

Alternative Control Services Descriptions Paper

Regulatory Control Period 1 July 2017 to 30 June 2019



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Amendments and Version History

Version No.	Date of Revision	Authorised by	Details of amendment
1.0	16 Dec 2015	Chantal Hopwood	Initial Release

Amendments to each version of this document will be tracked through TasNetworks' document management system.



Purpose

This attachment to the Regulatory Proposal provides detailed descriptions for the Alternative Control Services (ACS) that we will provide in the next Regulatory Control Period. This information compliments and supports the information about the services and pricing for ACS included in the Tariff Structure Statement, the Indicative Pricing Schedule and the application guides. The table below builds on the definition of these services set out in the Australian Energy Regulator's (AER's) Framework and Approach for our distribution regulatory control period 2017-19.

Under the National Electricity Rules (the Rules), the various services we provide are subject to classification by the AER. The service classification affects the form of regulation that may apply, including whether the AER:

- directly controls revenues and prices, and sets performance targets; or
- allows parties to negotiate services and prices, arbitrating if any disputes arise; or
- does not regulate the service at all.

Extracts relating to the classification of Distribution Services in the AER's "Final framework and approach for TasNetworks distribution regulatory control period 2017-19"

Direct control service

- Standard control service: "Services that are central to electricity supply and therefore relied on by most (if not all) customers such as building and maintaining the shared distribution network. Most distribution services are classified as standard control."
- Alternative Control Services: "Customer specific or customer requested services.
 These services may also have potential for provision on a competitive basis rather than by the local distributor."



Extracts relating to the classification of Distribution Services in the AER's "Final framework and approach for TasNetworks distribution regulatory control period 2017-19"

Appendix B of the Framework and Approach defines the following as "Alternative Control Services":

AER service group—metering services:

- Standard metering services for type 5-7 meters
- Special meter readings and meter testing of type 5-7 meters

AER service group—public lighting services

- Repair, replacement and maintenance of public lighting
- Provision of new public lighting assets

AER service group—ancillary services

- Energisation, de-energisation and re-energisation (includes disconnections and reconnections)
- Meter alteration (adding and altering circuits)
- Meter testing (including for single phase, three phase and current transformer meters)
- Removal of meters and service connection
- Renewable energy connection including installation of import/export metering equipment
- Temporary connections
- Disconnect service connection
- Truck tee up
- Open turret or cabinet for electrical contractor
- Moving mains, services or meters forming part of the network to accommodate extension, redesign or redevelopment of any premises
- The provision of electric plant for the specific provision of top-up or stand-by supplies of electricity
- Temporary supply
- Reserve or duplicate supply
- Network services and system augmentation required to receive energy from an embedded generator
- Alteration and relocation of existing public lighting assets



Metering Services

Metering services refers to the provision, installation and maintenance of standard meters and the associated services, such as metering reading, provided to customers by us. This includes the metering services using Type 5 -7 metering installations (as defined in the Rules) provided by TasNetworks in its roles as metering provider and meter data provider.

The prices for regulated metering services are set on a price cap basis, using a cost build up formula. The majority of the cost build up relates to labour costs, with the remainder comprising overhead costs, contractor costs and materials.

Table 1: Metering Services

Tariff	Description	Pricing Basis
Domestic LV – single phase	Type 6 meter provided to single phase low voltage installations located at premises used wholly or principally as private residential dwellings.	Labour costsOverhead costsMaterials costsContractors costsOther
Domestic LV – multi phase	Type 6 meter provided to multi-phase low voltage installations located at premises used wholly or principally as private residential dwellings.	Labour costsOverhead costsMaterials costsContractors costsOther
Domestic LV – CT meters	Type 6 meter provided to low voltage installations located at premises used wholly or principally as private residential dwellings where current transformers are required as a component of the metering service to enable the recording of meter data.	Labour costsOverhead costsMaterials costsContractors costsOther
Business LV – single phase	Type 6 meter provided to single phase low voltage installations located at premises that are not private residential dwellings.	 Labour costs Overhead costs Materials costs Contractors costs Other



Tariff	Description	Pricing Basis
Business LV – multi phase	Type 6 meter provided to multi-phase low voltage installations located at premises that are not private residential dwellings.	Labour costsOverhead costsMaterials costsContractors costsOther
Business LV – CT meters	Type 6 meter provided to low voltage installations located at premises that are not private residential dwellings and where current transformers are required as a component of the metering service to enable the recording of meter data.	Labour costsOverhead costsMaterials costsContractors costsOther
Other meters	Type 6 metering services provided to customers that are not one of the other meter classes. These meters include meters that are provided in support of the PAYG product. This meter class does not apply to metering services where the prepayment facility is fully incorporated as a component of the provision of that meter.	 Labour costs Overhead costs Materials costs Contractors costs Other



Public/Private lighting service

We provide a range of public lighting services including:

- The provision, maintenance and replacement of public lighting assets that are owned by TasNetworks;
- The maintenance of public lighting assets which are owned by customers (contract lighting); and
- The provision, maintenance and replacement of public lighting poles that are owned by us.

The prices for public lighting services are set on a price cap basis, using a cost build up formula. The majority of the cost build up relates to contractor and labour costs, with the remainder comprising overhead costs and materials.

Table 2: Public/Private lighting Services

Туре	Lighting type	Description	Pricing Basis
Public Lighting Services	18W LED	The provision, maintenance and replacement of TasNetworks owned 18 watt LED light fittings.	Labour costsOverhead costsMaterials costsContractors costsOther
	18W LED Decorative	The provision, maintenance and replacement of TasNetworks owned 18 watt LED decorative light fittings.	Labour costsOverhead costsMaterials costsContractors costsOther
	25W LED	The provision, maintenance and replacement of TasNetworks owned 25 watt LED light fittings. This lighting type is obsolete, with no new connections allowed.	Labour costsOverhead costsMaterials costsContractors costsOther



Туре	Lighting type	Description	Pricing Basis
	25W LED Decorative	The provision, maintenance and replacement of TasNetworks owned 25 watt LED decorative light fittings. This lighting type is obsolete, with no new connections allowed.	Labour costsOverhead costsMaterials costsContractors costsOther
	42W Compact Fluorescent	The provision, maintenance and replacement of TasNetworks owned 42 watt compact fluorescent light fittings.	Labour costsOverhead costsMaterials costsContractors costsOther
	42W Compact Fluorescent - Bottom Pole Entry	The provision, maintenance and replacement of TasNetworks owned 42 watt compact fluorescent bottom pole entry light fittings.	Labour costsOverhead costsMaterials costsContractors costsOther
	70W High Pressure Sodium	The provision, maintenance and replacement of TasNetworks owned 70 watt high pressure sodium light fittings.	Labour costsOverhead costsMaterials costsContractors costsOther
	100W High Pressure Sodium	The provision, maintenance and replacement of TasNetworks owned 100 watt high pressure sodium light fittings.	 Labour costs Overhead costs Materials costs Contractors costs Other
	150W High Pressure Sodium	The provision, maintenance and replacement of TasNetworks owned 150 watt high pressure sodium light fittings.	Labour costsOverhead costsMaterials costsContractors costsOther



Туре	Lighting type	Description	Pricing Basis
	250W High Pressure Sodium	The provision, maintenance and replacement of TasNetworks owned 250 watt high pressure sodium light fittings.	 Labour costs Overhead costs Materials costs Contractors costs Other
	400W High Pressure Sodium	The provision, maintenance and replacement of TasNetworks owned 400 watt high pressure sodium light fittings.	Labour costsOverhead costsMaterials costsContractors costsOther
	250W High Pressure Sodium - Flood Light	The provision, maintenance and replacement of TasNetworks owned 250 watt sodium vapour flood light fittings.	 Labour costs Overhead costs Materials costs Contractors costs Other
	400W High Pressure Sodium - Flood Light	The provision, maintenance and replacement of TasNetworks owned 400 watt sodium vapour flood light fittings.	 Labour costs Overhead costs Materials costs Contractors costs Other
	100W Metal Halide	The provision, maintenance and replacement of TasNetworks owned 100 watt metal halide light fittings.	 Labour costs Overhead costs Materials costs Contractors costs Other
	150W Metal Halide	The provision, maintenance and replacement of TasNetworks owned 150 watt metal halide light fittings.	 Labour costs Overhead costs Materials costs Contractors costs Other



Туре	Lighting type	Description	Pricing Basis
	250W Metal Halide	The provision, maintenance and replacement of TasNetworks owned 250 watt metal halide light fittings.	Labour costsOverhead costsMaterials costsContractors costsOther
	400W Metal Halide	The provision, maintenance and replacement of TasNetworks owned 400 watt metal halide light fittings.	Labour costsOverhead costsMaterials costsContractors costsOther
	250W Metal Halide - Flood Light	The provision, maintenance and replacement of TasNetworks owned 250 watt metal halide floodlight fittings.	 Labour costs Overhead costs Materials costs Contractors costs Other
	400W Metal Halide - Flood Light	The provision, maintenance and replacement of TasNetworks owned 400 watt metal halide flood light fittings.	 Labour costs Overhead costs Materials costs Contractors costs Other
	T5 Fluorescent 2 x 24W	The provision, maintenance and replacement of TasNetworks owned 2 x 24 watt twin fluorescent light fittings. This lighting type is obsolete, with no new connections allowed.	 Labour costs Overhead costs Materials costs Contractors costs Other
	1 x 20W Fluorescent	The provision, maintenance and replacement of TasNetworks owned 1 x 20 watt fluorescent light fittings. This lighting type is obsolete, with no new connections allowed.	 Labour costs Overhead costs Materials costs Contractors costs Other



Туре	Lighting type	Description	Pricing Basis
	50W Mercury Vapour	The provision, maintenance and replacement of TasNetworks owned 50 watt mercury vapour light fittings. This lighting type is obsolete, with no new connections allowed.	Labour costsOverhead costsMaterials costsContractors costsOther
	80W Mercury Vapour	The provision, maintenance and replacement of TasNetworks owned 80 watt mercury vapour light fittings. This lighting type is obsolete, with no new connections allowed.	Labour costsOverhead costsMaterials costsContractors costsOther
	80W Mercury Vapour Decorative	The provision, maintenance and replacement of TasNetworks owned 80 watt mercury vapour decorative light fittings. This lighting type is obsolete, with no new connections allowed.	 Labour costs Overhead costs Materials costs Contractors costs Other
	125W Mercury Vapour	The provision, maintenance and replacement of TasNetworks owned 125 watt mercury vapour light fittings. This lighting type is obsolete, with no new connections allowed.	 Labour costs Overhead costs Materials costs Contractors costs Other
	250W Mercury Vapour	The provision, maintenance and replacement of TasNetworks owned 250 watt mercury vapour light fittings. This lighting type is obsolete, with no new connections allowed.	 Labour costs Overhead costs Materials costs Contractors costs Other
	400W Mercury Vapour	The provision, maintenance and replacement of TasNetworks owned 400 watt mercury vapour light fittings. This lighting type is obsolete, with no new connections allowed.	Labour costsOverhead costsMaterials costsContractors costsOther



Туре	Lighting type	Description	Pricing Basis
Private contract lights	18W LED	The maintenance of customer owned 18 watt LED light fittings.	Labour costsOverhead costsMaterials costsContractors costsOther
	18W LED Decorative	The maintenance of customer owned 18 watt LED decorative light fittings.	Labour costsOverhead costsMaterials costsContractors costsOther
	25W LED	The maintenance of customer owned 25 watt LED light fittings. This lighting type is obsolete, with no new connections allowed.	 Labour costs Overhead costs Materials costs Contractors costs Other
	25W LED Decorative	The maintenance of customer owned 25 watt LED decorative light fittings. This lighting type is obsolete, with no new connections allowed.	 Labour costs Overhead costs Materials costs Contractors costs Other
	42W Compact Fluorescent	The maintenance of customer owned 42 watt compact fluorescent light fittings.	Labour costsOverhead costsMaterials costsContractors costsOther
	42W Compact Fluorescent - Bottom Pole Entry	The maintenance of customer owned 42 watt compact fluorescent bottom pole entry light fittings.	Labour costsOverhead costsMaterials costsContractors costsOther



Туре	Lighting type	Description	Pricing Basis
	50W Mercury Vapour	The maintenance of customer owned 50 watt mercury vapour light fittings. This lighting type is obsolete, with no new connections allowed.	 Labour costs Overhead costs Materials costs Contractors costs Other
	80W Mercury Vapour	The maintenance of customer owned 80 watt mercury vapour light fittings. This lighting type is obsolete, with no new connections allowed.	 Labour costs Overhead costs Materials costs Contractors costs Other
	80W Mercury Vapour Decorative	The maintenance of customer owned 80 watt mercury vapour decorative light fittings. This lighting type is obsolete, with no new connections allowed.	 Labour costs Overhead costs Materials costs Contractors costs Other
	125W Mercury Vapour	The maintenance of customer owned 125 watt mercury vapour light fittings. This lighting type is obsolete, with no new connections allowed.	 Labour costs Overhead costs Materials costs Contractors costs Other
	250W Mercury Vapour	The maintenance of customer owned 250 watt mercury vapour light fittings. This lighting type is obsolete, with no new connections allowed.	 Labour costs Overhead costs Materials costs Contractors costs Other
	400W Mercury Vapour	The maintenance of customer owned 400 watt mercury vapour light fittings. This lighting type is obsolete, with no new connections allowed.	 Labour costs Overhead costs Materials costs Contractors costs Other



Туре	Lighting type	Description	Pricing Basis
	70W High Pressure Sodium	The maintenance of customer owned 70 watt high pressure sodium light fittings.	 Labour costs Overhead costs Materials costs Contractors costs Other
	100W High Pressure Sodium	The maintenance of customer owned 100 watt high pressure sodium light fittings.	Labour costsOverhead costsMaterials costsContractors costsOther
	150W High Pressure Sodium	The maintenance of customer owned 150 watt high pressure sodium light fittings.	 Labour costs Overhead costs Materials costs Contractors costs Other
	250W High Pressure Sodium	The maintenance of customer owned 250 watt high pressure sodium light fittings.	 Labour costs Overhead costs Materials costs Contractors costs Other
	400W High Pressure Sodium	The maintenance of customer owned 400 watt high pressure sodium light fittings.	 Labour costs Overhead costs Materials costs Contractors costs Other
	250W High Pressure Sodium - Flood Light	The maintenance of customer owned 250 watt sodium vapour flood light fittings.	 Labour costs Overhead costs Materials costs Contractors costs Other



Туре	Lighting type	Description	Pricing Basis
	400W High Pressure Sodium - Flood Light	The maintenance of customer owned 400 watt sodium vapour flood light fittings.	 Labour costs Overhead costs Materials costs Contractors costs Other
	100W Metal Halide	The maintenance of customer owned 100 watt metal halide light fittings.	Labour costsOverhead costsMaterials costsContractors costsOther
	150W Metal Halide	The maintenance of customer owned 150 watt metal halide light fittings.	 Labour costs Overhead costs Materials costs Contractors costs Other
	250W Metal Halide	The maintenance of customer owned 250 watt metal halide light fittings.	 Labour costs Overhead costs Materials costs Contractors costs Other
	400W Metal Halide	The maintenance of customer owned 400 watt metal halide light fittings.	 Labour costs Overhead costs Materials costs Contractors costs Other
	250W Metal Halide - Flood Light	The maintenance of customer owned 250 watt metal halide flood light fittings.	 Labour costs Overhead costs Materials costs Contractors costs Other



Туре	Lighting type	Description	Pricing Basis
	400W Metal Halide - Flood Light	The maintenance of customer owned 400 watt metal halide flood light fittings.	Labour costsOverhead costsMaterials costsContractors costsOther
	1 x 20W Fluorescent	The maintenance of customer owned 1 x 20 watt fluorescent light fittings. This lighting type is obsolete, with no new connections allowed.	Labour costsOverhead costsMaterials costsContractors costsOther
	2 x 20W Fluorescent	The maintenance of customer owned 2 x 20 watt fluorescent light fittings. This lighting type is obsolete, with no new connections allowed.	 Labour costs Overhead costs Materials costs Contractors costs Other
	1 x 40W Fluorescent	The maintenance of customer owned 1 x 40 watt fluorescent light fittings. This lighting type is obsolete, with no new connections allowed.	Labour costsOverhead costsMaterials costsContractors costsOther
	2 x 40W Fluorescent	The maintenance of customer owned 2 x 40 watt fluorescent light fittings. This lighting type is obsolete, with no new connections allowed.	 Labour costs Overhead costs Materials costs Contractors costs Other
	3 x 40W Fluorescent	The maintenance of customer owned 3 x 40 watt fluorescent light fittings. This lighting type is obsolete, with no new connections allowed.	 Labour costs Overhead costs Materials costs Contractors costs Other



Туре	Lighting type	Description	Pricing Basis
	4 x 40W Fluorescent	The maintenance of customer owned 4 x 40 watt fluorescent light fittings. This lighting type is obsolete, with no new connections allowed.	Labour costsOverhead costsMaterials costsContractors costsOther
	4 x 20W Fluorescent	The maintenance of customer owned 4 x 20 watt fluorescent light fittings. This lighting type is obsolete, with no new connections allowed.	Labour costsOverhead costsMaterials costsContractors costsOther
	60W Incandescent	The maintenance of customer owned 60 watt incandescent light fittings. This lighting type is obsolete, with no new connections allowed.	Labour costsOverhead costsMaterials costsContractors costsOther
	100W Incandescent	The maintenance of customer owned 100 watt incandescent light fittings. This lighting type is obsolete, with no new connections allowed.	Labour costsOverhead costsMaterials costsContractors costsOther



Ancillary services - fee based services

Fee-based services are those services provided by us 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 request received from a retailer.

These services are largely homogenous in nature and, therefore, a fixed fee can be set in advance with reasonable certainty. That is, the cost inputs in providing these services do not involve material variations between customers.

The prices for fee based ancillary services are set on a price cap basis, using a cost build up formula. The majority of the cost build up relates to labour costs, with the remaining costs comprising contractor costs, overhead costs, and materials.

Operational hours - Our operational hours are the hours between 7:30 am and 4:20 pm on a business day.

Protected Period:

- a business day before 8:00am or after 3:00pm; 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 (both inclusive) in any year.

Table 3: Ancillary Services – fee based services

Service Group	Service Name	Description	Pricing Basis
Energisation, de-energisation, re- energisation and special reads		A visit to a customer's premises during operational hours where no appointment is required to perform a de-energisation, re-energisation, energisation or special read. The visit occurs on the regular scheduled day for service delivery.	Labour costsOverhead costsOther



Service Group	Service Name	Description	Pricing Basis
	Site visit – non-scheduled visit	A visit to a customer's premises during operational hours where no appointment is required to perform a de-energisation, re-energisation, energisation or special read ,where the requested date is on a day that is not a regular scheduled day for service delivery. Or a visit to a customer's premises during operational hours where the visit is required on the same day of the request and the request is received by TasNetworks before 11:00 am on that day.	Labour costsOverhead costsOther
	Site visit – same day premium service	A visit to a customer's premises during operational hours where no appointment is required to perform a re-energisation or energisation where the visit is required on the same day of the request and the request is received by TasNetworks after 11:00 am on that day.	Labour costsOverhead costsOther
	Site visit – after hours	A visit to a customer's premises where no appointment is required to perform a reenergisation or energisation where the visit is required on the day of the request and the request for the service is organised for a period that is outside operational hours.	Labour costsOverhead costsOther



Service Group	Service Name	Description	Pricing Basis
	Site visit – credit action or site issues	A visit to a customer's premises during operational hours where no appointment is required and the requested date is on a day that is a regular scheduled day for service delivery due to a credit issue or to be de-energised without consultation with the customer.	Labour costsOverhead costsOther
		Protected periods may apply in respect to this feebased service.	
		The fee for this service does not include costs which may apply for the repair of damaged equipment.	
	Site visit – credit action pillar box/pole top	A visit to a customer's premises during operational hours where no appointment is required to perform a de-energisation other than at the distribution point of attachment, switchboard isolation fuse or disconnect switch and the visit occurs on the regular scheduled day due to a credit issue.	Labour costsOverhead costsOther
		Protected periods may apply in respect to this feebased service.	
		The fee for this service does not include costs which may apply for the repair of damaged equipment.	
	Site visit – current transformer (CT) metering	Visit to a customer's premises during operational hours on a scheduled service delivery day to deenergise or re-energise a site where current transformer metering exists.	Labour costsOverhead costsOther



Service Group	Service Name	Description	Pricing Basis
	Site visit – pillar box/pole top	A visit to customer's premises during operational hours where no appointment is required to deenergise the site by means other than the point of attachment, switchboard isolation fuse or disconnect switch without consultation with the customer. Protected periods may apply in respect to this feebased service.	Labour costsOverhead costsOther
	Site visit – pillar box/pole top wasted visit	A visit to a customer's premises during 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.	Labour costsOverhead costsOther
	Transfer of retailer	The transfer of premises to a new retailer with an effective date as per the scheduled meter read date and where no site visit is required will not incur a fee. The transfer of premises to a new retailer that involves a site visit or requested for a date other than of the scheduled meter read date will incur a site visit fee.	Labour costsOverhead costsOther
Meter alteration	Tariff alteration – single phase	A visit to a customer's premises during operational hours where no appointment is required, to add or modify or remove a single phase meter to accommodate a tariff change.	Labour costsOverhead costsOther
	Tariff alteration – multi-phase	A visit to a customer's premises during operational hours where no appointment is required, to add or modify or remove a multi-phase meter to accommodate a tariff change.	Labour costsOverhead costsOther
	Adjust time clock	A visit to a customer's premises during operational hours where no appointment is required, to adjust the time period of an existing time clock.	Labour costsOverhead costsOther



Service Group	Service Name	Description	Pricing Basis
	Install pulse outputs	A visit to a customer's premises during operational hours where no appointment is required, to install a pulse output facility.	Labour costsOverhead costsOther
	Remove meter – single phase	A visit to a customer's premises during operational hours where no appointment is required, to remove a single phase metering circuit.	Labour costsOverhead costsOther
	Remove meter – multi-phase	A visit to a customer's premises during operational hours where no appointment is required, remove a multi-phase metering circuit	Labour costsOverhead costsOther
	Meter alteration – after hours visit	A visit to a customer's premises outside operational hours where no appointment is required, to undertake a meter alteration at the customer's premises.	Labour costsOverhead costsOther
	Meter alteration – wasted visit	A visit to a customer's premises during operational hours to undertake a meter alteration and where the alteration could not be completed due to issues at the customer's premises.	Labour costsOverhead costsOther
Meter test	Meter test – single phase	A visit to a customer's premises during operational hours to test a single phase meter at the customer's request.	Labour costsOverhead costsOther
	Meter test – multi-phase	A visit to a customer's premises during operational hours to test a multi-phase meter at the customer's request.	Labour costsOverhead costsOther
	Meter test – current transformer (CT)	A visit to a customer's premises during operational hours to test a current transformer (CT) meter at the customer's request.	Labour costsOverhead costsOther
	Meter test – after hours	A visit to a customer's premises, outside operational hours, to undertake a meter test.	Labour costsOverhead costsOther



Service Group	Service Name	Description	Pricing Basis
	Meter test – wasted visit	A visit to a customer's premises during operational hours to test a meter at the customer's request where the test could not be completed due to issues at the customer's premises.	Labour costsOverhead costsOther
Supply abolishment	Remove service and meters	A visit to a customer's premises to remove meters (if applicable) and service connection at the customer's request or as a result of building demolition during operational hours where no appointment is required.	Labour costsOverhead costsOther
	Supply abolishment – after hours	A visit to a customer's premises, outside normal operational hours where no appointment is required, to abolish supply.	Labour costsOverhead costsOther
	Supply abolishment – wasted visit	A visit to a customer's premises to abolish supply where the service could not be completed due to issues at the customer's premises.	Labour costsOverhead costsOther
Truck tee-up	Tee-up/Appointment	A tee-up with a TasNetworks crew during operational hours.	Labour costsOverhead costsOther
	Tee-up/Appointment – after hours	A tee-up with overhead crew whilst undertaking work at customer's installation outside operational hours.	Labour costsOverhead costsOther
	Tee-up/Appointment – no truck – after hours	A tee-up with underground crew whilst undertaking work at customer's installation outside operational hours.	Labour costsOverhead costsOther
	Tee-up/Appointment – wasted visit	A tee-up where the works could not be completed due to issues on site or where TasNetworks crew was not required once on site.	Labour costsOverhead costsOther



Service Group	Service Name	Description	Pricing Basis
Miscellaneous services	Open turret	Visit to site to open turret or cabinet during operational hours for electrical contractor installing or altering customer's mains.	Labour costsOverhead costsOther
	Data download	Visit to a customer's premises during operational hours to download data from a meter.	Labour costsOverhead costsOther
	Alteration to unmetered supply	Visit to a customer's premises during operational hours to add or remove a load on an existing unmetered supply site.	Labour costsOverhead costsOther
	Meter Relocation	Visit to a customer's premises during operational hours to relocate an existing metering position to a new location where the point of attachment has not altered position.	Labour costsOverhead costsOther
	Miscellaneous service	Visit to a customer's premises, at the request of the retailer, during operational hours to perform a service that is not described elsewhere.	Labour costsOverhead costsOther
	Miscellaneous service – after hours	Visit to a customer's premises outside operational hours to perform a service that is not described elsewhere.	Labour costsOverhead costsOther
	Miscellaneous service – wasted visit	A visit to a customer's premises during 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.	Labour costsOverhead costsOther
Connection establishment charg	Overhead service, single span – single phase	A visit to a customer's premises during field operation hours for the installation of a single span of single phase overhead service wire (off a pole) and associated service fuse.	Labour costsMaterial costsOverhead costsOther



Service Group	Service Name	Description	Pricing Basis
	Overhead service, single span – multi- phase	A visit to a customer's premises during operation hours for installation of a single span of multiphase overhead service wire (off a pole) and associated service fuses.	Labour costsMaterial costsOverhead costsOther
	Underground service in turret/cabinet – single phase	A visit to a customer's premises during operation hours for installation of a single phase underground service connecting the customer's consumer mains to the fuse located in a TasNetworks' turret or cabinet.	Labour costsMaterial costsOverhead costsOther
	Underground service in turret/cabinet – multi-phase	A visit to a customer's premises during operation hours for installation of a multi-phase underground service connecting the customer's consumer mains to the fuses located in a TasNetworks' turret or cabinet.	Labour costsMaterial costsOverhead costsOther
	Underground service with pole mounted fuse – single phase	A visit to a customer's premises during operation hours for installation of a single phase underground service connecting the customer's consumer mains to a fuse located on a TasNetworks' pole or private pole.	Labour costsMaterial costsOverhead costsOther
	Underground service with pole mounted fuse – multi-phase	A visit to a customer's premises during operation hours for installation of a multi-phase underground service connecting the customer's consumer mains to the fuses located on a TasNetworks' pole or private pole.	Labour costsMaterial costsOverhead costsOther
	Basic connection – after hours	A visit to a customer's premises outside operational hours for the basic connection service	Labour costsMaterial costsOverhead costsOther
	Connection establishment wasted visit	Site visit to provide basic connection service where the connection could not be completed due to issues at the site.	Labour costsOverhead costsOther



Service Group	Service Name	Description	Pricing Basis
Renewable energy connection	Modify existing connection for micro embedded generation – single phase	A visit to a customer's premises during operation hours to supply and install single phase dual register basic import/export metering equipment.	Labour costsOverhead costsOther
	Modify existing connection for micro embedded generation – multi-phase	A visit to a customer's premises during operation hours to supply and install multi-phase dual register basic import/export metering equipment.	Labour costsOverhead costsOther
	Renewable energy connection – after hours	Supply and install single phase dual register basic import/export metering equipment at Customer's premises, outside operational hours.	Labour costsOverhead costsOther
	Renewable energy connection – wasted visit	A visit to a customer's premises during operational hours to modify existing connection for micro embedded generations where the service could not be completed due to issues on site or where the crew was not required once on site.	Labour costsOverhead costsOther
Temporary Disconnection charges	Disconnect/reconnect overhead service for fascia repairs – single phase	A visit to a customer's premises during operation hours to disconnect and reconnect an existing TasNetworks' single span of single phase overhead service wire whilst repairs are made to a fascia containing the customer's connection point for the overhead service wire.	Labour costsOverhead costsOther
	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 whilst repairs are made to a fascia containing the customer's connection point for the overhead service wire.	Labour costsOverhead costsOther
	Temporary disconnect/reconnect – after hours	A visit to a customer's premises outside operational hours to perform temporary disconnection.	Labour costsOverhead costsOther



Service Group	Service Name	Description	Pricing Basis
	Temporary disconnect/reconnect – wasted visit	A visit to a customer's premises during operational hours for the requested temporary disconnection where the service could not be completed due to issues on site or where the crew was not required once on site.	Labour costsOverhead costsOther
Basic connection alteration	Connection alteration – overhead single phase Includes: • new consumer mains - overhead supply • new consumer mains – underground to pole • changeover new consumer mains to new private pole • changeover overhead service to new point of attachment	A visit to a customer's premises during operation 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.	Labour costsOverhead costsOther
	Connection alteration – overhead multi-phase Includes: • new consumer mains – overhead supply • new consumer mains – underground to pole • changeover new consumer mains to new private pole • changeover overhead service to new point of attachment	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.	Labour costsOverhead costsOther



Service Group	Service Name	Description	Pricing Basis
	Connection of new consumer mains to an existing installation – underground single phase to turret or pole	A visit to a customer's premises during operational hours for a connection of new single phase consumer mains to the existing TasNetworks' distribution network following an alteration to the customer's installation.	Labour costsOverhead costsOther
		The customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.	
	Connection of new consumer mains to an existing installation – underground multi-phase to turret or pole	A visit to a customer's premises during operational hours for a connection of new multi-phase consumer mains to the existing TasNetworks' distribution network following an alteration to the customer's installation.	Labour costsOverhead costsOther
		The customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.	
	Augment single phase overhead service to multi-phase supply	A visit to a customer's premises during operational hours for a disconnect and remove existing single span of single phase overhead service wire, and associated service fuse, and connect new single span of multi-phase overhead service wire and associated service fuses to the existing TasNetworks' distribution network.	Labour costsMaterial costsOverhead costsOther
		The existing single phase overhead service wire must be removed and not reused.	
		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.	



Service Group	Service Name	Description	Pricing Basis
	Augment multi-phase overhead service to single phase supply	A visit to a customer's premises during operational hours for a disconnect and remove existing single span of multi-phase overhead service wire, and associated service fuses, and connect new single span of single phase overhead service wire and associated service fuse to the existing TasNetworks' distribution network. The existing multi-phase overhead service wire	Labour costsMaterial costsOverhead costsOther
		will be removed and not reused. 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.	
	Augment single phase overhead service to underground supply (turret)	A visit to a customer's premises during operational hours to disconnect and remove existing single span of single phase overhead service wire, and associated service fuse, and connect new single phase underground consumer mains to the fuse located in an existing TasNetworks' turret or cabinet.	Labour costsMaterial costsOverhead costsOther
		The existing single phase overhead service wire will be removed and not reused. 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.	



Service Group	Service Name	Description	Pricing Basis
	Augment multi-phase overhead service to underground supply (turret)	A visit to a customer's premises during operational hours to disconnect and remove existing single span of multi-phase overhead service wire, and associated service fuses, and connect new multi-phase underground consumer mains to the fuses located in an existing TasNetworks' turret or cabinet.	Labour costsMaterial costsOverhead costsOther
		The existing multi-phase overhead service wire will be removed and not reused.	
		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.	
	Augment single phase overhead service to underground supply (pole)	A visit to a customer's premises during operational hours to disconnect and remove existing single span of single phase overhead service wire, and associated service fuse, and connect new single phase underground consumer mains to a fuse located on a TasNetworks' pole.	Labour costsMaterial costsOverhead costsOther
		The existing single phase overhead service wire will be removed and not re-used.	
		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.	



Service Group	Service Name	Description	Pricing Basis
	Augment multi-phase overhead service to underground supply (pole)	A visit to a customer's premises during operational hours to disconnect and remove existing single span of multi-phase overhead service wire, and associated service fuses, and connect new multi-phase underground consumer mains to the fuses located on a TasNetworks' pole.	Labour costsMaterial costsOverhead costsOther
		The existing multi-phase overhead service wire will be removed and not reused.	
		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.	
	Basic connection alteration – after hours	A visit to a customer's premises outside operational hours to perform basic connection alteration.	Labour costsOverhead costsOther
	Basic connection wasted visit	Site visit to provide basic connection service where the underground connection could not be completed due to issues at the site.	Labour costsOverhead costsOther
New design and construction fees	Standard application fee	Administrative costs of application assessment	Labour costsOverhead costs
	Application fee – Customer Choice	Connection assessment costs and preparation of specifications for a customer choice project	Labour costsOverhead costs
New design and construction fees (maximum service)			
Design Cost	Design audit fee (small)	Audit of a design incorporating low or high voltage elements including a site visit	Labour costsOverhead costs
	Design audit fee (large)	Audit of a design incorporating high voltage and low voltage elements including a site visit	Labour costsOverhead costs



Service Group	Service Name	Description	Pricing Basis
	Design audit fee (major)	Audit of a design incorporating high voltage, low voltage and substation elements including a site visit	Labour costsOverhead costs
Construction Cost	Construction audit fee (small)	Audit of low or high voltage construction with 5-7 project audit gates	Labour costsOverhead costs
	Construction audit fee (large)	Audit of high voltage and low voltage construction with 5-7 project audit gates	Labour costsOverhead costs
	Construction audit fee (major)	Audit of high voltage, low voltage and substation construction with 5-7 project audit gates	Labour costsOverhead costs
New design and construction fees (minimum service)			
Design Cost	Design audit fee (small)	Audit of a design incorporating low or high voltage elements	Labour costsOverhead costs
	Design audit fee (large)	Audit of a design incorporating high voltage and low voltage elements	Labour costsOverhead costs
	Design audit fee (major)	Audit of a design incorporating high voltage, low voltage and substation elements	Labour costsOverhead costs
Construction Cost	Construction audit fee (small)	Audit of low or high voltage construction with 1-3 project audit gates	Labour costsOverhead costs
	Construction audit fee (large)	Audit of high voltage and low voltage construction with 1-3 project audit gates	Labour costsOverhead costs
	Construction audit fee (major)	Audit of high voltage, low voltage and substation construction with 1-3 project audit gates	Labour costsOverhead costs



Ancillary services – Quoted services

Quoted services are those services where the nature and scope of the service is specific to an individual customer's needs, and varies from customer to customer. As a consequence, the cost of providing the services cannot be estimated without first knowing the customer's specific requirements. It is not possible, therefore, to set a generic total fixed fee in advance for these services. The charges for quoted services are based on the price caps on the labour costs as determined by the AER in its distribution determination.

TasNetworks provides a range of non-standard services on a quoted basis including, but not limited to:

- removal or relocation of TasNetworks' assets at a customer's (for example, the Tasmanian Government) request;
- services that are provided at a higher standard than the standard service, due to a customer's request for Aurora to do so;
- provision of public lighting schemes;
- design work for a new connection; and
- services that are provided through a non-standard process at a customer's request (for example, more frequent meter reading).

