

**ATTACHMENT 9.10**  
**CHARGES FOR ANCILLARY  
NETWORK SERVICES**

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## 1. Charge schedule for ancillary network services – fee based effective 1 July 2015

Customer requested services related to the distribution of electricity such as meter test, special meter reading and disconnection visit will be charged for at the AER determined rates in the table below. CPI and cost escalation increases will be applied to these charges each year.

**Table 1-1: Charges for customer related services**

Customer related service – fee based charges	(\$/year \$13-14)
Special Meter Read (includes wasted visit)	75.02
Meter Test – 1 <sup>st</sup> meter	413.65
Meter Test – each additional meter	304.16
Off peak conversion	75.02
Disconnection / Reconnection – site visit (wasted visit)	85.16
Disconnection / Reconnection– Disconnection Complete	113.68
Disconnection / Reconnection – Technical Disconnection	113.68
Disconnection / Reconnection – Pillar/Pole	419.15
Reconnection outside business hours	112.51
Vacant Property - Disconnection / Reconnection	113.68
Vacant Property - Disconnection / Reconnection (site visit only)	85.16
Move in, Move out meter reads	75.02
Authorisation of ASPs – initial	761.34
Authorisation of ASPs – renewal	364.41
Authorisation ASP Training	285.14
Connection offer service - basic	25.58
Conveyancing information desk inquiry	55.94
Site Establishment per NMI	79.76
Network tariff change	34.11
Debt collection cost	30.00

*Charges are exclusive of GST*

**Table 1-2: Services attracting no charge**

Customer related service	\$
Reconnection business hours	0
Reconnection pole/pillar box business hours	0

**Table 1-3: Services to be provided by quotation**

Customer related service – quotation based charges	\$
High load escorts	per job
Retailer of Last Resort	per event
CT Meter install	per install
Rectification works –rectification of illegal connection	per service
Rectification works –provision of additional crew.	R4 per hour
Rectification works –fitting of tiger tails.	R4 per hour plus rental

*Charges are exclusive of GST*

## 2. Charges for other network ancillary services

Network services are services performed by Essential Energy to facilitate contestable works such as design certification, inspection of works and provision of access permits. These services are required to ensure that an appropriate level of reliability, quality of supply and safety is maintained when operating the network. These services will be charged for at the hourly rates in the tables below as determined by the AER.

CPI and cost escalation increases will be applied to these charges each year.

*Table 2-1: Applicable Labour Rates*

Labour Class	Hourly rate	Overtime hourly rate*
Admin R1	\$102.33	\$139.86
Design R2a	\$133.35	\$182.26
Inspector R2b	\$160.79	\$209.70
Engineer R3	\$180.62	\$236.81
Field Worker R4	\$122.70	\$157.63

*Charges are exclusive of GST*

\*Essential Energy may impose an overtime hourly rate for services provided outside the hours of 7.30am and 4pm on a working day.

CPI and cost escalation increases will be applied to these charges each year.

**Table 2-2: Schedule for charges for ancillary network services**

Network Service	Underground urban residential subdivision (Vacant lots)				Rural overhead subdivisions and rural extensions				Underground commercial and industrial or rural subdivisions (vacant lots – no development)				Commercial and industrial developments	Asset relocation or streetlighting
Design information	Up to 5 lots	\$400.05			R2a per hour				R2a per hour				R2a per hour	R2a or R3 per hour
	6 to 10 lots	\$533.40												
	11 to 40 lots	\$933.45												
	Over 40 lots	\$1,200.15												
Design certification	Up to 5 lots	\$266.70			Up to 5 poles	\$266.70			Up to 10 lots	\$400.05			R2a per hour	R2a or R3 per hour
	6 to 10 lots	\$400.05			6 to 10 poles	\$400.05			11 to 40 lots	\$533.40				
	11 to 40 lots	\$666.75			11 or more poles	\$666.75			Over 40 lots	\$800.10				
	Over 40 lots	\$800.10												
Design rechecking	R2a per hour				R2a per hour				R2a per hour				R3 per hour	R2a or R3 per hour
Inspection of service work (by level 1 ASPs)	Grade	A per lot	B per lot	C per lot	Grade	A per pole	B per pole	C per pole	Grade	A per lot	B per lot	C per lot	R2b or R3 per hour	R2b or R3 per hour
	First 10 lots	\$79.88	\$191.70	\$399.38	First 5 poles	\$95.85	\$191.70	\$319.50	First 10 lots	\$79.88	\$191.70	\$399.38		
	Next 40 lots	\$79.88	\$111.83	\$223.65	Next 5 poles	\$79.88	\$159.75	\$295.54	Next 40 lots	\$79.88	\$191.70	\$399.38		
	Remainder	\$15.98	\$63.90	\$107.03	Remainder	\$68.82	\$111.83	\$240.86	Remainder	\$79.88	\$191.70	\$399.38		
Re-inspection (level 1 and 2 work)	R2b per hour (maximum 1 hour per level 2 reinspection)													
Re-inspection Installation	R2b per hour													
Access permit	\$2,514.15				\$2,514.15				\$2,514.15				\$2,514.15	\$2,514.15
Substation commissioning	\$2,334.57				\$2,334.57				\$2,334.57				R3 per hour	R3 per hour
Administration	Up to 5 lots	\$409.31			Up to 5 poles	\$409.31			R1 per hour (max 6 hours)				R1 per hour (max 6 hours)	R1 per hour
	6 to 10 lots	\$511.64			6 to 10 poles	\$511.64								
	11 to 40 lots	\$716.29			11 or more poles	\$920.95								
	Over 40 lots	\$818.62												
Notice of Arrangement	\$266.71													
Access to network assets (standby)	R2b per hour													
Inspection of service work (level 2 work)	All service connections:				B Grade: \$67.1 per NOSW				C Grade: \$191.7 per NOSW					
Connections Customer Interface coordination	Basic connection - R2b per hour				Complex connection - R3 per hour									
Preliminary Enquiry Service	Basic enquiry – R2b per hour				Complex enquiry – R3 per hour									
Planning studies for new connection applications	R3 per hour													
Service involved in obtaining deeds of agreement	R3 per hour													

Network Service	Underground urban residential subdivision (Vacant lots)	Rural overhead subdivisions and rural extensions	Underground commercial and industrial or rural subdivisions (vacant lots – no development)	Commercial and industrial developments	Asset relocation or streetlighting
Connection Offer Service	Other than basic		Standard – no substation on site	R2a per hour	
			Standard – with substation on site	R2a per hour	
			Negotiated	R2a per hour	
			Site visit	R2a per hour	
Connection / Relocation Process facilitation	R2a per hour				
Rectification of illegal connection	R4 per hour				
Services to supply and connect temporary supply to one or more customers	Install & remove HV Live Line links				\$3,195.04
	Break and remake HV bonds				\$2,396.28
	Break and remake LV bonds				\$1,917.02
	Connection and disconnection of MG to OH mains				\$1,917.02
	Connection and disconnection of MG to LV board in Kiosk				\$1,278.02
Investigation, review, and implementation of remedial actions associated with work performed by ASPs.	R2b per hour				
Attendance at customer premises to perform a statutory right of entry	R4 per hour				

*Charges are exclusive of GST*

### 3. Explanations and Definitions

#### 3.1 Fee based services

The customer related services listed in the table at section 1 have the full meaning given as detailed below:

Special Meter Reading (including wasted visit)

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.

Essential Energy may be notified to conduct this service via the use of the 'Special Read' B2B service order. It excludes any special meter reading of metering installation types 1 to 4, which is an unregulated distribution service, but subject to a 'light-handed' form of control under Independent Pricing and Regulatory Tribunal of NSW (IPART) Rule 2004/1 Regulation of Excluded Distribution Services; and applies in each of the following circumstances:

- > where a customer or a retailer requests Essential Energy to undertake a special meter read, (but does not apply where the special meter read was requested solely to verify the accuracy of a scheduled meter read and the special meter read reveals that the scheduled meter read was inaccurate or in error); or
- > where Essential Energy attends a customer's premises for the sole purpose of discharging Essential Energy's obligation to read the customer's meter within the period specified by law (but not where Essential Energy merely chooses to read the customer's meter without being under a legal obligation to do so) and on attending the customer's premises Essential Energy is unable (through no act or omission of Essential Energy), to gain access to the meter; or
- > where Essential Energy and the customer agree on an appointed time at which Essential Energy may attend the customer's premises to enable Essential Energy to discharge Essential Energy's legal obligation referred to in the above paragraph and when Essential Energy attended at the customer's premises at the appointed time Essential Energy (through no act or omission), was unable to gain access to the customer's meter.

Essential Energy will not levy a charge for this service where the service reveals that a scheduled meter reading was inaccurate (as outlined above).

Meter test

The testing of a single Essential Energy meter in accordance with AEMO Metrology Procedure: Part A National Electricity Market. Essential Energy may be notified to conduct this service via the use of the 'Meter Investigation' sub type 'Meter Test' B2B service order. It excludes metering installation types 1 to 4, the testing of which is an unregulated distribution service, but subject to a 'light-handed form of control under IPART Rule 2004/1 Regulation of Excluded Distribution Services.

If the meter test is undertaken on premises serviced by more than one meter associated with the NMI the following applies:

- > if the meter test reveals that all of the meters associated with the NMI are operating satisfactorily, Essential Energy will charge for each meter that a test was requested for; and
- > if the meter test reveals that one or more of the meters associated with the NMI are not operating satisfactorily, Essential Energy will not levy any charge for the provision of the service.

Test results will be provided to the party requesting the meter tests in a standard Essential Energy format.

'Meter Test – 1<sup>st</sup> meter' charge will apply to the first meter tested for a NMI, all subsequent tests at the same NMI will be charged 'Meter Test – each additional meter' charge.

Off-peak Conversion

The alteration of the off-peak metering equipment at a customer's premises for the purpose of changing the hours of the metering equipment's operation. A charge for this service may be levied for each occasion that the service is provided.

#### Disconnection / Reconnection – site visit

A site visit to a customer's premises for the purpose of disconnecting the customer's supply at the request of a retailer based on the customer's breach of a Customer retail contract or for breach of Essential Energy's Connection Contract, where the disconnection does not occur on that occasion.

Disconnection may not occur due to a number of reasons, such as - but not limited to - the following:

- > Customer has paid retail bill;
- > Breach of Customer Connection Contract has been rectified;
- > Safety of installation or Essential Energy's employee(s);
- > Late cancellation by retailer;
- > Change of customer or retailer for the NMI.

#### Disconnection / Reconnection – Disconnection completed

At the request of the retailer, a site visit to a customer's premises to disconnect the supply of electricity to a customer for breach by the customer of their customer retail contract or for a breach of Essential Energy's customer connection contract, or where a retailer has requested that the supply to the customer be disconnected.

The disconnection method will be at Essential Energy's discretion and will involve one of the following methods:

- > rotate plug in meter; or
- > removal of the service fuses; or
- > removal of barge board fuses; or
- > turn off and sticker covering main switch; or
- > turn off and tag and leave card.

This charge includes the reconnection at the request of the retailer.

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.

#### Disconnection / Reconnection – Technical Disconnection

At the request of the retailer, a site visit to a customer's premises to disconnect the supply of electricity to a customer for breach by the customer of their customer retail contract or for a breach of Essential Energy's customer connection contract, or where a retailer has requested that the supply to the customer be disconnected.

The disconnection method will be at Essential Energy's discretion and will involve a method not identified as a disconnection method for Disconnection/Reconnection – Disconnection completed (e.g. pull load tail out of meter).

This charge includes the reconnection at the request of the retailer.

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.

#### Disconnection / Reconnection – at Pole Top / Pillar Box

A site visit to a customer's premises to disconnect the supply of electricity to a customer at the pole top or pillar box, for breach by the customer of their customer retail contract, or for a breach of Essential Energy's customer connection contract, or where a retailer supplier has requested that the supply to a customer be disconnected, where the customer has denied access to the meter or had prior to the visit, reconnected supply without authorisation by Essential Energy following a previous disconnection.

This charge includes the reconnection at the request of the retailer.



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 also apply.

Disconnection may not occur due to a number of reasons such as but not limited to the following:

- > Customer has paid retail bill;
- > Breach of customer connection contract has been rectified;
- > Safety of Installation or Essential Energy's employee;
- > Late cancellation by retailer;
- > Change of customer or retailer for the NMI.

In the cases listed above a 'Disconnection/Reconnection – Site Visit' charge will be applied.

#### Reconnection – Outside of Normal Business Hours

At the request of the retailer:

- > The provision of the reconnection component of either a 'De-energisation' sub type 'Remove Fuse (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
- > the reconnection of electricity to a new customer outside the hours of 7:30am and 4:00pm on a working day.
- > Essential Energy may be notified to conduct this service via the use of the 'Re-energisation' B2B service order.

#### Vacant property Reconnection / Disconnection

At the request of the retailer, a site visit to a customer's premises to disconnect or reconnect the supply of electricity due to:

- > a vacant premises; or
- > a site where the power is on.

This charge includes the reconnection at the request of the retailer.

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.

The disconnection/reconnection method will be at Essential Energy's discretion and will involve one of the following methods:

- > rotate plug in meter; or
- > removal of the service fuses; or
- > removal of barge board fuses; or
- > turn off and sticker covering main switch; or
- > turn off and tag and leave card.

#### Vacant property Reconnection / Disconnection (site visit only)

Disconnection does not occur on that occasion, as customer payment is made or it is a wasted visit.

Disconnection may not occur due to a number of reasons such as but not limited to the following:

- > Unable to access main switch board or metering;
- > Safety of installation or Essential Energy's employee;
- > Late cancellation by retailer;

- > Change of customer or retailer for the NMI.

A site visit may also be charged for reconnections and other retailer requests due to a number of reasons such as but not limited to the following:

- > Unable to access main switch board or metering;
- > Safety of Installation or Essential Energy's employee;
- > Late cancellation by retailer.

#### Move in, move out meter reads

B2B service orders from retailers to obtain a final read for customer move-outs or to obtain a start read where a customer is moving in to a site that has been vacant.

These services are additional to the special meter reading, disconnection/reconnection and testing services.

Charges may also be levied due to a number of reasons, such as, but not limited to the following:

- > Unable to access main switch board or metering;
- > Safety of installation or Essential Energy's employee;
- > Late cancellation by retailer;
- > Reconnection/disconnection for short periods, such as for holiday homes.

#### Authorisation of ASPs

The initial issue and annual renewal of authorisation by Essential Energy of individual employees or sub - contractors of an ASP to carry out work on or near Essential Energy's distribution system.

This may include without limitation:

- > confirmation of accreditation status with DTIRIS;
- > familiarisation in Essential Energy's safety rules and access permit requirements;
- > induction in the unique aspects of the network;
- > verification that the applicant has undertaken the necessary regulatory safety training (resuscitation etc.) within the last 12 months;
- > issuing authorisation cards;
- > administration support directly related to authorisation.

#### Authorisation ASP Training

The provision of Access Permit Recipient training as required for Essential Energy's ASP authorisation purposes.

#### Connection Offer Service - basic

Services provided by Essential Energy in assessing connection applications and making basic connection offers.

This may include, without limitation:

- > Assessment of application by relevant staff.
- > If the application is deemed to require a basic connection offer service the application is forwarded for processing.

#### Supply of Conveyancing Information

The provision of information regarding the availability of supply, presence of Essential Energy's equipment, power lines and related information for property conveyance purposes undertaken with or without any physical inspection of a site, other than the provision of information or the answering of enquiries relating to any matter under Freedom of Information legislation.

## Site Establishment

Site establishment services; including liaison 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.

Essential Energy may be notified to conduct this service via the use of the 'Allocate NMI' B2B service order. This fee will be levied once the 'Allocate NMI' service order has been processed by Essential Energy.

## Network Tariff Change Request

When a customer or retailer makes a request to alter an existing network tariff (for example, a change from an Anytime tariff to a Time of Use tariff or a demand tariff to a Time of Use tariff), Essential Energy conducts tariff and load analysis to determine whether the customer meets the relevant tariff criteria. Essential Energy also processes the change in both their information and market systems to reflect the tariff change.

## Recovery of Debt Collection Costs

Costs, including bank fees when a network customer's or ASP's cheque for the payment of network-related services is dishonoured.

### 3.2 Quoted Services

Due to the differing nature of these types of services, they will be done on a quote by job basis.

#### High load escorts

Temporary relocation, or other manners of making safe, of overhead mains for high vehicle loads and high load escorts.

#### Retailer of Last Resort (ROLR)

Essential Energy may be required to perform a number of services as a distributor when a ROLR event occurs including:

- > preparing lists of affected sites, and reconciling data with AEMO listings;
- > handling in-flight transfers;
- > identifying open service orders raised by the failed retailer and determining actions to be taken in relation to those service orders;
- > arranging estimate reads for the date of the ROLR event and providing data for final NUOS bills in relation to affected customers;
- > preparing final invoices for NUOS and miscellaneous charges for affected customers;
- > preparing final debt statements;
- > extracting customer data, providing it to the ROLR and handling subsequent enquiries;
- > handling adjustments that arise from the use of estimate reads;
- > assisting the retailer with the provision of network tariffs to be applied and the customer move in process; and
- > administration of any 'ROLR cost recovery scheme distributor payment determination'.

#### Franchise (CT) Meter Install

Essential Energy is responsible for Type 5 and 6 metering installations connected to Essential Energy's network and must provide and install rule compliant metering for any new current transformer or current and voltage transformer installations.

## Rectification works

### Rectification of illegal connection

Work undertaken by Essential Energy to the property of Essential Energy or to the property of another person in order to:

- > investigate
- > de-energise and/or make safe the assets,
- > inspect the assets following repair.

Following 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 Essential Energy's distribution system.

The assets will remain de-energised until an ASP has repaired the damaged assets (at the customer expense) and Essential Energy has inspected the repaired assets.

### Rectification works – provision of additional crew

If additional crew are required this will be charged at the R4 rate per hour

### Rectification works - fitting of tiger tails

Installation of temporary covering (known as 'torapoli pipes' or 'tiger tails') on overhead mains and service lines. NB this does not include the installation of temporary covers by certain ASPs in association with their contestable work, in accordance with their Service Provider Authorisation, which is contestable work.

## 3.3 Network ancillary services – rate based charges

The network related services listed in the table at section 2 have the scope detailed in the definitions below:

### Design information

The provision of information by Essential Energy to enable an ASP accredited for Level 3 work to prepare a design drawing and to submit it for certification.

This may include without limitation:

- > deriving the estimated loading on the system, technically known as the ADMD (after diversity maximum demand). This estimate depends on such factors as the number of customers served and specific features of the customer's demand;
- > copying drawings that show existing low and high voltage circuitry (geographically and schematically) and adjacent project drawings;
- > specifying the preferred sizes for overhead wires (conductors) or underground wires (cables);
- > specifying switchgear configuration type, number of pillars, street lights etc.;
- > determining the special requirements of Essential Energy's planning departments necessary to make electrical supply available to a development and cater for future projects;
- > any necessary liaison with designers associated with assistance in sourcing design information and developing designs;
- > nominating network connection points.

### Design certification

A certification by Essential Energy that a design (if implemented) will not compromise the safety or operation of Essential Energy's distribution system.

This may include, without limitation:

- > certifying that the design information/project definition have been incorporated in the design;
- > certifying that easement requirements and earthing details are shown;

- > considering design issues, including checking for over–design and mechanisms to permit work on high voltage systems without disruption to customers’ supply (adequate low voltage parallels);
- > certifying that funding details for components in the scope of works are correct;
- > certifying that there are no obvious errors that depart from Essential Energy’s design standards and specifications;
- > certifying that shared assets are not over-utilised to minimise developer’s connection costs and that all appropriate assets have been included in the design;
- > auditing design calculations such as voltage drop calculations, conductor clearance (stringing) calculations etc.;
- > certifying that a bill of materials has been submitted;
- > certifying that an environmental assessment has been submitted by an accredited person and appropriately checked.

#### Design rechecking

The rechecking of a design initially found to be uncertifiable due to significant defect or not meeting design information requirements. (Does not include the rechecking of minor amendments of an insignificant nature)

#### Inspection of construction work (by level 1 ASPs)

The inspection by Essential Energy of work undertaken by an ASP accredited to perform Level 1 work, for the purpose of ensuring the quality of the assets to be handed over to Essential Energy .

#### Inspection of service work (level 2 work)

The inspection by Essential Energy, in accordance with the DTIRIS Accredited Service Provider Scheme of work undertaken by a Level 2 ASP, for the purpose of ensuring the quality of assets to be handed over to Essential Energy.

The minimum number of inspections required must correspond to the grade of the ASP in table 5-1 below:

**Table 5-1: Inspection rate**

Grade	Number of inspections
A	1 inspection per 25 jobs
B	1 inspection per 5 jobs
C	Each job to be inspected

#### Re–inspection (level 1 and 2 work)

The re–inspection by Essential Energy of work (other than customer installation work) undertaken by an ASP accredited to perform level 1 or level 2 work, for the reason that on first inspection the work was found not to be satisfactory.

#### Re–inspection of work of a service provider

The re–inspection by Essential Energy of customer installation work undertaken by a service provider for the reason that on first inspection the work was found to be unsatisfactory.

#### Access Permit

This service fee includes network access and may include without limitation:

- > Access to Essential Energy’s distribution network (e.g. direct distributors)
- > Researching and documenting the request for access including a site visit as required;
- > Documenting the actual switching process;
- > Programming the work;
- > Control room activities;

- > Fitting and removing of access permit earths;
- > The actual switching of the high voltage network;
- > Identification of any customers who will be interrupted for carding by the ASP;
- > Low voltage switching and paralleling of substations that permits high voltage work without disrupting supply to other customers;
- > Excludes provision of MG (Motor Generator) and live line to maintain supply. These are services in addition and covered by another quoted service;
- > Cable ID, stab, cut and phase;
- > Reinstate network and testing;
- > Meeting requirements of the National Energy Retail Law (NSW) and the National Energy Retail Rules
- > Travel costs

The access permit charge is the maximum per access permit.

#### Substation commissioning

The commissioning by Essential Energy of a new substation, whether it is a single pole, padmount/kiosk or indoor/chamber and includes:

- > all necessary pre-commissioning checks and tests prior to energising the substation via the high voltage switchgear and closing the low voltage circuit breaker, links or fuses; and
- > the setting or resetting of protection equipment.

An Access Permit fee, in addition, may be required to gain access to the network in order to undertake the commissioning.

Essential Energy will perform the required testing and commissioning activities and the subsequent recording in Essential Energy's asset systems.

The substation commissioning charge will be applied per substation.

#### Administration

Work of an administrative nature (not including work described in service - Notice of Arrangement or Authorisation of ASPs), including the processing of Level 1 and/or Level 3 work, where the customer is lawfully required to pay for the Level 1 and / or Level 3 work. This may include, without limitation:

- > Checking supply availability;
- > Processing applications;
- > Correspondence from application to completion;
- > Record – keeping;
- > Requesting and receiving fees (initially, then prior to design and after certification);
- > Receiving design drawings (registering and copying);
- > Raising order for high voltage (HV) work;
- > Calculating the value of reimbursements under any applicable pioneer schemes;
- > Calculating the cost of a project and warranty / maintenance bond;
- > Organising refunds to developers for HV work;
- > Liaising with developers via phone and facsimile;
- > Updating Geographic Information Systems (GIS) and mapping;
- > Supporting the process of design information, design certification and design rechecking.

## Notice of arrangement

Work of an administrative nature performed by Essential Energy where a local council requires evidence in writing from Essential Energy that all necessary arrangements have been made to supply electricity to a development.

This may include without limitation a Notice of Arrangement or a Compliance Certificate involving:

- > Receiving and checking linen plans and 88B instruments;
- > Copying linen plans;
- > Checking and recording easement details;
- > Preparing files for conveyance officers;
- > Liaising with developers if errors occur or changes are required;
- > Checking and receiving duct declarations and any amended linen plans and 88B instruments approved by a conveyance officer;
- > Prepare Notification of Arrangement or Compliance Certificate;
- > Confirm the works are completed in accordance with Essential Energy's requirements including substations and ducts, service mains to the customer's 'point of supply' and peg all easements and lot frontages and complete the works.

Essential Energy may issue a Notice of Arrangement or Compliance Certificate prior to completion of the contestable works provided:

- > the contestable design has been certified, and
- > an additional bond has been deposited either in cash or as a Banker's Guarantee, consisting of an amount equal to the value of the contestable works remaining to be completed which is returned if all of the above requirements have been satisfied.

## Access to Network Assets (Standby Person)

The provision of access (standby) to switchrooms, substations and the like to an ASP who is accompanied by Essential Energy's staff member(s).

## Customer Interface Coordination for Contestable Works

This service is proposed where customer developments may require a high level of Essential Energy's involvement in order to coordinate a range of inputs from Essential Energy to help establish the development. These are usually projects with the following characteristics:

- > Multiple components. For example, relocation and connection works associated with the one development, or work impacting multiple voltages.
- > Projects with scheduling challenges such as rapid deployment requirements or constrained timeframes for particular tasks.
- > Multiple and/or conflicting works to be undertaken in tandem or cooperation with other services or utilities.
- > Projects where there are significant inter-relationships between capital and contestable works which would benefit from coordination.

The form of this service includes, but is not limited to, attendance at internal and external project meetings in accordance with the needs of particular customers. It requires strong communication skills and technical understanding. The nature of the project would determine the skill level of the assigned officer and the number of hours required.

## Preliminary Enquiry Service

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/advice which may subsequently be required from strategic planning studies and analysis and process facilitation.

### Connection Offer Service – standard

Services provided by Essential Energy in assessing connection applications and making standard connection offers.

This may include, without limitation:

- > Assessment of application by relevant staff and if the application is deemed to require a standard connection offer service, the application is allocated to Network Connections.
- > Network Connections is responsible for deriving the estimated loading on the electrical distribution network, technically known as the ADMD (After Diversity Maximum Demand). This estimate depends on such factors as the number of customers served and specific features of the customer's demand.
- > Once the ADMD is derived the customer is advised what is required to connect to the electrical distribution network. This could be one of the following methods of supply:
  - A direct distributor from an existing substation,
  - A direct distributor from a new kiosk substation,
  - A direct distributor from a new pole mounted transformer substation,
  - A direct distributor from a new chamber substation.
- > Once the assessment has been completed by Network Connections, relevant staff forward the assessment of the standard connection offer to the customer.

### Connection / Relocation Process Facilitation

Providing connection applicants with ongoing 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 additional to the published instructions available to all applicants and is not a mandatory requirement of the connection process for standard connections to the distribution network ( $\leq 11\text{kV}$ ). It would be recommended for first time contestable customers or customers with complex or challenging projects. The intent would be to help minimise project delays caused by customers not taking the required action at the optimum time in the process. This would be achieved by staff taking a proactive approach to communication and engagement with connection applicants. It is an essential requirement for major connection projects (greater than 10MW load or connected at  $>11\text{ kV}$ ) because the process varies to meet particular project requirements (the electrical component potentially being a smaller but often critical part of a much larger project).

The form of this service includes, but is not limited to:

- > Project coordination activities;
- > One-on-one engagement to review project or process particulars;
- > Consultation of connection particulars; and
- > Facilitation.

### Services to supply and connect temporary supply to one or more customers

The provision of an MG (Motor Generator) connection to the network or a direct distributor and / or use of HV Line Live Techniques when required to maintain a continued but temporary supply to otherwise impacted customers during contestable connection works. Service is in conjunction with but in addition to access permits and clearance to work.

The costs of MG hire and operation are not included as these are commercially available. Note also, there is no allowance for Essential Energy to supply an MG standby technician if required.

### Planning Studies for Distribution Connection applications

Planning studies and associated technical analysis to determine suitable/feasible connection options for further consideration by proponents. The service applies mainly to large loads and generators where suitable connection options are not necessarily obvious and may result in potentially significant impacts on Essential Energy's existing network development strategies and augmentation requirements.



### Services involved in obtaining Deeds of Agreement

Services related to the acquisition of tenure over and access to Essential Energy's assets associated with contestable connection works. New assets being connected to the network may be positioned on land not legally accessible to Essential Energy. To ensure Essential Energy has appropriate tenure and access to these new assets into the future, a Deed of Agreement is established in advance of connecting the new assets to facilitate the necessary execution of formal arrangements that create appropriate easement or lease arrangements to be registered on the land title deed.

Services provided in relation to obtaining Deeds of Agreement for property rights associated with contestable connection works, including processes associated with obtaining registered leases and easements for land on which Essential Energy's assets are located (i.e. those assets assigned or "gifted" to Essential Energy on electrification). These property rights are necessary in order to ensure Essential Energy is able to carry out ongoing maintenance in relation to its assets. As Essential Energy often connects assets before registered leases or easements have been obtained, it is necessary to obtain Deeds of Agreement from landowners in the interim.

Investigation, review, and implementation of remedial actions associated with work performed by ASPs.

The investigation, review and implementation of remedial actions associated with contestable connection works, leading to corrective and disciplinary action against an ASP due to unsafe practices, substandard workmanship or other serious circumstances.

Attendance at customers premises to perform statutory right where access is prevented

Recovery of costs associated with gaining access to a customer premises under statutory law, in order to carry out necessary Essential Energy functions.

This task normally involves a meter technician returning to a customer's premises to undertake a service for a second time due to customer dissent during previous visits.

## 4. Definitions and interpretation

### 4.1 Definitions

1. In this document:

**ASP** means an accredited service provider and is an entity who has been accredited under Part 3 *Electricity Supply (Safety and Network Management) Regulation 2014 (NSW)*

**MSATS** means the market settlement and transfer system operated by AEMO

**NMI** means a national metering identifier

**service provider** means a person who may lawfully undertake customer installation work

In this document the following expressions have the meaning given to them in the *National Energy Retail Law (NSW)*:

**customer connection contract**

**customer retail contract**

**de-energisation or disconnection**

**re-energisation or reconnection**

**retailer**

2. References to sections are references to sections in this document.

### 4.2 Interpretation of grade or level of accreditation

1. In this document, the reference to a grade or level, means the grade or level for which an ASP is accredited, applying the classification system in table 6-1 below.
2. If the classification system in table 6-1 is amended in future years, the reference in this appendix to a grade or level will be taken to be a reference to the grade or level in the amended classification system that most closely approximates the grade or level in table 6-1.

**Table 6-1: Classification of accreditation**

Accreditation	Type of work	Category
Level 1	Construction of transmission and distribution works, including high and low voltage, overhead and underground reticulation and substations	Underground (UG) Overhead (OH)
Level 2	Service Work: Construction and/or installation of the service line interface between the distribution system and consumer terminals, including metering services.	Disconnection and reconnection Underground (UG) service lines Overhead (OH) service lines Metering and energising new installations Installing contestable metering – under review
Level 3	Design of distribution works	Underground (UG) Overhead (OH)