



Table 1.1: Charges for customer related services

Product Code	Customer related service – fee based charges	(\$/year \$17-18)
SRMBH	Special Meter Read (includes wasted visit)	84.72
MIRBH	Move in Meter Read	84.72
MORBH	Move out Meter Read	84.72
MTBH	Meter Test – 1 st meter	467.13
MTABH	Meter Test – each additional meter	343.48
OPCBH	Off peak conversion	84.72
SVDNPBH	Disconnect – site visit	96.17
SVRBH	Reconnect – site visit	96.17
DMBH	Disconnect / Reconnect – Disconnection Complete	128.38
TDMBH	Disconnect / Reconnect – Technical Disconnection	128.38
DVSBH	Vacant Premise – Reconnect / Disconnect	128.38
SVDVSBH	Vacant Premise – Reconnect / Disconnect (site visit only)	96.17
DPPBM	Disconnect – Pillar/Pole	473.34
RMAH	Reconnection – Outside business hours	124.32
SITEST	Site Establishment per NMI	72.70
	Authorisation of ASPs – initial	710.41
	Authorisation of ASPs – renewal	328.96
	Authorisation ASP Training	293.49
	Connection offer service - basic	24.23
	Conveyancing information desk inquiry	53.75
	Debt collection cost	33.88

Table 1.2: Services attracting no charge

Product Code	Customer related service	\$
RMBH	Reconnection business hours	0
RPBH	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	R2b / hour
Retailer of Last Resort	cost / customer
CT Meter install	R2b / hour plus materials
Rectification works – rectification of illegal connection	R2b / hour plus materials
Rectification works – provision of additional crew	R4 / hour
Rectification works – fitting of tiger tails	R4 / hour plus rental

Table 2.1: Applicable Labour Rates

Labour Class	Hourly rate	Overtime hourly rate
Admin R1	96.94	132.49
Design R2a	150.59	205.82
Inspector R2b	180.41	236.81
Engineer R3	193.22	254.79
Field Worker R4	137.39	178.00



Table 2.2: Schedule of 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	\$451.77			R2a per hour				R2a per hour				R2a per hour	R2a or R3 per hour	
	6 to 10 lots	\$602.36													
	11 to 40 lots	\$1,054.13													
	Over 40 lots	\$1,355.31													
Design certification	Up to 5 lots	\$301.18			Up to 5 poles	\$301.18			Up to 10 lots	\$451.77			R2a per hour	R2a or R3 per hour	
	6 to 10 lots	\$451.77			6 to 10 poles	\$451.77			11 to 40 lots	\$602.36					
	11 to 40 lots	\$752.95			11 or more poles				Over 40 lots						
	Over 40 lots	\$903.54													
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	\$90.20	\$216.49	\$451.01	First 5 poles	\$108.24	\$216.49	\$360.81	First 10 lots	\$90.20	\$216.49	\$451.01			
	Next 40 lots	\$90.20	\$126.28	\$252.57	Next 5 poles	\$90.20	\$180.40	\$333.75	Next 40 lots	\$90.20	\$216.49	\$451.01			
	Remainder	\$18.04	\$72.16	\$120.87	Remainder	\$77.71	\$126.28	\$272.00	Remainder	\$90.20	\$216.49	\$451.01			
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	\$2,705.05				\$2,705.05				\$2,705.05				\$2,705.05	\$2,705.05	
Substation commissioning	\$2,511.83				\$2,511.83				\$2,511.83				\$2,511.83	\$2,511.83	
Administration	Up to 5 lots	\$387.73			Up to 5 poles	\$387.73			R1 per hour (max 6 hours)				R1 per hour (max 6 hours)	R1 per hour (max 6 hours)	
	6 to 10 lots	\$484.66			6 to 10 poles	\$484.66									
	11 to 40 lots	\$678.52			11 or more poles										
	Over 40 lots	\$775.46													
Notice of Arrangement	\$301.18														
Access to network assets (standby)	R2b per hour														
Inspection of service work (level 2 work)	All service connections: per NOSW				A Grade: \$45.10				B Grade: \$75.77				C Grade: \$216.48		
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														
Connection Offer Service	Basic: \$24.23												R2a per hour		
	Other than basic														Standard – no substation on site
															Standard – with substation on site
															Negotiated
												Site visit			
Connection / Relocation Process facilitation	R2a per hour														
Rectification of illegal connection	R2b per hour														
Services to supply and connect temporary supply to one or more customers	Install & remove HV Live Line links								\$3,608.10						
	Break and remake HV bonds								\$2,706.07						
	Break and remake LV bonds								\$2,164.86						
	Connection and disconnection of MG to OH mains								\$2,164.86						
Connection and disconnection of MG to LV board in Kiosk								\$1,443.24							
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														