price of service ‘ i ’ in year t . The initial value is to be decided in the distribution determination
- \bar{p}_{t-1}^i is the cap on the price of service ‘ i ’ for year $t-1$
- ΔCPI_t is the annual percentage change in the ABS CPI All Groups, Weighted Average of Eight Capital Cities from December in year $t-2$ to December in year $t-1$
- X_t^i is the X-factor for service i in year t
- A_t^i the sum of any adjustments for service ‘ i ’ in year t . To be decided in the distribution determination

We do not propose changes to either formula.

As ANS typically have a very high share of labour and labour-related inputs, we propose that the AER continues to use labour price growth forecasts as the ANS X-factor, aligned with the current period.

We have applied a ‘bottom up’ approach to develop our proposed prices for ANS fixed fees. This approach develops our proposed ANS prices by applying a labour rate to the estimated time taken to deliver a service. This section outlines our forecasting approach, and sets out the factors we have considered in setting our prices for ANS.

2.1 Labour rates

Almost all ANS fees are based on labour rates. As part of its determination process, the AER reviews the reasonableness of these labour rates, including benchmarking them against the rates used by other network businesses and the wider industry.

Ausgrid has experienced significant cost pressures driven by labour shortages in the utilities sector in recent years. We expect these pressures to continue through the 2024-29 period, driven by two main factors:

- Australia's closed borders during the first years of the COVID-19 pandemic has had a significant impact on workforce shortages. Near record low unemployment, high participation rates, stagnant wage growth and sluggish workforce skilling has resulted in 63% of employers unable to find workers with the skills they need³; and
- Increased demand for skilled labour caused by high levels of investment in the utilities sector, for example electricity-related engineering construction is forecast to be 48% higher in 2029 than 2021.⁴ This will be further impacted by the significant demand for skilled labour that will be required in delivering the NSW Electricity Infrastructure Roadmap, which is expected to further constrain the labour market for NSW Distribution Network Service Providers (DNSPs).⁵

Together with the other NSW network businesses – Endeavour Energy and Essential Energy – we obtained an independent review from CutlerMerz of our ANS labour costs (included in this proposal at **Attachment 9.3.c – NSW ANS labour rates review**). As part of this review CutlerMerz benchmarked our current approved ANS labour rates to comparable market rates, including:

- NSW contestable market rates for similar services – using ASP rates, CutlerMerz developed minimum, maximum and median benchmark rates for each ANS labour category to represent the rates that businesses servicing the NSW utility industry (electricity, gas and water) are charging for similar services to Ausgrid's ANS;
- Interstate and intrastate peer DNSPs, based on equivalent labour rates in their most recent distribution determinations; and
- Developing benchmark rates using Hays' 2021/22 energy sector and office support salary data, using the same methodology employed by the AER's consultant in previous distribution determinations.

CutlerMerz found that some of our labour rates are below the median for comparable skills in NSW, suggesting that these rates do not reflect current labour market circumstances. Importantly, the CutlerMerz analysis is based on NSW overall, which does not take account of the premium associated with a workforce based predominantly in the Sydney region. This would push the comparison labour rates for Ausgrid higher than those in the report.

We are proposing to increase our ANS labour rates for the 2024-29 regulatory period, in light of the identified cost pressures on labour rates. We have revised our labour rates to be more in line with the current market rates for comparable labour classifications. Our forecasts are based on:

- For field workers – the average of our 2019-24 labour rates and the Hays Max 40⁶ rates; and
- For all other labour classifications – the average of our 2019-24 labour rates and the market median rate for the relevant classification.

We chose a different benchmark to calculate our field worker labour rates, as CutlerMerz identified significant differences in the approach to on-costs and overheads by ASP businesses compared to DNSPs for this labour classification.⁷ We consider the Hays Max 40 is a better comparator for our field worker rates, as this approach applied similar assumptions how we apply on-costs and overheads to ANS labour rates.

This approach results in a moderate increase above CPI for all our labour rates in the 2024-29 period.

Table 2.1 shows our proposed labour rates to be used in calculating our maximum fees for the first year of the 2024-29 regulatory period. These rates are inclusive of on-costs⁸ and overheads⁹. We have simplified our application of

³ CutlerMerz, NSW ANS Labour rates review, July 2022, p. 17-18.

⁴ BIS Oxford Economics, Electricity-Related Labour, Materials & Land Escalation Forecasts To 2028/29, Preliminary Report, p 3.

⁵ CutlerMerz, NSW ANS Labour rates review, July 2022, p. 17-18.

⁶ Hays Max 40 is a calculation methodology for labour rates referenced in the Cutler Merz report - see note 7 below. An average hourly rate is derived by reference to the maximum salary for certain labour classifications published in the Hays annual salary guide, assuming a 40hr week. Oncosts and overheads are then added to the base rate.

⁷ CutlerMerz, NSW ANS Labour rates review, July 2022, p 13.

⁸ On-costs represent additional costs of labour to the business including leave entitlements (annual leave, long service leave, sick leave and public holidays) as well as other labour related costs such as superannuation, workers compensation and payroll tax. The on-cost percentage is applied to an average 'raw' (salary paid) labour rate.

⁹ Overheads represent indirect costs attributed to providing a service including supervisory and management costs, customer service and billing, communications and information technology, property and fleet costs and other corporate costs such as finance and human resources. The overhead percentage is applied to a combined 'raw' labour rate and on-cost total.

overhead rates to ANS compared to the 2019-24 period and propose to apply a common overhead percentage of 61% for all labour categories. We are also proposing a separate vehicle allowance for field workers, which was reflected in a higher overhead allocation in the 2019-24 period. This makes the vehicle cost more transparent and applies it only to the relevant labour rate.

Our updated cost allocation methodology (**CAM**) to apply from FY25 results in a net reduction in overheads being allocated to ANS. We have not adjusted the overhead rate to reflect this because actual overheads in the current period are higher than 61%, and the updated CAM moves the costs closer to this rate.

Table 2.1 Proposed FY25 labour rates (\$ per hour, real FY24)

	Oncosts	Overhead	Vehicle allowance	Hourly labour rate (excl GST)
Admin (R1)	52.23%	61.0%		130.21
Technical specialist (R2)				197.01
Engineer (R3)				237.68
Field worker (R4)			23.37	191.78
Senior Engineer (R5)				283.79
Engineering Manager (R6)				328.29

The way in which we apply these labour rates to develop prices is set out in **Attachment 9.3.b - Standardised ancillary network services model**.

2.2 Margin and tax

We have not included a percentage for margin or tax in our prices for quoted fees.

We have not added margin because the AER has previously decided that margin will not be allowed when overheads are at 61%. Our proposed overheads are 61%, aligned with the 2019-24 determination, though our actual costs are higher than this. This means we do not make a commercial return on ANS.

We are considering how to apply a tax allowance however it is unclear how this is to be applied as it has not been applied previously in Ausgrid's circumstances. The tax allowance is intended to compensate for the difference between revenue and depreciation where costs are capitalised. We welcome further discussion with the AER on this matter.

3. Proposed changes to ANS

Our aim is to have an appropriate mix of fixed and quoted fees to provide price certainty for as many ANS as possible, while also allowing us to fairly recover the costs of complex jobs that require differing levels of effort. As a result, for the 2024-29 period, we are considering introducing a small number of new ANS and increasing the proportion of services for which a fixed fee is offered. Some ANS are no longer required and we are proposing to remove them.

Overall, we are proposing 108 discrete ANS – same as the current period. Of these services, 63 have a fixed fee and 44 a quoted fee and there is one for ASP material sales. This increases the proportion of fixed fee services from 52% in the current period to 58% in the 2024-29 period. **Table 3.1** summarises the ANS fee changes we are considering and the reason for these changes, and

Table 3.2 summarises the new ANS and fee types we are proposing for the 2024-29 period.

Table 3.1: Proposed changes to list of ANS and fee types

Service	Change	Reason	Changed since ANS consultation paper	Fee type
Metering and related ANS				
Distributor arranged outage for purpose of replacing metering – simple complete	Combine with distributor arranged outage for purpose of replacing metering – site visit only	Simplify fee list and increase transparency of total cost. A site visit fee is charged in conjunction with a simple complete fee	No	Fixed
Type 5-6 meter test (simple and complex)	Change from quoted fee to 2 fixed fees – a lower fee for simple and a higher fee for complex	Improve transparency and price certainty	No	Fixed
Disconnection - Site visit only	Change from quoted fee to fixed fee and description change	More price certainty	Yes - service name changed	Fixed
Disconnection completed - includes reconnection	Change from quoted fee to fixed fee	More price certainty	Yes - service name changed	Fixed
Disconnection completed - technical/ advanced - includes reconnection	Change from quoted fee to fixed fee	More price certainty	Yes - service name changed	Fixed
Type 5 and 6 CT testing	Change from quoted fee to fixed fee	More price certainty	No	Fixed
Type 5 and 6 CT recovery	Change from quoted fee to fixed fee	More price certainty	No	Fixed
Distributor arranged outage for purpose of replacing metering - not complete	Update description and change from quoted fee to fixed fee	More clarity on what the service is for; more price certainty	Yes - service name changed	Fixed
Distributor arranged outage for purpose of replacing metering – not completed – 2nd visit	Update description and change from quoted fee to fixed fee	More clarity on what the service is for; more price certainty	No	Fixed
Distributor arranged outage for purpose of replacing metering – complex complete	Update description and change from quoted fee to fixed fee	More clarity on what the service is for; more price certainty	No	Fixed

Service	Change	Reason	Changed since ANS consultation paper	Fee type
Network tariff change request - bulk tariff transfers requested by a customer	Update description and change from fixed fee to quoted fee	A fixed fee per National Metering Identifier (NMI) transferred is not reflective of cost for a bulk transfer. A quoted fee for bulk transfers based on estimated hours of effort is a better outcome for the customer	Yes - service name changed	Quoted
Reconnection - additional charge when requested outside normal business hours	Update description	More clarity on what the service is for. Only reconnections are performed outside business hours	Yes - service name changed	Fixed
Vacant property disconnection completed - includes reconnection	Update description	More clarity on what the service is for	Yes - service name changed	Fixed
Vacant property - site visit only	Update description	More clarity on what the service is for	Yes - service name changed	Fixed
Pillar/Pole top disconnection completed - includes reconnection	Update description	More clarity on what the service is for	Yes - service name changed	Fixed
Pillar/Pole top disconnection - site visit only	Update description	More clarity on what the service is for	Yes - service name changed	Fixed
Design related ANS				
Design Information - Asset Creation - Base Charge	Remove service and fee	Not required	Yes – fee removed	n/a
Design Information - Asset Creation - Per Asset Charge	Remove service and fee	Not required	Yes - fee removed	n/a
Network safety				
Provision of service/additional crew	Remove service and fee	Not required as another ANS covers this service	No	n/a
De-energisation of wires for safe approach	Remove service and fee	Not required as another ANS covers this service	No	n/a
Rectification of network related customer fault	Remove service and fee	Not required	No	n/a
Fitting of cable covers (tiger tails) and visual	Update description	More clarity on what this service is for	Yes - service name changed	Quoted

Service	Change	Reason	Changed since ANS consultation paper	Fee type
warning markers + equipment hire charges				
High load route assessment/escort	Update description	More clarity on what this service is for	Yes - service name changed	Quoted
Termination of a 11 kV cable at a zone substation	Update description	More clarity on what this service is for	Yes- service name changed	Quoted
Termination of a sub-transmission cable at a major/sub-transmission substation	Update description	More clarity on what this service is for	Yes- service name changed	Quoted
Access permits, facilitation and oversight				
Simple network access permit, clearance to work or notification to work	Update description	More clarity on what the service is for. Broadened description to include notification for works	No	Fixed
Complex network access permit or clearance to work	Update description	More clarity on what the service is for. The addition of 'network access' more clearly defines the service	No	Quoted
Network access permit or clearance to work – cancellation – simple	Update description	More clarity on what the service is for. The addition of 'network' more clearly defines the service	No	Fixed
Network access permit or clearance to work – cancellation - complex	Update description	More clarity on what the service is for. The addition of 'network' more clearly defines the service	No	Fixed
Facilitation of activities within clearances of distribution and transmission assets	Update description	More clarity on what the service is for. This service applies to transmission as well as distribution assets	No	Quoted
Inspections				
Network compliance activities – level 1 ASP works	Update description	More clarity on what the service is for	No	Quoted
Notification of arrangements				

Service	Change	Reason	Changed since ANS consultation paper	Fee type
Notification of arrangements	Update description	More clarity on what the service is for	No	Fixed
Notification of arrangements	Update description	More clarity on what the service is for	No	Quoted
ASP authorisations				
ASP level 1/2 – individual authorisation – initial	Update description, set one lower fee for ASP levels 1 & 2	Simpler, easier to understand list	No	Fixed
ASP level 1/2 – individual authorisation – maintain	Update description, set same lower fee for ASP levels 1 & 2	Simpler, easier to understand list	No	Fixed
ASP level 2 – company authorisation – initial	Update description and reduce fee	Simpler, easier to understand list	No	Fixed
ASP level 1/2 – company authorisation – maintain	Update description, set same fee for ASP levels 1 & 2	Simpler, easier to understand list	No	Fixed
ASP level 1 – company authorisation – initial	Update description and reduce fee	Simpler, easier to understand list	No	Fixed
Training				
Training – 5 to 9 participants	Remove service and fee	Replace with a standard half-day or full-day rate, to simplify	No	Fixed
Training – 10 to 14 participants	Remove service and fee	Replace with a standard half-day or full-day rate, to simplify	No	Fixed
Training – 15 or more participants	Remove service and fee	Replace with a standard half-day or full-day rate, to simplify	No	Fixed
Complex training	Remove service and fee	Not required	Yes – remove service	Quoted
Security lighting				
Small – monthly charge (first 2 years)	Remove service and fee	Not required	No	Fixed
Medium – monthly charge (first 2 years)	Remove service and fee	Not required	No	Fixed
Large – monthly charge (first 2 years)	Remove service and fee	Not required	No	Fixed
Small – monthly charge	Update description	Single monthly charge to apply from FY25.	No	Fixed

Service	Change	Reason	Changed since ANS consultation paper	Fee type
		Simpler, easier to understand		
Medium – monthly charge	Update description	Single monthly charge to apply from FY25. Simpler, easier to understand	No	Fixed
Large – monthly charge	Update description	Single monthly charge to apply from FY25. Simpler, easier to understand	No	Fixed

Table 3.2: New ANS and fee types

Service	Reason	Fee type	New since ANS consultation paper	Fee calculation methodology
Metering and related ANS				
Facilitation of metering-related works supporting advanced meter roll-out	Recover costs of additional activity expected for DNSPs following AEMC review to facilitate advanced meter rollout	Quoted	No	Fee will be quoted hours multiplied by the Field Worker (R4) labour rate. Ausgrid will provide a quote to the customer prior to service being performed
Distributor arranged outage for purpose of replacing metering – additional activities	Recover costs of other tasks relating to distributor arranged outages for metering not covered by the specific services now listed as fixed fees	Quoted	No	Fee will be quoted hours multiplied by the Field Worker (R4) labour rate. Ausgrid will provide a quote to the customer prior to service being performed
Distributor arranged outage for replacing a meter – additional charge where requested outside normal business hours (weekday)	Recover higher costs of outages requested by the customer after normal business hours on weekdays. A fixed fee is proposed which will be a better financial outcome for customer than applying overtime rate	Fixed	No	This is an additional charge applied when an outage is requested outside normal working hours during a weekday. The fixed fee is based on average of 30 minutes of a Field Worker (R4) labour rate
Distributor arranged outage for replacing a meter - additional charge where requested outside normal business hours (weekend)	Recover higher costs of outages requested by the customer outside normal business hours on weekends. A fixed fee is proposed which will be a better financial outcome for customer than applying overtime rate	Fixed	No	This is an additional charge applied when an outage is requested outside normal working hours during a weekend. The fixed fee is based on average of 60 minutes of a Field Worker (R4) labour rate
Network related property services				
Supply of conveyancing information	Fixed fee to recover administration costs in relation to conveyancing information requests. This is a non-routine service provided to	Fixed	Yes	This is a fixed fee based on an average of 26 minutes of an Administration (R1) labour rate, plus recovery of estimated commission (\$6.88 for FY24) to the Land Registry Services (LRS)

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Service	Reason	Fee type	New since ANS consultation paper	Fee calculation methodology
	individual customers on an as needs basis only but not currently charged as an ANS			
Access permits, facilitation and oversight				
Development application approvals - simple	Fixed fee to cover administration costs in relation to development application approvals, which are simple in nature and do not require additional investigation. This is a non-routine service provided to individual customers on an as needs basis only but not currently charged as an ANS	Fixed	No, however service name changed to include "simple"	This is a fixed fee based on an average of 30 minutes of an Administration (R1) labour rate
Development application approvals - complex	Fixed fee to cover administration costs in relation to development application approvals, which are complex in nature and require additional investigation, such as the close proximity of high voltage cabling. This is a non-routine service provided to individual customers on an as needs basis only but not currently charged as an ANS	Fixed	Yes	This is a fixed fee based on an average of 60 minutes of a Technical Officer (R2) labour rate
Training				
Network-related access/compliance training – half day	Simpler, easier to understand	Fixed	No	This is fixed based applied to each student. The fee is calculated assuming an average of 8 students per class. Administration time of 1 hour and training time of 3.5 hours (Technical Specialist (R2)) and divided by 8 to derive the time per student. In addition, an allocation of additional room costs (\$51.55 in FY24) is added to the fee
Network-related access/compliance training – full day	Simpler, easier to understand	Fixed	No	This is fixed based applied to each student. The fee is calculated assuming an average of 8 students per class. Administration time of 1.5 hour and training time (Technical Specialist (R2)) of 7 hours and divided by 8 to derive the

Service	Reason	Fee type	New since ANS consultation paper	Fee calculation methodology
				time per student. In addition, an allocation of additional room costs (\$103.11 in FY24) is added to the fee
Public Lighting minor capital works				
Public lighting minor capital works	Quoted fee to recover administration, design, technical assessment costs relating to public lighting minor capital works	Quoted	No	Fee will be quoted hours multiplied by the relevant Labour classification i.e. Administration (R1), Technical Specialist (R2), Engineer (R3) or Field Worker (R4) labour rate. Ausgrid will provide a quote to the customer prior to service being performed

3.1 Potential new fees not included

The fees shown in **Table 3.3** were proposed as new fees in the September 2022 ANS consultation document, but we have decided not to take these forward. No submissions were received in relation to these new fees, the decision not to proceed is based on operational matters.

Table 3.3: Proposed New ANS fees removed

Service	Reason proposed fee removed	Fee type	Changed since ANS consultation paper
Network safety and security services			
High load route assessment	Internal review deemed a new fixed fee was not practical and volumes not material. It was decided to change the description of the quoted service so that it could include “assessment” if required	Fixed	Yes – fee removed
Investigation fee – voltage fluctuations at customer premises – no fault found	Additional time is required to perform detailed internal review of average time and forecast volumes. Once this analysis is performed, this fee may be added to Ausgrid’s revised proposal.	Fixed	Yes – fee removed
Lighting Solutions (Security Lighting)			
Small – monthly charge – LED	Internal review deemed a separate charge for legacy and LED luminaire lighting was not viable. Monthly charges are already being rationalised for security lighting by removing the higher monthly fee for the first two years.	Fixed	Yes- fee removed
Medium – monthly charge – LED	Internal review deemed a separate charge for legacy and LED luminaire lighting was not viable. Monthly charges are already being rationalised for security lighting by removing the higher monthly fee for the first two years.	Fixed	Yes – fee removed
Large – monthly charge – LED	Internal review deemed a separate charge for legacy and LED luminaire lighting was not viable. Monthly charges are already being rationalised for security lighting by removing the higher monthly fee for the first two years.	Fixed	Yes – fee removed

4. Proposed fees

4.1 Proposed labour rates

The following table sets out our proposed labour rates for the 2024-29 regulatory period.

Table 4.1 Proposed labour rates (real \$ per hour, FY24)

Labour Classification	Rate (excl. GST)
Admin (R1)	130.21
Technical specialist (R2)	197.02
Engineer (R3)	237.68
Field worker (R4)	191.78
Senior Engineer (R5)	283.79
Engineering Manager (R6)	328.29

4.2 Proposed ANS fees

The following tables set out our proposed metering and non-metering related fees.

Table 4.2 Proposed metering and related ANS (real \$, FY24)

Services	Type	Units	Price (excl. GST)
Metering site establishment	Fixed	per service	74.81
Special meter reading	Fixed	per service	14.09
Type 5-6 meter test simple	Fixed	per service	517.79
Type 5-6 meter test complex	Fixed	per service	797.96
Types 5-7 non-standard Meter data services	Fixed	per service	20.12
Emergency maintenance of failed metering equipment not owned by the network	Fixed	per service	228.07
Off peak conversion	Fixed	per service	191.78
Pillar/Pole top disconnection completed - Includes reconnection (excludes traffic control)	Fixed	per service	335.62
Pillar/Pole top disconnection - Site visit only	Fixed	per service	449.98
Reconnection - additional charge when requested outside normal business hours	Fixed	per service	138.95
Recovery of debt collection costs - Dishonoured transactions	Fixed	per service	35.49

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Services	Type	Units	Price (excl. GST)
Attendance at customers' premises to perform a statutory right where access is prevented	Fixed	per service	109.58
Vacant property disconnection completed - Includes reconnection	Fixed	per service	197.93
Vacant property - Site visit only	Fixed	per service	50.52
Disconnection completed - Includes reconnection	Fixed	per service	201.81
Disconnection - Site visit only	Fixed	per service	60.95
Disconnection completed - Technical/ advanced - Includes reconnection	Fixed	per service	339.37
Correction of metering and market billing	Fixed	per service	65.10
Final read after type 5 meter equipment removed	Fixed	per service	86.71
Type 5 and 6 CT testing	Fixed	per service	1,189.01
Type 5 and 6 CT recovery	Fixed	per service	287.67
Metering site alteration	Fixed	per service	39.06
NMI Extinction	Fixed	per service	39.06
Distributor arranged outage for purpose of replacing metering - Not complete	Fixed	per service	176.37
Distributor arranged outage for purpose of replacing metering - Simple complete	Fixed	per service	486.16
Distributor arranged outage for purpose of replacing metering - Not completed -2nd visit	Fixed	per service	313.85
Distributor arranged outage for purpose of replacing metering - Complex complete	Fixed	per service	687.04
Distributor arranged outage for replacing a meter - additional charge when requested outside normal business hours (weekday)	Fixed	per service	95.89
Distributor arranged outage for replacing a meter - additional charge when requested outside normal business hours (weekend)	Fixed	per service	191.78
Distributor arranged outage for purpose of replacing metering - Additional activities (R4)	Quoted	per hour	191.78
Facilitation of metering related works supporting advanced meter roll-out (R4)	Quoted	per hour	191.78
Network tariff change request - Bulk tariff transfers requested by a customer (R1)	Quoted	per hour	130.21
Maintenance and testing of customer metering access points (R2)	Quoted	per hour	197.02
Maintenance and testing of customer metering access points (R3)	Quoted	per hour	237.68

Services	Type	Units	Price (excl. GST)
Maintenance and testing of customer metering access points (R4)	Quoted	per hour	191.78

Table 4.3 Proposed non-metering related fees (real \$, FY24)

Services	Type	Units	Price (excl. GST)
Design related ANS			
Administration of contestable works - General	Fixed	per service	1,177.08
Administration of contestable works - Additional (R1)	Quoted	per hour	130.21
Administration of pioneer schemes	Fixed	per service	1,567.97
Design information - Simple	Fixed	per service	724.92
Design information - Standard (R3)	Quoted	per hour	237.68
Design information - Complex (R5)	Quoted	per hour	283.79
Design certification - General	Fixed	per service	2,298.33
Design certification - Other (R3)	Quoted	per service	237.68
Design certification - Other (R5)	Quoted	per hour	283.79
Connection application related ANS			
Technical assessment – Applications or relocations	Fixed	per service	501.37
Preliminary enquiry (R3)	Quoted	per hour	237.68
Preliminary enquiry (R5)	Quoted	per hour	283.79
Connection offer – Basic	Fixed	per service	22.14
Connection offer – Standard	Fixed	per service	65.10
Connection offer – Negotiated (R5)	Quoted	per hour	283.79
Planning studies (R3)	Quoted	per hour	237.68
Planning studies (R5)	Quoted	per hour	283.79
Site inspection	Fixed	per service	584.68
Technical support - Permanently unmetered supply (PUMS) (R3)	Quoted	per hour	237.68
Registered participant support (R5)	Quoted	per hour	283.79
Network commissioning and de-commissioning			
Commissioning assets - Simple	Fixed	per service	2,041.01
Commissioning assets - Standard	Fixed	per service	3,831.77
Commissioning assets - Complex (R2)	Quoted	per hour	197.02
Commissioning assets - Complex (R3)	Quoted	per hour	237.68

Services	Type	Units	Price (excl. GST)
Commissioning assets - Complex (R4)	Quoted	per hour	191.78
Decommissioning assets (R2)	Quoted	per hour	197.02
Decommissioning assets (R3)	Quoted	per hour	237.68
Decommissioning assets (R4)	Quoted	per hour	191.78
Access permits, oversight and facilitation			
Simple network access permit, clearance to work or notification to work	Fixed	per service	1576.13
Complex network access permit or clearance to work (R2)	Quoted	per hour	197.02
Complex network access permit or clearance to work (R3)	Quoted	per hour	237.68
Complex network access permit or clearance to work (R4)	Quoted	per hour	191.78
Network access permit or clearance to work - Cancellation - Simple ¹⁰	Fixed	per service	610.75
Network access permit or clearance to work - Cancellation - Complex ¹⁰	Fixed	per service	1,398.82
Install / remove overhead network earths or low voltage shorts (R4)	Quoted	per hour	191.78
Access - Standby person (R4)	Quoted	per hour	191.78
Access - Confined spaces entry permit (R2)	Quoted	per hour	197.02
Access - Confined spaces entry permit (R4)	Quoted	per hour	191.78
Process and project facilitation (R3)	Quoted	per hour	237.68
Process and project facilitation (R5)	Quoted	per hour	283.79
Specialist services (R5)	Quoted	per hour	283.79
Facilitation of activities within clearances of distribution and transmission assets (R3)	Quoted	per hour	237.68
Facilitation of activities within clearances of distribution and transmission assets (R4)	Quoted	per hour	191.78
Facilitation of activities within clearances of distribution and transmission assets (R5)	Quoted	per hour	283.79
Development application approvals – simple	Fixed	per service	65.10
Development application approvals – complex	Fixed	per service	197.02
Notices of arrangement			
Notification of arrangements	Fixed	per service	546.14
Notification of arrangements (R1)	Quoted	per hour	130.21
Notification of arrangements (R3)	Quoted	per hour	237.68

¹⁰ The cancellation fee applies when a customer cancels or reschedules a planned outage 1-20 days prior. Full recovery of the quoted charge for the job applies when cancelled or rescheduled by the customer on the day of the planned outage.

Services	Type	Units	Price (excl. GST)
Network related property services			
Property tenure (R1) ¹¹	Quoted	per hour	130.21
Property tenure (R3) ¹¹	Quoted	per hour	237.68
Property tenure (R5) ¹¹	Quoted	per hour	283.79
Supply of conveyancing information	Fixed	per service	67.50
Network safety and security services			
Rectification of illegal connections (R4)	Quoted	per hour	191.78
Fitting of cable covers (tiger tails) and visual warning markers (R4) + equipment hire charges	Quoted	per hour	191.78 + cable cover hire charges
High load route assessment/escort (R4)	Quoted	per hour	191.78
Temporary power (R4)	Quoted	per hour	191.78
Bushfire mitigation works (R4)	Quoted	per hour	191.78
Neutral integrity test (R4)	Quoted	per hour	191.78
Termination of a 11 kV cable termination at a zone substation (R4)	Quoted	per hour	191.78
Termination of a sub-transmission cable at a major/sub-transmission substation (R2)	Quoted	per hour	197.02
Termination of a sub-transmission cable at a major/sub-transmission substation (R4)	Quoted	per hour	191.78
Termination of a sub-transmission cable at a major/sub-transmission substation (R5)	Quoted	per hour	283.79
Complex customer initiated asset relocation (R2)	Quoted	per hour	197.02
Complex customer initiated asset relocation (R4)	Quoted	per hour	191.78
Complex customer initiated asset relocation (R5)	Quoted	per hour	283.79
Traffic control (R4)	Quoted	per hour	191.78
Substation disconnect and reconnect (R4)	Quoted	per hour	191.78
Inspection services			
Network Compliance Activities - Level 1 ASP works (R2)	Quoted	per hour	197.02
Re-inspection – Level 1 ASP works (R2)	Quoted	per hour	197.02
Level 2 ASP works (NOSW) - A Grade	Fixed	per NOSW	40.43
Level 2 ASP works (NOSW) - B Grade	Fixed	per NOSW	71.96
Level 2 ASP works (NOSW) - C Grade	Fixed	per NOSW	229.57
Re-inspections - Level 2 ASP works (R1)	Quoted	per hour	130.21

¹¹ External legal fees are not included in these rates for property tenure and are charged at cost.

Services	Type	Units	Price (excl. GST)
Re-inspections - Level 2 ASP works (R2)	Quoted	per hour	197.02
Investigate, review & implementation of remedial actions associated with ASP's connection works (R5)	Quoted	per hour	283.79
Service size >100A and mandatory inspections (R1)	Quoted	per hour	130.21
Service size >100A and mandatory inspections (R2)	Quoted	per hour	197.02
Re-inspection of electrical contractor works (R1)	Quoted	per hour	130.21
Re-inspection of electrical contractor works (R2)	Quoted	per hour	197.02
Authorisation of ASPs			
ASP Level 1/2 - individual authorisation – initial	Fixed	per service	139.44
ASP Level 1/2 – individual authorisation – maintain	Fixed	per service	59.43
ASP Level 1 – company authorisation – initial	Fixed	per service	1015.74
ASP Level 2 – company authorisation – initial	Fixed	per service	594.12
ASP Level 1/2 – company authorisation – maintain	Fixed	per service	185.52
ASP Level 3 – authorisation/re-authorisation (biennial fee)	Fixed	per service	162.76
Consultancy and review services			
Engineering consultancy	Quoted	per hour	328.29
Approved materials list application (Labour R5)	Quoted	per hour	283.79
Approved materials list application (Labour R6)	Quoted	per hour	328.29
Training			
Network-related access/compliance training – half day	Fixed	per person	185.47
Network-related access/compliance training – full day	Fixed	per person	362.80
ASP Material Sales			
ASP Material Sales	Purchase price and support cost adjustment		
Lighting Solutions (Security Lighting)			
Small – installation cost	Fixed	per service	506.63
Medium – installation cost	Fixed	per service	506.63
Large – installation cost	Fixed	per service	506.63
Small – monthly charge	Fixed	per service	58.39
Medium – monthly charge	Fixed	per service	75.23
Large – monthly charge	Fixed	per service	147.94
Public lighting minor capital works			
Public lighting minor capital works (R1)	Quoted	per hour	130.21
Public lighting minor capital works (R2)	Quoted	per hour	197.02

Services	Type	Units	Price (excl. GST)
Public lighting minor capital works (R3)	Quoted	per hour	237.68
Public lighting minor capital works (R4)	Quoted	per hour	191.78

4.3 Overtime rates

If an ANS is provided outside the hours of 7.30 am to 4.00 pm on a working day at the request of a customer or for reasons outside of Ausgrid's control such as road occupancy licence requirements, Ausgrid will charge 175% of the fee for that service. This is based on a simple average of time and half (1.5 times normal rate) and double time (2.0 times normal rate) which applies when staff work out of normal hours.

This is consistent with our approach during the 2019-24 regulatory period and the AER's previous decisions.

5. APPENDIX 1 – Service Descriptions

Table 1: Ancillary Network Services – Metering and related ANS

Service	Service Description
Metering related services	
Metering Site Establishment	<p>Site establishment services, liaising with the Australian Energy Market Operator (AEMO) or market participants for the purpose of establishing NMIs in market systems, for new premises or for any existing premises for which AEMO requires a new NMI and for validating and updating network load data.</p> <p>Ausgrid may be notified to conduct this service via the use of the 'Supply Service Works' sub type 'Allocate NMI' B2B service order. This fee will be levied against the NMI once 'Allocate NMI' service order has been processed by Ausgrid.</p>
Special Meter Reading	<p>This service has the same meaning as the meaning given to the expression 'special meter reading' in the AEMO Metrology Procedure: Part A National Electricity Market. This service includes customer or retailer requests for a final or start read when a customer movement occurs.</p> <p>Ausgrid may be notified to conduct this service via the use of the 'Special Read' B2B service order or B2B service orders from retailers to obtain a final read for customer move-outs or to obtain a start read where property has been vacant.</p>
Type 5-6 Meter Test - simple	<p>The testing of an Ausgrid meter in accordance with AEMO Metrology Procedure: Part A National Electricity Market. Ausgrid may be notified to conduct this service via the use of the 'Metering Service Works' sub type 'Meter Investigation - Meter Test' B2B service order.</p> <p>The type of fee charged will depend on the manufacture/model of meters and the number of meters which in turn determines the time required to test all meters on site e.g. a 3-phase meter will take more time to test than a single phase meter.</p>
Type 5-6 Meter Test - complex	<p>The testing of an Ausgrid meter in accordance with AEMO Metrology Procedure: Part A National Electricity Market. Ausgrid may be notified to conduct this service via the use of the 'Metering Service Works' sub type 'Meter Investigation - Meter Test' B2B service order.</p> <p>The type of fee charged will depend on the manufacture/model of meters and the number of meters which in turn determines the time required to test all meters on site e.g. a 3-phase meter will take more time to test than a single phase meter.</p>
Types 5-7 non-standard Meter Data Services	<p>The provision of information of the customer's energy consumption or distributor charges following the request from a Retailer, a Retailer's customer or a Retail customer's authorised Agent. The Metering data will be provided to the requesting party</p>

Service	Service Description
	<p>in standard formats as per the AEMO Meter Data Provision Procedures.</p> <p>This fee may be levied where information is requested more than four times in a 12-month period, not in the format as required by the AEMO Meter Data Provision Procedures or where an authorised agent requests data for more than one customer or connection.</p>
Emergency maintenance of failed metering equipment not owned by the network	<p>This fee will be levied against the retailer where Ausgrid has been called out by the customer due to a power outage where an external metering provider's metering equipment has failed or an outage has been caused by the metering provider and Ausgrid has had to restore power to the customers premises. This may result in an unmetered supply arrangement at the site.</p> <p>The retailer will be notified by Ausgrid within 2 business days via B2B to arrange a repair by the metering provider.</p>
Off peak conversion	<p>The replacement, adjustment or reprogramming of the off-peak metering equipment at a customer's premises. A charge for this service may be levied for each occasion that the service is provided.</p> <p>Ausgrid may be notified to conduct this service via the use of the 'Metering Service Works' sub type 'Meter reconfiguration' B2B service order.</p>
Pillar/Pole top disconnection completed - Includes reconnection	<p>At the request of the Retailer, a site visit to a customer's premises for the purposes of disconnecting the supply of electricity to a customer at the pole top or pillar box, where the customer has denied access to the meter or had prior to the visit, reconnected supply without authorisation by Ausgrid following a previous disconnection.</p> <p>This charge includes the reconnection at the request of the retailer and Meter Read as required by the B2B process.</p> <p>If, following a request from a retailer the reconnection component of this service is provided outside the hours of 7.30am and 4.00pm on a working day, the additional 'Reconnection outside normal business hours' charge, will apply.</p> <p>Ausgrid may be notified to conduct this service via the use of the 'De-energisation' B2B service order with sub type 'Disconnect at Pillar-Box, Pit or Pole-Top' (Non Payment)'. </p> <p>This fee does not include traffic control. An additional charge for traffic control is added to this fee.</p>
Pillar/Pole top disconnection - Site visit only	<p>At the request of the Retailer, a site visit to a customer's premises for the purposes of disconnecting the supply of electricity to a customer at the pole top or pillar box, where the customer has denied access to the meter or had prior to the visit, reconnected supply without authorisation by Ausgrid following a previous disconnection.</p> <p>Disconnection does not occur on that occasion, as customer payment is made or a wasted visit.</p>

Service	Service Description
	<p>Disconnection may not occur due to a number of reasons such as but not limited to the following:</p> <ul style="list-style-type: none"> • Customer has paid retail bill; • Breach of customer connection contract has been rectified; • Safety of installation or Ausgrid's employee; • Late cancellation by Retailer; • Change of customer or Retailer for the NMI. <p>Ausgrid may be notified to conduct this service via the use of the 'De-energisation' B2B service order with sub type 'Disconnect at Pillar-Box, Pit or Pole-Top' (Non Payment).</p> <p>The pillar/pole top disconnection site visit fee includes traffic control</p>
Reconnection - additional charge when requested outside normal business hours	<p>At the request of the Retailer:</p> <ol style="list-style-type: none"> 1. The provision of the re-connection component of either a 'De-energisation' sub type 'Remove Fuse', 'Local Meter Disconnection' or 'Recipient Discretion' (Non-Payment) or Pillar-Box Pit or Pole-Top (Non-Payment) B2B service order', carried out, outside the hours of 7.30am and 4.00pm on a working day, or 2. the connection of electricity to a new customer outside the hours of 7:30am and 4:00pm on a working day. <p>Ausgrid may be notified to conduct this service via the use of the 'Re-energisation' B2B service order.</p>
Recovery of debt collection costs - Dishonoured transactions	<p>Ausgrid currently incurs costs, including bank fees when a network customer's or ASP's cheque for the payment of network-related services is dishonoured.</p>
Attendance at customers' premises to perform a statutory right where access is prevented	<p>A follow up attendance at customers' premises to perform a statutory right where access was prevented or declined by the customer on the initial visit.</p> <p>This task normally involves an Ausgrid representative returning to a customer's premises to undertake a service for a second time due to customer dissent during previous visits.</p>
Vacant property disconnection completed - Includes reconnection	<p>At the request of the Retailer, a site visit to a customer's premises to disconnect or reconnect the supply of electricity due to:</p> <ul style="list-style-type: none"> - a vacant premises; or - a site where the power is on. <p>At the request of the customer a site visit to the customer's premises to disconnect or reconnect the supply of electricity.</p> <p>This charge includes the reconnection at the request of the retailer and Meter Read as required by the B2B process.</p> <p>If, following a request from a retailer, the reconnection component of this service is provided outside the hours of 7.30am and 4.00pm on a working day, the additional 'Reconnection outside normal business hours' charge, will apply.</p> <p>The disconnection/reconnection method will be at Ausgrid's discretion and will involve one of the following methods:</p> <ul style="list-style-type: none"> • rotate plug in meter; or • removal of the service fuses; or • removal of barge board fuses; or

Service	Service Description
	<ul style="list-style-type: none"> • turn off and sticker covering main switch. <p>Ausgrid may be notified to conduct this service from the retailer via the use of the 'De-energisation' B2B service order with sub type 'Remove Fuse' or 'Recipient Discretion'.</p>
Vacant property - Site visit only	<p>At the request of the Retailer, a site visit to a customer's premises to disconnect or reconnect the supply of electricity due to:</p> <ul style="list-style-type: none"> - a vacant premises; or - a site where the power is on. <p>At the request of the customer a site visit to the customers premises to disconnect or reconnect the supply of electricity.</p> <p>Disconnection does not occur on that occasion, as customer payment is made or a wasted visit.</p> <p>Disconnection may not occur due to a number of reasons such as but not limited to the following:</p> <ul style="list-style-type: none"> • Unable to access main switch board or metering; • Safety of Installation or Ausgrid's employee; • Late cancellation by Retailer; • Change of customer or Retailer for the NMI. <p>Ausgrid may be notified to conduct this service from the retailer via the use of the 'De-energisation' B2B service order with sub type 'Remove Fuse' or 'Recipient Discretion'.</p>
Disconnection completed - Includes reconnection	<p>At the request of the Retailer, a site visit to a customer's premises for the purpose of disconnecting the customer's electricity supply.</p> <p>The disconnection method will be at Ausgrid's discretion and will involve one of the following methods:</p> <ul style="list-style-type: none"> • rotate plug in meter; or • removal of the service fuses; or • removal of barge board fuses; or • turn off and sticker covering main switch <p>This charge includes the reconnection at the request of the retailer and Meter Read as required by the B2B process.</p> <p>If, following a request from a retailer, the reconnection component of this service is provided outside the hours of 7.30am and 4.00pm on a working day, the additional 'Reconnection outside normal business hours' charge, will apply.</p> <p>Ausgrid is usually notified to conduct this service via the use of the 'De-energisation' B2B service order with sub type 'Remove Fuse' or 'Recipient Discretion' (Non Payment).</p>
Disconnection - Site visit only	<p>At the request of the Retailer, a site visit to a customer's premises for the purpose of disconnecting the customer's electricity supply. Disconnection does not occur on that occasion, as customer payment is made or a wasted visit.</p> <p>Disconnection may not occur due to a number of reasons such as but not limited to the following:</p> <ul style="list-style-type: none"> • Customer has paid retail bill; • Breach of customer connection contract has been rectified; • Unable to access main switch board or metering; • Safety of Installation or Ausgrid's employee;

Service	Service Description
	<ul style="list-style-type: none"> • Late cancellation by Retailer; • Change of customer or Retailer for the NMI. <p>Ausgrid is usually notified to conduct this service via the use of the 'De-energisation' B2B service order with sub type 'Remove Fuse', 'Local Meter Disconnection' or 'Recipient Discretion' (Non Payment).</p>
Disconnection completed - Technical/advanced - Includes reconnection	<p>At the request of the Retailer, a site visit to a customer's premises for the purpose of disconnecting the customer's electricity supply.</p> <p>The disconnection method will be at Ausgrid's discretion and will involve a method not identified in 'Disconnection Completed' ANS (e.g. pull load tail out of meter). This fee is applicable to any request to disconnect an installation where CT metering is installed.</p> <p>This charge includes the reconnection at the request of the retailer and Meter Read as required by the B2B process</p> <p>If, following a request from a retailer the reconnection component of this service is provided outside the hours of 7.30am and 4.00pm on a working day, the additional 'Reconnection outside normal business hours' charge, will apply.</p> <p>Ausgrid is usually notified to conduct this service via the use of the 'De-energisation' B2B service order with sub type 'Local Meter Disconnection' (Non Payment).</p>
Correction of metering and market billing data	<p>Correcting metering or network billing information in market B2B or network billing systems, due to insufficient or incorrect data received from retailers or metering providers.</p> <p>Tasks involve:</p> <ol style="list-style-type: none"> IDO correction of NMI data by clerical officer IDS correction of NEM12 data by meter data officer.
Final read after type 5 meter equipment removed	<p>Performing a final read on a removed type 5 meter due to removal of equipment by a third party.</p> <p>Tasks involve:</p> <ol style="list-style-type: none"> receipt and processing returned meter read process validation of data.
Type 5 and 6 CT testing	<p>The testing of a CT meter in accordance with AEMO Metrology Procedure: Part A National Electricity Market. Ausgrid may be notified to conduct this service via the use of the 'Metering Service Works' sub type 'Meter Investigation - Meter Test' B2B service order.</p>
Type 5 and 6 CT recovery	<p>The recovery of a CT meter in accordance with AEMO Metrology Procedure: Part A National Electricity Market. Ausgrid may be notified by the retailer or customer's electrical professional to conduct these works.</p>
Metering Site Alteration	

Service	Service Description
	Site alteration, updating and maintaining national metering identifier (NMI) and associated data in market systems.
NMI Extinction	NMI extinction, processing a request by the customer or their agent for permanent disconnection and the extinction of a NMI in market systems.
Distributor arranged outage for purpose of replacing metering - Not complete	<p>This fee will be levied when a customer requests a distributor arranged outage for the purpose of installing a power of choice meter and there is:</p> <ul style="list-style-type: none"> a) a wasted visit at investigation (e.g. access issues) b) a wasted visit at disconnection (e.g. metering provider not present at agreed time) c) revisit to re-energise. <p>Ausgrid may be notified to conduct this service from the retailer via the use of the 'Supply Service Works' sub type 'Temporary Isolation Group Supply' B2B service order.</p>
Distributor arranged outage for purpose of replacing metering - Simple complete	<p>Facilitation of the installation of a power of choice meter whereby Ausgrid is required to disconnect a single fuse with multiple customers.</p> <p>Tasks involve:</p> <ul style="list-style-type: none"> i) B2B transaction ii) investigation of site by a metering technician (including travel time) iii) actual task by a metering technician. <p>A simple distributor arranged outage the disconnection would involve less than 10 customers.</p> <p>Ausgrid may be notified to conduct this service from the retailer via the use of the 'Supply Service Works' sub type 'Temporary Isolation Group Supply' B2B service order.</p>
Distributor arranged outage for purpose of replacing metering - Not completed -2nd visit	<p>This fee will be levied when a <u>second visit</u> is performed for a customer distributor arranged outage for the purpose of installing a power of choice meter and there is:</p> <ul style="list-style-type: none"> a) a wasted visit at investigation (e.g. access issues) b) a wasted visit at disconnection (e.g. metering provider not present at agreed time) c) revisit to re-energise. <p>Note: where a second “wasted visit” occurs for the same job, only this fee applies. It covers the costs incurred for both the initial and second wasted visit.</p> <p>Ausgrid may be notified to conduct this service from the retailer via the use of the 'Supply Service Works' sub type 'Temporary Isolation Group Supply' B2B service order.</p>
Distributor arranged outage for purpose of replacing metering - Complex complete	<p>Facilitation of the installation of a power of choice meter whereby Ausgrid is required to disconnect a single fuse with multiple customers.</p> <p>Tasks involve:</p> <ul style="list-style-type: none"> i) B2B transaction

Service	Service Description
	<p>ii) investigation of site by a metering technician (including travel time)</p> <p>iii) actual task by a metering technician.</p> <p>A complex distributor arranged outages the disconnection would involve more than 10 customers.</p> <p>Ausgrid may be notified to conduct this service from the retailer via the use of the 'Supply Service Works' sub type 'Temporary Isolation Group Supply' B2B service order.</p>
Network tariff change request - Bulk tariff transfers requested by a customer	<p>When a customer or retailer requests an alteration to an existing network tariff (for example, a change from a time of use tariff to a capacity tariff), Ausgrid conducts tariff and load analysis to determine whether the customer meets the relevant tariff criteria. Ausgrid also processes changes in both its IT and market systems to reflect the tariff change.</p>
Maintenance and testing of customer metering access points	<p>Access to Ausgrid assets for testing, maintenance, and meter churn for customer metering installations. All metering works will be conducted by an Ausgrid appointed metering provider and the costs associated with the works charged to the applicant requesting the service.</p>
Distributor arranged outage for replacing a meter - additional charge when requested outside normal business hours (weekday)	<p>Additional fee for distributor arranged outages requested by the customer after normal business hours (weekdays).</p>
Distributor arranged outage for replacing a meter - additional charge when requested outside normal business hours (weekend)	<p>Additional fee for distributor arranged outages requested by the customer after normal business hours (weekends).</p>
Distributor arranged outage for purpose of replacing metering - Additional activities	<p>Quoted fee for any other tasks relating to distributor arranged outages for metering not covered by the specific distributor arranged outage services listed above.</p>
Facilitation of metering related works supporting advanced meter roll-out	<p>Quoted fee to cover activities performed by Ausgrid to facilitate advanced meter roll-out.</p>

Table 2: Ancillary Network Services – Non metering related ANS

Service	Service Classification
Design related services	
Administration of contestable works - General	<p>Administration of contestable works. Work of an administrative nature by Ausgrid relating to work performed by Level 1 and Level 3 ASPs, including processing work.</p> <p>General This is common for all projects where connection is covered by a Standard Connection Offer. This may include without limitation:</p> <ul style="list-style-type: none"> • Correspondence not associated with other services; • Internal communication at various milestones of a project; • Liaising with internal and external stakeholders; • Document management (receiving or issuing and processing project related documentation including design drawings, general correspondence); • Fee and financial management of project; • Updating asset management and IT systems; • Ausgrid Compliance project administration; • Project close out. <p>Excludes</p> <ul style="list-style-type: none"> • Work of an administrative nature described in other services including design information, design certification, Notice of Arrangement, or Authorisation of ASPs. • Administration associated with asset relocation projects or connections covered by a Negotiated Connection Offer. <p>Other The administration associated with projects that may include without limitation:</p> <ul style="list-style-type: none"> • Customer initiated requests, not already conducted in (Administration General); • Administration associated with asset relocation projects or connections covered by a Negotiated Connection Offer.
Administration of contestable works - Additional	<p>This is for ad-hoc requests not covered by Administration - General or in administration associated with other services. For example, reversal of and re-invoicing or changing the customer we are contracting with.</p>
Administration of pioneer schemes	<p>Where a Pioneer Scheme is established in relation to contestable connection works, Ausgrid will charge a fee to establish the scheme and administer payments or contributions. This includes the assessment to determine if a scheme is applicable and advising the applicant accordingly. Information on Pioneer Schemes can be found in Ausgrid's Connection Policy.</p>
Design information	<p>The project design information is confirmed after initial technical assessment of the connection or asset relocation application and defined in the Design Information General Terms & Conditions available on the Ausgrid website.</p>
Design information - Simple	<p>An Ausgrid authorised ASP/3 may submit a Proposed Design Scope (PDS) with the application. An Ausgrid authorised ASP/3 designer may prepare a contestable design package and submit for certification based on the information already available on the Ausgrid website.</p>

Service	Service Classification
Design information - Standard	An Ausgrid authorised ASP/3 will submit a Proposed Design Scope (PDS). With a suitable PDS, Ausgrid then provides additional Site-Specific Design Information with necessary technical information to enable an Ausgrid authorised ASP/3 designer to prepare a contestable design package and submit for certification.
Design information - Complex	Ausgrid will provide services that are relevant to the complexity of the project. Ausgrid may need to conduct technical evaluations before providing Site Specific Design Information with technical information, to enable an Ausgrid authorised ASP/3 designer to prepare a contestable design package and submit for certification. Ausgrid may need to conduct technical evaluations on a submitted design package before it can certify a design.
Design certification - General	<p>Ausgrid certifies the design to ensure it will not compromise the safety or operation of Ausgrid's distribution network and to confirm integration with business systems. It is the ASP3's responsibility to ensure the design is fit for the intended purpose, suitable for the applicant's needs and suitable for the site conditions.</p> <p>The general category covers changes to the distribution network that are of a small and predictable nature. For example, minor pole relocation, Low Voltage extension, Direct Distributors, Low Voltage augmentation and minor Street Lighting projects.</p> <p>All design package submissions are required to be of a quality that is certifiable.</p> <p>NOTE: Additional design certification fees will apply when Ausgrid is required to recheck a design that is not certifiable within the fixed or quoted hours for certification or to re-certify a design. This may include without limitation:</p> <ul style="list-style-type: none"> • The certification period on an existing design lapses; • Amendments to a previously certified design are received or are required.
Design certification - Other	See above for general description of design certification. Other is a category that facilitates all other forms of distribution network changes, additions and asset relocations.
Connection application related ANS	
Technical assessment – Applications or relocations	<p>The initial technical (engineering) assessment of an application to determine the need for network augmentation and provision of a written response (Basic Connection Offer or an advice that augmentation works are required).</p> <p>NOTE: There will be no additional charge for issuing a Basic Connection Offer where a technical assessment charge has been applied.</p>
Preliminary enquiry	Providing prospective Connection Applicants with specific information and advice in relation to the connection process and requirements associated with establishing a new or altered connection or a relocation of existing network assets. This service is for initial advice and excludes more detailed investigations or advice which may subsequently be required from planning studies, process facilitation or registered participant support services.

Service	Service Classification
Connection offers - overarching service description	<p>Services provided by Ausgrid in assessing connection applications and making a connection offer under the NECF framework. This may include without limitation:</p> <ul style="list-style-type: none"> • Registering and acknowledging application; • Assess application for completeness; • Prepare and issue connection offer (where required). <p>Ausgrid's Basic and Standard offer types cover the most common connection arrangements on the network, including those that require network augmentation. A negotiated connection offer will be applicable where Ausgrid determines that neither a basic or standard model standing offer is suitable in response to the connection application.</p> <p>In addition to the above connection offer types, the Connection Applicant may elect to negotiate terms and conditions of their connection offer. In these cases, the Connection Applicant will be required to pay Ausgrid's costs associated with the negotiations and preparation of an offer that is compliant with Chapter 5A of the National Electricity Rules.</p> <p>NOTE: The Connection Offer fee will be charged for each offer issued, including those re-issued because a previous offer has expired. This fee won't be charged if it has already been incorporated into a technical assessment fee.</p>
Connection offer – Basic	<p>Ausgrid's Basic and Standard offer types cover the most common connection arrangements on the network, including those that require network augmentation. A negotiated connection offer will be applicable where Ausgrid determines that neither a basic or standard model standing offer is suitable in response to the connection application.</p>
Connection offer – Standard	<p>Ausgrid's Basic and Standard offer types cover the most common connection arrangements on the network, including those that require network augmentation. A negotiated connection offer will be applicable where Ausgrid determines that neither a basic or standard model standing offer is suitable in response to the connection application.</p>
Connection offer – Negotiated	<p>A negotiated connection offer will be applicable where Ausgrid determines that neither a basic or standard model standing offer is suitable in response to the connection application.</p>
Planning studies	<p>Planning studies and associated technical analysis to help determine suitable or feasible connection options for further consideration by applicants. Applies mainly to large loads and generators where suitable connection options are not necessarily obvious and may result in potentially significant impacts on Ausgrid's existing network development strategies and augmentation requirements.</p>
Site inspection	<p>Site inspection to determine the nature of a connection service sought by the connection applicant and for ongoing co-ordination of large projects. This includes site inspections requested by</p>

Service	Service Classification
	Connection Applicants, their representative or Accredited Service Providers where not already included in another service. A site inspection, if required, may also be initiated by Ausgrid.
Technical support - Permanently unmetered supply (PUMS)	Provision of technical support associated with applications and enquiries related to connection and alteration of permanently unmetered connections. This includes, but is not limited to, verification of compliance with Ausgrid's Network Standards, Australian Standards and NSW Codes of Practice. This service may include a site inspection to verify compliance of the proposed connection point. Excludes the provision of a connection offer (refer to Connection Offer services).
Registered participant support	Where Ausgrid is required to develop agreements and provide information and services with proposed and existing Registered Participants where applicable with Chapter 5 of the National Electricity Rules. This may include without limitation: <ul style="list-style-type: none"> • Development and alteration of Generator and Market Customer Connection Agreements; • Provision of technical data and development of connections such as work for offers to connect, network augmentations and network investigations; • Provision of commercial reports and reviews.
Network commissioning and de-commissioning	
Commissioning and de-commissioning assets - overarching service description	<p>The commissioning or decommissioning by Ausgrid of network equipment on the Ausgrid network associated with ASP Level 1 contestable works.</p> <p>This may include without limitation:</p> <ul style="list-style-type: none"> • Pre-commissioning and post-decommissioning checks and tests prior to energising the asset via the high voltage switchgear and closing the low voltage circuit breaker, links or fuses; • Calculating, checking, setting or resetting of protection equipment and updating of engineering and asset systems; • Coordinating the return of equipment to Ausgrid. <p>Network assets include, but are not limited to:</p> <ul style="list-style-type: none"> • Substations / HVCs / Regulators; • HV Switchgear (Control points, airbreak switches, intellirupters etc.); • LV Switchgear.
Commissioning assets - Simple	Example – Pole substation or HV switch (no protection system) on an overhead network.
Commissioning assets - Standard	Example - Kiosk substations with fused HV protection.
Commissioning assets - Complex	Example - Chamber, CBD and HVC substations, kiosk substations with site specific protection systems (non HV fuse), intellirupters and regulators.
Decommissioning assets	See overarching service description above.
Access permits, oversight and facilitation	
Access permits/clearance to work - overarching service description	

Service	Service Classification
	<p>The provision of an access permit or clearance to work by Ausgrid to a person authorised (or observed) by Ausgrid to work on or near Ausgrid's network. This service fee includes high and low voltage access and may include without limitation:</p> <ul style="list-style-type: none"> • Researching and documenting the request for access including a site visit as required; • Switching of the network to provide access and restore the network upon completion including travel costs; • Identification of any customers who will be interrupted; • Notification or carding of customers who may be affected by an interruption to supply on the network (where not provided by an ASP); • Low voltage switching and paralleling of substations that permits high voltage work without disrupting supply to other customers; • High voltage cable identification, cut and provision of phasing; • Providing network access to ASPs for live low voltage work. <p>Excludes:</p> <ul style="list-style-type: none"> • Provision of mobile generators and live line work to maintain supply. • Installation or removal of access permit earths where the work is being undertaken by an ASP. <p>These are additional services that may be necessary and are covered by other listed services.</p>
Simple network access permit, clearance to work or notification to work	<p>Examples include:</p> <ul style="list-style-type: none"> • Access to HV (11kV) or LV that requires switching only i.e. no paralleling of substations or cable identification / cutting or overhead access permit earths. • Isolation of direct distributor supplies. • Provision of a clearance to work permit on the LV network. <p>A simple permit or clearance to work is limited to where there are 10 or less customers to be affected by a supply interruption.</p>
Complex network access permit or clearance to work	<p>Examples include:</p> <ul style="list-style-type: none"> • Access to the network involving HV and / or LV switching that may involve paralleling of substations, cable identification / cutting or interruptions to customers. • Switching of overhead and / or underground networks involving multiple switching points and activities such as paralleling of substations, cable identification / cutting or interruptions to customers. • Switching of the sub-transmission network.
Network access permit or clearance to work - Cancellation - Simple	<p>Cancelling or rescheduling a requested access / clearance to work permit.</p> <p>A cancellation charge will apply for cancellations and rescheduling by the customer or their representative. The charge will be dependent upon when the change is requested:</p> <ul style="list-style-type: none"> • On outage day – 100% of the fee paid for the outage will be forfeited. • 1 – 20 business days prior to outage – the listed cancellation charge will apply. <p>The simple cancellation fee is charged when the network access permit or clearance to work was identified as simple in nature.</p>
Network access permit or clearance to work - Cancellation - Complex	<p>Cancelling or rescheduling a requested access / clearance to work permit.</p>

Service	Service Classification
	<p>A cancellation charge will apply for cancellations and rescheduling by the customer or their representative. The charge will be dependent upon when the change is requested:</p> <ul style="list-style-type: none"> • On outage day – 100% of the fee paid for the outage will be forfeited. • 1 – 20 business days prior to outage – the listed cancellation charge will apply. <p>The complex cancellation fee is charged when the network access permit or clearance to work was identified as complex in nature.</p>
Install / remove overhead network earths or low voltage shorts	<p>Access Permit - overhead earthing</p> <p>Installing and removing overhead network earths associated with the provision of an access permit is the responsibility of the level 1 Accredited Service Provider where they are undertaking works on the network. If requested, Ausgrid can provide this service.</p>
Access - Standby person	<p>Providing access to switch rooms, substations and the like to a non-Ausgrid party who is accompanied and supervised by an Ausgrid staff member. May also include Ausgrid providing safe entry equipment (fall-arrest) to enter difficult access areas.</p>
Access - Confined spaces entry permit	<p>Ausgrid issuing confined space entry permits and associated safe entry equipment to a person authorised to enter a confined space.</p> <p>This fee will be applied where Ausgrid has been requested to provide a confined space permit or where Ausgrid is required to enter a confined space in the course of providing other requested services e.g. preparation of design information or the undertaking of site specific tasks.</p>
Process and project facilitation	<p>Where Ausgrid is required to provide Connection Applicants or their representatives with ongoing information and advice through multiple interactions, that occur with network augmentation projects. This may include without limitation, the provision of advice, information or assistance as necessary.</p>
Specialist services	<p>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.</p> <p>For example, approval of non-standard kiosk pier designs, civil inspection of chamber substations and complex electrical / structural / civil design review / construction inspection. Also witness testing and review of protection schemes and settings associated with generator connections. This may include without limitation:</p> <ul style="list-style-type: none"> • Civil engineering services and Clerk of Works; • Structural engineering services; • Environmental specialist services; • Electrical engineering services. <p>NOTE: Costs are in addition to Ausgrid's standard range of fees applicable to contestable design and construction related services. Specialist services not included in design information, design certification or construction related services associated with a contestable project.</p>

Service	Service Classification
Facilitation of activities within clearances of distribution and transmission assets	<p>Provision of services to facilitate activities within electrical or physical clearances of distributor assets. May include without limitation:</p> <ul style="list-style-type: none"> • Provision of observer during excavation or other works in the vicinity of sub-transmission cable assets as required by Ausgrid Network Standards; • Physical support of distributor pole assets during excavation or other works in the vicinity of these assets. <p>Excludes the issue of access permits or clearances to work. Where a job is cancelled on the day of the requested service, a 4 hour charge would be applied, based on the R4 Field Worker rate.</p>
Development application approvals - simple	<p>This is a service provided by Ausgrid, whereby a Development Application (DA) is assessed against Ausgrid's assets and/or operational requirements, within the vicinity of the DA. A simple fee is charged where there exists either no Ausgrid assets in the vicinity of the DA or there are no operational impacts arising from the DA.</p>
Development application approvals - complex	<p>This is a service provided by Ausgrid, whereby a DA is assessed against Ausgrid's assets and or operational requirements, within the vicinity of the DA. A complex fee is charged for DAs that are not classed as simple, including where the DA is intricate in nature and will require detailed analysis by Ausgrid or there exists Ausgrid assets in the vicinity of the DA that are classed as network critical and/or form part of Ausgrid's transmission network.</p>
Notices of arrangements	
Notification of arrangements	<p>Where a local council requires evidence in writing from Ausgrid that all necessary arrangements have been made to supply electricity to a development, Ausgrid can provide a Notification of Arrangements confirmation. Ausgrid will normally provide this Notification once construction works are complete (electrified with supply available to premises as per the certified design) and all relevant property tenure is in place.</p>
Notice of arrangements (early)	<p>If requested Ausgrid may issue a Notification prior to the completion of the contestable works provided the contestable design has:</p> <ul style="list-style-type: none"> • been certified; and • a security bond is provided to Ausgrid via a Banker's Guarantee equal to the value of the remaining contestable works. <p>NOTE: requires Ausgrid to undertake additional administrative work associated with processing the request, determining the security bond and subsequent preparation of the Notification.</p>
Network related property services	
Property tenure	<p>Property tenure services related to obtaining deeds of agreement, deeds of indemnity, leases, easements or other property tenure in relation to property rights associated with connection or relocation.</p>

Service	Service Classification
	NOTE: Conveyancing enquiries should be made directly with NSW Land and Property Information who may apply a charge for related services.
Supply of conveyancing information	This is a service provided by Ausgrid as part of the conveyancing process, which provides Property Certificates to property owners, conveyancing firms, solicitors, prospective purchasers of property or other interested parties who lodge a Property Inquiry Form to determine whether Ausgrid has an interest or a proposed interest in any given parcel of real property.
Network safety service and security	
Rectification of illegal connections	<p>Work undertaken by Ausgrid to its property or the property of another person to:</p> <ul style="list-style-type: none"> • rectify damage; or • prevent injury to persons or property, <p>resulting from conduct that constitutes an offence under Part 6, Division 1 of the Electricity Supply Act 1995 (NSW). For example, to rectify an unauthorised connection to Ausgrid's distribution system.</p> <p>Note, the supply would be left disconnected until the customer employed their own electrical contractor/ASP to rectify any faulty wiring or equipment which had been interfered with e.g. full replacement of consumer's mains.</p>
Fitting of cable covers (tiger tails) and visual warning markers + equipment hire charges	Installation or removal of Cable Covers (known as 'torapoli pipes' or 'tiger tails') and Visual Warning Markers on overhead mains and service lines. In addition to the ANS rate the customer price will also include a rental charge for the use of equipment temporarily installed. This service description does not include the installation of Cable Covers by certain ASPs in association with their contestable work, in accordance with their Service Provider Authorisation, which is contestable work. This service does not include traffic control costs.
High load route assessment/escort	Temporary relocation of overhead mains for high vehicular loads and high load escorts.
Temporary power	<p>The provision of temporary power supply using an MG (Motor Generator) connected to the network or a direct distributor and/or use of HV Live Line Techniques when required to maintain a continued but temporary supply to otherwise impacted customers. Service is in conjunction with but in addition to access permits and clearance to work.</p> <p>Cost of MG hire not included as these are commercially available. Note also there is no allowance for Ausgrid to supply an MG standby technician if required. MG hire must be funded by the customer.</p>
Bush fire mitigation works	Activities include issues identified by the distributor and work involved in managing and resolving pre-summer bush fire inspection customer vegetation defects or aerial mains where the customer has failed to do so.
Neutral integrity test	Where a customer requests Ausgrid to investigate the occurrence of mild electric shocks within a customer's premises, this service

Service	Service Classification
	<p>is performed to determine whether the fault exists within the customer's installation or on the network.</p> <p>Note: a fee would only be levied on a customer if testing revealed that the fault is within the customer's installation.</p>
Termination of 11kV cable at a zone substation	<p>This service applies to the termination of an 11kV cable at an Ausgrid zone substation where the cable is fully dedicated to the customer connecting. It will be provided by Ausgrid in circumstances where a work, health and safety assessment determines that an ASP should not be given the required access to the zone substation.</p> <p>The activities that will be performed include the labour associated with the physical termination of an 11 kV cable at the relevant zone substation and first joint out. The service does not include the design, project management, operators, labelling, cable cleating, fire stopping, commissioning, settings, and wiring of panels. Materials (cables, relays, etc.) are not included in this service. All material costs will be passed through to customers in accordance with the control mechanism for quoted services specified in the AER's determination.</p>
Termination of a sub-transmission cable at a major/sub-transmission substation	<p>This service applies to the termination of a sub-transmission cable at an Ausgrid major/sub-transmission substation where the cable is fully dedicated to the customer connecting. It will be provided by Ausgrid in circumstances where a work, health and safety assessment determines that an ASP should not be given the required access to the major/sub-transmission substation.</p> <p>The activities that will be performed include the labour associated with the physical termination of a sub-transmission cable at the relevant major/sub-transmission substation and first joint out. The service does not include the design, project management, operators, labelling, cable cleating, fire stopping, commissioning, settings, and wiring of panels. Materials (cables, relays, etc.) are included in this service. All material costs will be passed through to customers in accordance with the control mechanism for quoted services specified in the AER's determination.</p>
Complex customer initiated asset relocation	<p>This service includes work undertaken by Ausgrid to relocate an existing assets which forms part of our distribution network. It will be provided by Ausgrid where an asset relocation is initiated by a third party (including a customer) and the work involved presents a risk to the safety or security of the network.</p> <p>The activities that will be performed in the provision of this service include:</p> <ul style="list-style-type: none"> • the labour required to physically relocate the asset(s); • design and project management. <p>Materials are not included in the provision of this service. All material costs will be passed through to customers in accordance with the control mechanism for quoted services specified in the AER's determination.</p>
Traffic control	<p>Provision of traffic control services by Ausgrid where required in association with the provision of various Ausgrid services if not</p>

Service	Service Classification
	<p>provided by the service requestor (e.g. as part of their worksite). Instances may include, but are not limited to:</p> <ul style="list-style-type: none"> • Provision of access permits (network switching) or confined space permits and associated tasks; • Network asset commissioning / decommissioning and associated tasks; • As required in the course of providing other requested services e.g. preparation of design information, cable cover (tiger tail) installation and site inspections.
Substation disconnect and reconnect	<p>Disconnection and reconnection of a service or consumer cable to a live low voltage (LV) substation by the DNSP where:</p> <ul style="list-style-type: none"> • it has been assessed that there is an unacceptable network safety and/or security risk to an ASP to work within clearance of a live distribution asset, and • the connection is: <ul style="list-style-type: none"> a) used by one customer exclusively; or b) shared by more than one customer but not shared with customers generally (i.e. not part of the distribution network). <p>This service fee also applies to non-standard pillars and underground services that are tee'd (via a tee joint) where the above conditions apply.</p> <p>Where a network access permit/clearance to clearance to work is deemed necessary than this fee will be charged instead.</p>
Inspection services	
Network Compliance Activities - Level 1 ASP works	<p>The process of inspection and associated tasks by Ausgrid, in accordance with the NSW Accreditation of Service Providers Scheme, for network construction work undertaken by a Level 1 ASP for the purpose of checking compliance and maintaining an acceptable standard of work.</p> <p>Excludes any specialist services required by Ausgrid to provide inspection services associated with non-standard, technically complex or environmentally sensitive design and construction works. Refer to the ANS Specialist Service fee listed under Access permits, oversight and facilitation for further detail.</p> <p>Excludes the re-inspection by Ausgrid of work (other than Customer Installation work) undertaken by a Level 1 ASP, for the reason that on a prior inspection the work was found to be non-compliant or not complete.</p>
Re-inspection – Level 1 ASP works	<p>The re-inspection by Ausgrid of work (other than Customer Installation work) undertaken by a Level 1 ASP, for the reason that on a prior inspection the work was found to be non-compliant or not complete.</p>
Level 2 ASP Works inspections - overarching service description	<p>The inspection by Ausgrid, in accordance with the NSW Accreditation of Service Providers Scheme, of work undertaken by an ASP level 2 for the purpose of checking compliance and maintaining an acceptable standard of work. Audit inspections are undertaken as outlined in Ausgrid inspection policies.</p> <p>The minimum number of inspections required corresponds to the grade of the ASP as shown: A grade - 1 inspection per 25 jobs B grade - 1 inspection per 5 jobs</p>

Service	Service Classification
	<p>C grade - Each job to be inspected</p> <p>Inspections are undertaken by Ausgrid during normal business hours. Inspections can be undertaken outside of these times where fully funded by the requester.</p> <p>Re-inspection of ASP Level 2 works will be undertaken by Ausgrid for reasons where on a prior inspection the work was found to be non-compliant. The service is applied when the inspector identifies non-compliant work and issues a defect notice. Where more than one dwelling is found to be defective within a multi-unit complex the service should be applied to each of the individual units.</p>
Level 2 ASP works (NOSW) - A Grade	<p>The minimum number of inspections required corresponds to the grade of the ASP as shown:</p> <p>A grade - 1 inspection per 25 jobs</p>
Level 2 ASP works (NOSW) - B Grade	<p>The minimum number of inspections required corresponds to the grade of the ASP as shown:</p> <p>B grade - 1 inspection per 5 jobs</p>
Level 2 ASP works (NOSW) - C Grade	<p>The minimum number of inspections required corresponds to the grade of the ASP as shown:</p> <p>C grade - each job to be inspected</p>
Re-inspection – Level 2 ASP works	<p>Re-inspection of ASP Level 2 works will be undertaken by Ausgrid for reasons where on a prior inspection the work was found to be non-compliant. The service is applied when the inspector identifies non-compliant work and issues a defect notice. Where more than one dwelling is found to be defective within a multi-unit complex the service should be applied to each of the individual units.</p>
Investigate, review & implementation of remedial actions associated with ASP's connection works	<p>The investigation, review and implementation of remedial actions associated with contestable connection works or other works covered by the ASP Scheme Rules, leading to corrective and/or disciplinary action against an ASP because of unsafe practices, substandard workmanship, failure to provide accurate and timely information or any other breach of authorisation.</p>
Inspection of electrical contractor works - overarching service description	<p>The inspection by Ausgrid of private electrical wiring work performed by electrical contractors on customers assets to check for compliance with the requirements of Australian Standard AS3000, associated standards and the NSW Service and Installation Rules.</p> <p>Where the connecting service size is greater than 100A per phase or where the installation type is deemed to require a mandatory inspection, Ausgrid will inspect each job. Installations that require mandatory inspection include, but are not limited to:</p> <ul style="list-style-type: none"> • Hazardous locations • Consumer mains and main switchboard works • High voltage installations

Service	Service Classification
	<ul style="list-style-type: none"> • Solar installations >30kW • Unmetered supplies. <p>Other installation types will be inspected in accordance with Ausgrid inspection policies.</p> <p>Inspections are undertaken by Ausgrid during normal business hours. Inspections can be undertaken outside of these times where fully funded by the requester.</p> <p>Re-inspection of electrical contractor works will be undertaken by Ausgrid for reasons where on a prior inspection the work was found to be non-compliant. The service is applied when the inspector identifies non-compliant work and issues a defect notice. Where more than one dwelling is found to be defective within a multi-unit complex the service should be applied to each of the individual units.</p>
Service size > 100A and mandatory inspections	<p>Where the connecting service size is greater than 100A per phase or where the installation type is deemed to require a mandatory inspection, Ausgrid will inspect each job. Installations that require mandatory inspection include, but are not limited to:-</p> <ul style="list-style-type: none"> • Hazardous locations • Consumer mains and main switchboard works • High voltage installations • Solar installations >30kW • Unmetered supplies
Re-inspection of electrical contractor works	<p>Re-inspection of electrical contractor works will be undertaken by Ausgrid for reasons where on a prior inspection the work was found to be non-compliant. The service is applied when the inspector identifies non-compliant work and issues a defect notice. Where more than one dwelling is found to be defective within a multi-unit complex the service should be applied to each of the individual units.</p>
Authorisation of ASPs	
Authorisation of ASPs - overarching service description	<p>The annual authorisation by Ausgrid of ASP companies, individual employees or subcontractors of an ASP required to carry out contestable works or other works covered by the ASP Scheme Rules within Ausgrid's network area. This may include work on or near Ausgrid's distribution and/or sub-transmission system, or the preparation and submission of contestable designs for certification.</p> <p>The fees may include without limitation:</p> <ul style="list-style-type: none"> • Induction in the unique aspects of the network; • Verification that the applicant has undertaken the necessary training required for authorisation; • Verification that the company has maintained the necessary requirements for authorisation; • Conducting authorisation sessions and in-field safety audits; • Issuing authorisation cards; or • Administration support directly related to authorisation.
ASP Level 1/2 - individual authorisation – initial	<p>Initial fee charged for an individual (ASP level 1/2) authorisation required to perform contestable works within Ausgrid's network area. Refer to overarching description above.</p>

Service	Service Classification
ASP Level 1/2 – individual authorisation – maintain	Subsequent annual fee charged for an individual (ASP level 1/2) authorisation required to perform contestable works within Ausgrid's network area. Refer to overarching description above.
ASP Level 1 – company authorisation – initial	Initial fee charged for a company (ASP level 1) authorisation required to perform contestable works within Ausgrid's network area. Refer to overarching description above.
ASP Level 2 – company authorisation – initial	Initial fee charged for a company (ASP level 2) authorisation required to perform contestable works within Ausgrid's network area. Refer to overarching description above.
ASP Level 1/2 – company authorisation – maintain	Subsequent annual fee charged for a company (ASP level 1/2) authorisation required to perform contestable works within Ausgrid's network area. Refer to overarching description above.
ASP Level 3 - Authorisation/Re-authorisation (Biennial Fee)	Initial and biennial fee charged for an individual (ASP level 3) authorisation required to perform contestable works within Ausgrid's network area. Refer to overarching description above.
Consultancy and review services	
Engineering consultancy	<p>The provision of engineering consulting advice relating to Ausgrid's shared network.</p> <p>This service may be provided in the form of a written report or other document(s). Typically, it will involve the provision of highly technical advice and analysis relating to information or data which only Ausgrid has access to as a result of operating the distribution and sub-transmission infrastructure in our local network service area.</p>
Approved materials list application	<p>The assessment of an application to have materials or equipment added to Ausgrid's approved materials list (AML).</p> <p>Included in this service is the labour incurred by an engineer to determine whether an item proposed for the AML is of a requisite standard that it would not place safety, reliability or security of supply of our network at risk.</p>
Training	
Training - overarching service description	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 Ausgrid's network. Such learning outcomes may include those necessary to demonstrate competency in Ausgrid's electrical safety rules, to hold an access authority on our network and to carry out switching.
Network-related access/compliance training – half day	Fee charged to an individual for training services to third parties as described above provided as a half day course.
Network-related access/compliance training – full day	Fee charged to an individual for training services to third parties as described above provided as a full day course.

Service	Service Classification
ASP Material Sales	
ASP material sales	The sale of materials to ASPs to facilitate the contestable construction of network assets and maintain the standards of materials used on the Ausgrid network.
Lighting Solutions (Security Lighting)	
Installation charge – Small, Medium and Large	Initial charge to cover installation costs of new security floodlights on existing network poles and structures near the customers site that they request to be illuminated.
Monthly Charge – Small, Medium and Large	Ongoing monthly charge to cover cost of operating, maintaining, and replacing the security lighting assets (as required). Fees vary based on categorisation of the security light as small, medium, or large, characterised by estimated lumens outputs.
Public Lighting minor capital works	
Public lighting minor capital works	The ANS charge to recover costs associated with the administration, management and engineering design designated as public lighting minor capital works defined by the Public Lighting Code and Ausgrid's Public Lighting Management Plan. The charge excludes any capital cost (material and installation costs) of the new public lighting assets which is recovered via public lighting capital annuity charges.