



**Ancillary Services – Fee Based Services
Application and Price Guide**

2019-20

As submitted to the Australian Energy Regulator



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1 Introduction

This 2019-20 Ancillary Services – Fee Based Services Application and Price Guide outlines TasNetworks’ terms and conditions for the provision of fee based services and applies from 1 July 2019 to 30 June 2020.

Fee based services are those services provided by TasNetworks where the service is, in general, provided for the benefit of a single customer rather than uniformly supplied to all customers. These services are provided upon request and are typically initiated by way of a service order received from a retailer on behalf of their customer or through submission of an electrical works request (**EWR**) and connection application form (when applicable).

Changes in the National Electricity Rules (**Rules**) mean that from 1 December 2017 TasNetworks no longer installs new meters or replaces existing meters. TasNetworks will continue to provide some metering services for its existing stock of meters, until those meters are replaced.

Further information on TasNetworks’ fee based services can be found at TasNetworks’ website at: <https://www.tasnetworks.com.au/Poles-and-wires/Pricing/Our-prices>

The service levels provided by TasNetworks for fee based services are shown in Table 1.

Table 1: Service levels for fee based services

Service category	Service level
Retail contract termination, energisation, de-energisation, re-energisation and special read	Services will be performed on the scheduled date requested by the retailer, providing they do not involve any changes to the network.
Meter test	All meter testing will be delivered within 15 business days of receiving a retailer’s service order, unless otherwise agreed.
Supply abolishment	Supply abolitions will be carried out within 10 business days of receiving a service order from a retailer, unless otherwise agreed.
Tee-up/appointment	TasNetworks resources will be on-site on the date and/or time agreed with the customer or third party requesting their attendance. Any service associated with a tee-up will be delivered on an agreed date rather than the timeframes indicated against the service category.
Miscellaneous services	Miscellaneous services will be delivered within 10 business days of receiving a retailer’s service order, unless otherwise agreed.
Connection establishment	Where an alteration to the network is not required, connection establishment will be delivered within 10 business days from receipt of a valid B2B service order from the retailer, following the approval of a connection application and receipt of a valid EWR from the customer’s electrical contractor. Where a cross-over service pole is required, connection establishment will be delivered within 50 business days from receipt of a valid B2B service order from the retailer, following the approval of a connection application and receipt of a valid EWR from the customer’s electrical contractor.
Temporary disconnection/reconnection	Temporary disconnection/reconnection will be delivered on a date agreed with relevant parties.

Service category	Service level
Basic connection alteration	Basic connection alteration will be delivered within 10 business days from receipt of a valid B2B service order (where applicable), following the approval of a valid connection application (if required) and a valid EWR from the customer's electrical contractor.

2 Application of fee based services tariffs

2.1 TasNetworks

All references to TasNetworks within this Ancillary Services – Fee Based Services Application and Price Guide, unless otherwise stated, are to TasNetworks in its capacity as a licensed distribution network service provider in the Tasmanian region of the National Electricity Market (**NEM**) only.

2.2 Goods and service tax (GST)

The fee based services charges published by TasNetworks, unless otherwise stated, are exclusive of GST.

2.3 Fee based services charges

The fee based service charges within this Guide are calculated in accordance with the Australian Energy Regulator's (**AER**) final distribution determination.¹

2.4 Time zones

Tasmania is part of the Australian eastern time zone. All times in this document refer to Tasmanian local time.

2.5 Scheduled day for service delivery

A scheduled day for service delivery is a day of the week that the suburb is scheduled to be visited for retail contract termination, energisation, de-energisation, re-energisation, credit action or special read as per the service area calendar detailed in Schedule 1 of this Guide.

2.6 Request process

TasNetworks' service order process aligns with jurisdictional Business to Business Electronic Request (**B2B**) Service Order procedures. A B2B service order from a retailer is required for the provision of most services.

Service orders for connection and alteration to the network may be initiated by the customer by means of TasNetworks' application process for basic connection services available at TasNetworks' website at:

<https://www.tasnetworks.com.au/connections-help>

Applications can be submitted via TasNetworks' Connections Portal at:

<https://connections.tasnetworks.com.au/account/login>

In some instances the provision of the service order also requires the lodgement, and acceptance by TasNetworks, of an Electrical Work Request (**EWR**) by a licensed Electrical Contractor.

¹ See <https://www.aer.gov.au/networks-pipelines/determinations-access-arrangements/tasnetworks-determination-2019-24/final-decision>.

2.7 Business day

A business day is a day other than a Saturday, Sunday or a day which is a gazetted public holiday in any part of mainland Tasmania.

2.8 Field operational hours

TasNetworks' field operational hours are the hours between 7:30 am and 4:20 pm on a business day.

2.9 After hours fees

After hours fees apply where part or all of the work or travel associated with a service falls outside field operational hours.

2.10 Invoicing process

TasNetworks' Market Support Team is responsible for managing the fee based services charging process. This is typically done via the Service Order Management system using applicable product codes. In these situations the charges will be issued in compliance with the jurisdictional distribution billing B2B protocols and the services will be invoiced via the customer's retailer. In some cases, however, TasNetworks may invoice a third party directly.

2.11 Published fee based services

TasNetworks' published fee based services list the services offered by TasNetworks for B2B Service Orders. The agreement to deliver these services as outlined in this Guide, is made when:

- there is unhindered access to the metering and connection servicing assets;
- there are no safety issues associated with the delivery of the service;
- the electrical contractor has performed work to agreed standards; and
- the network infrastructure required to facilitate delivery of the service is present.

Note: the installation of new meters will not be performed by TasNetworks.

3 Assigning and reassigning customers to fee based service tariff classes

3.1 Assigning customers to fee based service tariffs

A fee based service is considered to be a tariff class under the Rules. The Rules require TasNetworks to describe how customers are assigned to tariff classes.

TasNetworks assigns customers to fee based service tariff classes on the basis of the fee based service selected. Customers are assigned into one of the following fee based service tariff classes:

- retail contract termination, de-energisation, re-energisation, energisation and special reads;
- meter test;
- supply abolishment;
- tee-up;
- miscellaneous services;
- connection establishment charges;
- temporary disconnection/reconnection charges; and
- basic connection alteration.

Customers may be assigned to at least one fee based service tariff class. Assignment to fee based service tariff classes is based on the type of service provided.

3.2 Re-assignment of customers to fee based service tariffs

Customers will not be reassigned to a different fee based service class for the provision of a fee based service.

4 Retail contract termination, de-energisation, re-energisation, energisation and special reads

4.1 General conditions

These services require an authorised officer of TasNetworks to visit a customer's premises to undertake a retail contract termination, de-energisation, re-energisation, energisation or perform a special read (basic meter). Special reads will only be performed on basic type 6 meters owned by TasNetworks. These services will be performed on the scheduled date requested by the retailer with the exception of de-energisations, which are undertaken in a manner consistent with rule 111 of the National Electricity Retail Rules (**NERR**). De-energisation without consultation with the customer will occur on a regular scheduled day for service delivery.

Unless specified, the services will be scheduled in the most efficient manner within TasNetworks' work schedule. If a service is required to be performed at a specified time, it will be treated as a tee-up service request. Section 7 of this document outlines the fees associated with tee-up services.

Unless specified, the customer will not be consulted prior to the work being undertaken. If customer consultation is required, the service will be treated as a tee-up service request.

Retailer service orders received after 3:00 pm on any business day will be deemed to have been received the next business day. The cut off for same day connection before they are deemed after hours is 3:00 pm.

A scheduled day for service delivery is a day that the area in which the customer's premises are located is normally serviced by TasNetworks.

Protected periods apply to de-energisations that are conducted in accordance with rule 111 of the NERR. The protected periods are:

- a business day before 8:00 am or after 3:00 pm; or
- a Friday or the day before a public holiday; or
- a weekend or a public holiday; or
- the days between 20 December and 31 December (inclusive).

De-energisations that are requested to occur within a protected period will not be performed until that period has concluded, in accordance with rule 111 of the NERR unless requested by the customer.

4.2 Site visit – no appointment (Energisation, de-energisation, re-energisation)

If no appointment is required, visits to customer premises during field operational hours to perform de-energisations, re-energisations, or energisations, will be undertaken on the regular scheduled day for service delivery in the locality in question.

4.3 Site visit – no appointment (Special read)

If no appointment is required, visits to customer premises during field operational hours to perform special reads, will be undertaken on the regular scheduled day for service delivery in the locality in question.

4.4 Site visit – non-scheduled visit

Where no appointment is required, visits to customer premises for the purposes of performing de-energisations, re-energisations or energisations that are undertaken during field operational hours but requested to be carried out on a day that is not a regular scheduled day for service delivery will

be treated as a non-scheduled site visit. Visits to customer premises during field operational hours where the visit is required on the same day as the retailer's request will also be treated as a non-scheduled site visit if the request is received by TasNetworks before 11:00 am on that day.

4.5 Site visit – same day premium service

Visits to customer premises during field operational hours to perform a re-energisation or energisation, where no appointment is required but the visit is required on the same day as a retailer's request, will be classified as a same day premium service if the request from the retailer is received by TasNetworks after 11:00 am, and prior to 3:00 pm on that day. Requests received after 3:00 pm are treated as a Site visit – after hours.

4.6 Site visit – after hours

Visits to customer premises to perform a re-energisation or energisation where no appointment is required and the visit is required on the day of the customer's request will be classified as an after hours site visit if the visit is organised for a time that is outside field operational hours.

4.7 Site visit – credit action or site issues

Visits to a customer's premises during field operational hours due to a credit issue or a request from a retailer that the site be de-energised without consultation with the customer, where no appointment is required and the requested date is on a day that is a regular scheduled day for service delivery are classified as a site visit for the purposes of credit action or site issues.

Protected periods (as defined by the NERR) will apply in respect to this fee based service.

The fee for this service does not include costs which may apply for the repair of damaged equipment.

4.8 Site visit – credit action pillar box/pole top

Visit to a customer's premises during field operational hours to perform a de-energisation, due to a credit issue, other than at the distribution point of attachment, switchboard isolation fuse or disconnect switch, where no appointment is required and the visit occurs on the regular scheduled day.

Protected periods (as defined by the NERR) will apply in respect to this fee based service.

The fee for this service does not include costs which may apply for the repair of damaged equipment.

4.9 Site visit – current transformer (CT) metering

Visit to a customer's premises during field operational hours on a scheduled service delivery day to de-energise or re-energise a site where current transformer metering exists.

4.10 Site visit – pillar box/pole top

Visit to a customer's premises during field operational hours to de-energise the site by means other than the point of attachment, switchboard isolation fuse or disconnect switch without consultation with the customer and where no appointment is required.

Protected periods (as defined by the NERR) will apply in respect to this fee based service.

4.11 Site visit – pillar box/pole top wasted visit

A visit to a customer’s premises during field operational hours to undertake a site visit – pillar box/pole top where the service could not be completed due to issues at the customer’s premises.

4.12 Transfer of retailer

The transfer of premises from one retailer to another retailer where the meter read date for those premises is effective as per the meter reading schedule will not incur a fee if no site visit is required.

A transfer of premises to another retailer which involves a site visit or is requested for a date other than the scheduled meter read date will incur a site visit fee.

4.13 Fee based services charges

Table 2 sets out TasNetworks’ fee based services prices for retail contract termination, de-

Service	Rate (\$)
Site visit – no appointment (energisation, de-energisation, re-energisation)	78.76
Site visit – no appointment (special read)	49.99
Site visit – non-scheduled visit	131.78
Site visit – same day premium service	198.87
Site visit – after hours	315.96
Site visit – credit action or site issues	141.09
Site visit – credit action pillar box/pole top	246.58
Service	Rate (\$)
Site visit – no appointment (energisation, de-energisation, re-energisation)	78.76
Site visit – pillar box/pole top wasted visit	141.09
Site visit – no appointment (special read)	49.99
Transfer of retailer	0.00
Site visit – non-scheduled visit	131.78
Site visit – same day premium service	198.87
Site visit – after hours	315.96
Site visit – credit action or site issues	141.09
Site visit – credit action pillar box/pole top	246.58
Site visit – current transformer (CT) metering	126.71
Site visit – pillar box/pole top	246.58
Site visit – pillar box/pole top wasted visit	141.09
Transfer of retailer	0.00

energisation, re-energisation and special reads for the 2019-20 regulatory year.

Table 2:
Fee based services prices

5 Meter test

Meter testing services require an authorised officer of TasNetworks to visit a customer's premises to undertake the testing of TasNetworks owned meter(s) at the request of a retailer.

All services are to be delivered within 15 business days of TasNetworks' receipt of a completed retailer's service order, unless an alternative date for the service has been agreed.

Retailer service orders received after 3:00 pm on any business day will be deemed to have been received on the next business day.

If a service is required to be performed at a specified time it will be treated as a tee-up service. Section 7 of this document outlines the fees associated with tee-up services.

If customer consultation is required, an additional tee-up service will be charged.

The charges for meter tests are per meter tested, as opposed to per electrical installation. The retailer is to provide details of the meter(s) for testing. If no details are received by TasNetworks regarding the specific meter(s) to be tested at a customer's premises, it will be assumed that all meters at the site are to be tested.

No meter testing fee will apply if a meter is found to be faulty.

Where the provision of a meter test service is unable to be undertaken due to issues at the customer's premises that are outside the control of TasNetworks, a Meter test – wasted visit fee may be charged.

5.1 Meter test – single phase

This service refers to a visit to a customer's premises during field operational hours to test a single phase meter at the request of a retailer, where no appointment is required.

5.2 Meter test – multi-phase

This service refers to a visit to a customer's premises during field operational hours to test a multi-phase meter at the request of a retailer, where no appointment is required.

5.3 Meter test – current transformer

This service refers to a visit to customer premises during field operational hours where no appointment is required, to test a current transformer (CT) meter at the request of the retailer.

5.4 Meter test – after hours

This service refers to a visit to a customer's premises, outside field operational hours at the request of the retailer, where no appointment is required, to undertake the following services:

- meter test – single phase; or
- meter test – multi-phase; or
- meter test – CT.

5.5 Meter test – wasted visit

This service refers to a visit to a customer's premises during field operational hours to test a meter at the request of the retailer where the test could not be completed due to issues at the customer's premises.

A Meter test – after hours fee will also be charged where a visit to test a meter at the request of the retailer occurs outside of field operational hours and could not be completed due to issues at the customer’s premises.

5.6 Fee based services charges

Table 3 sets out TasNetworks’ fee based services prices for meter tests for the 2019-20 regulatory year.

Table 3: Fee based services prices

Service	Rate (\$)
Meter test – single phase	228.93
Meter test – multi-phase	451.03
Meter test – current transformer (CT)	500.39
Meter test – after hours	883.04
Meter test – wasted visit	80.87

6 Supply abolishment

These services require an authorised officer of TasNetworks to visit a customer's premises to undertake the abolishment of the customer's connection.

The service is to be delivered within 10 business days, unless an alternate date of removal has been agreed. Sites deemed to be active (energised) require a valid retailer service order. Where the site is de-energised a request can be made directly to TasNetworks. Requests to perform this service on a specific day and / or time will be classed as a tee-up and tee-up charges will also apply (refer Section 7).

A request for services is to be received by 3:00 pm on any business day; otherwise it will be deemed to have been received the next business day.

Unless specified, the services will be scheduled in the most efficient manner within TasNetworks' work schedule.

Unless specified, the customer will not be consulted by TasNetworks prior to the work being undertaken. If customer consultation is required, the service will be treated as a tee-up service.

Where the provision of a supply abolishment service is unable to be undertaken due to issues at the customer's premises that are outside the control of TasNetworks, a wasted visit fee may be charged.

If the abolishment involves more than a single span connection, additional costs and timeframes may apply.

6.1 Remove service and meters

A visit to a customer's premises to remove meters and service connection at the request of the retailer, the owner or as a result of building demolition, during field operational hours where no appointment is required.

6.2 Supply abolishment – after hours

A visit to a customer's premises to abolish supply at the request of the retailer or the owner, outside field operational hours where no appointment is required.

6.3 Supply abolishment – wasted visit

A visit to a customer's premises to abolish supply at the request of the retailer or the owner, where the service could not be completed due to issues at the customer's premises.

A Supply abolishment – after hours fee will also be charged where a visit to abolish supply at the request of the retailer or the owner, occurs outside of normal field operational hours and could not be completed due to issues at the customer's premises.

6.4 Fee based services charges

Table 4 sets out TasNetworks' fee based services prices for supply abolishment for the 2019-20 regulatory year.

Table 4: Fee based services prices

Service	Rate (\$)
Remove service and meters	250.68
Supply abolishment – after hours	618.34
Supply abolishment – wasted visit	154.78

7 Tee-up/appointment

A tee-up occurs when a customer's electrical contractor, retailer or third party requests that a TasNetworks service be provided at a nominated location at a specified date and / or time. Alternatively, a tee-up is required when a customer would like to consult at a specified date and / or time with TasNetworks personnel.

Where another service has been requested with a tee-up, the service will be provided on the negotiated tee-up date and the time limits referenced in this document no longer apply.

Tee-ups relating to services listed in all Sections other than Section 5 are to be requested by a retailer through standard B2B process. A tee-up requested by an electrical contractor should be made via an Electrical Works Request form (**EWR**) and will be invoiced by TasNetworks directly to the electrical contractor.

Tee-ups will be arranged following TasNetworks' receipt of all required documentation. TasNetworks will attempt to contact the party requesting the tee-up service within five business days of receipt of the required documentation. If contact cannot be made after three attempts, TasNetworks will request the customer's retailer to confirm the request for a tee-up service via B2B processes.

It should be noted that tee-up charges are in addition to the charges for the relevant service.

7.1 Tee-up/appointment

A tee-up with a TasNetworks crew during field operational hours.

7.2 Tee-up/appointment – after hours

A tee-up with a TasNetworks crew where part of the work or travel time falls outside field operational hours and the work to be completed requires a crew with a truck.

7.3 Tee-up/appointment – no truck – after hours

A tee-up with a TasNetworks crew where part of the work or travel time falls outside field operational hours and the work to be completed does not require a crew with a truck.

7.4 Tee-up/appointment – wasted visit

A tee-up where the works could not be completed due to issues at the customers premises or where a TasNetworks crew was not required once on site.

An after hours fee will also be charged where part of the work or travel time falls outside field operational hours and the work could not be completed due to issues on site or where the crew was not required once on site.

7.5 Fee based services charges

Table 5 sets out TasNetworks' fee based services prices for the provision of a tee-up for the 2019-20 regulatory year.

Table 5: Fee based services prices

Service	Rate (\$)
Tee-up/appointment	131.59
Tee-up/appointment – after hours	665.67
Tee-up/appointment – no truck – after hours	339.63
Tee-up/appointment – wasted visit	82.23

8 Miscellaneous services

These services may require an authorised officer of TasNetworks to visit a customer's premises to undertake the services detailed below or where no site visit is required may apply to administration fees only.

All services will be delivered within 10 business days of TasNetworks' receipt of a service order; unless an alternate date for the service has been agreed.

A service order, for all services, is to be received by 3:00 pm on any business day; otherwise it will be deemed to have been received the next business day.

Unless specified, the services will be scheduled in the most efficient manner within TasNetworks' work schedule. If a service is required to be performed at a specified time, it will be treated as a tee-up service. Section 7 of this document outlines the fees associated with tee-up services.

Unless specified, the customer will not be consulted by TasNetworks prior to the work being undertaken. If customer consultation is required, the service will be treated as a tee-up service.

Where the provision of a miscellaneous service is unable to be undertaken due to issues at the premise that are outside the control of TasNetworks, a Miscellaneous service – wasted visit fee may be charged.

8.1 Open turret

A visit to a customer's premises to open a turret or cabinet during field operational hours. A tee-up will be required for this service.

8.2 Data download

A visit to a customer's premises during field operational hours to download data from a TasNetworks owned basic meter, where no appointment is required.

8.3 Alteration to unmetered supply

A visit to a customer's premises during field operational hours to add or remove a load on an existing unmetered supply site during field operational hours, where no appointment is required.

8.4 Meter relocation

A visit to a customer's premises during field operational hours to relocate an existing metering position to a new location where the point of attachment has not altered position, where no appointment is required.

8.5 Tiger tails – standard single/multi phase

Initial visit and return to customer's premises during operational hours to install/remove tiger tails. This includes attaching visual warning devices on the service wire and point of attachment and insulated rubber matting where no isolations have been made.

8.6 Tiger tails – scaffolding single phase

Initial visit and return to customer's premises during operational hours to install/remove tiger tails. This includes attaching visual warning devices on the service wire and point of attachment and insulated rubber matting where the service is required to be disconnected and reconnected to facilitate the installation for a single phase connection.

8.7 Tiger tails – scaffolding multi phase

Initial visit and return to customer's premises during operational hours to install/remove tiger tails. This includes attaching visual warning devices on the service wire and point of attachment and insulated rubber matting where the service is required to be disconnected and reconnected to facilitate the installation for a multi phase connection.

8.8 Administration

An administration charge levied when office work is required to be performed to complete a task at the customer's request that is not described elsewhere.

8.9 Statutory right – access prevented

A charge to facilitate a standard warrant to access premises in order to disconnect where access is being prevented. Administrative action.

8.10 Tariff Change

A change of tariff where no site visit is required, only administration actions.

8.11 Emergency maintenance contestable meters

Visit to a customer's premises during operational hours to rectify a fault on an external metering provider's equipment or where an outage has been caused by the metering provider and TasNetworks has to restore power to the customer's premises.

8.12 Emergency maintenance contestable meters – after hours

Visit to a customer's premises outside operational hours to rectify a fault on an external metering provider's equipment or where an outage has been caused by the metering provider and TasNetworks has to restore power to the customer's premises.

8.13 Meter recovery and disposal

Visit to a customer's premises during operational hours to remove and dispose of type 5 or 6 meters at the request of the metering provider.

8.14 Miscellaneous service

A visit to a customer's premises, at the request of the retailer, during field operational hours to perform a service that is not described elsewhere, where no appointment is required.

8.15 Miscellaneous service – after hours

A visit to a customer's premises, at the request of the retailer, outside field operational hours and where no appointment is required, to perform any of the above-mentioned miscellaneous services.

8.16 Miscellaneous service – wasted visit

A visit to a customer's premises during field operational hours for the requested miscellaneous service where the service could not be completed due to issues on site or where the crew was not required once on site.

A Miscellaneous service – after hours fee will also be charged where part of the work or travel time falls outside field operational hours and the work could not be completed due to issues on site or where the crew was not required once on site.

8.17 Fee based services charges

Table 6 sets out TasNetworks' fee based services prices for the provision of miscellaneous services for the 2019-20 regulatory year.

Table 6: Fee based services prices

Service	Rate (\$)
Open turret	117.88
Data download	253.61
Alteration to unmetered supply	191.92
Meter relocation	167.24
Tiger tails – standard single/multi phase	616.71
Tiger tails – scaffolding single phase	982.64
Tiger tails – scaffolding multi phase	1,081.35
Administration	47.80
Statutory right – access prevented	1,183.99
Tariff change	47.80
Emergency maintenance contestable meters	51.25
Emergency maintenance contestable meters – after hours	339.63
Meter recovery and disposal	93.21
Miscellaneous service	105.54
Miscellaneous service – after hours	520.76
Miscellaneous service – wasted visit	80.87

9 Connection establishment charges

This basic connection service requires TasNetworks to visit a customer's premises to establish a new customer connection. The connection service is in accordance with the customer's approved application to connect.

Customers requiring the installation of multiple spans of overhead service wire will be required to follow TasNetworks' negotiated connection process and will have their charges determined in accordance with that process.

Where no alterations to the network are required, services will be delivered within 10 business days of receipt of a valid service order from the retailer, unless an alternate date for the service has been agreed. TasNetworks will also require a valid connection application and a valid EWR from the customer's electrical contractor.

All services requiring a cross-over service pole will be delivered within 50 business days of TasNetworks' receipt of a valid connection application and a valid service order; unless an alternate date for the service has been agreed.

9.1 Creation of a NMI

A charge to facilitate the office administration associated with the creation of a National Metering Identifier (NMI).

9.2 Overhead service, single span – single phase

Installation of a single span of single phase overhead service wire (off a pole) and associated service fuse. If a cross-over service pole is required, this service is a connection type B12, otherwise it is a connection type B1.

9.3 Overhead service, single span – multi-phase

Installation of a single span of multi-phase overhead service wire (off a pole) and associated service fuses. If a cross-over service pole is required, this service is a connection type B13, otherwise it is a connection type B2.

9.4 Underground service with turret/cabinet – single phase

Installation of a single phase underground service connecting the customer's consumer mains to the fuse located in a TasNetworks turret or cabinet. If a cross-over service pole is required, this service is a connection type B14, otherwise it is a connection type B3.

9.5 Underground service with turret/cabinet – multi-phase

Installation of a multi-phase underground service connecting the customer's consumer mains to the fuses located in a TasNetworks turret or cabinet. If a cross-over service pole is required, this service is a connection type B15, otherwise it is a connection type B3M.

9.6 Underground service with pole mounted fuse – single phase

Installation of a single phase underground service connecting the customer's consumer mains to a fuse located on a TasNetworks pole or private pole. This service is a connection type B4.

9.7 Underground service with pole mounted fuse – multi-phase

Installation of a multi-phase underground service connecting the customer's consumer mains to the fuses located on a TasNetworks pole or private pole. This service is a connection type B5.

9.8 Basic connection – after hours

A visit to a customer’s premises outside field operational hours for the basic connection service. This relates to the connection services listed in this section 9 including connection types B1, B2, B3, B3M, B4, B5, B12, B13, B14 and B15.

9.9 Connection establishment wasted visit

A visit to a customer’s premises to provide basic connection service where the connection could not be completed due to issues at the site.

9.10 Fee based service charges

Table 7 sets out TasNetworks’ schedule of fees for the establishment of new customer connections for the 2019-20 regulatory year.

Table 7: Fee based service prices

Service	Connection type	Rate \$
Creation of a NMI		39.06
Overhead service, single span – single phase	B1 or B12	554.08
Overhead service, single span – multi-phase	B2 or B13	791.95
Underground service with turret/cabinet – single phase	B3 or B14	167.09
Underground service with turret/cabinet – multi-phase	B3M or B15	218.98
Underground service with pole mounted fuse – single phase	B4	421.31
Underground service with pole mounted fuses – multi-phase	B5	537.44
Basic connection – after hours	B1, B2, B3, B3M, B4, B5, B12, B13, B14 or B15	1,054.06
Connections establishment – wasted visit		141.15

10 Temporary disconnection/reconnection charges

This service requires TasNetworks to visit a customer's premises to temporarily isolate an existing supply.

Where multiple NMIs are affected a Group Isolation request from the retailer is required and charges will apply

10.1 Disconnect/reconnect overhead service for fascia repairs – single phase

A visit to a customer's premises during operational hours to disconnect and reconnect an existing TasNetworks' single span of single phase overhead service wire.

10.2 Disconnect/reconnect overhead service for fascia repairs – multi-phase

A visit to a customer's premises during operation hours to disconnect and reconnect an existing TasNetworks' single span of multi-phase overhead service wire.

10.3 Temporary disconnect/reconnect (isolation) – retailer requested outage

A visit to a customer's premises during operation hours to perform a temporary disconnection and reconnection at the request of the retailer.

This does not include the removal of a service wire and is for isolation only. An additional administrative fee may be charged if the reconnection occurs on a different day to the disconnection.

10.4 Temporary disconnect/reconnect – after hours

A visit to a customer's premises outside field operational hours to perform temporary isolation.

10.5 Temporary disconnect/reconnect – wasted visit

A visit to a customer's premises during field operational hours for the requested temporary isolation where the service could not be completed due to issues on site or where the crew was not required once on site.

10.6 Fee based service charges

Table 8 sets out TasNetworks' customer connection fees for the provision of a service for the establishment of a temporary customer connection for the 2019-20 regulatory year.

Table 8: Fee based service prices

Service	Rate \$
Disconnect/reconnect overhead service for fascia repairs – single phase	411.24
Disconnect/reconnect overhead service for fascia repairs – multi-phase	509.96
Temporary disconnect/reconnect – retailer requested outage	361.89
Temporary disconnect/reconnect – after hours	883.04
Temporary disconnect/reconnect – wasted visit	164.47

11 Basic connection alteration

This service requires TasNetworks to visit a customer's premises to alter or augment the customer's connection to the distribution network.

In a number of instances the provision of this basic connection service will require TasNetworks to interrupt the supply of electricity to the customer's premises.

This basic connection alteration service order requires TasNetworks to visit a customer's premises to provide a connection alteration service and may require an application. Services will be delivered within 10 business days of TasNetworks receipt of a valid B2B service order (where applicable) or the receipt of both an approved connection application (where required) and valid electrical works request, unless an alternate date for the service has been agreed.

As a basic connection service, a connection alteration requires the installation of a single span of overhead service wire only. Customers requiring the installation of multiple spans of overhead service wire will be required to follow TasNetworks' negotiated connection process and will have their charges determined in accordance with that process.

In relation to overhead connections, unless indicated to the contrary:

- If the connection point has moved, but the existing service wire is long enough to reach the new connection point and remain compliant with relevant standards, the existing overhead service wire will be re-used.
- If the connection point has moved and the existing service wire is not long enough to reach the new connection point and remain compliant with relevant standards, this fee will not apply and the customer will be required to pay the fee for the equivalent basic connection service.
- Existing overhead service wires that do not meet the current construction standard will be replaced with a new service wire at no additional cost to the customer.

In some circumstances a service may involve more than one type of basic connection service. For example, a job may require new consumer mains and an alteration to a connection.

Where consumer mains work is required and the Electrical Contractor is also altering the connection from:

- overhead to underground; or
- from one building to another; or
- from single phase to multi-phase; or
- from multi-phase to single phase

an EWR alone is not sufficient and TasNetworks requires lodgement of a connection application.

11.1 Connection alteration – overhead single phase

A visit to a customer's premises during field operational hours for a single phase connection alteration following an alteration to the customer's installation.

The customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.

11.2 Connection alteration – overhead multi-phase

A visit to a customer's premises during operation hours for a multi-phase connection alteration following an alteration to the customer's installation.

The customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.

11.3 Connection of new consumer mains to an existing installation – single phase underground (turret)

A visit to a customer's premises during field operational hours for connection of a new single phase consumer mains to the existing TasNetworks' distribution network following an alteration to the customer's installation.

The customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.

11.4 Connection of new consumer mains to an existing installation – single phase underground (pole)

A visit to a customer's premises during field operational hours for connection of a new single phase consumer mains to the existing TasNetworks' distribution network following an alteration to the customer's installation.

The customer's supply of electricity will be interrupted by TasNetworks while the basic connection service is being provided.

11.5 Connection of new consumer mains to an existing installation – multi-phase underground (turret)

A visit to a customer's premises during field operational hours for connection of a new multi-phase consumer mains to the existing TasNetworks' distribution network following an alteration to the customer's installation.

The customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.

11.6 Connection of new consumer mains to an existing installation – multi-phase underground (pole)

A visit to a customer's premises during field operational hours for connection of a new multi-phase consumer mains to the existing TasNetworks' distribution network following an alteration to the customer's installation.

The customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.

11.7 Augment single phase overhead service to multi-phase supply

A visit to a customer's premises during field operational hours to disconnect and remove a single span of single phase overhead service wire, and associated service fuse, and connect a new single span of multi-phase overhead service wire and associated service fuses to the existing TasNetworks' distribution network. This service is a connection augmentation type BA2.

The customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.

This service requires a connection application.

11.8 Augment multi-phase overhead service to single phase supply

A visit to a customer's premises during field operational hours to disconnect and remove a single span of multi-phase overhead service wire, and associated service fuses, and connect a new single span of single phase overhead service wire and associated service fuse to the existing TasNetworks' distribution network. This service is a connection augmentation type BA1.

The customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.

This service requires a connection application.

11.9 Augment single phase overhead service to underground supply (turret)

A visit to a customer's premises during field operational hours to disconnect and remove a single span of single phase overhead service wire, and associated service fuse, and connect a new single phase underground consumer mains to the fuse located in an existing TasNetworks' turret or cabinet. This service is a connection augmentation type BA3.

The customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.

Customers also requiring the installation of a TasNetworks' turret or cabinet will be required to follow TasNetworks' negotiated connection process and will have their charges determined in accordance with that process.

This service requires a connection application.

11.10 Augment multi-phase overhead service to underground supply (turret)

A visit to a customer's premises during field operational hours to disconnect and remove a single span of multi-phase overhead service wire, and associated service fuses, and connect a new multi-phase underground consumer mains to the fuses located in an existing TasNetworks' turret or cabinet. This service is a connection augmentation type BA4.

The customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.

Customers also requiring the installation of an TasNetworks turret or cabinet will be required to follow TasNetworks' negotiated connection process and will have their charges determined in accordance with that process.

This service requires a connection application.

11.11 Augment single phase overhead service to underground supply (pole)

A visit to a customer's premises during field operational hours to disconnect and remove a single span of single phase overhead service wire, and associated service fuse, and connect a new single phase underground consumer mains to a fuse located on a TasNetworks' or private pole. This service is a connection augmentation type BA5.

The customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.

This service requires a connection application.

11.12 Augment multi-phase overhead service to underground supply (pole)

A visit to a customer's premises during field operational hours to disconnect and remove a single span of multi-phase overhead service wire, and associated service fuses, and connect a new multi-phase underground consumer mains to the fuses located on a TasNetworks' pole. This service is a connection augmentation type BA6.

The customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.

This service requires a connection application.

11.13 Basic connection alteration – after hours

A visit to a customer's premises outside field operational hours to perform a basic connection alteration. This relates to the connection services listed in this section 11 including connection augmentation types BA1, BA2, BA3, BA4, BA5 or BA6.

11.14 Basic connection – wasted visit

Site visit to provide a basic connection service where the connection could not be completed due to issues at the site.

11.15 Fee based services charges

Table 9 sets out TasNetworks' customer connection fees for the provision of a basic connection alteration service for the 2019-20 regulatory year.

Table 9: Fee based services prices

Service	Connection augmentation type	Rate \$
Connection alteration – overhead single phase		313.90
Connection alteration – overhead multi-phase		412.61
Connection of new consumer mains to an existing installation – single phase underground (turret)		190.51
Connection of new consumer mains to an existing installation – single phase underground (pole)		363.25
Connection of new consumer mains to an existing installation – multi-phase underground (turret)		239.87
Connection of new consumer mains to an existing installation – multi-phase underground (pole)		461.97
Augment single phase overhead service to multi-phase supply	BA2	865.98
Augment multi-phase overhead service to single phase supply	BA1	628.11
Augment single phase overhead service to underground supply (turret)	BA3	389.19
Augment multi-phase overhead service to underground supply (turret)	BA4	487.90
Augment single phase overhead service to underground supply (pole)	BA5	495.34

Service	Connection augmentation type	Rate \$
Augment multi-phase overhead service to underground supply (pole)	BA6	611.47
Basic connection alteration – after hours	BA1, BA2, BA3, BA4, BA5 or BA6	1,136.63
Basic connection – wasted visit		153.49



12 Procedure for reviewing complaints and disputes

TasNetworks will ensure that all complaints and disputes are dealt with in accordance with its standard complaints and dispute resolution policy and procedures. TasNetworks' dispute resolution policy is reviewed annually and published on TasNetworks' website.

12.1 Internal procedure for reviewing objections

Where TasNetworks receives written notification that a customer has an objection to the proposed fee based service tariff assignment or reassignment, the following additional procedures will be followed.

TasNetworks may consult with the customer's retailer during the process of undertaking a review.

TasNetworks will undertake the following internal review process:

- the customer's written objection will be reviewed by TasNetworks;
- additional information provided by the customer (and/or the customer's retailer) will be considered;
- TasNetworks will determine the tariff assignment that should apply;
- the proposed tariff assignment will be reviewed and approved by the Market Support Team Leader; and
- the customer (and/or customer's retailer) will be notified in writing of the tariff assignment review outcomes within 15 business days of receipt of the customer's written objection.

12.2 Objection not resolved to satisfaction of customer under internal review process

If the customer's objection to the fee based service is not resolved to their satisfaction, the customer is entitled to seek resolution through the following avenues after applying TasNetworks' internal review process as detailed above:

- if the resolution of the dispute is within the jurisdiction of the Energy Ombudsman Tasmania, the customer is entitled to escalate the matter to the Energy Ombudsman Tasmania; or
- the customer is entitled to seek a decision from the AER via the dispute resolution process available under Part L of Chapter 6 of the Rules.

13 Glossary

AEMO	Australian Energy Market Operator.
AER	Australian Energy Regulator.
B2B	Business to business electronic requests.
B2B service orders	AEMO's B2B procedure service order process which is the communication procedures between retailers and service providers.
Basic metering services	Reading services for accumulation meters or unmetered supplied as defined in the Rules.
Business day	A day other than a Saturday, Sunday or a day which is a gazetted public holiday in any part of mainland Tasmania.
Charges	For service means the constituent elements of the charge.
Connection point	In relation to a customer, the point at which electricity leaves the TasNetworks distribution network for delivery to the customer's premises.
Customer	A person to whom TasNetworks provides regulated services.
De-energisation	The de-energisation of an energised electrical installation.
Distribution Determination	AER, Final Decision, TasNetworks distribution determination, 2019-20 to 2023-24, April 2019 (see https://www.aer.gov.au/networks-pipelines/determinations-access-arrangements/tasnetworks-determination-2019-24/final-decision).
Distribution network	As defined in the <i>Electricity Supply Industry Act 1995</i> (Tas).
Electrical contractor	A person or company licensed as an electrical contractor under the <i>Occupational Licensing Act 2005</i> (Tas).
Energisation	The energisation of an electrical installation.
Energy Ombudsman	As defined in the <i>Energy Ombudsman Act 1998</i> (Tas).
EWR	Electrical Works Request form.
Field operational hours	Between 7:30 am and 4:20 pm on a business day.
Illegal connection	An electrical installation that has been energised without authorisation from TasNetworks.
Interval metering services	Reading services for interval meters – types 1 – 5 as defined in the Rules and provision of other services.
Meter alterations	Alterations made to an existing electrical installation to add, remove, exchange, reprogram metering equipment at the request of the retailer.
Meter tests	Testing of a meter to ensure that the components, accuracy and testing of the installation complies with the requirements of the Rules.
NEM	National Electricity Market.
NERR	National Energy Retail Rules.
New connection	Connection of the supply to a new electrical installation.
NMI	National Metering Identifier
Protected period	A period in which a de-energisation cannot be undertaken in accordance with NERR provisions.

Re-energisation	The energisation of an electrical installation which has previously been de-energised.
Renewable energy connections	Installation of a small generator of less than 10 kW per phase.
Retail contract termination	The ending of a Standard Retail Contract pursuant to Section 70 of the NERR.
Rules	National Electricity Rules.
TasNetworks	Unless otherwise stated means Tasmanian Networks Pty Ltd ABN 24 167 357 299 in its capacity as a distributor licensed by the Tasmanian Economic Regulator in the state of Tasmania.
Tee-up	Service provision at a nominated location at a specified date and/or time.

14 Schedule 1: TasNetworks' service area calendar

Table 10 details on which day's services are undertaken in each area.

Areas marked with an asterisk are "Daily Service Areas"

Table 10: Scheduled Day for Service

	Monday	Tuesday	Wednesday	Thursday	Friday
North West	*Greater North West Coast	*Greater North West Coast	*Greater North West Coast	*Greater North West Coast	*Greater North West Coast
		West Coast	Hellyer	West Coast	
		Cape	North West Tip	Granville	
		Barrington	Gunns Plains	Cape	Gunns Plains
		The Nut	Cradle Valley	Barrington The Nut	
North	*Greater Launceston	*Greater Launceston	*Greater Launceston	*Greater Launceston	*Greater Launceston
	Northern Midlands	North East Tip	East Tamar	Northern Midlands	West Tamar
	Meander Valley	Scottsdale	Meander Valley	Scottsdale	East Tamar
		West Tamar		Midlands	
		Goulds Country		Fingal	
		East Coast		East Coast	
	Freycinet				
South	*Greater Hobart	*Greater Hobart	*Greater Hobart	*Greater Hobart	*Greater Hobart
	South Arm	Western Huon	Bruny Island	Derwent Valley	Channel
	Southern Midlands	West Lakes	Southern Midlands	Strathgordon	South Arm
	Inner East Coast	Derwent Valley	East Lakes	Southern Huon	Peninsula
	Southern East Coast	Peninsula	Southern East Coast	Huon	
		Huon	Channel		

The following information has been provided to assist customers in understanding the service area groupings in the above table. Each service area lists suburbs that represent the borders of the service area and includes any location between those suburbs.

14.1 North West

- *Greater North West Coast – Wynyard to Port Sorell
- West Coast – Tullah to Queenstown
- Cape – Table Cape to Sisters Beach to Meunna
- Barrington – Sassafra to Kimberley to Acacia Hills to West Kentish

- The Nut – Cowrie Point to Smithton
- Hellyer – Hellyer Gorge to Corinna
- North West Tip – Arthur River to Woolnorth
- Gunns Plains – Wilmot to Riana
- Cradle Valley – Cradle Mountain
- Granville – Granville Harbour

14.2 North

- *Greater Launceston – Launceston and surrounding suburbs
- Northern Midlands – Ross to Bishopsbourne
- Meander Valley – Carrick to Mole Creek
- North East Tip – Waterhouse to Musselroe Bay
- Scottsdale – Scottsdale region
- West Tamar – Rosevears to Greens Beach
- East Tamar – Dilston to George Town to Pipers Brook
- Goulds Country – Goulds Country region
- East Coast – St Helens to St Marys
- Freycinet – Coles Bay
- Fingal – Fingal Valley region

14.3 South

- *Greater Hobart – Hobart and surrounding suburbs
- South Arm – Opossum Bay to Sandford
- Southern Midlands – Oatlands to Tea Tree
- Inner East Coast – Mount Seymour to Levendale
- Southern East Coast – Little Swanport to Orford
- Western Huon – Lonnvale
- West Lakes – Liawenee to Osterley
- Derwent Valley – Ouse to Maydena
- Peninsula – Copping to White Beach
- Channel – Cygnet to Verona Sands to Snug
- Bruny Island – Bruny Island
- East Lakes – Arthurs Lake to Miena
- Strathgordon – Strathgordon
- Southern Huon – Raminea to Hastings
- Huon – Dover to Allens Rivulet to Lower Wattle Grove