

Reference Service Proposal for the Multinet Distribution Network July 2023 – June 2028

July 2021

1. Introduction

We are developing our plan for the Multinet Gas Network (MGN) for the July 2023 – June 2028 period (the next Access Arrangement (AA) period). As part of this process we have developed this Reference Service Proposal to ensure our plans and services meet our customers' needs.

1.1. Pipeline services

We offer several pipeline services to meet customer needs, which are specified below:

- reference services, which forms the basis of the prices and terms and conditions we develop for the next AA period. Tariffs for reference services are set by the Australian Energy Regulator (AER). Reference services fall into two categories:
 - haulage reference services – for the transportation of gas for our residential, commercial and demand customers;
 - ancillary reference services – are commonly used services ancillary to providing a haulage service;
- non-reference services – less frequently used services. Prices and terms and conditions for these services reflect the cost of providing the service but are not determined by the AER.

The classification of a service as either a reference or non-reference service is considered at the beginning of the AA review process, generally two years before the commencement of the next AA period.

We apply the reference service factors outlined in the National Gas Rules (NGR) to classify a service as either reference or non-reference. The final classification of services is to be approved by the AER. This is discussed further in section 1.4 below.

Table 2 provides a summary of the services offered during the current AA period and Table 3 sets out the proposed services for the next AA period (with strikethrough and new text to show where changes have been made).

We are proposing that our suite of reference services will remain largely the same, but we are proposing to align the terminology and service descriptions for MGN reference services with our AGN reference services. These services represent around 99% of our revenue in the current AA period to date. For the next AA period, this document outlines:

- our pipeline services;
- stakeholder engagement undertaken about our services; and
- which of our services we propose will form reference services.

1.2. About AGIG

Australian Gas Infrastructure Group (AGIG) is one of Australia's largest gas infrastructure businesses. We have over two million customers across every Australian mainland state and the Northern Territory, 34,900km of distribution networks, over 4,300km of gas transmission pipelines and 60 petajoules of gas storage capacity.

1.3. Multinet distribution network

MGN, part of AGIG, distributes natural gas to residential, commercial and industrial business customers throughout Melbourne's inner south and east, the Yarra Ranges and South Gippsland.

MGN delivers natural to more than 717,604 homes and businesses through 9,978km of distribution network. Retailers pay charges for our services, which are passed on to customers through retail gas bills.

Figure 1 on the next page shows the MGN network and a description of MGN's

distribution network is available on our website <https://www.multinetgas.com.au/>.

Figure 1: Multinet network



1.4. Regulatory framework

Under Rule 47A of the NGR we are required to provide the AER with a Reference Service Proposal 12 months prior to the submission of our Final Plan (or AA proposal) for MGN.

Our Reference Service Proposal must list all the services we can reasonably offer on the network and specify at least one service as a reference service. Reference services form the basis of the reference tariffs approved by the AER.

The AER considers and approves our proposed reference services having regard to the reference service factors specified in the NGR,¹ and can also undertake its own consultations with service users. The reference service factors are, in summary:

- actual and forecast demand for the service;
- the extent to which the service is substitutable for another service;
- the feasibility of allocating costs to the service;
- the usefulness of specifying a service as a reference service in supporting access negotiations and dispute resolution for other services; and
- the likely regulatory costs of making the service a reference service.

1.5. Customer and Stakeholder Engagement

In developing our Plans for the next AA period, the Victorian gas distribution businesses (GDBs), Australian Gas Networks (AGN), AusNet Services and MGN are undertaking a joint program for the design and delivery of the engagement activities.

AGN, AusNet Services and MGN have a history of working together and have all

received recognition for commitment to quality customer and stakeholder engagement. This joint approach responds to feedback from customer advocates and other stakeholders that network businesses should improve co-ordination of programs.

As part of the engagement program, the network businesses are undertaking a four-stage approach to engage and involve customers and stakeholders in our planning process. The Draft Engagement Plan can be found here:

<https://gasmatters.agig.com.au/victorian-draft-engagement-plan>

Our engagement programs includes ongoing engagement with two reference groups: our Victorian Gas Networks Stakeholder Roundtable (VGNSR) and our Retailer Reference Group (RRG).

VGNSR represents a wide cross section of the community to ensure our AA proposal is developed in the long-term interests of customers and stakeholders. Membership of our VGNSR reflects the diversity of our customer base, with organisations representing residential customers, customers in vulnerable circumstances, older Australians, multicultural communities, business and industrial customers, builders and developers, and local government.

The RRG comprises representatives from gas retailers who operate in national markets which we serve, including in Victoria.

Stage one of our engagement program has included a focus on the services we offer as well as which services should be considered as reference services. This process has sought to understand whether the proposed reference services are appropriate to meet customer needs and whether customers require additional services.

We met with our VGNSR on 3 March, 29 March and 27 May 2021 and with our RRG on 11 March, 31 March, 28 May and 16 June

¹ NGR 47A(15)

2021. The agenda in each meeting included a discussion on services and the rule requirements for this Reference Service Proposal.

During this engagement we introduced the service requirements of the NGR and our full list of services. We discussed whether the current list of services appropriately addressed customer needs and whether there were any additional services that customers require.

We also explored alignment opportunities for services across the three networks in response to feedback from stakeholders and customer representative groups which indicated they would like to see alignment of services across the Victorian GDBs where possible. We presented our preliminary findings and found that:

- the reference services offered by the Victorian GDBs are largely aligned; and
- there are differences in the non-reference services offered including their service descriptions.

We then circulated a draft Reference Service Proposal to our stakeholders and customer groups on 30 April for feedback proposing:

- to align the haulage reference services with that of AGN;
- changes to the current list of ancillary reference services:
 - removing **installation of a second service valve in a pit and disconnect gas**;
 - treating **Meter Removal** as a separate service currently part of the **Disconnection** service;
- changes to the current list of non-reference services to align with AGN:
 - shifting **Meter and Retake Test** to reference services as part of the

Meter and Gas Installation Test;
and

- removing **Removal of Service Pipe**.

We received two written submissions on the draft Reference Service Proposal.

We held a separate RRG meeting on the 16 June 2021 to review feedback on the draft Reference Service Proposal and provided our proposed response before finalising the Reference Service Proposal for submission to the AER. Stakeholder feedback on the draft Reference Service Proposal and MGN's response is summarised in Table 1 below.

At the meeting we also advised retailers of the proposed introduction of new Job Enquiry Codes² in 2021 for two services (**Downgrade Meter Size and Pressure Change**) as part of AEMO's package of gas industry B2B work across all jurisdictions.

In response, we were proposing to introduce the two existing services (currently categorised under **Other non-reference services**), as separately identified non-reference services in the next AA period. Retailers did not raise any concerns with this proposal.

² Notice of AEMO decision (INO26/15)

Table 1: Summary of customer and stakeholder feedback on the Draft Reference Service Proposal

Topic	Feedback on the draft RSP	Our Response
Alignment of services, terminology and descriptions	<p>Stakeholders support efforts to align reference services across the GDBs, however considers alignment should only be pursued if it leads to a better outcomes for customers.</p> <p>One retailer submitted that GDBs should align the terminology and naming of services to ensure consistent understanding and use by retailers.</p>	<p>We are supportive of alignment of services, terminology and descriptions across the Victorian GDBs where it is appropriate to do so and will result in better outcomes for our customers.</p> <p>We have undertaken joint review with AGN and AusNet Services on whether we can bring further alignment of our services, and of the terminology and descriptions used.</p> <p>MGN is proposing to align the services, terminology and service descriptions to AGN where the business practices are the same, but have maintained differences where they are not.</p>
Haulage reference service	<p>Stakeholders support our proposal to align MGN's haulage services with AGN's.</p>	<p>We are proposing to align the haulage reference services with that of AGN. The number of haulage reference services will remain at two, however current services will shift from a residential and non-residential demarcation to a volume (<10TJ per year of consumption) and demand (>10TJ per year of consumption) demarcation.</p>
Ancillary reference service	<p>Stakeholders support the continuation of current ancillary reference services.</p> <p>One retailer acknowledges the Disconnect in Street service has seen minimal to no usage (to date) but considers that both the economic changes brought about by COVID and the latest changes arising from the Essential Services Commission (ESC) Victoria changes to the Energy Industry Act (in relation to disconnections) may see an uptake of this service. It would prefer the service to be available (at least as a non-reference service) until the next AA period.</p>	<p>In response to the retailer's concern, we are proposing to offer the service as a non-reference service in the next AA period. However, we will continue to monitor how much the service is demanded by the market over the next AA period.</p>
Non-reference services	<p>Stakeholders generally support the continuation of current non-reference services and noted that:</p> <ul style="list-style-type: none"> one retailer supports the removal of the Removal of service pipe service; and one retailer strongly urges the introduction of meter reads for appointments given more services are needed to support the provision of 	<ul style="list-style-type: none"> Given the Removal of Service Pipe service has not been utilised in the current AA period, we are proposing to remove the service from the current suite of non-reference services. However if required, a customer may seek the service under the Other non-reference service, with costs determined on a case-by-case basis. MGN's current Special Meter Reading service includes the option for customers to book in an appointment

Topic	Feedback on the draft RSP	Our Response
	actual meter reads for billing or churn purposes in light of COVID-19.	for a meter read on a date. This offering is currently provided on a best endeavors basis and we do not currently charge for this. If there is demand, we may look to formalise the service and potentially start charging for the service.
Price transparency around non-reference services	One retailer is concerned that non-reference services will not be subject to a form of price regulation. It submits that any customer that is required to pay for a non-reference service should have the power to question the cost of that service. The consumer should be entitled to ask the Victorian gas distributor for a breakdown of the costs for the relevant non-reference service. They should have 30 days to review those costs to determine if they are satisfied that they are reasonable. If they are not, they should be able to take their case to an independent arbitrator such as the ESC or the AER for review.	<p>We have reviewed the non-reference services currently on offer and note that non-reference services are generally substitutable for reference services, so customers have a choice.</p> <p>We have also reviewed the current processes in which offer non-reference services and confirm that we currently discuss and seek agreement on the charges with the customer or the retailer on behalf of the customer, before we perform the service.</p> <p>However, we acknowledge that increasing transparency around the costs of the non-reference services would benefit our customers and will explore whether we can improve on existing processes.</p> <p>In terms of customer recourse to independent arbitration, customers can seek redress with the Energy and Water Ombudsman Victoria if they dispute the amount charged for a non-reference service. We also note that no charges have been disputed to date.</p>
Other matters	<p>One retailer submitted that:</p> <ul style="list-style-type: none"> for standing charges post disconnection, amendments should be made to existing arrangements where standing charges would be halted (like Jemena Gas Networks, Electricity) for the period when a MIRN is disconnected; and for zero consumption sites, the retailer would like to work more closely with gas DBs to identify and establish an agreed process for managing zero consumption (periods > 12-18 months) sites. 	We note that matters raised by the retailer are outside the scope of the Reference Service Proposal and will be addressed separately as part of the broader AA review.

1.6. Services in 2018 – 2022/23

The reference services offered by MGN in the current AA period are outlined in Table 2.

Table 2: Reference Services available on the Multinet Gas Network over the current AA period

Service	Description
Haulage Reference Services:	
Residential Haulage Reference Service	Is the Haulage Reference Service where the withdrawal of Gas is by or in respect of a Residential Customer.
Non-Residential Haulage Reference Service	Is the Haulage Reference Service where the withdrawal of Gas is by or in respect of a Non-Residential Customer but, in relation to a Tariff D Customer or a Tariff L Customer, does not include Tariff D Connection or Tariff L Connection respectively.
Ancillary Reference Services	
Meter and Gas Installation Test	On-site testing to check the accuracy of a Meter and the compliance of a Gas Installation with relevant standards, in order to determine whether the Meter is accurately measuring the Quantity of Gas delivered.
Disconnection	Disconnection by: <ul style="list-style-type: none"> removal of the Meter at a Metering Installation, or the use of locks or plugs at a Metering Installation; or turn off at pit service valve, where available.
Energisation and Reconnection	Reconnection by: <ul style="list-style-type: none"> reinstallation of a Meter if it has been removed; removal of any locks or plugs used to isolate Supply, or turn on at pit service valve, where available and the performance of a safety check and the lighting of appliances where necessary.
Special Meter Reading	Reading of a meter in addition to the scheduled meter readings that form part of the Haulage Reference Services.
Installing of a second service valve pit and disconnect gas supply	The service would involve disconnection by excavation in the street (paved/unpaved and with/without traffic management) at the skinner valve to allow the insertion of a new service valve in the service line to the property, install a new service valve (a second service valve in a public location) that is able to disconnect and reconnect gas supply without access to the premises/metering installation.
Non-reference Services	
Tariff D connections	Means the Connection and maintenance of the Connection at a Tariff D Distribution Supply Point.
Tariff L connections	Means the Connection and maintenance of the Connection of a Tariff L Distribution Supply Point.
Tariff V Complex connection	Means the Connection and maintenance of the Connection at a Tariff V Distribution Supply Point that is not a Basic Connection Service.

After Hours connection and re-connection for tariff V customers between the hours of 4.00pm and 8.00pm	Means the reconnection of supply to a premise outside of standard connection hours
Meter and Gas Installation Test – On-site testing (other than for a Tariff V Customer); or At NATA accredited laboratory	On-site testing to check the accuracy of a Meter and the compliance of a Gas Installation with relevant standards, in order to determine whether the Meter is accurately measuring the Quantity of Gas delivered.
Disconnection by the carrying out of the work being excavating and shutting the service tee in the street	The service would involve disconnection by excavation in the street (paved/unpaved and with/without traffic management) to disconnect and gas supply without access to the premises/metering installation.
Reconnection by the carrying out of work being and reconnecting the service tee in the street	The service would involve disconnection by excavation in the street (paved/unpaved and with/without traffic management) to reconnect gas supply without access to the premises/metering installation.
Removal of service pipe	The service would involve disconnection by excavation to remove service pipe at premise.
Relocation of assets servicing a customer	The service would involve disconnection and reconnection by excavation to relocate service from one location point to a new identified service point as per agreement with customer.
Any other non Reference Service the User requests on behalf of a Customer and which the Service Provider agrees to provide	The service would involve any additional investigation services required including location of service lines within a premise, check metering functionality and any other investigative works requested by customer or retailer.

1.7. Proposed services for 2023/24 – 2027/28

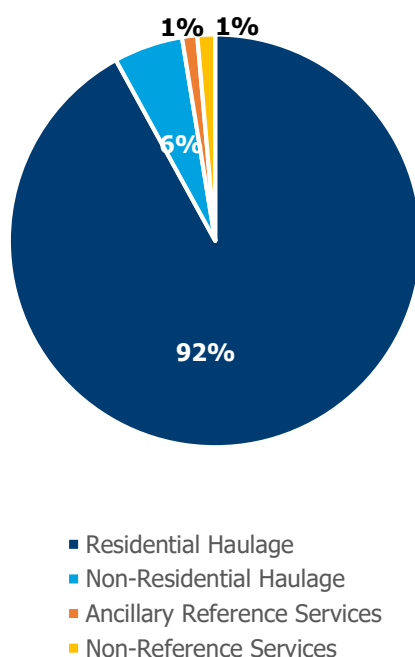
Our full list of proposed services is included in Table 3, including our reference services for the next AA period. Table 3 reflects on the reference service factors, by considering what we think are key factors for each service.

For all ancillary services, we have also included information on the total number of times the service has been used in the current AA period, and the average annual revenue from the service during the current period where available, as well as any other information relevant to the reference service factors. Changes to the specific terms and conditions for each service will be considered in the next phase of our engagement program after the Reference Service Proposal is approved by the AER.

1.7.1. Reference services

In the current AA period, reference services make up around 99% of our revenue on the MGN distribution network (see Figure 2).

Figure 2 MGN revenue share 2016 to 2020



Our haulage reference services remain the most appropriate to specify as reference services. These services:

- have the highest demand and form the basis of our forecasts;
- are generally not substitutable with other services;
- have largely predictable costs which can be attributed to individual users, and others can be reasonably allocated across users of a particular service;
- form the basis for negotiated access; and
- generate most of our revenues; or
- were specifically requested by retailers or other stakeholders to be reference services.

Based on our assessment of the reference service factors and with a view to align services where feasible based on stakeholder feedback, we propose to:

- align the haulage reference services with that of AGN. The number of haulage reference services will remain at two, however current services will shift from a residential and non-residential demarcation to a volume (<10TJ per year of consumption) and demand (>10TJ per year of consumption) demarcation. We also note that AusNet Services apply the same demarcation;
- make the following changes to the current list of ancillary reference services:
 - shift **Installation of a second service valve in a pit and disconnect gas** to a non-reference service due to no demand during the current AA period and in response to stakeholder feedback;
 - treat **Meter Removal** as a separate service (currently part of the **Disconnection** service);
 - add **Meter and Retake Test** to reference services as part of the

Meter and Gas Installation test service in alignment with AGN.

We are also proposing to align the terminology of the service descriptions with those of AGN, where practical. Table 3 includes references to the previous MGN service names and descriptions with strikethrough and new text to show where changes have been made.

1.7.1.1. Potential customer impact

There will be no impact to customers of the alignment with AGN haulage reference services as the actual transportation of gas will remain unchanged. We expect the alignment to be beneficial to the market as it will remove an unnecessary point of difference between networks.

While we are proposing to change the classification of **installation of a second service valve in a pit and disconnect gas** service to a non-reference service, we do not foresee this having impact on our customers. This service has very low forecast demand and is unlikely to be utilised in the next AA period, given we have not received any requests for the service during the current AA period.

Changing the classification for **Meter and Retake Test** as a reference service as part of **the Meter and Gas Installation Test** service will not alter the service our customers receive and therefore we do not foresee the proposal having an impact on our customers.

Our proposed haulage and ancillary services are listed in Table 3 as reference services for the next AA period.

1.7.2. Non-reference services

We consider that other services do not require classification as reference services, having regard to the reference service factors, particularly those relating to substitutability, consistency of demand and the allocation of costs.

Some non-reference services are substitutable with reference services. For example premium services like the **After hours connection and reconnection** service can in almost every case be substituted with the equivalent ancillary reference services.

In addition, several non-reference services have low and/or unpredictable demand. For example, the **Reconnect service in street after payment** service is not frequently required, while two services (**Tariff L Connections** and **Removal of service Pipe**) have not been utilised at all.

Given that the **Removal of Service Pipe** service has not been utilised in the current AA period, we are proposing to remove the service from the current suite of non-reference services. We may agree to offer the service if we receive a request in the future, with costs to be determined on a case by case basis.

Similarly, non-reference services often have highly variable costs depending on the specific customer requirements. For example, the non-basic connections (**Tariff D** and **Tariff V complex connections**), will vary depending on the specific circumstances.

Also, the **Meter Alter Position** service is a variable service, particularly when an existing service is required to be cut off rather than just a service cut back to move the meter into a new position, or a service extension. Depending on a number of manholes required, charges can range from \$1293 to \$2310. It is important to ensure that costs for this service are allocated to the customers who stand to benefit. Given the variable nature of these costs, a standard charging methodology risks allocating costs unfairly and is not consistent with the long-term interests of customers.

Furthermore, in the last five years (2016 to 2020), non-reference services make up only 1% of our revenues.

Based on our assessment of the reference service factors and with a view to align services, we propose to:

- offer **Meter and Retake Test** as an ancillary reference service as part of the **Meter and Gas Installation Test**, as discussed in section 1.7.1 above;
- remove **Removal of Service Pipe** from the suite of non-reference services in the next AA period;
- offer **installation of a second service valve in a pit and disconnect gas** as a non-reference service (currently listed as ancillary reference service); and
- propose to retain the remaining suite of non-reference services for the next AA period.

Also, in response to AEMO proposing to introduce new Job Enquiry Codes later this year for the two services (**Downgrade Meter Size** and **Pressure Change**), we are proposing to treat the two existing non-reference services (currently categorised under **Other non-reference services**) as separate non-reference services in the next AA period.

Finally, we are proposing to align the terminology of the service descriptions with those of AGN where practical.

1.7.2.1. Potential customer impact

As outlined in section 1.7.1.1, changing the classifications for **Meter and Retake Test** as an ancillary reference and **installation of a second service valve in a pit and disconnect gas** service as a non-reference service will not alter the services our customers receive.

While we are proposing to remove the listing of the **Removal of Service Pipe** from the suite of services offered, we do not foresee this having impact on our customers. This service has very low actual demand and is unlikely to be utilised in the next AA period, given we have not received any requests for the service during the current AA period. If

this service is requested in the next AA period, we would however still endeavor to provide the work as an **Other non-reference services**.

2. Conclusion

This Reference Service Proposal has been prepared to ensure our plans are developed to meet our customers' needs and the requirements of the NGR.

We offer several pipeline services to meet our customers' needs, including reference services for haulage and ancillary purposes.

We are proposing to make changes to the reference and non-reference services offered by MGN, largely to align with AGN. As MGN and AGN are part of AGIG, we are aiming to maintain a consistent set of service offerings across the different markets we operate, wherever possible. Consistency in approach across the market is important for minimising costs, and efficient market operations more broadly.

Based on stakeholder and customer representative group feedback, we are proposing the suite of reference services listed in Table 3 for the next AA period.

Table 3: Proposed services for the Multinet distribution network 2023/24 – 2027/28

Service	Description	Issues relevant to the Reference Service Factors
Haulage Reference Services:		
Residential Haulage Service	Is the Haulage Reference Service where the withdrawal of Gas is by or in respect of a Residential Customer.	<ul style="list-style-type: none"> • High demand • Not substitutable
Volume Haulage Service	<p>The delivery of gas to through an existing Volume Delivery Point (DP).</p> <p>A DP is a volume DP for a given period if it is not a Demand DP.</p>	<ul style="list-style-type: none"> • Predictable costs which can be reasonably allocated across users • Forms the basis of regulatory proposals
Non-Residential Haulage Service	Is the Haulage Reference Service where the withdrawal of Gas is by or in respect of a Non-Residential Customer but, in relation to a Tariff D Customer or a Tariff L Customer, does not include Tariff D Connection or Tariff L Connection respectively.	<ul style="list-style-type: none"> • High demand • Not substitutable • Predictable costs which can be reasonably allocated across users
Demand Haulage Service	<p>The delivery of gas through an existing Demand DP. A DP is a Demand DP if the Quantity of Gas delivered at that DP has either:</p> <ul style="list-style-type: none"> • exceeded 10 TJ in the preceding 12 month period (or, if less than 12 months of data is available, 10 TJ reduced in proportion to the period for which data is available as a proportion of 365 days); or • exceeded 10 GJ in any hour during the preceding 12 months. 	<ul style="list-style-type: none"> • Forms the basis of regulatory proposals
Ancillary Reference Services		
Meter and Gas Installation Test	<p>On-site testing to check the accuracy of a Meter and the compliance of a Gas Installation with relevant standards, in order to determine whether the Meter is accurately measuring the Quantity of Gas delivered.</p>	<ul style="list-style-type: none"> • Annual average usage: 197 • Annual average revenue: \$28,728 • Low demand • Fixed charge allocated to individual user

On-site testing to check the measurement accuracy of a Metering Installation and the soundness of the gas installation downstream of the Metering Installation.

Disconnection	<p>Disconnection by:-</p> <ul style="list-style-type: none"> removal of the Meter at a Metering Installation, or the use of locks or plugs at a Metering Installation, or turn off at pit service valve, where available <p>Disconnection by the carrying out of work using locks or plugs at a Metering Installation in order to prevent the withdrawal of Gas at the DP.</p>	<ul style="list-style-type: none"> Annual average usage: 7,821 Annual average revenue: \$396,413 Moderate demand Fixed charge allocated to individual user
Energisation and Reconnection	<p>Energisation and Reconnection by:-</p> <ul style="list-style-type: none"> reinstallation of a Meter if it has been removed, or removal of any locks or plugs used to isolate Supply, or turn on at pit service valve, where available and the performance of a safety check and the lighting of appliances where necessary. <p>Action to restore the ability to withdraw Gas at a DP, following an earlier Disconnection (that is, the removal of any locks or plugs used to isolate supply, performance of a safety check and, where necessary, the lighting of appliances).</p>	<ul style="list-style-type: none"> Annual average usage: 8,483 Annual average revenue: \$363,509 Moderate demand Fixed charge allocated to individual user
Meter Removal	<p>Removal of a meter at a Metering Installation in order to prevent the withdrawal of Gas at the DP.</p>	<ul style="list-style-type: none"> Annual average usage: 4,114 Annual average revenue: \$250, 617 Moderate demand Fixed charge allocated to individual user
Special Meter Reading	<p>Reading of a meter in addition to the scheduled meter readings that form part of the Haulage Reference Services.</p> <p>Meter reading for a DP that is in addition to the scheduled meter reading that forms part of the Haulage Reference Service.</p>	<ul style="list-style-type: none"> Annual average usage: 217,039 Annual average revenue: \$1,421,657 High demand Fixed charge allocated to individual user

Installing of a second service valve pit and disconnect gas supply	The service would involve disconnection by excavation in the street (paved/unpaved and with/without traffic management) at the skinner valve to allow the insertion of a new service valve in the service line to the property, install a new service valve (a second service valve in a public location) that is able to disconnect and reconnect gas supply without access to the premises/metering installation.	<p>Annual average usage: 0</p> <p>Annual average revenue: \$0</p> <p>Low/unpredictable demand</p> <p>Fixed charge allocated to individual user</p>
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Non-reference services

Tariff D connections	Means the Connection and maintenance of the Connection at a Tariff D Distribution Supply Point;	<ul style="list-style-type: none"> • Annual average usage: <5 • Annual average revenue: \$1.4 million (consolidated with Tariff L connections and Tariff V Complex connections) • Low/unpredictable demand (7 in 2016, 4 in 2018, 0 connections in other years) • Variable costs requiring quotation • The regulatory costs are likely to be disproportionate
Tariff L connections	Means the Connection and maintenance of the Connection of a Tariff L Distribution Supply Point;	<ul style="list-style-type: none"> • Annual average usage: 0 • Annual average revenue: \$0 • Low/unpredictable demand • Variable costs requiring quotation • The regulatory costs are likely to be disproportionate
Tariff V Complex connection	Means the Connection and maintenance of the Connection at a Tariff V Distribution Supply Point that is not a Basic Connection Service;	<ul style="list-style-type: none"> • Annual average usage: 260 • Annual average revenue: \$1.4 million (consolidated with Tariff L connections and Tariff V Complex connections) • Low/unpredictable demand • Variable costs requiring quotation • The regulatory costs are likely to be disproportionate
After Hours connection and re-connection for tariff V customers	Means the reconnection of supply to a premise outside of standard connection hours	<ul style="list-style-type: none"> • Annual average usage: 15 • Annual average revenue: \$2,139

between the hours of
4.00pm and 8.00pm

<p>Meter and Gas Installation Test—</p> <ul style="list-style-type: none"> On-site testing (other than for a Tariff V Customer); or At NATA accredited laboratory 	<p>On-site testing to check the accuracy of a Meter and the compliance of a Gas Installation with relevant standards, in order to determine whether the Meter is accurately measuring the Quantity of Gas delivered.</p>	<ul style="list-style-type: none"> Low/unpredictable demand Fixed charge allocated to individual user The regulatory costs are likely to be disproportionate <p>Annual average usage: 10-</p> <p>Annual average revenue: \$6,534-</p> <p>Low demand-</p> <p>Fixed charge allocated to individual user-</p> <p>The regulatory costs are likely to be disproportionate</p>
<p>Disconnection by the carrying out of the work being excavating and shutting the service tee in the street-</p> <p>Disconnect service in street for debt – requiring excavation</p>	<p>The service would involve disconnection by excavation in the street (paved/unpaved and with/without traffic management) to disconnect and gas supply without access to the premises/metering installation.</p> <p>This may be requested by RB, or by Distributor as a matter of safety, when disconnection of supply is intended to be longer term due to non-payment of outstanding account by consumer.</p>	<ul style="list-style-type: none"> Annual average usage: 218 Annual average revenue: \$23,234 Low/unpredictable demand (requested 73 times in 2016, while less than 30 in 217 & 18) Fixed charge allocated to individual user The regulatory costs are likely to be disproportionate
<p>Reconnection by the carrying out of work being and reconnecting the service tee in the street-</p> <p>Reconnect Service in street after payment</p>	<p>The service would involve reconnection by excavation in the street (paved/unpaved and with/without traffic management) to reconnect gas supply without access to the premises/metering installation.</p> <p>Used to request reconnection of gas supply, previously disconnected in the street, following satisfactory payment by consumer (or other agreed arrangement).</p>	<ul style="list-style-type: none"> Annual average usage: 12 Annual average revenue: Consolidated with Reconnection Low demand Fixed charge allocated to individual user The regulatory costs are likely to be disproportionate
<p>Removal of service pipe-</p>	<p>The service would involve disconnection by excavation to remove service pipe at premise.</p>	<p>Annual average usage: 0-</p> <p>Annual average revenue: 0-</p> <p>Low demand-</p> <p>Variable costs requiring quotation-</p> <p>The likely regulatory costs in specifying as reference service is disproportionate to the usage</p>

Relocation of assets servicing a customer- Alter Meter Position	<p>The service would involve disconnection and reconnection by excavation to relocate service from one location point to a new identified service point as per agreement with customer.</p> <p>To be used when a customer is requesting the relocation of an existing gas meter to a new position.</p>	<ul style="list-style-type: none"> • Annual average usage: 617 • Annual average revenue: \$467, 835 • Moderate demand • Variable costs requiring quotation (on average ranges between \$1293 to \$2310) • The regulatory costs are likely to be disproportionate
Installing of a second service valve pit and disconnect gas supply	<p>The service would involve disconnection by excavation in the street (paved/unpaved and with/without traffic management) at the skinner valve to allow the insertion of a new service valve in the service line to the property, install a new service valve (a second service valve in a public location) that is able to disconnect and reconnect gas supply without access to the premises/metering installation.</p>	<ul style="list-style-type: none"> • Annual average usage: 0 • Annual average revenue: \$0 • Low demand • Fixed charge allocated to individual user • The regulatory costs are likely to be disproportionate
Downgrade Meter Size	<p>To be used where a retailer requests a customer's meter to be downgraded.</p>	<ul style="list-style-type: none"> • Annual average usage: Not currently reported separately • Annual average revenue: Not currently reported separately
Pressure Change	<p>To be used when a customer requests a change in gas pressure and may involve a regulator.</p>	<ul style="list-style-type: none"> • Annual average usage: Not currently reported separately • Annual average revenue: Not currently reported separately
Other non-reference services	<p>Any other non-reference service requested by the customer or retailer and which the Service Provider agrees to provide.</p>	<ul style="list-style-type: none"> • Annual average usage: 1,044 • Annual average revenue: \$52,082 • Low/unpredictable demand • Fixed/Variable costs requiring quotation • The regulatory costs are likely to be disproportionate
Any other non Reference Service the User requests on behalf of a Customer and which the Service Provider agrees to provide	<p>The service would involve any additional investigation services required including location of service lines within a premise, check metering functionality and any other investigative works requested by customer or retailer.</p>	