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Dear Mr Buckley

**Partial Framework and Approach: Services Classification and Control Mechanisms -
Supplementary Information (Services Mapping)**

Ergon Energy Corporation Limited (Ergon Energy) is pleased to submit the attached supplementary information to the Australian Energy Regulator (AER) in support of its proposal for the classification of services and control mechanisms to apply to Ergon Energy for the regulatory control period 1 July 2010 to 30 June 2015 (Proposal).

The attached spreadsheet provides a detailed mapping of the individual services within each service group from their proposed classification and control mechanism (for the next regulatory period) to their current classification and control mechanism (in the current regulatory period under the QCA). Ergon Energy has drawn on service classification information published by the QCA in its Final Determination: Regulation of Electricity Distribution – April 2005¹ and its Final Decision Electricity Distribution: Review of Excluded Distribution Services – December 2007².

This information is provided for publication and is proposed to form 'Appendix C' to the Proposal.

Please do not hesitate to contact myself or members of my team should you wish to discuss this information.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Tony Pfeiffer', written over a horizontal line.

Tony Pfeiffer
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Enc.:

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¹ Pages 54-55, <http://www.qca.org.au/files/ACF14.pdf>

² Pages 16-19, http://www.qca.org.au/electricity/Distribution_Services/ExcludeDistServices.php

Ergon Energy Services Classification - Supplementary to Proposal Lodged to AER 31 March 2008

Service / activity	Classification	Control Mechanism	Existing QCA Service	Existing QCA Description	Existing QCA Classification	Existing QCA Control Mechanism
1. Network services						
Supply of electricity to a customer's electrical installation or premises	Standard Control	Revenue Cap	Network services		Prescribed	Revenue Cap
Network operations	Standard Control	Revenue Cap	Network services		Prescribed	Revenue Cap
Network maintenance	Standard Control	Revenue Cap	Network services		Prescribed	Revenue Cap
DNSP funded construction of distribution network assets	Standard Control	Revenue Cap	Network services		Prescribed	Revenue Cap
Network switching and testing for DNSP purposes	Standard Control	Revenue Cap	Network services		Prescribed	Revenue Cap
Network planning (e.g. load on system, future requirements for system)	Standard Control	Revenue Cap	Network services		Prescribed	Revenue Cap
Emergency services (e.g. reinstatement of network after natural disaster)	Standard Control	Revenue Cap	Network services		Prescribed	Revenue Cap
2. Connection services						
Provision of connection services (e.g. connection asset such as padmount transformer, service line for metered and unmetered connections)	Standard Control	WAPC	Connection services		Prescribed	Revenue Cap
Provision & installation of Type 5-7 meter	Standard Control	WAPC	Customer support services		Prescribed	Revenue Cap
Provision & installation of hot water meter and load control equipment	Standard Control	WAPC	Customer support services		Prescribed	Revenue Cap
Creation and allocation of NMI	Standard Control	WAPC	Connection services		Prescribed	Revenue Cap
3. Customer services						
Scheduled meter read	Standard Control	WAPC	Customer support services		Prescribed	Revenue Cap
Network billing	Standard Control	WAPC	Customer support services		Prescribed	Revenue Cap
Final Meter Read	Standard Control	WAPC	Customer support services		Prescribed	Revenue Cap
Meter inspection (defn - onsite inspection required to determine if fault)	Standard Control	WAPC	Customer support services		Prescribed	Revenue Cap
Meter tampering (defn - onsite inspection required to determine if equipment tampering has occurred)	Standard Control	WAPC	Customer support services		Prescribed	Revenue Cap
Change Controlled Load	Standard Control	WAPC	Customer support services		Prescribed	Revenue Cap
Provision of minimum requirement of historical (2 years) Type 5-7 metering data	Standard Control	WAPC	Customer support services		Prescribed	Revenue Cap
Inspection and testing of electrical work	Standard Control	WAPC	Customer support services		Prescribed	Revenue Cap
Populate and maintain NMI standing data in MSATS	Standard Control	WAPC	Customer support services		Prescribed	Revenue Cap
NMI discovery request	Standard Control	WAPC	Customer support services		Prescribed	Revenue Cap
Cold water reports	Standard Control	WAPC	Customer support services		Prescribed	Revenue Cap
Loss of Supply (DNSP fault)	Standard Control	WAPC	Customer support services		Prescribed	Revenue Cap
Call centres	Standard Control	WAPC	Customer support services		Prescribed	Revenue Cap
Network claim processing	Standard Control	WAPC	Customer support services		Prescribed	Revenue Cap
4. De-energisation / Re-energisation						
De-energisation during business hours	Standard Control	WAPC	De-energisation during business hours	De-energisation commenced during business hours	Excluded	Fee for service
De-energisation after hours	Standard Control	WAPC	De-energisation after hours	De-energisation commenced after business hours	Excluded	Fee for service
Re-energisation during business hours	Standard Control	WAPC	Re-energisation during business hours	Re-energisation commenced during business hours	Excluded	Fee for service
Re-energisation after hours	Standard Control	WAPC	Re-energisation after hours	Re-energisation commenced after business hours	Excluded	Fee for service
5. Additions and alterations						
Exchange Meter	Standard Control	WAPC	Meter exchange at request of retailer	Like for like meter exchange unless not allowed through regulation.	Excluded	Fee for service
Move meter	Standard Control	WAPC	Move the meter	Relocate meter from current position. No change of service point	Excluded	Fee for service
Overhead Service Upgrade	Standard Control	WAPC	Overhead service upgrade - no change to load		Excluded	Fee for service
Move Point of Attachment at Customer Request	Standard Control	WAPC	Relocation of point of attachment of service (single visit) - single/multi phase during business hours	de-energisation followed by physical dismantling following by reattachment of service and re-energisation. Typically one hour or less on site	Excluded	Fee for service
			Relocation of point of attachment of service (two visits)- single/multi phase during business hours	de-energisation followed by physical dismantling following by reattachment of service and re-energisation	Excluded	Fee for service
Supply Abolishment	Standard Control	WAPC	Supply Abolishment during business hours	Decommissioning of a NMI and associated metering. May be used where a property is to be demolished, supply is no longer required or an alternative connection point is to be used and redundant supply removed	Excluded	Fee for service

Service / activity	Classification	Control Mechanism	Existing QCA Service	Existing QCA Description	Existing QCA Classification	Existing QCA Control Mechanism
6. Ancillary metering services						
Type 5-7 meter test	Standard Control	WAPC	Meter test (whole current only)	Meter test by EECL for EECL meters only - only available where meter installed and operational	Excluded	Fee for service
			Meter test (CT/VT)	Meter test by EECL for EECL meters only- only available where meter installed and operational	Excluded	POA
Change tariff	Standard Control	WAPC	Not currently offered		N/A	N/A
Change time switch	Standard Control	WAPC	Not currently offered		N/A	N/A
MDP services	Standard Control	WAPC	Provision of time of use metering data	Provision of half hourly data on request	Excluded	POA
			Provision of historical metering data	Request for historical data more than previous 2 years on request.	Excluded	POA
MDP services above minimum requirements (reading & data)	Standard Control	WAPC	Provision of metering data above minimum requirements	For example: urgent delivery, summarisation of metering data etc	Excluded	POA
Removal of meter (Type 5-7)	Standard Control	WAPC	Removal of a meter	Removal of a meter at retailer request. No re-wiring required	Excluded	Fee for service
Removal of load control device	Standard Control	WAPC	Removal of load control device	Remove relay or time clock	Excluded	Fee for service
Reprogram card meters	Standard Control	WAPC	Reprogram Card Meters	Attend and re-program card meters to reflect retail tariffs outside scheduled visit	Excluded	POA
Special meter read (off-cycle meter read during business hours)	Standard Control	WAPC	Special meter read	Off-cycle meter read, during business hours	Excluded	Fee for service
			Meter check read	Off-cycle meter read, during business hours	Excluded	Fee for service
7. Supplementary services						
Wasted truck visit	Standard Control	WAPC	Wasted truck visit - one person crew	Service is not able to be completed after truck has left the depot. Includes: Retailer/customer cancels service order after truck has left the depot but before service order is completed; Crew is unable to access site to perform service order; or Customer	Excluded	Fee for service
			Wasted truck visit - two person crew	Service is not able to be completed after truck has left the depot. Includes: Retailer/customer cancels service order after truck has left the depot but before service order is completed; Crew is unable to access site to perform service order; or Customer	Excluded	Fee for service
Re-Test Fee (e.g. if premises fails test the 1st time)	Standard Control	WAPC	Re-test at customer's installation during business hours	Customer has submitted Form A and the Retailer has issued a Service Order Request, but installation fails test and cannot be connected, requiring a re-test of the installation - business hours	Excluded	Fee for service
Attend loss of supply	Standard Control	WAPC	Restoration of supply required due to customer action, during business hours	For example, service fuse replacement or restoration of loss of supply caused by the customer's installation - business hours	Excluded	Fee for service
			Restoration of supply required due to customer action, after hours	For example, service fuse replacement or restoration of loss of supply caused by the customer's installation - after hours	Excluded	Fee for service
Sub-division fees (checking design & auditing)	Standard Control	WAPC	Subdivision Fees	Fees associated with consideration of sub-division plans	Excluded*	POA
8. Enhanced services						
Provision of connection services above minimum requirements	Standard Control	WAPC	Provision, installation and maintenance of meters beyond minimum requirements at customer request	Provision of meters above the minimum regulatory requirements	Excluded	POA
			Prepayment Meters at customer request	Installation of pre-payment meters on request - see notified prices for conditions	Excluded	POA
			Stand-by supply (Customer Support Services)	Prescribed	Revenue Cap	
			Higher reliability or quality of supply	Customer requested increase in reliability or quality of supply beyond the standard	Excluded	POA
Provision of customer services above minimum requirements	Standard Control	WAPC	Not currently offered		N/A	N/A
9. Quoted Services						
Rectification of illegal connections	Standard Control	WAPC	Rectification of illegal connections	Repair works to re-establish a safe and legal connection	Excluded	POA
Temporary disconnection and reconnection (incl D-en/Re-en + Line Drops)	Standard Control	WAPC	Temporary De-energisation single visit during business hours - no dismantling	Temporary de-energisation and re-energisation of supply at the service fuse to allow customer or contractor to work close - no dismantling of service required (i.e. no service line drop). Typically 1 hour or less on site	Excluded	POA
			LV Service line drop and replace in single visit during business hours - physical dismantling	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - the service will be physically dismantled or disconnected (eg Overhead Service dropped) Typically 1 hour or less on site	Excluded	POA
			HV Service line drop and replace in single visit during business hours	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - High Voltage Switching and access is required	Excluded	POA
			HV Service line drop and replace in single visit after hours	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - High Voltage Switching and access is required	Excluded	POA
			Temporary de-energisation two visits during business hours (same day)- no dismantling	Temporary de-energisation and re-energisation of supply at the service fuse to allow customer or contractor to work close - no dismantling of service required (i.e. no service line drop).	Excluded	POA
			LV Service line drop and replace two visits during business hours (same day) physical dismantling	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - the service will be physically dismantled or disconnected (eg Overhead Service dropped)	Excluded	POA
			LV Service line drop and replace two visits after hours (same day) - physical dismantling	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - the service will be physically dismantled or disconnected (eg Overhead Service dropped)	Excluded	POA
Emergency recoverable works	Standard Control	WAPC	Other recoverable works	Customer requested services that would not otherwise have been required for the efficient management of the network or covered by another service	Excluded*	POA
Conversion of aerial bundled cables	Standard Control	WAPC	Conversion of aerial bundled cables	Conversion of separate aerial cables to bundled aerial cables.	Excluded	POA
Removal/relocation DNSP assets at customer request	Standard Control	WAPC	Other recoverable works	Customer requested services that would not otherwise have been required for the efficient management of the network or covered by another service	Excluded*	POA
Provision of detailed design estimate / project fees (not subdivisions)	Standard Control	WAPC	Project Fees	Fees associated with consideration of projects other than sub-divisions	Excluded	POA
Provision of service crew / additional crew	Standard Control	WAPC	Provision of service during business hours requiring one person crew	For example safety observer, installation inspection, query tariff, revenue protection activity - business hours	Excluded	POA
			Provision of service after hours, requiring one person crew	For example safety observer, installation inspection, query tariff, revenue protection activity - after hours	Excluded	POA
			Provision of service during business hours requiring two person crew	For example - tree trimming, switching - business hour	Excluded	POA
			Provision of service after hours requiring two person crew	For example - tree trimming, switching - after hours	Excluded	POA
Underground Service Upgrade	Standard Control	WAPC	Underground service upgrade - no change to load	For example change from single phase to multi phase and/or increase capacity	Excluded	POA

Service / activity	Classification	Control Mechanism	Existing QCA Service	Existing QCA Description	Existing QCA Classification	Existing QCA Control Mechanism
10. Unmetered & Temporary Supplies						
Metered Temporary Builders Supplies	Standard Control	WAPC	Temporary Builders Supply, not in permanent position- single phase metered business hours	Connection of supply to a meter location that is not permanent	Excluded [#]	Fee for service
			Temporary Builders Supply not in permanent position - multi phase metered - business hours	Connection of supply to a meter location that is not permanent	Excluded [#]	Fee for service
Unregulated						
Street Lighting - Provision and O&M	N/A	N/A	Customer support services		Prescribed	Revenue Cap
Watchman Lights - Provision and O&M	N/A	N/A	Watchman Lights - Provision and O&M		Unregulated	N/A
High Load Escorts - Scoping, Lifting, Contractor Approvals	N/A	N/A	High Load Escort - Network Service	Request by customer to connect and reconnect to the distribution network and lift wires to allow a high load vehicle through the most appropriate corrido	Excluded	POA
			High Load Escort - Escort Component		Unregulated	N/A
MDA Types 1-4	N/A	N/A	MDA Types 1-4		Unregulated	N/A
Erection of extra poles (on customer's installation)	N/A	N/A	Erection of extra poles (only on customer's installation)	Customer requested erection of extra poles	Excluded	POA
Location of underground cables	N/A	N/A	Location of underground cables		Unregulated	N/A
Voltage & Load Check - Fault Found on Customer's Installation	N/A	N/A	Voltage and Load Check during business hours, no EECL fault founc	voltage and load check - not EECL fault	Excluded	POA
			Voltage and Load Check after hours, no EECL fault found	voltage and load check - not EECL fault	Excluded	POA
Tiger tails	N/A	N/A	Tiger tails	Installation and removal of tiger tails	Excluded	POA

- Note these services were previously classified as Customer support services prior to classification as Excluded Distribution Services by the QCA in 2007.