

Preliminary classification of Tasmanian distribution services

Service group/Activities included in service group	Further description (if any)	Current Classification 2017–19	Proposed classification 2019–24
Shared distribution services			
1 Common distribution services (formerly 'network services')	<p>The suite of services and activities involved in operating and distributing electricity to customers safely and reliably in accordance with the National Electricity Law, National Electricity Rules and Tasmanian jurisdictional requirements as a participant in the NEM and holder of a distribution operator's licence. For example, this includes planning, designing, constructing, augmenting, maintaining, managing and operating the network and network demand for distributor purposes.</p> <p>Shared distribution services involves, but is not limited to, the following activities:</p> <ul style="list-style-type: none"> • regulatory and pricing planning • demand management planning • management of environmental issues • asset relocations (not at customer's request) • vegetation management • works to fix damage to the network (including emergency recoverable works) or supporting another distributor during an emergency event. 	Standard control	Standard control

Service group/Activities included in service group	Further description (if any)	Current Classification 2017–19	Proposed classification 2019–24
	<ul style="list-style-type: none"> • dial before you dig services • external stakeholder management • call centres, enquiries and billing • performance monitoring • private pole inspections that Government requires to be recovered through network charges. 		

Ancillary services

2	Design related services	<p>Activities includes:</p> <ul style="list-style-type: none"> • processing preliminary enquiries requiring site specific or written responses • provision of design information, design rechecking services in relation to connection and relocation works provided contestably. • specialist services where the design is non-standard, technically complex or environmentally sensitive and any enquiries related to distributor assets • assessing connection applications or a request to undertake relocation of network assets as contestable works and preparing offers. 	Alternative control	Alternative control (specific monopoly service)
---	-------------------------	--	---------------------	---

Service group/Activities included in service group	Further description (if any)	Current Classification 2017–19	Proposed classification 2019–24
3 Access permits and oversight	<p>Activities include:</p> <ul style="list-style-type: none"> • A distributor issuing access permits or clearances to work to a person authorised to work on or near distribution systems including high and low voltage. • A distributor issuing confined space entry permits and associated safe entry equipment to a person authorised to enter a confined space. • A distributor providing access to switch rooms, substations and the like to a non-LNSP party who is accompanied and supervised by a distributor's staff member. May also include a distributor providing safe entry equipment (fall-arrest) to enter difficult access areas. 	Alternative control	Alternative control (specific monopoly service)
4 Notices of arrangement	<p>Work of an administrative nature performed by a distributor where a local council requires evidence in writing from the distributor that all necessary arrangements have been made to supply electricity to a development. This may include receiving and checking subdivision plans and 88 B instruments, copying subdivision plans, checking and recording easement details, assessing supply availability, liaising with developers if errors or changes are required and preparing notifications of arrangement.</p>	Alternative control	Alternative control (specific monopoly service)

Service group/Activities included in service group	Further description (if any)	Current Classification 2017–19	Proposed classification 2019–24
5 Property services	Property tenure services related to obtaining deeds of agreement, deeds of indemnity, leases, easements or other property tenure in relation to property rights associated with connection or relocation. Conveyancing inquiry services relating to the provision of property conveyancing information at the request of a customer.	Alternative control	Alternative control (specific monopoly service)
6 Site establishment services	Site establishment services, including liaising with the Australian Energy Market Operator (AEMO) or market participants for the purpose of establishing NMIs in market systems, for new premises or for any existing premises for which AEMO requires a new NMI and for validation of and updating network load data. This includes processing and assessing requests for a permanently unmetered supply device.	Alternative control	Alternative control (specific monopoly service)
7 Networks safety services	Includes provision of traffic control services by the distributor where required, fitting of tiger tails, high load escort, night watch (private security and flood lighting services), de-energising wires for safe approach (e.g. for tree pruning).	N/A	Alternative control (potentially contestable)
8 Customer vegetation defect works	Work involved in managing and resolving pre-summer bush fire inspection customer vegetation defects where the customer has failed to do so.	N/A	Alternative control (specific monopoly service)

Service group/Activities included in service group	Further description (if any)	Current Classification 2017–19	Proposed classification 2019–24
9	Network tariff change request	When a retailer's customer or retailer requests an alteration to an existing network tariff (for example, a change from a Block Tariff to a Time of Use tariff), the distributors conduct tariff and load analysis to determine whether the customer meets the relevant tariff criteria. The distributors also process changes in their IT systems to reflect the tariff change.	Alternative control (specific monopoly service)
10	Recovery of debt collection costs - dishonoured transactions	The incurrence of costs, including bank fees by a distributor resulting from the dishonour of a customer's cheque tendered in payment of network related services.	Alternative control (specific monopoly service)
11	Services provided in relation to a Retailer of Last Resort (ROLR) event	The distributors may be required to perform a number of services as a distributor when a ROLR event occurs. For example: Preparing lists of affected sites and reconciling data with AEMO listings, arranging estimate reads for the date of the ROLR event, preparing final invoices and miscellaneous charges for affected customers, extracting customer data, providing it to the ROLR and handling subsequent enquiries.	Alternative control (specific monopoly service)
12	Planned Interruption – Customer requested	Where the customer requests to move a planned interruption and agrees to fund the additional cost of performing this distribution service outside of normal business hours.	N/A (specific monopoly service)

Service group/Activities included in service group	Further description (if any)	Current Classification 2017–19	Proposed classification 2019–24
13	Attendance at customers' premises to perform a statutory right where access is prevented.	A follow up attendance at a customer's premises to perform a statutory right where access was prevented or declined by the customer on the initial visit. This includes the costs of arranging, and the provision of, a security escort or police escort (where the cost is passed through to the distributor).	Alternative control Alternative control (specific monopoly service)
Metering services			
14	Type 1-4 metering services	Type 1 to 4 meters and supporting services are competitively available. ¹	Unclassified Unclassified
15	Type 5 and 6 meter provision (before 1 December 2017)	Distributors may recover the capital cost of type 5 and 6 metering equipment installed before 1 December 2017.	Alternative control Alternative control (specific monopoly service)
16	Type 7 metering services	Administration and management of type 7 metering installations in accordance with the NER and jurisdictional requirements. Includes the processing and delivery of calculated metering data for unmetered loads, and the population and maintenance of load tables, inventory tables and on/off tables.	Alternative control Standard control

¹

	Service group/Activities included in service group	Further description (if any)	Current Classification 2017–19	Proposed classification 2019–24
17	Meter reading and testing	<p>Meter reading and testing services include:</p> <ul style="list-style-type: none"> • Special meter reading for type 5 and 6 meters and move in and move out metering reading (type 5 and 6 meters) • Type 5 meter final read on removed type 5 metering equipment • Meter test (for type 5 and 6 meter) • Types 5-7 non-standard meter data services • Type 5 and 6 current transformer testing 	Alternative control	Alternative control (specific monopoly service)
18	Emergency maintenance of failed metering equipment not owned by the network	The distributor is called out by the customer due to a power outage where an external metering provider's metering equipment has failed or an outage has been caused by the metering provider and the distributor has had to restore power to the customer's premises. This may result in an unmetered supply arrangement at this site.	Alternative control	Alternative control (specific monopoly service)
19	Meter recovery - type 5 and 6 current transformer metering	At the request of the customer or their agent to remove a type 5 or 6 current transformer meter where a permanent disconnection has been requested.	N/A	Alternative control (specific monopoly service)
20	Distributor arranged outage for purposes of replacing metering	At the request of a retailer or metering coordinator provide notification to affected customers and facilitate the disconnection/reconnection of customer metering installations where a retailer planned interruption cannot be conducted.	N/A	Alternative control (specific monopoly service)

Service group/Activities included in service group		Further description (if any)	Current Classification 2017–19	Proposed classification 2019–24
21	Site alteration service	Site alteration services include updating and maintaining national metering identifier (NMI) and associated data in market systems	N/A	Alternative control (specific monopoly service)
22	NMI extinction fee	At the request of the customer or their agent processing a request for permanent disconnection and the extinction of a NMI in market systems	N/A	Alternative control (specific monopoly service)
23	Correction of metering and market billing data	Confirming or correcting metering or network billing information in market B2B or network billing systems, due to insufficient or incorrect information received from retailers or metering providers.	N/A	Alternative control (specific monopoly service)
24	Pre-payment Meters	The operation, maintenance and provision of pre-payment meters as a specific service for retailers.	N/A	Alternative control (specific monopoly service)

Connection services

25	Premises connection services and extensions	<p>Premises connection services includes any additions or upgrades (including design and construction) to the connection assets located on the customer's premises (Note: excludes all metering services).</p> <p>Extension is an enhancement required to connect a power line or facility outside the present boundaries of the transmission or distribution network owned or operated by a Network Service Provider</p>	Alternative control	Alternative control
26	Augmentations	Any shared network enlargement/enhancement undertaken by a distributor which is not an extension	Standard control	Standard control
27	Registered participant support services	Services and information provided by the distributor and proposed market participants associated with connection arrangements and agreements made under Chapter 5 of the NER.	N/A	Alternative control (specific monopoly service)
28	Site inspection	Site inspection services in order to determine the nature of the connection service sought by the connection applicant.	N/A	Alternative control (specific monopoly service)
29	Facilitation of generator connection and operation on the network	Includes connection/disconnection of generator to distributor's assets and any ongoing requirements to facilitate its operation.	N/A	Alternative control (potentially contestable)
30	Reconnections/Disconnections	<p>Disconnection and/or reconnection services (some provided in accordance with the National Energy Retail Rules). For example:</p> <ul style="list-style-type: none"> • Disconnection visit (site visit only) • Disconnection visit (disconnection completed - technical) 	Alternative control	Alternative control (specific monopoly service)

- Pillar box/pole top disconnection - completed
- Reconnection/disconnection outside of business hours
- Vacant property - site visit
- Shared service fuse replacement
- Rectification of illegal connections
- Temporary connections
- Remove or reposition connection
- Single phase to three phase

Public lighting

31	Public lighting	Provision, construction and maintenance of public lighting	Alternative control	Alternative control
32	New public lighting technology	Provision of construction of new/emerging public lighting technology services	Negotiated	Alternative control

Unregulated distribution services**- Revenue**

33	Distribution asset rental	Rental of distribution assets to third parties (e.g. office space rental, pole and duct rental etc.).	N/A	Unclassified
34	Contestable metering support roles	Includes metering coordinator, metering data provider and metering provider.	N/A	Unclassified
35	Operation and maintenance of external distribution networks	The contracted operation and maintenance of third party owned distribution networks not physically connected to the TasNetworks distribution network.	N/A	Unclassified
36	Provision of electrical training to third parties	The provision of network related training services to third parties	N/A	Unclassified