FINAL DECISION

Ergon Energy
Distribution Determination
2020 to 2025

Attachment 15
Alternative control services

June 2020

AUSTRALIAN ENERGY REGULATOR

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Note

This attachment forms part of the AER's final decision on the distribution determination that will apply to Ergon Energy for the 2020–25 regulatory control period. It should be read with all other parts of the final decision.

The final decision includes the following attachments:

Overview

Attachment 1 – Annual revenue requirement

Attachment 2 – Regulatory asset base

Attachment 3 – Rate of return

Attachment 4 – Regulatory depreciation

Attachment 5 – Capital expenditure

Attachment 6 – Operating expenditure

Attachment 7 – Corporate income tax

Attachment 8 – Efficiency benefit sharing scheme

Attachment 9 – Capital expenditure sharing scheme

Attachment 10 – Service target performance incentive scheme

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15 Alternative control services

This attachment sets out our final decision on the prices Ergon Energy is allowed to charge customers for the provision of alternative control services: ancillary network services, public lighting and metering.

Alternative control services are customer specific or customer requested services and so the full cost of the service is attributed to a particular customer, or group of customers, benefiting from the service. We set service specific prices to provide a reasonable opportunity to the distributor to recover the efficient cost of each service from customers using that service. This is in contrast to standard control services where costs are spread across the general network customer base.

15.1 Final decision

For ancillary network services, our final decision is to largely accept Ergon Energy's revised proposal for fee-based services, including security lighting services, with minor modelling changes. In preparing this revised proposal Ergon Energy reviewed its input assumptions, made corrections raised in our draft decision (where we rejected all the proposed fees) and had an independent contractor review the accuracy of its model. Our final decision for quoted services is to accept Ergon Energy's proposed labour rate for para-professionals but to reject the proposed labour rate for administration and system operator and otherwise sustain our draft decision. The charges and labour rates for ancillary network services are listed in appendix A.

For public lighting, our final decision is to reject Ergon Energy's proposed LED asset life assumptions and operating expenditure but otherwise accept Ergon Energy's revised proposal with minor modelling changes to reflect updated return on debt and other similar inputs and to correct minor errors/omissions. Our final decision public lighting charges are listed in appendix B.

For metering, our final decision is to reject Ergon Energy's proposed operating expenditure but otherwise accept Ergon Energy's revised proposal with minor modelling changes to reflect updated return on debt and other similar inputs. Our final decision metering charges are listed in appendix C.

Consistent with our approach for standard control services, we have applied the trimmed mean inflation series from the most recent Reserve Bank of Australia (RBA) inflation forecasts[1] to relevant components of the alternative control services models. For further discussion of these issues see the Overview of this decision.[2]

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1 RBA, *Statement on Monetary Policy – May 2020*, May 2020, Forecast Table – May 2020, available at https://www.rba.gov.au/publications/smp/2020/may/forecasts.html

2 Additional discussion of these issues can be found in Attachment 3 - Rate of Return and Attachment 6 - Operating Expenditure of this decision.

15.2 Ergon Energy's revised proposal

Ancillary network services

In response to our draft decision Ergon Energy reviewed its fee-based services model to correct errors and issues we identified in our draft decision, and to revise some service assumptions to ensure revenue recovery.[3] This included combining some services, adding a new fee for a supply abolishment service, adjusting some service times based on historic data, adjusting contractor costs for updated data and otherwise correcting any inconsistencies.[4]

Ergon Energy also engaged an external contractor to review its pricing model to provide assurance that formulas in its pricing model were consistent and accurate and that they reflected Ergon Energy's business logic.[5] Any errors and inconsistencies were corrected. These changes resulted in some of the revised proposal prices looking substantially different (increases and decreases) compared to the August 2019 model we considered in our draft decision.

In view of the significant differences between the fee-based ancillary network services listed in Ergon Energy's revised proposal and those offered in the current period (2015–20), Ergon Energy has advised that many of the services cannot be compared on a like-for-like basis. The key drivers of these differences in fee-based services are the transition of a number of services from quoted to fee-based and changes to align services between Ergon Energy and Energex.[6]

As part of its revised proposal, Ergon Energy resubmitted its proposed labour rates for the Administration and Para-professional labour categories, providing further evidence for its position.[7] Ergon Energy also resubmitted its proposed labour rates for the System Operator labour category, though without providing further explanation. Ergon Energy also revised all of the labour rates that we accepted in our draft decision to reflect revised escalators.

Consistent with our draft decision, Ergon Energy proposed that security lighting will be installed on a quoted basis, with ongoing costs charged on a fee basis. These ongoing costs were determined using a bottom-up methodology with recovery of both capital and non-capital components.[8]

Public lighting

Ergon Energy's revised proposal generally accepted our draft decision. However, in accepting our cap on overheads, Ergon Energy has reassessed the allocation of these

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3 Ergon Energy, *Response to information request #075 - ANS - questions on revised proposal*, 13 January 2020.
4 Ergon Energy, *Response to information request #075 - ANS - questions on revised proposal*, 13 January 2020.
5 Ergon Energy, *Response to information request #075 - ANS - questions on revised proposal*, 13 January 2020.
6 Ergon Energy, *Response to information request #075 - ANS - questions on revised proposal*, 13 January 2020.
7 Ergon Energy, *Revised regulatory proposal 2020–25*, December 2019, pp. 63, 64.
8 Ergon Energy, *Revised regulatory proposal 2020–25*, December 2019, p. 64.

costs and included some of them as operating expenditure. Ergon Energy also changed its assumed asset life for LEDs from 20 years to 10 years.

Ergon Energy has submitted models that have also been updated to reflect actual results for the 2018–19 regulatory year, as well as an adjusted approach to calculating base operating expenditure.

Metering

Ergon Energy's revised proposal generally accepted our draft decision. However, in accepting our removal of capitalised non-network costs and our cap on overhead costs, Ergon Energy has reassessed the allocation of these costs and included some of them as operating expenditure. Ergon Energy's revised proposal also omitted operating expenditure adjustments for non-recurring costs, operational improvements, and forecast merger savings that we had accepted in our draft decision.

Ergon Energy submitted models that have also been updated to reflect actual results for the 2018–19 regulatory year.

15.3 Assessment approach

The price cap control mechanism that we apply to assess the efficient costs of alternative control services may use elements of the building block model for standard control services, but there is no requirement to apply the building block model exactly as prescribed in Part C of the National Electricity Rules (NER).[9] Full details of our final decision on the form of control mechanism and control mechanism formulae are set out in attachment 13 of this final decision.

Our final decision assessment approach is the same as for our draft decision. In terms of labour rates, in our draft decision we indicated that while our consultant, Marsden Jacob, had provided maximum reasonable labour rates, we considered them efficient for our purposes.[10] We maintain this view for our final decision.

In reaching our final decision, we considered additional information submitted by Ergon Energy, both with its revised proposal and in response to our information requests. We have also taken into account stakeholder submissions.

15.4 Ancillary network services

Ancillary network services share the common characteristic of being non-routine services provided to individual customers as requested. Ancillary network services are either charged on a fee or quotation basis, depending on the nature of the service.

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9 NER, cl. 6.2.6(c).

10 AER, *Draft Decision: Ergon Energy distribution determination 2020 to 2025 - Attachment 15 - Alternative Control Services*, October 2019, p.15-13.

We determine fee-based service price caps for the next (2020–25) regulatory control period as part of our determination, based on the cost inputs and the average time taken to perform each service. These services tend to be homogenous in nature and scope, and can be costed in advance of supply with reasonable certainty. By comparison, prices for quoted services are based on quantities of labour and materials, with the quantities dependent on a particular task. Prices for quoted services are determined at the time of a customer's enquiry and reflect the individual requirements of the customer's service request. For this reason, it is not possible to list prices for quoted services in our decision, however our final decision sets out the labour rates to be applied.

15.4.1 Ancillary network services—Final decision

X Factors for ancillary network services

Consistent with our decision for standard control services, we accept Ergon Energy's methodology of calculating labour price growth forecasts using the average of two forecasts. A discussion of our decision to accept this method is set out in Attachment 6 − Operating Expenditure. We have updated the labour escalators calculated according to this methodology to incorporate revised forecasts.

As ancillary network services typically have a very high share of labour and labour-related inputs, we typically use a labour escalator as the general ancillary network services X factor. We have applied our final decision labour escalator as the X Factor for ancillary network services - except as noted below.

Our draft decision also separate X Factors for fees relating to the installation of type 6 meters for the Mt Isa-Cloncurry network, based on whether they are urban/short rural or long rural/isolated. This reflected that a significant component of the price was attributable to materials, rather than labour, such that applying a pure labour escalator as the X Factor was not appropriate. Our draft decision was to apply separate X Factors for the urban/short rural and long rural/isolated, based on an average of the relative proportion of labour to materials.[11] Ergon Energy has confirmed that it is supportive of this approach.[12] For type 6 meter installation fees for the Mt-Isa Cloncurry network, the X Factors for urban-short rural and long rural/isolated reflect 57.18 per cent and 72.39 per cent weightings based on the labour component of the service price.

We have also considered the security lighting prices proposed by Ergon Energy in its revised proposal, and note that capital charges account for a significant proportion of security lighting services charges. Accordingly, we have decided to adjust the X factor for these services by the average non-capital charge share for security lighting services (75.66 per cent).

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[11] AER, *Draft Decision: Ergon Energy distribution determination 2020 to 2025 - Attachment 15 - Alternative Control Services*, October 2019, p. 15-22.

[12] Ergon Energy, *Response to information request #075 - ANS - questions on revised proposal*, 13 January 2020.

Our final decision X Factors are set out in Table 15.11 in appendix A.[13]

Fee-based services

Our draft decision rejected all of Ergon Energy's proposed fees and recommended that Ergon Energy undertake a review of its proposed fees and modelling and consult with stakeholders.[14] We are satisfied that Ergon Energy has undertaken this review and made appropriate changes to its proposed fees. While we consider there are deficiencies in stakeholder consultation, this does not substantively change our position on the prices proposed. We therefore accept Ergon Energy's proposed fees as they provide a reasonable opportunity to recover efficient costs.

We also note that under Schedule 8 of the *Electricity Regulation 2006 (Qld),* some ancillary network services are price-capped, and these prices take precedence over our decision.[15]

Labour rates

Our draft decision rejected four of Ergon Energy's proposed labour rates – Administration, Para-professional, System Operator and Tech/PW/Admin – and substituted our efficient labour rates. In its revised proposal Ergon Energy again argued for higher labour rates for the Administration and Para-professional categories, at similar rates as its original proposal. Our final decision is to:

- Reject Ergon Energy's proposed Administration labour rate, Tech/PW/Admin labour rate (which is calculated using the administration labour rate) and System Operator labour rate and substitute the maximum labour rate recommended by our consultant.
- Accept Ergon Energy's proposed Para-professional labour rate on the basis of new information on the tasks carried out by staff in this labour category. On the basis of the tasks carried out, we consider the Para-professional labour rate should be benchmarked against our maximum labour rate for an Engineer or Technical Specialist. Ergon Energy's proposed Para-professional labour rate is above our maximum labour rate for an Engineer but below our maximum labour rate for a Technical Specialist. On balance, we therefore accept Ergon Energy's proposed Para-professional labour rate as efficient.

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13 For more information of the form of control applying to alternative control services, see Attachment 13 of this final decision.

14 AER, *Draft Decision: Ergon Energy distribution determination 2020 to 2025 - Attachment 15 - Alternative Control Services*, October 2019, p.15-5.

15 While there are only eight price-capped ancillary network services under the *Electricity Regulation 2006 (Qld)*, these flow through to the permutations of the ancillary network services Ergon Energy proposed. The *Electricity Regulation 2006 (Qld)* also stipulates that prices for customers on long rural/isolated feeders should be the same as the prices for customers on urban feeders.

- Sustain our draft decision on labour rates for all other labour categories that were subsequently accepted by Ergon Energy in its revised proposal (with minor updates to escalators).
- Otherwise sustain our draft decision on overtime rates, accepting those that fall below our maximum efficient benchmark.

Table 15.1 sets out our final decision maximum ordinary time labour rates (which include on-costs and overheads) that Ergon Energy should apply in calculating charges for ancillary network services provided on a quoted basis. Appendix A contains our final decision labour rates for overtime hours for ancillary network services provided on a quoted basis.

Table 15.1 AER final decision – hourly labour rates (incl. on-costs and overheads, $2020–21)

Ergon Energy labour category	Ergon Energy total hourly rate (base plus on-costs plus overheads)	AER labour category[1]	AER final decision - maximum total hourly rate (base plus on-costs plus overheads)
Admin Employee	$131.97	Admin	$77.00
Professional Managerial	$206.74	Project Manager	$206.74
Power Worker	$143.35	Field Worker	$143.35
Technical Service Person	$175.02	Technical Specialist	$175.02
Electrical System Designer	$162.38	Engineer	$162.38
Supervisor	$193.79	Project Manager	$193.79
Para-Professional	$189.57	Technical specialist	$189.57
Apprentice	$107.04	Field Worker	$107.04
System Operator	$232.26	Senior Engineer	$225.08
Tech/PW	$159.18	Tech/PW[4]	$159.18
Tech/PW/Admin[2]	$150.11	Tech/PW/Admin[4]	$131.79

Source: AER calculations; AER final decision model for Energex and Ergon Energy fee-based and quoted ancillary network services; Energex and Ergon Energy, *11.002 Revised fee-based and quoted services model - ACS Jan20 Public.*

1: Based on Marsden Jacob report. These labour categories are for comparison purposes only.

2: The labour rate for this labour category is an average of the labour rates for the underlying labour categories. While the AER does not have a specific matching labour category, we have taken a similar approach and applied the average of our final decision labour rates for the relevant categories.

Security lighting services

Consistent with our draft decision, we accept Ergon Energy's proposal to charge for installation of security lighting on a quoted basis, with the ongoing maintenance, operation and replacement and energy usage being charged on a fee basis.[16]

Subject to minor modelling updates we accept Ergon Energy's proposed fees for security lighting which include separate prices for Small LED, Medium LED, Small Conventional, Medium Conventional and Large Conventional customers. We have made minor modelling adjustments to incorporate the updated weighted average cost of capital (WACC) and inflation forecast. As noted above, we have also set a separate X factor for security lighting.

New ancillary network services

Consistent with our draft decision, if new services arise during the 2019–24 regulatory control period with characteristics that are the same or essentially the same as other alternative control services,[17] we consider that they should be priced as a quoted service until the next (2025–30) regulatory period. Any new ancillary network service and pricing methodology should be disclosed through each distributor's annual pricing process.

15.4.2 Ancillary network services—Reasons for final decision

Revised prices

Our draft decision rejected all of Ergon Energy's proposed fees due to deficiencies in the model, Ergon Energy's desire to review some of the service assumptions, and the difficulty stakeholders (and the AER) had in comparing to prices in the current (2015–20) regulatory period. The revised proposal did not directly address our concerns or convey that we had rejected all of Ergon Energy's proposed fees.[18]

In response to an information request, Ergon Energy provided evidence that its models were independently reviewed and confirmed that the issues we had raised in our draft decision had been addressed.[19] However, Ergon Energy also advised that it was not feasible to carry out a price comparison between 2019–20 and 2020–21 given that a number of proposed fee-based services were previously offered on a quotation basis.

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16 Ergon Energy, *Revised regulatory proposal 2020–25*, December 2019, p. 60.

17 Service classification is set out in attachment 13 of our final decision. We generally classify services in groupings rather than individually. This obviates the need to classify services one-by-one and instead defines a service cluster, such that where a service is similar in nature it would require the same regulatory treatment. This provides distributors with flexibility to alter the exact specification (but not the nature) of a service during a regulatory control period.

18 See pages 59-60 of Ergon Energy's revised regulatory proposal.

19 Ergon Energy, *Response to information request #075 - ANS - questions on revised proposal*, 13 January 2020.

Origin Energy raised its concern with the lack of information around price changes and difficulty in comparing prices in its submission. Origin Energy noted that while there appeared to be some price decreases compared to the initial regulatory proposal, there were also significant increases for de-energisation/re-energisation services and it was not clear why. Origin Energy therefore encouraged the AER to conduct a thorough review of the proposed fees.[20]

We have reviewed the price movements between the model we considered for our draft decision and the revised proposal, focusing on any movements greater than 10 per cent in absolute terms. This included seeking further information from Ergon Energy. A summary of this analysis and Ergon Energy's responses is contained in Table 15.2.

Table 15.2 Price differences between draft decision model and revised proposal (> 10 per cent or < -10 per cent only), 2020–21

Reason for service price change	Magnitude of change	Service grouping affected[1]
Services decreasing in price		
Reduction in service time/corrections to service time	-11% to -90%	Supply abolishment (EE_122) Point of attachment relocation (EE_180) Meter inspection and investigation on request (EE_268) Call out fee (EE_232)
Reduction in number of employees required	-33% to -50%	Temporary connection (EE_110) Supply enhancement (underground) (EE_164)
Correction to service assumptions	-23% to -50%	Removal of a meter (type 5 and 6) (EE_262) Meter reconfiguration (EE_288)
Correction to materials overhead rate	-11% to -21%	Install new meter (type 5 and 6) (EE_244)
Services increasing in price		
Correction of contractor rates	+348%	Meter reading (EE_312)

[20] Origin Energy, Submission on AER draft decision and revised regulatory proposals for Queensland electricity distributors 2020–25, 15 January 2020, pp. 2-3.

Reason for service price change	Magnitude of change	Service grouping affected[1]
Increase in number of employees to meet safety requirements / correct for errors or inconsistencies	+29% to +203%	De-energisation (EE_5) Re-energisation (EE_29) Temporary disconnections and reconnections (EE_79)
Inclusion of consumables for overhead services	+11% to +40%	Supply enhancement (overhead) (EE_148)
Correction to labour rates (ordinary time used rather than overtime)	+32%	Re-energisation (after hours or anytime) (EE_57)
Correction to service assumptions	+12% to +26%	Re-arrange connection assets at customer's request (long rural/isolated) (EE_197)

1 Service numbers in brackets are examples only.
Source: AER Analysis; Ergon Energy, *Response to information request #075 - ANS - questions on revised proposal*, 13 January 2020; EGX ERG 11.002 Revised fee-based and quoted services model - ACS Dec19 CONFID.

Given the difficulties in comparing Ergon Energy's proposed charges for fee-based services to those from the previous regulatory period – most notably the transition of a number of services from being offered on a quotation basis (with no fixed price) to a fixed-fee basis to provide greater transparency and certainty – we have not been able to conduct a top-down comparison of these fees. Instead, we have considered the key inputs to the cost build up to determine whether the fees are reasonable.

As noted above, the proposed labour rates generally fall within the maximum efficient labour rates as calculated by our consultant. Where this is not the case we have substituted our maximum labour rates. Our draft decision accepted the proposed service travel times for providing services to long rural/isolated feeders and urban/short rural feeders. In addition, the benchmarking provided by our consultant on the service times for the most commonly used services did not recommend changes to any of Ergon Energy's proposed service times. On balance, given the independent review of Ergon Energy's model, correction of errors, review of assumptions, and the explanations provided, we consider that the proposed fees provide Ergon Energy a reasonable opportunity to recover efficient costs, and therefore accept them subject to minor modelling updates.

Administration, para-professional and system operator labour rates

Our draft decision reduced the Administration labour rate by around $55 an hour to reach our efficient maximum.[21] Ergon Energy's revised proposal contended that its higher Administration labour rate should be accepted as it has upskilled its administration staff so that they can assess the more straightforward connection applications.[22] This allows administration staff to process some applications, limiting the workload of Paraprofessionals.[23] In response to our request regarding how the Administration labour rate would be used in practice, for instance, where there were administration duties for a non-connection service, Ergon Energy advised that the rate is effectively a weighted average of the duties its administration staff provide.[24]

We do not consider that Ergon Energy has made a compelling case for its higher Administration rate. If administration staff are providing administration services then this time should be charged at the efficient labour rate for that service, rather than at a higher labour rate to take into account training for 'enhanced' administration services. We therefore sustain our draft decision and reject Ergon Energy's proposed labour rate for Administration. In practice, we expect that quoted services that need more specialised skills beyond administration will also utilise the other efficient labour rates we have approved.

In our draft decision we benchmarked Ergon Energy's proposed Para-professional labour rate against our Administration labour rate, consistent with our previous approach and in the absence of information from Ergon Energy on when it would apply this labour category.[25] Ergon Energy's revised proposal explains that its Para-professional labour category undertakes the assessment of technical information and network capacity and includes decision on connections and upgrades.[26] This means that we should benchmark against our Technical Specialist or Engineering labour category. The proposed para-professional labour rate falls above the efficient maximum for labour rate for an Engineer but below our maximum labour rate for a Technical Specialist. On balance, we therefore accept we accept Ergon Energy's proposed labour rate.

Our draft decision also reduced the system operator labour rate by around $5 an hour to reach our efficient maximum.[27] We have sustained this position in our final decision in the absence of any further information from Ergon Energy.

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21 AER, *Draft Decision: Ergon Energy distribution determination 2020 to 2025 - Attachment 15 - Alternative Control Services*, October 2019, p.15-10.

22 Ergon Energy, *Revised regulatory proposal 2020–25*, December 2019, p. 63.

23 Ergon Energy, *Revised regulatory proposal 2020–25*, December 2019, p. 64.

24 Ergon Energy, *Response to information request #075 - ANS - questions on revised proposal*, 13 January 2020.

25 AER, *Draft Decision: Ergon Energy distribution determination 2020 to 2025 - Attachment 15 - Alternative Control Services*, October 2019, p.15-18.

26 Ergon Energy, *Revised regulatory proposal 2020–25*, December 2019, p. 63.

27 AER, *Draft Decision: Ergon Energy distribution determination 2020 to 2025 - Attachment 15 - Alternative Control Services*, October 2019, p.15-11.

Security lighting services

Our draft decision accepted Ergon Energy's proposal to charge for the installation of security lights on a quoted basis and for ongoing costs on a fee basis. However, our draft decision did not include any fees as we did not receive a pricing model or any proposed fees from Ergon Energy.[28]

Security lighting was previously charged as an unregulated service, and this is the first period that it will be charged as an alternative control service.[29] Ergon Energy has around 530 customers, with large conventional lamps being the most prevalent type of light in use.[30]

In its revised proposal, Ergon Energy proposed shifting the installation component to quoted services. We accepted this in our draft decision. For ongoing costs, Ergon Energy proposed five different fees: Small LED, Medium LED, Small conventional, Medium conventional and Large conventional.[31] Ergon Energy's model contains comparisons to the prices for 2019–20, averaging across several categories of light to achieve comparable current prices. The proposed prices would lead to the vast majority of customers experiencing price decreases of over 20 per cent.[32]

We have reviewed the proposed prices and consider that they provide Ergon Energy with a reasonable opportunity to recover its efficient costs. We accept these proposed prices, with minor modelling updates to reflect our final WACC and inflation forecast. We note the model includes the recovery of LED lights over 10 years, which is different to our decision for public lighting, however we are satisfied that pricing for security lighting should be different given it is a different kind of service.

15.5 Public lighting

Public lighting services include the operation, maintenance, repair, replacement, alteration, relocation, and provision of public lighting assets. Ergon Energy owns and operates over 140 000 public lights servicing local government authorities (councils), the Department of Transport and Main Roads, and other Government entities.[33] This asset base includes 54 000 public lighting assets 'gifted' to Ergon Energy by customers; Ergon Energy now owns, maintains, and operates these lighting assets.[34] There are an additional 13 000 public lighting units that are owned and operated by customers; Ergon Energy provides the electricity supply only for these units.[35]

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28 AER, *Draft Decision: Ergon Energy distribution determination 2020 to 2025 - Attachment 15 - Alternative Control Services*, October 2019, p.15-12.

29 Ergon Energy, *2020–25 TSS Explanatory Notes*, January 2091, p.71.

30 Ergon Energy, *Revised regulatory proposal 2020–25*, December 2019, p. 64; Ergon Energy, *ERG 11.014 Security lights pricing model - ACS DEC19 PUBLIC*.

31 Ergon Energy, *2020–25 TSS Explanatory Notes*, January 2091, p.72.

32 Ergon Energy, *ERG 11.014 Security lights pricing model - ACS DEC19 PUBLIC.*

33 Energy Queensland, *Ergon Energy Alternative Control Services 2020–25*, January 2019, p. 11.

34 Energy Queensland, *Asset Management Plan - Public Lighting*, October 2018, p. 5.

35 Energy Queensland, *Asset Management Plan - Public Lighting*, October 2018, p. 5.

15.5.1 Public lighting—Final decision

Our final decision is to:

- Reject Ergon Energy's proposed LED asset life
- Reject Ergon Energy's proposed operating expenditure
- Accept Ergon Energy's proposed capital expenditure
- Apply our final decision rate of return, labour escalators and inflation forecasts consistent with standard control services.[36]

Our final decision public lighting price caps are listed in appendix B. Consistent with our draft decision, X factors for public lighting are set at zero for years 2 to 5 of the regulatory control period.[37]

15.5.2 Public lighting—Reasons for final decision

LED asset life

In its revised proposal, Ergon Energy adjusted the standard asset life of LED assets to 10 years.[38] This change results in accelerated depreciation over 10 years instead of 20 years, and therefore creates higher annual depreciation charges. LED tariffs increase as a result of this change, reducing the incentive for public lighting customers to adopt LED lighting.

Our final decision is to reject this change in LED standard asset life. We have adjusted the post-tax revenue model (PTRM) to reflect a standard asset life of 20 years for LED assets, in line with our draft decision. This is also consistent with LED asset lives for public lighting across other jurisdictions.

Operating expenditure

Ergon Energy accepted our draft decision to cap operating expenditure overheads at 35 per cent. In response to this, Ergon Energy revised the allocation of these expenses, resulting in some expenses now being considered as operating expenditure, rather than overheads.[39]

Ergon Energy also provided a more detailed approach to its operating expenditure. In its revised proposal, Ergon Energy calculated its forecasts based on actual 2018–19

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[36] For further information, see Overview, Attachment 3 - Rate of Return and Attachment 6 - Operating Expenditure of this decision.

[37] AER, *Draft Decision: Ergon Energy distribution determination 2020 to 2025 - Attachment 15 - Alternative Control Services*, October 2019, p.15-24. For more information of the form of control applying to alternative control services, see Attachment 13 of this final decision.

[38] Ergon Energy, *PTRM - ACS public lighting LED*, December 2019; Ergon Energy, *PTRM - ACS public lighting CON*, December 2019.

[39] Ergon Energy, *Ergon Energy Revised Regulatory Proposal 2020–25*, December 2019, p. 60.

operating expenditure, apportioned into maintenance and material costs for luminaires and poles.

Our final decision is to accept Ergon Energy's approach to calculating operating expenditure, but reject its operating expenditure forecasts. In calculating its operating expenditure forecasts, Ergon Energy updated the 2018–19 base year figures to reflect actual results. However, these values used do not reflect those reported by Ergon Energy in its annual reporting Regulatory Information Notices (RINs). We have corrected Ergon Energy's model to reflect the values reported in the annual reporting RINs. We have also updated labour cost escalators in line with our decision for standard control services. This has resulted in total operating expenditure for the 2020–25 of $60.9m, 0.6 per cent lower than Ergon Energy's revised proposal.

Table 15.3 shows the movement in total operating expenditure between Ergon Energy's proposal and our final decision.

Table 15.3 Operating Expenditure ($2019–20)

Operating Expenditure	2020–21	2021–22	2022–23	2023–24	2024–25	Total
Ergon Energy Proposal - Conventional	12.71	11.67	10.31	8.68	6.75	50.12
Ergon Energy Proposal - LED	0.59	1.51	2.53	3.86	5.40	13.89
AER Draft Decision - Conventional	10.93	10.04	8.84	7.41	5.74	42.96
AER Draft Decision - LED	0.20	0.38	0.55	0.79	1.05	2.97
Ergon Energy Revised Proposal - Conventional	12.96	11.87	10.48	8.88	7.04	51.22
Ergon Energy Revised Proposal - LED	0.30	0.86	1.65	2.65	3.86	9.31
AER Revised Proposal - Conventional	13.01	11.93	10.55	8.94	7.10	51.53
AER Revised Proposal - LED	0.30	0.86	1.67	2.66	3.89	9.38

Source: Ergon Energy, *15.013 Opex forecast - ACS public lighting* CON JAN19; Ergon, 15.015 Opex forecast - ACS public lighting LED JAN19; AER, *Draft Decision - Ergon Energy distribution determination 2020–25* - Public Lighting Opex CON - October 2019; AER, *Draft Decision - Ergon Energy distribution determination 2020–25* - Public Lighting Opex LED - October 2019; Ergon *Energy, 11.008 Opex forecast - ACS public lighting* DEC19; AER, *Final Decision - Ergon Energy distribution determination 2020–25* - Public Lighting Opex - May 2020.

Capital expenditure

Ergon Energy provided revised capital expenditure models to support its forecasts for the 2020–25 period. Ergon Energy made some revisions to its direct capital expenditure, based on actual 2018–19 results and reflecting further experience of the costs involved in the rollout of LED assets. Ergon Energy accepted the 35 per cent cap on overhead costs that was implemented in our draft decision. [40]

[40] Ergon Energy, *Capex forecast - ACS public lighting LED*, December 2019; Ergon Energy, *Capex forecast - ACS public lighting CON*, December 2019.

Our final decision is to accept this revised capital expenditure. We consider it is reasonable that evolving information about the costs of rolling out LED assets is incorporated in these forecasts. As usual, actual capital expenditure will be incorporated into the asset base in our determination for the 2025–30 regulatory control period.

Table 15.4 shows the movement in capital expenditure between Ergon Energy's proposal and our final decision.

Table 15.4 Capital Expenditure ($2019–20)

Capital Expenditure (Total Gross)	2020–21	2021–22	2022–23	2023–24	2024–25	Total
Ergon Energy Proposal - Conventional	5.60	6.05	5.74	5.23	4.90	27.52
Ergon Energy Proposal - LED	10.40	11.60	12.90	14.18	15.63	64.71
AER Draft Decision - Conventional	1.23	1.25	1.15	1.12	1.00	5.74
AER Draft Decision - LED	14.55	17.08	19.07	20.66	22.98	94.34
Ergon Energy Revised Proposal - Conventional	1.22	1.22	1.15	1.15	1.03	5.77
Ergon Energy Revised Proposal - LED	13.71	15.68	17.80	19.86	22.13	89.19
AER Revised Proposal - Conventional	1.18	1.18	1.11	1.12	1.00	5.60
AER Revised Proposal - LED	13.76	15.74	17.88	19.96	22.25	89.59

Source: Ergon Energy, *15.032 Capex forecast - ACS public lighting* CON JAN19; Ergon Energy, *15.034 Capex forecast - ACS public lighting* LED JAN19; AER, *Draft Decision - Ergon Energy distribution determination 2020–25* - Public Lighting Capex CON - October 2019; AER, *Draft Decision - Ergon Energy distribution determination 2020–25 - Public Lighting Capex LED* - October 2019; Ergon Energy, *11.004 Capex forecast - ACS public lighting CON* DEC19; Ergon Energy, *11.005 Capex forecast - ACS public lighting LED* DEC19; AER, *Final Decision - Ergon Energy distribution determination 2020–25 - Public Lighting Capex* CON - May 2020; AER, *Final Decision - Ergon Energy distribution determination 2020–25 - Public Lighting Capex LED* - May 2020.

Note: Total gross capital expenditure is shown, which includes overheads and other asset classes, but does not reflect disposals and customer contributions.

Submissions

In our draft decision, we commented that Ergon Energy's proposal lacked transparency and discussion around key components of public lighting expenditure, as well as including errors that caused confusion and contention among stakeholders.[41] We consider that Ergon Energy has made an effort to engage stakeholders to improve understanding of its proposal and to work with stakeholders to a mutually beneficial outcome. However we consider that Ergon Energy's revised proposal would have benefited from additional depth and discussion. We encourage Ergon Energy to continue to engage with stakeholders throughout the next regulatory control period and in advance of its 2025–2030 regulatory proposal.

[41] AER, *Draft Decision: Ergon Energy distribution determination 2020 to 2025 - Attachment 15 - Alternative Control Services*, October 2019, p.15-29.

We likewise encourage councils and other public lighting customers to engage with network businesses, including through providing submissions to our regulatory determinations. We did not receive any stakeholder submissions directly related to public lighting in response to our draft decision or Ergon Energy's revised proposal.

Price movements

In reaching our decision we have considered price movements between regulatory control periods, as well as LED price incentives. We note that price movements between the current (2015–20) regulatory control period and the next will incorporate changes due to the alignment of processes and tariff strategies between Energex and Ergon Energy following their merger. Price movements from 2019–20 to 2020–21 are shown in Table 15.5.

In making our final decision, we have given consideration to LED price incentives. We consider that LED price incentives will encourage the uptake of this new technology, while supporting public lighting customers to fund the rollout of LED technology.

Table 15.5 Price Movements ($ nominal $/day)

				2019–20	2020–21	% change	LED incentive[42]
Ergon Energy Proposal	Conventional	NPL1	Major	1.310	0.780	-40.5%	
			Minor	0.780	0.479	-38.6%	
		NPL2	Major	0.529	0.449	-15.2%	
			Minor	0.346	0.295	-14.7%	
	LED	NPL1	Major	1.310	0.815	-37.8%	4.6%
			Minor	0.780	0.492	-36.9%	2.8%
		NPL2	Major	0.529	0.399	-24.5%	-11.0%
			Minor	0.346	0.261	-24.6%	-11.5%
		NPL4	Major		0.710		-12.9%
			Minor		0.440		-10.6%
AER Draft Decision	Conventional	NPL1	Major	1.310	0.901	-31.2%	
			Minor	0.780	0.535	-31.4%	
		NPL2	Major	0.529	0.347	-34.3%	
			Minor	0.346	0.227	-34.3%	
	LED	NPL1	Major	1.310	0.326	-75.1%	-63.9%

[42] LED incentive is the difference between the respective conventional and LED rates. For NPL4, the incentive is in relation to the NPL1 LED lighting tariff, as it represents an NPL1 customer contributing an LED luminaire to an Ergon Energy owned asset.

				2019–20	2020–21	% change	LED incentive[42]
			Minor	0.780	0.202	-74.0%	-62.2%
		NPL2	Major	0.529	0.201	-62.0%	-42.1%
			Minor	0.346	0.133	-61.5%	-41.5%
		NPL4	Major		0.268		-17.7%
			Minor		0.168		-16.9%
Ergon Revised Proposal	Conventional	NPL1	Major	1.310	0.936	-28.5%	
			Minor	0.780	0.558	-28.5%	
		NPL2	Major	0.529	0.378	-28.5%	
			Minor	0.346	0.248	-28.4%	
	LED	NPL1	Major	1.310	0.399	-69.6%	-57.4%
			Minor	0.780	0.253	-67.6%	-54.6%
		NPL2	Major	0.529	0.292	-44.8%	-22.8%
			Minor	0.346	0.194	-44.0%	-21.8%
		NPL4	Major		0.337		-15.4%
			Minor		0.216		-14.7%
AER Final Decision	Conventional	NPL1	Major	1.310	0.945	-27.8%	
			Minor	0.780	0.563	-27.8%	
		NPL2	Major	0.529	0.382	-27.8%	
			Minor	0.346	0.250	-27.7%	
	LED	NPL1	Major	1.310	0.317	-75.8%	-66.5%
			Minor	0.780	0.201	-74.2%	-64.3%
		NPL2	Major	0.529	0.231	-56.3%	-39.4%
			Minor	0.346	0.154	-55.6%	-38.6%
		NPL4	Major		0.268		-15.4%
			Minor		0.171		-14.7%

Source: Ergon Energy, *15.030 Public lighting LED and Conventional Pricing model* JAN19; AER, *Draft Decision - Ergon Energy distribution determination 2020–25 - Public Lighting Pricing Model* - October 2019; Ergon Energy, *11.003 Public lighting LED and Conventional Pricing model* DEC19; AER, *Final Decision - Ergon Energy distribution determination 2020–25 - Public Lighting Pricing Model* - May 2020.

15.6 Metering services

Metering services include maintenance, reading, data services, and the recovery of capital costs related to type 6 meters installed prior to 1 December 2017. Metering assets are used to measure electrical energy flows at a point in the network to record

consumption for the purposes of billing. Ergon Energy forecast a metering population of nearly 900 000 meters at the beginning of the 2020–25 regulatory control period.[43]

Since the introduction of the Power of Choice reforms on 1 December 2017, Ergon Energy is no longer permitted to provide or install type 6 meters across most of its network. Customers are now able to source new meters from the contestable market. New minimum standards for meters mean that only advanced or 'smart' meters (generally a type 4 meter for residential customers) with remote communications capability may now be installed.

Ergon Energy noted that as the Mount Isa-Cloncurry network in Ergon Energy's distribution area is not part of the National Electricity Market, it is therefore not covered by the Power of Choice reforms.[44] Ergon Energy will continue to be the monopoly provider of metering services in this area, as noted in our final framework and approach.[45]

We are responsible for setting charges relating to the meter reading, maintenance, and data services. These charges exclude the provision of type 6 meters, so do not include up front capital charges for new meters (other than those in the Mount Isa-Cloncurry network).

15.6.1 Metering services—Final decision

Our final decision is to:

- Reject Ergon Energy's revised operating expenditure
- Accept Ergon Energy's revised capital expenditure and metering asset base
- Apply our final decision rate of return, labour escalators and inflation forecast consistent with standard control services. [46]

Our final decision metering charges are listed in appendix C. Consistent with our draft decision, X factors for metering are set at zero for years 2 to 5 of the regulatory control period.[47]

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43 Energy Queensland, *Ergon Energy Alternative Control Services 2020–25,* January 2019, p. 7.

44 Energy Queensland, *Ergon Energy Alternative Control Services 2020–25,* January 2019, p. 4.

45 AER, *Queensland 2020–25 - Final framework and approach for Energex and Ergon Energy*, July 2018, pp. 30-31.

46 For further information, see Overview, Attachment 3 - Rate of Return and Attachment 6 - Operating Expenditure of this decision.

47 AER, *Draft Decision: Ergon Energy distribution determination 2020 to 2025 - Attachment 15 - Alternative Control Services*, October 2019, p.15-31. For more information of the form of control applying to alternative control services, see Attachment 13 of this final decision.

15.6.2 Metering services—Reasons for final decision

Capital expenditure

Ergon Energy proposed direct capital expenditure of $0.85m in its revised regulatory proposal for the 2020–25 regulatory control period.[48] This capital expenditure relates solely to the Mt Isa-Cloncurry network, where Ergon Energy is the monopoly provider of metering services. Additionally, Ergon Energy originally proposed $16.71m of non-network capital expenditure (not directly related to its metering assets).[49] Ergon Energy accepted our draft decision to remove this amount of non-network capital expenditure.[50] Ergon Energy reassessed these expenses and included them in its operating expenditure.

Our final decision is to accept this revised capital expenditure. This amount of capital expenditure reflects that Ergon Energy remains responsible for providing and installing meters in the Mt Isa-Cloncurry network, but is not permitted to do the same for the rest of its network under the Power of Choice reforms. The removal of the non-network capital expenditure reflects the fact that there should be no apportionment of non-network capital expenditure while there is no direct capital expenditure.

Operating expenditure

Ergon Energy accepted our draft decision to apply a cap of 35 per cent to operating expenditure overheads. In response, Ergon Energy revised the allocation of these expenses, resulting in some expenses now being considered as operating expenditure, rather than overheads. Ergon Energy also included expenses previously categorised as non-network capital expenditure as operating expenditure.[51] We accept the reallocation of the relevant expenses.

In our draft decision, we accepted Ergon Energy's operating expenditure adjustments for non-recurring costs, operational improvements, and forecast merger savings. Ergon Energy has omitted these adjustments in its revised proposal. We consider these adjustments should still be incorporated in the calculation of Ergon Energy's operating expenditure, and have therefore reintroduced them in our final decision models. Ergon Energy also calculated its base year operating expenditure using 2018–19 actual results that differ to what it has reported in its RINs.

Our final decision is to reject Ergon Energy's revised operating expenditure. We have corrected Ergon Energy's actual results for 2018–19 and included the adjustments from the draft decision for non-recurring costs, operational improvements, and forecast merger savings. We have also updated labour cost escalators in line with our decision

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48 Energy Queensland, *Ergon Energy Revised Regulatory Proposal 2020–25,* December 2019, p. 62.
49 Energy Queensland, *Ergon Energy Alternative Control Services 2020–25,* January 2019, p. 6.
50 Energy Queensland, *Ergon Energy Revised Regulatory Proposal 2020–25,* December 2019, p. 62.
51 Energy Queensland, *Ergon Energy Revised Regulatory Proposal 2020–25,* December 2019, p. 62.

for standard control services. This has resulted in total operating expenditure for the 2020–25 of $139.97m, 18.9 per cent lower than Ergon Energy's revised proposal.

Table 15.6 shows the movement in total operating expenditure between Ergon Energy's proposal and our final decision.

Table 15.6 Operating Expenditure ($2019–20)

Operating Expenditure	2020–21	2021–22	2022–23	2023–24	2024–25	Total
Ergon Energy Proposal	28.85	26.45	24.35	22.47	20.79	122.90
AER Draft Decision	25.76	23.64	21.74	20.04	18.51	109.69
Ergon Energy Revised Proposal	38.57	35.96	33.57	31.38	29.39	168.87
AER Final Decision	31.03	29.06	27.25	25.58	24.05	136.97

Source: Ergon Energy, *15.011 Opex forecast - ACS metering* JAN19; AER, *Draft Decision - Ergon Energy distribution determination 2020–25 - Metering Opex* - October 2019; Ergon Energy, *11.007 Opex forecast - ACS public lighting* DEC19; AER, *Final Decision - Ergon Energy distribution determination 2020–25 - Metering Opex* - May 2020.

Price movements

In reaching our decision we have considered the price movements between regulatory control periods. While these price movements show differing changes between the capital and non-capital components, the overall increase for each tariff is between 11 and 14 per cent in the first year, with tariffs increasing by inflation only for the remaining years of the 2020–25 period. This initial increase reflects losses of economies of scale in operating expenditure as type 5 and 6 meters are replaced with smart meters.

Price movements from 2019–20 to 2020–21 are shown in Table 15.7.

Table 15.7 Price Movements ($ nominal cents/day)

			2019–20	2020–21	% change
Ergon Energy Proposal	Primary	Capital	3.925	3.217	-18.0%
		Non-capital	10.716	10.698	-0.2%
	Load Control	Capital	1.443	1.183	-18.0%
		Non-capital	3.940	3.934	-0.2%
	Solar PV	Capital	0.976	0.800	-18.0%
		Non-capital	2.665	2.660	-0.2%
AER Draft Decision	Primary	Capital	3.925	3.734	-4.9%
		Non-capital	10.716	9.489	-11.4%
	Load Control	Capital	1.443	1.356	-6.0%
		Non-capital	3.940	3.478	-11.7%

			2019–20	2020–21	% change
	Solar PV	Capital	0.976	1.022	4.7%
		Non-capital	2.665	2.321	-12.9%
Ergon Revised Proposal	Primary	Capital	3.925	4.335	10.4%
		Non-capital	10.716	14.922	39.2%
	Load Control	Capital	1.443	1.594	10.5%
		Non-capital	3.940	5.486	39.3%
	Solar PV	Capital	0.976	1.078	10.5%
		Non-capital	2.665	3.711	39.2%
AER Final Decision	Primary	Capital	3.925	4.395	12.0%
		Non-capital	10.716	11.994	11.9%
	Load Control	Capital	1.443	1.597	10.6%
		Non-capital	3.940	4.396	11.6%
	Solar PV	Capital	0.976	1.203	23.2%
		Non-capital	2.665	2.934	10.1%

Source: Energex & Ergon Energy, *15.028 Metering pricing model - ACS* JAN19; AER, *Draft Decision - Ergon Energy distribution determination 2020–25 - Metering PTRM* - October 2019; Energex & Ergon Energy, *11.001 ACS Metering pricing model* DEC19; AER, *Final Decision - Ergon Energy distribution determination 2020–25 - Metering PTRM* - May 2020.

A Ancillary network services prices

Table 15.8 Fee based ancillary network service prices for 2020–21, final decision ($2020–21)

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
Tariff class: Connection application and management services Service Grouping: De-energisation				
EE_1	Retailer requested de-energisation of the customer's premises where the de-energisation can be performed at the premises ie by a method other than main switch seal (eg pole, pillar, transformer or meter isolation link)	BUSINESS HOURS - NO CT	Urban/Short Rural	$116.05
EE_2	Retailer requested de-energisation of the customer's premises where the de-energisation can be performed at the premises ie by a method other than main switch seal (eg pole, pillar, transformer or meter isolation link)	BUSINESS HOURS - NO CT	Long rural/Isolated	$408.22
EE_3	Retailer requested de-energisation of the customer's premises where the de-energisation can be performed at the premises ie by a method other than main switch seal (eg pole, pillar, transformer or meter isolation link)	AFTER HOURS - NO CT	Urban/Short Rural	$152.56
EE_4	Retailer requested de-energisation of the customer's premises where the de-energisation can be performed at the premises ie by a method other than main switch seal (eg pole, pillar, transformer or meter isolation link)	AFTER HOURS - NO CT	Long rural/Isolated	$536.63
EE_5	Retailer requested de-energisation of the customer's premises where the de-energisation can be performed at the premises ie by a method other than main switch seal (eg pole, pillar, transformer or meter isolation link)	BUSINESS HOURS - CT	Urban/Short Rural	$349.90
EE_6	Retailer requested de-energisation of the customer's premises where the de-energisation can be performed at the premises ie by a method other than main switch seal (eg pole, pillar, transformer or meter isolation link)	BUSINESS HOURS - CT	Long rural/isolated	$934.24
EE_7	Retailer requested de-energisation of the customer's premises where the de-energisation can be performed at the premises ie by a method other than main switch seal (eg pole, pillar, transformer or meter isolation link)	AFTER HOURS - CT	Urban/Short Rural	$459.97
EE_8	Retailer requested de-energisation of the customer's premises where the de-energisation can be performed at the premises ie by a method other than main switch seal (eg pole, pillar, transformer or meter isolation link)	AFTER HOURS - CT	Long rural/Isolated	$1,228.11
EE_9	Retailer requested de-energisation of the	NON PAYMENT -	Urban/Short	$232.10

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
	customer's premises where the de-energisation can be performed at the premises ie by a method other than main switch seal (eg pole, pillar, transformer or meter isolation link)	NO CT	Rural	
EE_10	Retailer requested de-energisation of the customer's premises where the de-energisation can be performed at the premises ie by a method other than main switch seal (eg pole, pillar, transformer or meter isolation link)	NON PAYMENT - NO CT	Long rural/Isolated	$816.44
EE_11	Retailer requested de-energisation of the customer's premises where the de-energisation can be performed at the premises ie by a method other than main switch seal (eg pole, pillar, transformer or meter isolation link)	NON PAYMENT - CT	Urban/Short Rural	$349.90
EE_12	Retailer requested de-energisation of the customer's premises where the de-energisation can be performed at the premises ie by a method other than main switch seal (eg pole, pillar, transformer or meter isolation link)	NON PAYMENT - CT	Long rural/Isolated	$934.24
EE_13	Retailer requested de-energisation (MSS)	BUSINESS HOURS	Urban/Short Rural	$101.47
EE_14	Retailer requested de-energisation (MSS)	BUSINESS HOURS	Long rural/isolated	$393.64
EE_15	Retailer requested de-energisation (MSS)	AFTER HOURS	Urban/Short Rural	$133.39
EE_16	Retailer requested de-energisation (MSS)	AFTER HOURS	Long rural/Isolated	$517.46
EE_21	Retailer requested de-energisation (MSS)	NON PAYMENT	Urban/Short Rural	$202.94
EE_22	Retailer requested de-energisation (MSS)	NON PAYMENT	Long rural/Isolated	$787.28
EE_25	Retailer or third party requested remote de-energisation via the meter for non payment (PoC Exempt locations only)	BUSINESS HOURS	N/A	$94.75
EE_26	Retailer or third party requested remote de-energisation via the meter for non payment (PoC Exempt locations only)	AFTER HOURS	N/A	$119.29
EE_27	All other remote de-energisation requests (PoC Exempt locations only)	BUSINESS HOURS	N/A	$94.75
EE_28	All other remote de-energisation requests (PoC Exempt locations only)	AFTER HOURS	N/A	$119.29
Service Grouping: Re-energisation				
EE_29	Retailer requests a re-energisation of the customer's premises where the customer has not paid their electricity account. No visual required	BUSINESS HOURS - NO CT	Urban/Short Rural	$202.94

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
EE_30	Retailer requests a re-energisation of the customer's premises where the customer has not paid their electricity account. No visual required	BUSINESS HOURS - NO CT	Long rural/Isolated	$787.28
EE_31	Retailer requests a re-energisation of the customer's premises where the customer has not paid their electricity account. No visual required	BUSINESS HOURS - CT	Urban/Short Rural	$261.26
EE_32	Retailer requests a re-energisation of the customer's premises where the customer has not paid their electricity account. No visual required	BUSINESS HOURS - CT	Long rural/Isolated	$845.60
EE_33	Retailer requests a re-energisation of the customer's premises where the customer has not paid their electricity account. No visual required	AFTER HOURS - NO CT	Urban/Short Rural	$266.78
EE_34	Retailer requests a re-energisation of the customer's premises where the customer has not paid their electricity account. No visual required	AFTER HOURS - NO CT	Long rural/Isolated	$1,034.93
EE_35	Retailer requests a re-energisation of the customer's premises where the customer has not paid their electricity account. No visual required	ANYTIME - NO CT	Urban/Short Rural	$266.78
EE_36	Retailer requests a re-energisation of the customer's premises where the customer has not paid their electricity account. No visual required	AFTER HOURS - CT	Urban/Short Rural	$343.44
EE_37	Retailer requests a re-energisation of the customer's premises where the customer has not paid their electricity account. No visual required	AFTER HOURS - CT	Long rural/Isolated	$1,111.59
EE_38	Retailer requests a re-energisation of the customer's premises where the customer has not paid their electricity account. No visual required	ANYTIME - CT	Urban/Short Rural	$343.44
EE_39	Retailer requests a re-energisation for the customer's premises following a main switch seal (no visual required)	BUSINESS HOURS	Urban/Short Rural	$101.47
EE_40	Retailer requests a re-energisation for the customer's premises following a main switch seal (no visual required)	BUSINESS HOURS	Long rural/Isolated	$393.64
EE_41	Retailer requests a re-energisation for the customer's premises following a main switch seal (no visual required)	AFTER HOURS	Urban/Short Rural	$133.39
EE_42	Retailer requests a re-energisation for the customer's premises following a main switch seal (no visual required)	AFTER HOURS	Long rural/Isolated	$517.46
EE_43	Retailer requests a re-energisation for the customer's premises following a main switch seal (no visual required)	ANYTIME	Urban/Short Rural	$133.39
EE_49	Retailer requests a re-energisation for the customer's premises following a main switch seal (no visual required)	NON PAYMENT	Urban/Short Rural	$202.94

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
EE_50	Retailer requests a re-energisation for the customer's premises following a main switch seal (no visual required)	NON PAYMENT	Long rural/Isolated	$787.28
EE_53	Retailer or metering coordinator/provider requests a visual examination upon re-energisation (physical or remote) of the customer's premises.	BUSINESS HOURS - NO CT	Urban/Short Rural	$145.21
EE_54	Retailer or metering coordinator/provider requests a visual examination upon re-energisation (physical or remote) of the customer's premises.	BUSINESS HOURS - NO CT	Long rural/Isolated	$437.38
EE_55	Retailer or metering coordinator/provider requests a visual examination upon re-energisation (physical or remote) of the customer's premises.	BUSINESS HOURS - CT	Urban/Short Rural	$188.95
EE_56	Retailer or metering coordinator/provider requests a visual examination upon re-energisation (physical or remote) of the customer's premises.	BUSINESS HOURS - CT	Long rural/Isolated	$481.12
EE_57	Retailer or metering coordinator/provider requests a visual examination upon re-energisation (physical or remote) of the customer's premises.	AFTER HOURS - NO CT	Urban/Short Rural	$190.89
EE_58	Retailer or metering coordinator/provider requests a visual examination upon re-energisation (physical or remote) of the customer's premises.	AFTER HOURS - NO CT	Long rural/Isolated	$574.96
EE_59	Retailer or metering coordinator/provider requests a visual examination upon re-energisation (physical or remote) of the customer's premises.	AFTER HOURS - CT	Urban/Short Rural	$248.38
EE_60	Retailer or metering coordinator/provider requests a visual examination upon re-energisation (physical or remote) of the customer's premises.	AFTER HOURS - CT	Long rural/Isolated	$632.46
EE_61	Retailer or metering coordinator/provider requests a visual examination upon re-energisation (physical or remote) of the customer's premises.	ANYTIME - NO CT	Urban/Short Rural	$190.89
EE_62	Retailer or metering coordinator/provider requests a visual examination upon re-energisation (physical or remote) of the customer's premises.	ANYTIME - CT	Urban/Short Rural	$248.38
EE_63	Retailer or metering coordinator/provider requests a visual examination upon re-energisation (physical) of the customer's premises where the customer has not paid their electricity account. NMI de-energised > 30 days.	BUSINESS HOURS - NO CT	Urban/Short Rural	$145.21

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
EE_64	Retailer or metering coordinator/provider requests a visual examination upon re-energisation (physical) of the customer's premises where the customer has not paid their electricity account. NMI de-energised > 30 days.	BUSINESS HOURS - NO CT	Long rural/Isolated	$437.38
EE_65	Retailer or metering coordinator/provider requests a visual examination upon re-energisation (physical) of the customer's premises where the customer has not paid their electricity account. NMI de-energised > 30 days.	AFTER HOURS - NO CT	Urban/Short Rural	$190.89
EE_66	Retailer or metering coordinator/provider requests a visual examination upon re-energisation (physical) of the customer's premises where the customer has not paid their electricity account. NMI de-energised > 30 days.	AFTER HOURS - NO CT	Long rural/Isolated	$574.96
EE_67	Retailer or metering coordinator/provider requests a visual examination upon re-energisation (physical) of the customer's premises where the customer has not paid their electricity account. NMI de-energised > 30 days.	ANYTIME - NO CT	Urban/Short Rural	$190.89
EE_68	Retailer or metering coordinator/provider requests a visual examination upon re-energisation (physical) of the customer's premises where the customer has not paid their electricity account. NMI de-energised > 30 days.	BUSINESS HOURS - CT	Urban/Short Rural	$188.95
EE_69	Retailer or metering coordinator/provider requests a visual examination upon re-energisation (physical) of the customer's premises where the customer has not paid their electricity account. NMI de-energised > 30 days.	BUSINESS HOURS - CT	Long rural/Isolated	$481.12
EE_70	Retailer or metering coordinator/provider requests a visual examination upon re-energisation (physical) of the customer's premises where the customer has not paid their electricity account. NMI de-energised > 30 days.	AFTER HOURS - CT	Urban/Short Rural	$248.38
EE_71	Retailer or metering coordinator/provider requests a visual examination upon re-energisation (physical) of the customer's premises where the customer has not paid their electricity account. NMI de-energised > 30 days.	AFTER HOURS - CT	Long rural/Isolated	$632.46
EE_72	Retailer or metering coordinator/provider requests a visual examination upon re-energisation (physical) of the customer's premises where the customer has not paid their electricity account. NMI de-energised > 30 days.	ANYTIME - CT	Urban/Short Rural	$248.38
EE_73	Retailer or third party requested remote re-energisation via the meter after remote de-energisation non payment (PoC Exempt locations only)	BUSINESS HOURS	N/A	$94.75
EE_74	Retailer or third party requested remote re-energisation via the meter after remote de-	AFTER HOURS	N/A	$119.29

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
	energisation non payment (PoC Exempt locations only)			
EE_75	Retailer or third party requested remote re-energisation via the meter after remote de-energisation non payment (PoC Exempt locations only)	ANYTIME	N/A	$119.29
EE_76	Retailer or third party requested remote re-energisation via the meter after remote de-energisation (PoC Exempt locations only)	BUSINESS HOURS	N/A	$94.75
EE_77	Retailer or third party requested remote re-energisation via the meter after remote de-energisation (PoC Exempt locations only)	AFTER HOURS	N/A	$119.29
EE_78	Retailer or third party requested remote re-energisation via the meter after remote de-energisation (PoC Exempt locations only)	ANYTIME	N/A	$119.29
Service Grouping: Temporary disconnections and reconnections (which may involve a line drop)				
EE_79	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - the supply will be disconnected	No Dismantling - BUSINESS HOURS	Urban/Short Rural	$349.90
EE_80	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - the supply will be disconnected	No Dismantling - BUSINESS HOURS	Long rural/Isolated	$934.24
EE_81	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - the supply will be disconnected	No Dismantling - AFTER HOURS	Urban/Short Rural	$459.97
EE_82	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - the supply will be disconnected	No Dismantling - AFTER HOURS	Long rural/Isolated	$1,228.11
EE_85	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - the service may be physically dismantled or disconnected (e.g. overhead service dropped). This services includes switching if required.	Dismantling - SINGLE PHASE - BUSINESS HOURS	Urban/Short Rural	$815.27
EE_86	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - the service may be physically dismantled or disconnected (e.g. overhead service dropped). This services includes switching if required.	Dismantling - SINGLE PHASE - BUSINESS HOURS	Long rural/Isolated	$1,399.61
EE_87	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - the service may be physically dismantled or disconnected (e.g. overhead service dropped). This services includes switching if required.	Dismantling - MULTIPHASE - BUSINESS HOURS	Urban/Short Rural	$990.23
EE_88	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - the service may be physically dismantled or disconnected (e.g. overhead service dropped). This services includes switching if required.	Dismantling - MULTIPHASE - BUSINESS HOURS	Long rural/Isolated	$1,574.56

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
EE_89	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - the service may be physically dismantled or disconnected (e.g. overhead service dropped). This services includes switching if required.	Dismantling - SINGLE PHASE - BUSINESS HOURS - Traffic Control	Urban/Short Rural	$1,613.16
EE_90	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - the service may be physically dismantled or disconnected (e.g. overhead service dropped). This services includes switching if required.	Dismantling - SINGLE PHASE - BUSINESS HOURS - Traffic Control	Long rural/Isolated	$2,197.50
EE_91	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - the service may be physically dismantled or disconnected (e.g. overhead service dropped). This services includes switching if required.	Dismantling - MULTIPHASE - BUSINESS HOURS - Traffic Control	Urban/Short Rural	$1,788.11
EE_92	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - the service may be physically dismantled or disconnected (e.g. overhead service dropped). This services includes switching if required.	Dismantling - MULTIPHASE - BUSINESS HOURS - Traffic Control	Long rural/Isolated	$2,372.45
EE_93	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - the service may be physically dismantled or disconnected (e.g. overhead service dropped). This services includes switching if required.	Dismantling - SINGLE PHASE - AFTER HOURS	Urban/Short Rural	$1,071.73
EE_94	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - the service may be physically dismantled or disconnected (e.g. overhead service dropped). This services includes switching if required.	Dismantling - SINGLE PHASE - AFTER HOURS	Long rural/Isolated	$1,839.87
EE_95	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - the service may be physically dismantled or disconnected (e.g. overhead service dropped). This services includes switching if required.	Dismantling - MULTIPHASE - AFTER HOURS	Urban/Short Rural	$1,301.71
EE_96	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - the service may be physically dismantled or disconnected (e.g. overhead service dropped). This services includes switching if required.	Dismantling - MULTIPHASE - AFTER HOURS	Long rural/Isolated	$2,069.86
EE_97	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - the service may be physically dismantled or disconnected (e.g. overhead service dropped). This services includes switching if required.	Dismantling - SINGLE PHASE - AFTER HOURS - Traffic Control	Urban/Short Rural	$1,869.61
EE_98	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - the service may be physically dismantled or disconnected (e.g. overhead service dropped). This services includes switching if required.	Dismantling - SINGLE PHASE - AFTER HOURS - Traffic Control	Long rural/Isolated	$2,637.76

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
EE_99	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - the service may be physically dismantled or disconnected (e.g. overhead service dropped). This services includes switching if required.	Dismantling - MULTIPHASE - AFTER HOURS - Traffic Control	Urban/Short Rural	$2,099.60
EE_100	Temporary de-energisation and re-energisation of supply to allow customer or contractor to work close - the service may be physically dismantled or disconnected (e.g. overhead service dropped). This services includes switching if required.	Dismantling - MULTIPHASE - AFTER HOURS - Traffic Control	Long rural/Isolated	$2,867.75
Service Grouping: Temporary connection				
EE_109	Work on metering equipment for temporary connection, not in permanent position - single phase or multi phase metered. Note: this service is only available for non-grid connected areas of our network (isolated feeders and the Mount Isa-Cloncurry supply network).	BUSINESS HOURS	N/A	$174.95
EE_110	Customer requested temporary connection (short term) and the recovery of the temporary builders supply. Excludes work on metering equipment.	BUSINESS HOURS - NO CT	Urban/Short Rural	$990.23
EE_111	Customer requested temporary connection (short term) and the recovery of the temporary builders supply. Excludes work on metering equipment.	BUSINESS HOURS - NO CT	Long rural/Isolated	$1,574.56
EE_112	Customer requested temporary connection (short term) and the recovery of the temporary builders supply. Excludes work on metering equipment.	AFTER HOURS - NO CT	Urban/Short Rural	$1,301.71
EE_113	Customer requested temporary connection (short term) and the recovery of the temporary builders supply. Excludes work on metering equipment.	AFTER HOURS - NO CT	Long rural/Isolated	$2,069.86
EE_114	Customer requested temporary connection (short term) and the recovery of the temporary builders supply. Excludes work on metering equipment.	BUSINESS HOURS - CT	Urban/Short Rural	$1,690.03
EE_115	Customer requested temporary connection (short term) and the recovery of the temporary builders supply. Excludes work on metering equipment.	BUSINESS HOURS - CT	Long rural/Isolated	$2,274.37
EE_116	Customer requested temporary connection (short term) and the recovery of the temporary builders supply. Excludes work on metering equipment.	AFTER HOURS - CT	Urban/Short Rural	$2,221.65
EE_117	Customer requested temporary connection (short term) and the recovery of the temporary builders supply. Excludes work on metering equipment.	AFTER HOURS - CT	Long rural/Isolated	$2,989.79
Service Grouping: Supply Abolishment				
EE_118	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a	SERVICE ONLY - BUSINESS HOURS - CT (Complex)	Urban/Short Rural	$465.37

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
	redundant supply is to be removed. Overhead or Underground			
EE_119	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a redundant supply is to be removed. Overhead or Underground	SERVICE ONLY - BUSINESS HOURS - CT (Complex)	Long rural/Isolated	$1,049.71
EE_120	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a redundant supply is to be removed. Overhead or Underground	SERVICE ONLY - BUSINESS HOURS - CT (Complex) - Traffic control	Urban/Short Rural	$1,263.26
EE_121	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a redundant supply is to be removed. Overhead or Underground	SERVICE ONLY - BUSINESS HOURS - CT (Complex) - Traffic control	Long rural/Isolated	$1,847.60
EE_122	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a redundant supply is to be removed. Overhead or Underground	SERVICE ONLY - BUSINESS HOURS - NO CT (Simple)	Urban/Short Rural	$377.90
EE_123	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a redundant supply is to be removed. Overhead or Underground	SERVICE ONLY - BUSINESS HOURS - NO CT (Simple)	Long rural/Isolated	$962.23
EE_124	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a redundant supply is to be removed. Overhead or Underground	SERVICE ONLY - BUSINESS HOURS - NO CT (Simple) - Traffic control	Urban/Short Rural	$1,175.78
EE_125	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a redundant supply is to be removed. Overhead or Underground	SERVICE ONLY - BUSINESS HOURS - NO CT (Simple) - Traffic control	Long rural/Isolated	$1,760.12
EE_126	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI.	SERVICE ONLY - AFTER HOURS -	Urban/Short Rural	$611.76

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
	May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a redundant supply is to be removed. Overhead or Underground	CT (Complex)		
EE_127	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a redundant supply is to be removed. Overhead or Underground	SERVICE ONLY - AFTER HOURS - CT (Complex)	Long rural/Isolated	$1,379.90
EE_128	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a redundant supply is to be removed. Overhead or Underground	SERVICE ONLY - AFTER HOURS - CT (Complex) - Traffic control	Urban/Short Rural	$1,409.65
EE_129	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a redundant supply is to be removed. Overhead or Underground	SERVICE ONLY - AFTER HOURS - CT (Complex) - Traffic control	Long rural/Isolated	$2,177.79
EE_130	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a redundant supply is to be removed. Overhead or Underground	SERVICE ONLY- AFTER HOURS - NO CT (Simple)	Urban/Short Rural	$496.77
EE_131	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a redundant supply is to be removed. Overhead or Underground	SERVICE ONLY- AFTER HOURS - NO CT (Simple)	Long rural/Isolated	$1,264.91
EE_132	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a redundant supply is to be removed. Overhead or Underground	SERVICE ONLY- AFTER HOURS - NO CT (Simple) - Traffic control	Urban/Short Rural	$1,294.65
EE_133	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a redundant supply is to be removed. Overhead or Underground	SERVICE ONLY- AFTER HOURS - NO CT (Simple) - Traffic control	Long rural/Isolated	$2,062.80

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
EE_134	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a redundant supply is to be removed. Overhead or Underground	SERVICE ONLY - ANYTIME - CT (Complex)	Urban/Short Rural	$611.76
EE_135	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a redundant supply is to be removed. Overhead or Underground	SERVICE ONLY - ANYTIME - CT (Complex) - Traffic control	Urban/Short Rural	$1,409.65
EE_136	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a redundant supply is to be removed. Overhead or Underground	SERVICE ONLY - ANYTIME - NO CT (Simple)	Urban/Short Rural	$496.77
EE_137	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a redundant supply is to be removed. Overhead or Underground	SERVICE ONLY - ANYTIME - NO CT (Simple) - Traffic control	Urban/Short Rural	$1,294.65
EE_138	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a redundant supply is to be removed. Overhead or Underground (No travel time)	METER ONLY (Per NMI) - BUSINESS HOURS - CT	Urban/Short Rural	$349.90
EE_139	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a redundant supply is to be removed. Overhead or Underground (No travel time)	METER ONLY (Per NMI) - BUSINESS HOURS - CT	Long rural/Isolated	$349.90
EE_140	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a redundant supply is to be removed. Overhead or Underground (No travel time)	METER ONLY (Per NMI) - BUSINESS HOURS - NO CT	Urban/Short Rural	$87.48
EE_141	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a	METER ONLY (Per NMI) - BUSINESS HOURS - NO CT	Long rural/Isolated	$87.48

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
	redundant supply is to be removed. Overhead or Underground (No travel time)			
EE_142	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a redundant supply is to be removed. Overhead or Underground (No travel time)	METER ONLY (Per NMI) - AFTER HOURS- CT	Urban/Short Rural	$459.97
EE_143	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a redundant supply is to be removed. Overhead or Underground (No travel time)	METER ONLY (Per NMI) - AFTER HOURS- CT	Long rural/Isolated	$459.97
EE_144	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a redundant supply is to be removed. Overhead or Underground (No travel time)	METER ONLY (Per NMI) - AFTER HOURS - NO CT	Urban/Short Rural	$114.99
EE_145	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a redundant supply is to be removed. Overhead or Underground (No travel time)	METER ONLY (Per NMI) - AFTER HOURS - NO CT	Long rural/Isolated	$114.99
EE_146	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a redundant supply is to be removed. Overhead or Underground (No travel time)	METER ONLY (Per NMI) - ANYTIME - CT	Urban/Short Rural	$459.97
EE_147	Retailer requests Ergon Energy to abolish supply at a connection point and decommission a NMI. May be used where a property is to be demolished; supply is no longer required; an alternative connection point is to be used; or a redundant supply is to be removed. Overhead or Underground (No travel time)	METER ONLY (Per NMI) - ANYTIME - NO CT	Urban/Short Rural	$114.99
NEW1	Request to de-energise an unmetered supply point.	BUSINESS HOURS	Urban/Short Rural	$377.90
NEW2	Request to de-energise an unmetered supply point.	AFTER HOURS	Urban/Short Rural	$496.77
NEW3	Request to de-energise an unmetered supply point.	BUSINESS HOURS - TRAFFIC CONTROL	Urban/Short Rural	$1,175.78

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
NEW4	Request to de-energise an unmetered supply point.	AFTER HOURS - TRAFFIC CONTROL	Urban/Short Rural	$1,294.65
NEW5	Request to de-energise an unmetered supply point.	BUSINESS HOURS	Long rural/Isolated	$962.23
NEW6	Request to de-energise an unmetered supply point.	AFTER HOURS	Long rural/Isolated	$1,264.91
NEW7	Request to de-energise an unmetered supply point.	BUSINESS HOURS - TRAFFIC CONTROL	Long rural/Isolated	$1,760.12
NEW8	Request to de-energise an unmetered supply point.	AFTER HOURS - TRAFFIC CONTROL	Long rural/Isolated	$2,062.80
Service Grouping: Supply enhancement				
EE_148	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Overhead	BUSINESS HOURS - SINGLE TO MULTI PHASE	Urban/Short Rural	$1,048.93
EE_149	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Overhead	BUSINESS HOURS - SINGLE TO MULTI PHASE	Long rural/Isolated	$1,633.27
EE_150	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Overhead	BUSINESS HOURS - SINGLE TO MULTI PHASE - Traffic control	Urban/Short Rural	$1,846.82
EE_151	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Overhead	BUSINESS HOURS - SINGLE TO MULTI PHASE - Traffic control	Long rural/Isolated	$2,431.16
EE_152	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Overhead	BUSINESS HOURS - MULTIPHASE INCREASE CAPACITY	Urban/Short Rural	$1,136.41
EE_153	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Overhead	BUSINESS HOURS - MULTIPHASE INCREASE CAPACITY	Long rural/Isolated	$1,720.75
EE_154	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Overhead	BUSINESS HOURS - MULTIPHASE INCREASE CAPACITY - Traffic control	Urban/Short Rural	$1,934.30
EE_155	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase	BUSINESS HOURS -	Long	$2,518.64

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
	capacity. Excludes work on metering equipment (if required). Overhead	MULTIPHASE INCREASE CAPACITY - Traffic control	rural/Isolated	
EE_156	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Overhead	AFTER HOURS - SINGLE TO MULTI PHASE	Urban/Short Rural	$1,305.38
EE_157	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Overhead	AFTER HOURS - SINGLE TO MULTI PHASE	Long rural/Isolated	$2,073.53
EE_158	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Overhead	AFTER HOURS - SINGLE TO MULTI PHASE - Traffic control	Urban/Short Rural	$2,103.27
EE_159	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Overhead	AFTER HOURS - SINGLE TO MULTI PHASE - Traffic control	Long rural/Isolated	$2,871.42
EE_160	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Overhead	AFTER HOURS - MULTIPHASE INCREASE CAPACITY	Urban/Short Rural	$1,420.38
EE_161	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Overhead	AFTER HOURS - MULTIPHASE INCREASE CAPACITY	Long rural/Isolated	$2,188.52
EE_162	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Overhead	AFTER HOURS - MULTIPHASE INCREASE CAPACITY - Traffic control	Urban/Short Rural	$2,218.27
EE_163	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Overhead	AFTER HOURS - MULTIPHASE INCREASE CAPACITY - Traffic control	Long rural/Isolated	$2,986.41
EE_164	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Underground	BUSINESS HOURS - SINGLE TO MULTI PHASE	Urban/Short Rural	$232.69
EE_165	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Underground	BUSINESS HOURS - SINGLE TO MULTI PHASE	Long rural/Isolated	$524.85
EE_166	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Underground	BUSINESS HOURS - SINGLE TO MULTI PHASE - Traffic control	Urban/Short Rural	$1,030.57

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
EE_167	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Underground	BUSINESS HOURS - SINGLE TO MULTI PHASE - Traffic control	Long rural/Isolated	$1,322.74
EE_168	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Underground	BUSINESS HOURS - MULTIPHASE INCREASE CAPACITY	Urban/Short Rural	$232.69
EE_169	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Underground	BUSINESS HOURS - MULTIPHASE INCREASE CAPACITY	Long rural/Isolated	$524.85
EE_170	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Underground	BUSINESS HOURS - MULTIPHASE INCREASE CAPACITY - Traffic control	Urban/Short Rural	$1,030.57
EE_171	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Underground	BUSINESS HOURS - MULTIPHASE INCREASE CAPACITY - Traffic control	Long rural/Isolated	$1,322.74
EE_172	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Underground	AFTER HOURS - SINGLE TO MULTI PHASE	Urban/Short Rural	$305.88
EE_173	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Underground	AFTER HOURS - SINGLE TO MULTI PHASE	Long rural/Isolated	$689.95
EE_174	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Underground	AFTER HOURS - SINGLE TO MULTI PHASE - Traffic control	Urban/Short Rural	$1,103.77
EE_175	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Underground	AFTER HOURS - SINGLE TO MULTI PHASE - Traffic control	Long rural/Isolated	$1,487.84
EE_176	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Underground	AFTER HOURS - MULTIPHASE INCREASE CAPACITY	Urban/Short Rural	$305.88
EE_177	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Underground	AFTER HOURS - MULTIPHASE INCREASE CAPACITY	Long rural/Isolated	$689.95

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
EE_178	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Underground	AFTER HOURS - MULTIPHASE INCREASE CAPACITY - Traffic control	Urban/Short Rural	$1,103.77
EE_179	Service upgrade. For example, an upgrade from single phase to multi phase and/or increase capacity. Excludes work on metering equipment (if required). Underground	AFTER HOURS - MULTIPHASE INCREASE CAPACITY - Traffic control	Long rural/Isolated	$1,487.84
Service Grouping: Point of attachment relocation				
EE_180	Customer requests their existing overhead service to be replaced or relocated, e.g.as a result of point of attachment relocation. No material change to load. This includes De-energisation, followed by physical dismantling then reattachment of service and re-energisation. Excludes work on metering equipment (if required)	BUSINESS HOURS - SINGLE PHASE	Urban/Short Rural	$517.86
EE_181	Customer requests their existing overhead service to be replaced or relocated, e.g.as a result of point of attachment relocation. No material change to load. This includes De-energisation, followed by physical dismantling then reattachment of service and re-energisation. Excludes work on metering equipment (if required)	BUSINESS HOURS - SINGLE PHASE	Long rural/Isolated	$1,102.19
EE_182	Customer requests their existing overhead service to be replaced or relocated, e.g.as a result of point of attachment relocation. No material change to load. This includes De-energisation, followed by physical dismantling then reattachment of service and re-energisation. Excludes work on metering equipment (if required)	BUSINESS HOURS - SINGLE PHASE - Traffic Control	Urban/Short Rural	$1,315.75
EE_183	Customer requests their existing overhead service to be replaced or relocated, e.g.as a result of point of attachment relocation. No material change to load. This includes De-energisation, followed by physical dismantling then reattachment of service and re-energisation. Excludes work on metering equipment (if required)	BUSINESS HOURS - SINGLE PHASE - Traffic Control	Long rural/Isolated	$1,900.08
EE_184	Customer requests their existing overhead service to be replaced or relocated, e.g.as a result of point of attachment relocation. No material change to load. This includes De-energisation, followed by physical dismantling then reattachment of service and re-energisation. Excludes work on metering equipment (if required)	AFTER HOURS - SINGLE PHASE	Urban/Short Rural	$680.75
EE_185	Customer requests their existing overhead	AFTER HOURS -	Long	$1,448.90

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
	service to be replaced or relocated, e.g.as a result of point of attachment relocation. No material change to load. This includes De-energisation, followed by physical dismantling then reattachment of service and re-energisation. Excludes work on metering equipment (if required)	SINGLE PHASE	rural/Isolated	
EE_186	Customer requests their existing overhead service to be replaced or relocated, e.g.as a result of point of attachment relocation. No material change to load. This includes De-energisation, followed by physical dismantling then reattachment of service and re-energisation. Excludes work on metering equipment (if required)	AFTER HOURS - SINGLE PHASE - Traffic Control	Urban/Short Rural	$1,478.64
EE_187	Customer requests their existing overhead service to be replaced or relocated, e.g.as a result of point of attachment relocation. No material change to load. This includes De-energisation, followed by physical dismantling then reattachment of service and re-energisation. Excludes work on metering equipment (if required)	AFTER HOURS - SINGLE PHASE - Traffic Control	Long rural/Isolated	$2,246.79
EE_188	Customer requests their existing overhead service to be replaced or relocated, e.g.as a result of point of attachment relocation. No material change to load. This includes De-energisation, followed by physical dismantling then reattachment of service and re-energisation. Excludes work on metering equipment (if required)	BUSINESS HOURS - MULTI PHASE	Urban/Short Rural	$654.32
EE_189	Customer requests their existing overhead service to be replaced or relocated, e.g.as a result of point of attachment relocation. No material change to load. This includes De-energisation, followed by physical dismantling then reattachment of service and re-energisation. Excludes work on metering equipment (if required)	BUSINESS HOURS - MULTI PHASE	Long rural/Isolated	$1,238.66
EE_190	Customer requests their existing overhead service to be replaced or relocated, e.g.as a result of point of attachment relocation. No material change to load. This includes De-energisation, followed by physical dismantling then reattachment of service and re-energisation. Excludes work on metering equipment (if required)	BUSINESS HOURS - MULTI PHASE - Traffic Control	Urban/Short Rural	$1,452.21
EE_191	Customer requests their existing overhead service to be replaced or relocated, e.g.as a result of point of attachment relocation. No material change to load. This includes De-energisation, followed by physical dismantling then reattachment of service and re-energisation. Excludes work on metering equipment (if required)	BUSINESS HOURS - MULTI PHASE - Traffic Control	Long rural/Isolated	$2,036.55

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
EE_192	Customer requests their existing overhead service to be replaced or relocated, e.g.as a result of point of attachment relocation. No material change to load. This includes De-energisation, followed by physical dismantling then reattachment of service and re-energisation. Excludes work on metering equipment (if required)	AFTER HOURS - MULTIPHASE	Urban/Short Rural	$860.14
EE_193	Customer requests their existing overhead service to be replaced or relocated, e.g.as a result of point of attachment relocation. No material change to load. This includes De-energisation, followed by physical dismantling then reattachment of service and re-energisation. Excludes work on metering equipment (if required)	AFTER HOURS - MULTIPHASE	Long rural/Isolated	$1,628.29
EE_194	Customer requests their existing overhead service to be replaced or relocated, e.g.as a result of point of attachment relocation. No material change to load. This includes De-energisation, followed by physical dismantling then reattachment of service and re-energisation. Excludes work on metering equipment (if required)	AFTER HOURS - MULTIPHASE - Traffic Control	Urban/Short Rural	$1,658.03
EE_195	Customer requests their existing overhead service to be replaced or relocated, e.g.as a result of point of attachment relocation. No material change to load. This includes De-energisation, followed by physical dismantling then reattachment of service and re-energisation. Excludes work on metering equipment (if required)	AFTER HOURS - MULTIPHASE - Traffic Control	Long rural/Isolated	$2,426.18
Tariff class: Network Ancillary services Service Grouping: Re-arrange connection assets at customer's request				
EE_196	Rearrange connection assets at customer's request - simple (upgrade from overhead to underground where main connection point is in existence). Recovery of the overhead service and connection of the consumer mains to the pre-existing pillar for a customer requested conversion of existing overhead service to underground service	BUSINESS HOURS - SINGLE PHASE	Urban/Short Rural	$785.53
EE_197	Rearrange connection assets at customer's request - simple (upgrade from overhead to underground where main connection point is in existence). Recovery of the overhead service and connection of the consumer mains to the pre-existing pillar for a customer requested conversion of existing overhead service to underground service	BUSINESS HOURS - SINGLE PHASE	Long rural/Isolated	$1,662.04

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
EE_198	Rearrange connection assets at customer's request - simple (upgrade from overhead to underground where main connection point is in existence). Recovery of the overhead service and connection of the consumer mains to the pre-existing pillar for a customer requested conversion of existing overhead service to underground service	BUSINESS HOURS - SINGLE PHASE - Traffic Control	Urban/Short Rural	$1,583.42
EE_199	Rearrange connection assets at customer's request - simple (upgrade from overhead to underground where main connection point is in existence). Recovery of the overhead service and connection of the consumer mains to the pre-existing pillar for a customer requested conversion of existing overhead service to underground service	BUSINESS HOURS - SINGLE PHASE - Traffic Control	Long rural/Isolated	$2,459.93
EE_200	Rearrange connection assets at customer's request - simple (upgrade from overhead to underground where main connection point is in existence). Recovery of the overhead service and connection of the consumer mains to the pre-existing pillar for a customer requested conversion of existing overhead service to underground service	AFTER HOURS - SINGLE PHASE	Urban/Short Rural	$1,032.63
EE_201	Rearrange connection assets at customer's request - simple (upgrade from overhead to underground where main connection point is in existence). Recovery of the overhead service and connection of the consumer mains to the pre-existing pillar for a customer requested conversion of existing overhead service to underground service	AFTER HOURS - SINGLE PHASE	Long rural/Isolated	$2,184.85
EE_202	Rearrange connection assets at customer's request - simple (upgrade from overhead to underground where main connection point is in existence). Recovery of the overhead service and connection of the consumer mains to the pre-existing pillar for a customer requested conversion of existing overhead service to underground service	AFTER HOURS - SINGLE PHASE - Traffic Control	Urban/Short Rural	$1,830.52
EE_203	Rearrange connection assets at customer's request - simple (upgrade from overhead to underground where main connection point is in existence). Recovery of the overhead service and connection of the consumer mains to the pre-existing pillar for a customer requested conversion of existing overhead service to underground service	AFTER HOURS - SINGLE PHASE - Traffic Control	Long rural/Isolated	$2,982.74

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
EE_204	Rearrange connection assets at customer's request - simple (upgrade from overhead to underground where main connection point is in existence). Recovery of the overhead service and connection of the consumer mains to the pre-existing pillar for a customer requested conversion of existing overhead service to underground service	BUSINESS HOURS - MULTI PHASE	Urban/Short Rural	$873.01
EE_205	Rearrange connection assets at customer's request - simple (upgrade from overhead to underground where main connection point is in existence). Recovery of the overhead service and connection of the consumer mains to the pre-existing pillar for a customer requested conversion of existing overhead service to underground service	BUSINESS HOURS - MULTI PHASE	Long rural/Isolated	$1,749.52
EE_206	Rearrange connection assets at customer's request - simple (upgrade from overhead to underground where main connection point is in existence). Recovery of the overhead service and connection of the consumer mains to the pre-existing pillar for a customer requested conversion of existing overhead service to underground service	BUSINESS HOURS - MULTI PHASE - Traffic Control	Urban/Short Rural	$1,670.90
EE_207	Rearrange connection assets at customer's request - simple (upgrade from overhead to underground where main connection point is in existence). Recovery of the overhead service and connection of the consumer mains to the pre-existing pillar for a customer requested conversion of existing overhead service to underground service	BUSINESS HOURS - MULTI PHASE - Traffic Control	Long rural/Isolated	$2,547.40
EE_208	Rearrange connection assets at customer's request - simple (upgrade from overhead to underground where main connection point is in existence). Recovery of the overhead service and connection of the consumer mains to the pre-existing pillar for a customer requested conversion of existing overhead service to underground service	AFTER HOURS - MULTIPHASE	Urban/Short Rural	$1,147.62
EE_209	Rearrange connection assets at customer's request - simple (upgrade from overhead to underground where main connection point is in existence). Recovery of the overhead service and connection of the consumer mains to the pre-existing pillar for a customer requested conversion of existing overhead service to underground service	AFTER HOURS - MULTIPHASE	Long rural/Isolated	$2,299.84

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
EE_210	Rearrange connection assets at customer's request - simple (upgrade from overhead to underground where main connection point is in existence). Recovery of the overhead service and connection of the consumer mains to the pre-existing pillar for a customer requested conversion of existing overhead service to underground service	AFTER HOURS - MULTIPHASE - Traffic Control	Urban/Short Rural	$1,945.51
EE_211	Rearrange connection assets at customer's request - simple (upgrade from overhead to underground where main connection point is in existence). Recovery of the overhead service and connection of the consumer mains to the pre-existing pillar for a customer requested conversion of existing overhead service to underground service	AFTER HOURS - MULTIPHASE - Traffic Control	Long rural/Isolated	$3,097.73
Tariff class: Connection application and management services Service Grouping: Request for Temporary Connection for short term supply				
EE_212	Customer requested temporary connection (short term) and recovery of the temporary builders supply. Note: this service is only available for non-grid connected areas of our network (isolated feeders and the Mount Isa-Cloncurry supply network)	BUSINESS HOURS - SINGLE PHASE	Urban/Short Rural	$815.27
EE_213	Customer requested temporary connection (short term) and recovery of the temporary builders supply. Note: this service is only available for non-grid connected areas of our network (isolated feeders and the Mount Isa-Cloncurry supply network)	BUSINESS HOURS - SINGLE PHASE	Long rural/Isolated	$1,399.61
EE_214	Customer requested temporary connection (short term) and recovery of the temporary builders supply. Note: this service is only available for non-grid connected areas of our network (isolated feeders and the Mount Isa-Cloncurry supply network)	BUSINESS HOURS - SINGLE PHASE - Traffic Control	Urban/Short Rural	$1,613.16
EE_215	Customer requested temporary connection (short term) and recovery of the temporary builders supply. Note: this service is only available for non-grid connected areas of our network (isolated feeders and the Mount Isa-Cloncurry supply network)	BUSINESS HOURS - SINGLE PHASE - Traffic Control	Long rural/Isolated	$2,197.50
EE_216	Customer requested temporary connection (short term) and recovery of the temporary builders supply. Note: this service is only available for non-grid connected areas of our network (isolated feeders and the Mount Isa-Cloncurry supply network)	BUSINESS HOURS - MULTI PHASE	Urban/Short Rural	$1,165.18
EE_217	Customer requested temporary connection (short	BUSINESS	Long	$1,749.52

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
	term) and recovery of the temporary builders supply. Note: this service is only available for non-grid connected areas of our network (isolated feeders and the Mount Isa-Cloncurry supply network)	HOURS - MULTI PHASE	rural/Isolated	
EE_218	Customer requested temporary connection (short term) and recovery of the temporary builders supply. Note: this service is only available for non-grid connected areas of our network (isolated feeders and the Mount Isa-Cloncurry supply network)	BUSINESS HOURS - MULTI PHASE - Traffic Control	Urban/Short Rural	$1,963.07
EE_219	Customer requested temporary connection (short term) and recovery of the temporary builders supply. Note: this service is only available for non-grid connected areas of our network (isolated feeders and the Mount Isa-Cloncurry supply network)	BUSINESS HOURS - MULTI PHASE - Traffic Control	Long rural/Isolated	$2,547.40
EE_220	Customer requested temporary connection (short term) and recovery of the temporary builders supply. Note: this service is only available for non-grid connected areas of our network (isolated feeders and the Mount Isa-Cloncurry supply network)	AFTER HOURS - SINGLE PHASE	Urban/Short Rural	$1,071.73
EE_221	Customer requested temporary connection (short term) and recovery of the temporary builders supply. Note: this service is only available for non-grid connected areas of our network (isolated feeders and the Mount Isa-Cloncurry supply network)	AFTER HOURS - SINGLE PHASE	Long rural/Isolated	$1,839.87
EE_222	Customer requested temporary connection (short term) and recovery of the temporary builders supply. Note: this service is only available for non-grid connected areas of our network (isolated feeders and the Mount Isa-Cloncurry supply network)	AFTER HOURS - SINGLE PHASE - Traffic Control	Urban/Short Rural	$1,869.61
EE_223	Customer requested temporary connection (short term) and recovery of the temporary builders supply. Note: this service is only available for non-grid connected areas of our network (isolated feeders and the Mount Isa-Cloncurry supply network)	AFTER HOURS - SINGLE PHASE - Traffic Control	Long rural/Isolated	$2,637.76
EE_224	Customer requested temporary connection (short term) and recovery of the temporary builders supply. Note: this service is only available for non-grid connected areas of our network (isolated feeders and the Mount Isa-Cloncurry supply network)	AFTER HOURS - MULTIPHASE	Urban/Short Rural	$1,531.69
EE_225	Customer requested temporary connection (short term) and recovery of the temporary builders supply. Note: this service is only available for non-grid connected areas of our network (isolated feeders and the Mount Isa-Cloncurry supply network)	AFTER HOURS - MULTIPHASE	Long rural/Isolated	$2,299.84

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
EE_226	Customer requested temporary connection (short term) and recovery of the temporary builders supply. Note: this service is only available for non-grid connected areas of our network (isolated feeders and the Mount Isa-Cloncurry supply network)	AFTER HOURS - MULTIPHASE - Traffic Control	Urban/Short Rural	$2,329.58
EE_227	Customer requested temporary connection (short term) and recovery of the temporary builders supply. Note: this service is only available for non-grid connected areas of our network (isolated feeders and the Mount Isa-Cloncurry supply network)	AFTER HOURS - MULTIPHASE - Traffic Control	Long rural/Isolated	$3,097.73
Tariff class: Network Ancillary services Service Grouping: Faults/Emergency response				
EE_228	Attending loss of Supply - customer fault	BUSINESS HOURS	Urban/Short Rural	$290.42
EE_229	Attending loss of Supply - customer fault	BUSINESS HOURS	Long rural/Isolated	$874.76
EE_230	Attending loss of Supply - customer fault	AFTER HOURS	Urban/Short Rural	$381.77
EE_231	Attending loss of Supply - customer fault	AFTER HOURS	Long rural/Isolated	$1,149.92
Service Grouping: Call out fee				
EE_232	Crews attend site at the customers request and is unable to perform job due to customers fault/fault of a third party. TECHNICAL. Wasted travel time and wasted time at customer's premises.	BUSINESS HOURS - 1 crew	Urban/Short Rural	$87.48
EE_233	Crews attend site at the customers request and is unable to perform job due to customers fault/fault of a third party. TECHNICAL. Wasted travel time and wasted time at customer's premises.	BUSINESS HOURS - 1 crew	Long rural/Isolated	$379.64
EE_234	Crews attend site at the customers request and is unable to perform job due to customers fault/fault of a third party. TECHNICAL. Wasted travel time and wasted time at customer's premises.	BUSINESS HOURS - 2 crews	Urban/Short Rural	$174.95
EE_235	Crews attend site at the customers request and is unable to perform job due to customers fault/fault of a third party. TECHNICAL. Wasted travel time and wasted time at customer's premises.	BUSINESS HOURS - 2 crews	Long rural/Isolated	$759.29
EE_236	Crews attend site at the customers request and is unable to perform job due to customers fault/fault of a third party. TECHNICAL. Wasted travel time and wasted time at customer's	AFTER HOURS - 1 crew	Urban/Short Rural	$114.99

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
	premises.			
EE_237	Crews attend site at the customers request and is unable to perform job due to customers fault/fault of a third party. TECHNICAL. Wasted travel time and wasted time at customer's premises.	AFTER HOURS - 1 crew	Long rural/Isolated	$499.07
EE_238	Crews attend site at the customers request and is unable to perform job due to customers fault/fault of a third party. TECHNICAL. Wasted travel time and wasted time at customer's premises.	AFTER HOURS - 2 crews	Urban/Short Rural	$229.98
EE_239	Crews attend site at the customers request and is unable to perform job due to customers fault/fault of a third party. TECHNICAL. Wasted travel time and wasted time at customer's premises.	AFTER HOURS - 2 crews	Long rural/Isolated	$998.13
EE_240	Crews attend site at the customers request and is unable to perform job due to customers fault/fault of a third party. NON TECHNICAL. Wasted travel time.	BUSINESS HOURS	Urban/Short Rural	$7.93
EE_241	Crews attend site at the customers request and is unable to perform job due to customers fault/fault of a third party. NON TECHNICAL. Wasted travel time.	BUSINESS HOURS	Long rural/Isolated	$7.93
EE_242	Crews attend site at the customers request and is unable to perform job due to customers fault/fault of a third party. NON TECHNICAL. Wasted travel time.	AFTER HOURS	Urban/Short Rural	$10.31
EE_243	Crews attend site at the customers request and is unable to perform job due to customers fault/fault of a third party. NON TECHNICAL. Wasted travel time.	AFTER HOURS	Long rural/Isolated	$10.31
Tariff class: Auxiliary metering services Service Grouping: Install new meter (Type 5 and 6)				
EE_244	Install new meter (Type 5 and 6) – Single phase	BUSINESS HOURS	Urban/Short Rural	$385.94
EE_245	Install new meter (Type 5 and 6) – Single phase	BUSINESS HOURS	Long rural/Isolated	$678.11
EE_246	Install new meter (Type 5 and 6) – Dual element	BUSINESS HOURS	Urban/Short Rural	$444.63
EE_247	Install new meter (Type 5 and 6) – Dual element	BUSINESS HOURS	Long rural/Isolated	$736.80
EE_248	Install new meter (Type 5 and 6) – Polyphase	BUSINESS HOURS	Urban/Short Rural	$599.51
EE_249	Install new meter (Type 5 and 6) – Polyphase	BUSINESS	Long	$891.68

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
		HOURS	rural/Isolated	
EE_250	Install new meter (CT)	BUSINESS HOURS	Urban/Short Rural	$2,187.28
EE_251	Install new meter (CT)	BUSINESS HOURS	Long rural/Isolated	$2,771.62
EE_252	Install additional/replacement meter (Type 5 and 6) – Single phase	BUSINESS HOURS	Urban/Short Rural	$385.94
EE_253	Install additional/replacement meter (Type 5 and 6) – Single phase	BUSINESS HOURS	Long rural/Isolated	$678.11
EE_254	Install additional/replacement meter (Type 5 and 6) – Dual element	BUSINESS HOURS	Urban/Short Rural	$444.63
EE_255	Install additional/replacement meter (Type 5 and 6) – Dual element	BUSINESS HOURS	Long rural/Isolated	$736.80
EE_256	Install additional/replacement meter (Type 5 and 6) – Polyphase	BUSINESS HOURS	Urban/Short Rural	$599.51
EE_257	Install additional/replacement meter (Type 5 and 6) – Polyphase	BUSINESS HOURS	Long rural/Isolated	$891.68
EE_258	Install additional/replacement meter (CT)	BUSINESS HOURS	Urban/Short Rural	$2,187.28
EE_259	Install additional/replacement meter (CT)	BUSINESS HOURS	Long rural/Isolated	$2,771.62
Service Grouping: Removal of a meter (Type 5 and 6)				
EE_260a	Removal of Meter	BUSINESS HOURS - NO CT	Urban/Short Rural	$135.87
EE_261a	Removal of Meter	BUSINESS HOURS - NO CT	Long rural/Isolated	$428.04
EE_262a	Removal of Meter	BUSINESS HOURS - CT	Urban/Short Rural	$219.84
EE_263a	Removal of Meter	BUSINESS HOURS - CT	Long rural/Isolated	$512.01
EE_260	Removal of Meter	AFTER HOURS - NO CT	Urban/Short Rural	$176.04
EE_261	Removal of Meter	AFTER HOURS - NO CT	Long rural/Isolated	$560.11
EE_262	Removal of Meter	AFTER HOURS - CT	Urban/Short Rural	$287.20
EE_263	Removal of Meter	AFTER HOURS - CT	Long rural/Isolated	$671.27
Service Grouping: Meter test				

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
EE_264	Customer requested Meter Accuracy Testing of type 5-6 meter (physically test meter)	BUSINESS HOURS - NO CT	Urban/Short Rural	$424.54
EE_265	Customer requested Meter Accuracy Testing of type 5-6 meter (physically test meter)	BUSINESS HOURS - NO CT	Long rural/Isolated	$716.71
EE_266	Customer requested Meter Accuracy Testing of type 5-6 meter (physically test meter)	BUSINESS HOURS - CT	Urban/Short Rural	$881.74
EE_267	Customer requested Meter Accuracy Testing of type 5-6 meter (physically test meter)	BUSINESS HOURS - CT	Long rural/Isolated	$1,466.08
Service Grouping: Meter inspection and investigation on request				
EE_268	Inspection required to check reported or suspected fault and no fault in meter is found. (no physical meter test)	BUSINESS HOURS - NO CT	Urban/Short Rural	$75.76
EE_269	Inspection required to check reported or suspected fault and no fault in meter is found. (no physical meter test)	BUSINESS HOURS - NO CT	Long rural/Isolated	$152.29
EE_270	Inspection required to check reported or suspected fault and no fault in meter is found. (no physical meter test)	AFTER HOURS - NO CT	Urban/Short Rural	$135.27
EE_271	Inspection required to check reported or suspected fault and no fault in meter is found. (no physical meter test)	AFTER HOURS - NO CT	Long rural/Isolated	$235.88
EE_272	Inspection required to check reported or suspected fault and no fault in meter is found. (no physical meter test)	BUSINESS HOURS - CT	Urban/Short Rural	$368.55
EE_273	Inspection required to check reported or suspected fault and no fault in meter is found. (no physical meter test)	BUSINESS HOURS - CT	Long rural/Isolated	$952.89
EE_274	Inspection required to check reported or suspected fault and no fault in meter is found. (no physical meter test)	AFTER HOURS - CT	Urban/Short Rural	$481.92
EE_275	Inspection required to check reported or suspected fault and no fault in meter is found. (no physical meter test)	AFTER HOURS - CT	Long rural/Isolated	$1,250.07
EE_276	A request to conduct a site review of the state of the customer's metering installation(s) (no physical meter test), i.e. multiple premises. Includes provision of meter data above the minimum requirements and meter inspection to check a reported or suspected fault. Does not include provision of any hardware - First Unit	BUSINESS HOURS	Urban/Short Rural	$141.70
EE_277	A request to conduct a site review of the state of the customer's metering installation(s) (no physical meter test), i.e. multiple premises. Includes provision of meter data above the minimum requirements and meter inspection to check a reported or suspected fault. Does not	BUSINESS HOURS	Long rural/Isolated	$433.87

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
	include provision of any hardware - First Unit			
EE_278	A request to conduct a site review of the state of the customer's metering installation(s) (no physical meter test), i.e. multiple premises. Includes provision of meter data above the minimum requirements and meter inspection to check a reported or suspected fault. Does not include provision of any hardware - First Unit	AFTER HOURS	Urban/Short Rural	$183.71
EE_279	A request to conduct a site review of the state of the customer's metering installation(s) (no physical meter test), i.e. multiple premises. Includes provision of meter data above the minimum requirements and meter inspection to check a reported or suspected fault. Does not include provision of any hardware - First Unit	AFTER HOURS	Long rural/Isolated	$567.78
EE_280	A request to conduct a site review of the state of the customer's metering installation(s) (no physical meter test), i.e. multiple premises. Includes provision of meter data above the minimum requirements and meter inspection to check a reported or suspected fault. Does not include provision of any hardware - Additional Units	BUSINESS HOURS	Urban/Short Rural	$83.96
EE_281	A request to conduct a site review of the state of the customer's metering installation(s) (no physical meter test), i.e. multiple premises. Includes provision of meter data above the minimum requirements and meter inspection to check a reported or suspected fault. Does not include provision of any hardware - Additional Units	BUSINESS HOURS	Long rural/Isolated	$83.96
EE_282	A request to conduct a site review of the state of the customer's metering installation(s) (no physical meter test), i.e. multiple premises. Includes provision of meter data above the minimum requirements and meter inspection to check a reported or suspected fault. Does not include provision of any hardware - Additional Units	AFTER HOURS	Urban/Short Rural	$107.81
EE_283	A request to conduct a site review of the state of the customer's metering installation(s) (no physical meter test), i.e. multiple premises. Includes provision of meter data above the minimum requirements and meter inspection to check a reported or suspected fault. Does not include provision of any hardware - Additional Units	AFTER HOURS	Long rural/Isolated	$107.81
Service Grouping: Meter reconfiguration				
EE_284	A request to make a change from one tariff to another tariff (Controlled Load)	BUSINESS HOURS - NO CT	Urban/Short Rural	$98.88
EE_285	A request to make a change from one tariff to	BUSINESS	Long	$186.62

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
	another tariff (Controlled Load)	HOURS - NO CT	rural/Isolated	
EE_286	A request to make a change from one tariff to another tariff (Controlled Load)	AFTER HOURS - NO CT	Urban/Short Rural	$163.69
EE_287	A request to make a change from one tariff to another tariff (Controlled Load)	AFTER HOURS - NO CT	Long rural/Isolated	$279.02
EE_288	A request to make a change from one tariff to another tariff (Controlled Load)	BUSINESS HOURS - CT	Urban/Short Rural	$298.57
EE_289	A request to make a change from one tariff to another tariff (Controlled Load)	BUSINESS HOURS - CT	Long rural/Isolated	$882.91
EE_290	A request to make a change from one tariff to another tariff (Controlled Load)	AFTER HOURS - CT	Urban/Short Rural	$389.93
EE_291	A request to make a change from one tariff to another tariff (Controlled Load)	AFTER HOURS - CT	Long rural/Isolated	$1,158.07
EE_292	A request to make a change from one tariff to another tariff	BUSINESS HOURS - NO CT	Urban/Short Rural	$98.88
EE_293	A request to make a change from one tariff to another tariff	BUSINESS HOURS - NO CT	Long rural/Isolated	$186.62
EE_294	A request to make a change from one tariff to another tariff	AFTER HOURS - NO CT	Urban/Short Rural	$163.69
EE_295	A request to make a change from one tariff to another tariff	AFTER HOURS - NO CT	Long rural/Isolated	$279.02
EE_296	A request to make a change from one tariff to another tariff	BUSINESS HOURS - CT	Urban/Short Rural	$473.52
EE_297	A request to make a change from one tariff to another tariff	BUSINESS HOURS - CT	Long rural/Isolated	$1,057.86
EE_298	A request to make a change from one tariff to another tariff	AFTER HOURS - CT	Urban/Short Rural	$619.91
EE_299	A request to make a change from one tariff to another tariff	AFTER HOURS - CT	Long rural/Isolated	$1,388.06
Service Grouping: Load control time switch				
EE_300	Change load control equipment (inc. time switch and relay install, modify and removal)	BUSINESS HOURS - NO CT	Urban/Short Rural	$135.87
EE_301	Change load control equipment (inc. time switch and relay install, modify and removal)	BUSINESS HOURS - NO CT	Long rural/Isolated	$428.04
EE_302	Change load control equipment (inc. time switch and relay install, modify and removal)	BUSINESS HOURS - CT	Urban/Short Rural	$432.70
EE_303	Change load control equipment (inc. time switch and relay install, modify and removal)	BUSINESS HOURS - CT	Long rural/Isolated	$1,017.04
Service Grouping: Metering alteration				

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
EE_304	Meter alteration – meter is being relocated or meter wiring altered and requires DNSP to visit site to verify the integrity of the metering equipment	BUSINESS HOURS - NO CT	Urban/Short Rural	$137.72
EE_305	Meter alteration – meter is being relocated or meter wiring altered and requires DNSP to visit site to verify the integrity of the metering equipment	BUSINESS HOURS - NO CT	Long rural/Isolated	$238.38
EE_306	Meter alteration – meter is being relocated or meter wiring altered and requires DNSP to visit site to verify the integrity of the metering equipment	AFTER HOURS - NO CT	Urban/Short Rural	$186.33
EE_307	Meter alteration – meter is being relocated or meter wiring altered and requires DNSP to visit site to verify the integrity of the metering equipment	AFTER HOURS - NO CT	Long rural/Isolated	$318.65
EE_308	Meter alteration – meter is being relocated or meter wiring altered and requires DNSP to visit site to verify the integrity of the metering equipment	BUSINESS HOURS - CT	Urban/Short Rural	$916.73
EE_309	Meter alteration – meter is being relocated or meter wiring altered and requires DNSP to visit site to verify the integrity of the metering equipment	BUSINESS HOURS - CT	Long rural/Isolated	$1,501.07
EE_310	Meter alteration – meter is being relocated or meter wiring altered and requires DNSP to visit site to verify the integrity of the metering equipment	AFTER HOURS - CT	Urban/Short Rural	$1,202.54
EE_311	Meter alteration – meter is being relocated or meter wiring altered and requires DNSP to visit site to verify the integrity of the metering equipment	AFTER HOURS - CT	Long rural/Isolated	$1,970.68
Service Grouping: Metering reading				
EE_312	Customer requests a check read, transfer read or validation of an estimated read on the meter, may be due to reported error in the meter reading. This is only used to check the accuracy of the meter reading	BUSINESS HOURS	Urban/Short Rural	$35.32
EE_313	Customer requests a check read, transfer read or validation of an estimated read on the meter, may be due to reported error in the meter reading. This is only used to check the accuracy of the meter reading	BUSINESS HOURS	Long rural/Isolated	$35.32
EE_314	Site remains active and reading undertaken upon customer move in. Retail requested	BUSINESS HOURS	Urban/Short Rural	$35.32
EE_315	Site remains active and reading undertaken upon customer move in. Retail requested	BUSINESS HOURS	Long rural/Isolated	$35.32

Service Reference	Service description	Permutations	Feeder type	AER final decision fee
EE_316	Special meter reading including final read. Retailer or customer requested	BUSINESS HOURS	Urban/Short Rural	$35.32
EE_317	Special meter reading including final read. Retailer or customer requested	BUSINESS HOURS	Long rural/Isolated	$35.32
Service Grouping: Type 6 non-standard metering data services				
EE_318	Provision of load profile data where available – Retailer requested	BUSINESS HOURS	Urban/Short Rural	$145.21
EE_319	Provision of load profile data where available – Retailer requested	BUSINESS HOURS	Long rural/Isolated	$437.38
Service Grouping: Reseal				
EE_320	Reseal and inspection of meter after customer initiated work	BUSINESS HOURS	Urban/Short Rural	$109.62
EE_321	Reseal and inspection of meter after customer initiated work	BUSINESS HOURS	Long rural/Isolated	$401.79

Source: AER Analysis; AER final decision model for Energex and Ergon Energy's fee-based and quoted services.

Table 15.9 Fee-based services - security lighting, ($2020–21)

Light size	Annual charge / unit
Small LED (W70, W100)	$307.78
Medium LED (W200)	$365.78
Small conventional (150W)	$392.12
Medium conventional (250W)	$404.38
Large conventional (400W)	$407.37

Source: AER Analysis; AER final decision model for Ergon Energy's security lighting services.

Table 15.10 Quoted service hourly labour rates for 2020–21, final decision ($2020–21)

Ergon Energy labour category	AER labour category[2]	AER final decision - maximum total hourly rate (base plus on-costs plus overheads) - Ordinary time	AER final decision - maximum total hourly rate (base plus on-costs plus overheads) - Overtime
Admin Employee	Admin	$77.00	$134.75
Professional Managerial	Project Manager	$206.74	$272.81
Power Worker	Field Worker	$143.35	$177.85

Ergon Energy labour category	AER labour category[2]	AER final decision - maximum total hourly rate (base plus on-costs plus overheads) - Ordinary time	AER final decision - maximum total hourly rate (base plus on-costs plus overheads) - Overtime
Technical Service Person	Technical Specialist	$175.02	$226.86
Electrical System Designer	Engineer	$162.38	$205.86
Supervisor	Project Manager	$193.79	$252.19
Para-Professional	Engineer / Field Worker	$189.57	$240.94
Apprentice	Field Worker	$107.04	$143.43
System Operator	Senior Engineer	$225.08	$314.12
Tech/PW[1]	Tech specialist/Field Worker[1]	$159.18	$202.36
Tech/PW/Admin[1]	Tech specialist/Field Worker/Admin[1]	$131.79	$179.82

Source: AER calculations; AER final decision model for Energex and Ergon Energy's fee-based and quoted services.
1: Based on Marsden Jacob report. These labour categories are for comparison purposes only
2: The labour rates for this labour category is an average of the labour rates for the underlying labour categories. While the AER does not have a specific matching labour category we have taken a similar approach and applied the average of our final decision labour rates for the relevant categories.

Table 15.11 AER final decision on X-factors for each year of the 2020–25 regulatory control period for ancillary network services (per cent)

	2021–22	2022–23	2023–24	2024-25
General[1]	-0.9825%	-1.0493%	-1.0262%	-0.9668%
Type 6 meter installation - urban/short rural[2]	-0.5618%	-0.6000%	-0.5868%	-0.5528%
Type 6 meter installation - long rural/remote[3]	-0.7112%	-0.7596%	-0.7429%	-0.6999%
Security lighting	-0.7434%	-0.7940%	-0.7765%	-0.7315%

Source: AER analysis; AER final decision models for Energex and Ergon Energy's fee-based and quoted services and Ergon Energy's security lighting services.
Note: We do not set an X factor for 2020–21 because we set the 2020–21 ancillary network service prices in this determination. To be clear, labour escalators themselves are positive for each year of the regulatory control period. However, the labour escalators in this table are operating as de facto X factors. Therefore, they are negative.
1: Excludes type 6 meter installation and security lighting.
2: Service references: EE_244, EE_246, EE_248, EE_250, EE_252, EE_254, EE_256 and EE_258.
3: Service references: EE_245, EE_247, EE_249, EE_251, EE_253, EE_255, EE_257 and EE_259.

B Public lighting prices

Table 15.12 2020–21 prices ($ nominal)

			$/day	$/year
Conventional	NPL1	Major	0.945	345.03
		Minor	0.563	205.56
	NPL2	Major	0.382	139.33
		Minor	0.250	91.27
LED	NPL1	Major	0.317	115.61
		Minor	0.201	73.36
	NPL2	Major	0.231	84.43
		Minor	0.154	56.04
	NPL4	Major	0.268	97.81
		Minor	0.171	62.56

Source: AER, *Final Decision - Ergon distribution determination 2020–25 - Public Lighting Pricing Model* - May 2020
Note: The X-factors for public lighting services for the remaining years of the period are 0 per cent, and prices are only escalated for inflation.

C Metering Prices

Table 15.13 2020–21 prices ($ nominal)

		cents/day	$/year
Primary	Capital	4.395	16.04
	Non-capital	11.994	43.78
Load Control	Capital	1.597	5.83
	Non-capital	4.396	16.05
Solar PV	Capital	1.203	4.39
	Non-capital	2.934	10.71

Source: AER, *Final Decision - Ergon distribution determination 2020–25 - Metering PTRM* - May 2020
Note: The X-factors for metering services for the remaining years of the period are 0 per cent, and prices are only escalated for inflation.

Shortened forms

Shortened form	Extended form
AER	Australian Energy Regulator
capex	capital expenditure
distributor	distribution network service provider
NER	National Electricity Rules
DNSP	Distribution network service provider
opex	operating expenditure
PTRM	post-tax revenue model
RBA	Reserve Bank of Australia
RIN	regulatory information notice
WACC	weighted average cost of capital