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PUBLIC VERSION

Fee-based and Quoted Alternative Control Services

2016 - 2020

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Approval and Document Control

VERSION	DATE	AUTHOR
1.0		

Glossary

Abbreviations	
ACS	Alternative Control Services
AH	After Hours
BH	Business Hours
RIN	Regulatory Information Notice
SME	Subject Matter Expert
WPI	Wage Price Index

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1. Purpose and structure of this document

This document provides a detailed explanation of our proposed charges for our fee-based and quoted alternative control services (ACS), which are summarised in Chapter 21 of the Regulatory Proposal. This document does not address revenue capped metering services and public lighting services. Our proposed charges for those services are explained in separate supporting documents.

In explaining the basis for our proposed charges for fee-based and quoted ACS, we specifically address the AER's information requirements as set out in the Regulatory Information Notice (RIN).

This document is structured as follows:

- Section 2 provides a summary of key points.
- Section 3 sets out the RIN requirements and identifies where they are addressed.
- Section 4 discusses the ACS service classifications and the form of control that applies to our charges for these services.
- Section 5 describes our proposed ACS services and our current and proposed charges.
- Section 6 explains our pricing methodology, the key inputs and assumptions.
- Section 7 sets out the proposed price control arrangements.

The Appendices to this document summarise the outputs from our pricing model, and provide detailed information in accordance with the requirements of the RIN. Separately, we have also provided a copy of our pricing model in a spreadsheet titled "Fee-based and Quoted ACS Cost Analysis". As explained in this document, for commercial reasons, the model should be treated as confidential and it is provided to the AER on that basis.

2. Summary of key points

- Alternative control services are classified as fee-based or quoted services.
- We have adopted the AER's proposed classification and price cap approach for regulating these services, which sets prices on the basis of forecast costs.
- The proposed ACS charges set out in this document are based on a detailed bottom-up analysis of the costs of activities involved in providing the relevant services.
- We have used our actual costs in 2014 (the latest full year for which audited data is available) as the basis for forecasting 2016 ACS costs. Our analysis shows that in 2014, the total costs of providing fee-based ACS (excluding the reserve feeder maintenance ACS) exceeded total revenue by \$3.37 million.
- Approximately 90% of fee-based ACS costs relate to services provided by competitively outsourced contracts with third party service providers. Therefore, our actual costs incurred in providing fee-based ACS in 2014 reflect the efficient costs of providing these services. Our fees must increase in 2016 in order to enable us to recover the efficient costs of providing ACS services.

3. Regulatory Information Notice Requirements

The table below sets out the RIN requirements and identifies the relevant sections of this document or the accompanying confidential Fee-based and Quoted ACS Cost Analysis spreadsheet that provide this information.

Table 3-1 Explanation of where the relevant RIN provisions are addressed

RIN provision		How and where addressed
12. ALTERNATIVE CONTROL SERVICES		
12.1	The <i>overheads</i> relating to each <i>alternative control service</i> must be disclosed in accordance with paragraph 12.2.	Confidential Fee-based and Quoted ACS Cost Analysis spreadsheet.
12.2	Provide a list of all of the individual services that United Energy intends to provide to customers and levy charges for in the <i>forthcoming regulatory control period</i> that fit within the broader definitions of <i>distribution</i> services that the <i>AER</i> proposed to classify as <i>alternative control services</i> in the <i>framework and approach paper</i> .	Section 5.1, Table 5-1 in respect of fee-based ACS. Section 5.3, Table 5-3 in respect of quoted ACS.
12.3	Provide a definition of each <i>alternative control service</i> listed in paragraphs 13, 14 and 15, where United Energy proposes a classification different to that in the <i>framework and approach paper</i> .	United Energy does not propose an ACS classification different to that in the F&A paper.
12.4	For each <i>alternative control service</i> listed in paragraphs 13, 14 and 15, specify the charges applicable during each year of the <i>current regulatory control period</i> . Also include proposed charges for each year of the <i>forthcoming regulatory control period</i> .	Fee based ACS charges and quoted ACS hourly rates for the current period are set out in Appendix 1 and Appendix 2, respectively. Proposed Fee based ACS charges and quoted ACS hourly rates for each year of the forthcoming period will be determined in accordance with the price control set out in section 7.
12.5	For each <i>alternative control service</i> listed in paragraphs 13, 14 and 15, specify the total revenue earned by United Energy in each year of the <i>current regulatory control period</i> and <i>forthcoming regulatory control period</i> .	Actual 2011 – 2014 and forecast 2015 total annual ACS revenue earned in the current period is shown in Appendix 3. Forecast total annual ACS revenue for the forthcoming period is shown in Appendix 4.
12.6	For metering and public lighting alternative control services, specify the number of customers in each year of the <i>current regulatory control period</i> , and forecasts for the <i>forthcoming regulatory control period</i> .	Supporting documents for: <ul style="list-style-type: none"> Revenue Capped Metering Services; Public Lighting.
12.7	For each <i>alternative control service</i> listed in paragraphs 12, 13 and 14, provide the labour rate(s) used to calculate the charges for the <i>current</i> and <i>forthcoming regulatory control periods</i>	The accompanying confidential Fee-based and Quoted ACS Cost Analysis spreadsheet sets out the calculations underpinning the charges for fee-based ACS. As explained in section 6.1, 90% of the labour and material resources we use in providing ACS are outsourced. Where we have visibility of the service provider's underlying cost structure, this information is provided in the confidential Fee-based and Quoted ACS Cost Analysis spreadsheet. The fees charged by our service providers have been the subject of competitive tenders, and therefore reflect market rates.
(a)	Specify the <i>labour classification level</i> used to provide the services e.g. outsourced or internally provided and labourer type.	
(b)	List all <i>direct costs</i> , and their quantum, in the make-up of the labour rate(s)	
12.8	List each material category (e.g. meters, poles, brackets) required for the provision of <i>alternative control services</i> listed in the response to paragraphs 12, 13 and 14.	
(a)	Provide a description of each material category	
(b)	Provide the average unit costs for each material category	
(c)	List all <i>direct costs</i> included in the unit costs	
(d)	Specify the calculation of the quantum of <i>direct materials costs</i> included in the unit cost of materials.	

RIN provision	How and where addressed
13. FEE BASED AND QUOTED ALTERNATIVE CONTROL SERVICES	
13.1 Provide a description of each fee based and quoted service, explaining the purpose of the service and list the activities which comprise each service. The list of fee based and quoted services should be consistent with those services listed in United Energy's annual tariff proposals.	Section 5.1, Tables 5-1 respect of fee-based ACS. Section 5.3, Table 5-3 in respect of quoted ACS.
(a) Specify if the charges are for fee based and/or quoted alternative control services;	As above.
(b) Explain the reasons for the different charge with reference to the costs incurred	Section 6.
(c) Explain the method used to set the different charge; and	
(d) Provide the calculations underpinning the different charge.	
13.2 Identify the tasks involved in providing the service in regulatory templates 4.3 and 4.4	Where available, this information is provided in the accompanying confidential Fee-based and Quoted ACS Cost Analysis spreadsheet. As explained in section 6.1, the majority of the labour and material resources we use in providing ACS are outsourced. Where we have visibility of the service provider's underlying cost structure, this information is provided in the confidential Fee-based and Quoted ACS Cost Analysis spreadsheet. The fees charged by our service providers have been the subject of competitive tenders, and therefore reflect market rates.
(a) Map the class of labour required to provide the service listed in regulatory templates 4.3 and 4.4.	
(b) The number of workers required to undertake the task and deliver the service	
(c) The average time required to complete the task and deliver the service	
13.3 If materials are required to provide the service, specify each material category	
13.4 Provide all current and proposed charges for each fee based and quoted alternative control service in the current and forthcoming regulatory control periods.	Fee based ACS charges and quoted ACS hourly rates for the current period are set out in Appendix 1 and Appendix 2, respectively. Proposed Fee based ACS charges and quoted ACS hourly rates for each year of the forthcoming period will be determined in accordance with the price control set out in section 7.

4. Service classification and form of control

4.1. Fee-based and quoted ACS

As explained in Chapter 21 of the Regulatory Proposal, the AER has classified a number of connection and ancillary services as fee-based ACS and other services as quoted ACS. The distinction between the two types of services is that fee-based services are standardised, whereas quoted services may vary significantly depending on the scope of the customer's specific requirements.

Fee-based services can therefore be priced according to a tariff, which is set for the duration of the regulatory period, subject to an annual CPI-X escalation. In contrast, quoted services are priced according to the labour, materials and other direct costs required to meet the customer's service request.

4.2. Form of control

From a regulatory perspective, the form of regulation also differs between fee-based and quoted ACS:

- Fee-based services are subject to a CPI minus X price cap¹. Our proposed price cap arrangements for fee-based ACS are detailed in section 7.1.
- In contrast to fee-based ACS, the regulation of quoted ACS involves the AER approving labour rates for the forthcoming regulatory period. The approved labour rates plus material and other direct costs, are included in responding to a customer request for a quoted ACS. Our proposed arrangements for escalating quoted ACS labour rates are detailed in section 7.2.

The approach to setting our proposed charges for fee-based and quoted ACS is detailed in Sections 5 and 6 of this document.

5. Proposed services and fees

5.1. Description of Fee-based Alternative Control Services and proposed fees

In accordance with the requirements of paragraphs 12.2, 12.3, 13.1, 13.1(a) and 14.2(a) of the RIN, the following table:

- lists the fee-based ACS services we propose to apply in the forthcoming regulatory period; and
- provides a description of each service, explaining the purpose of the service and the main activities which comprise each service.

For those services that are currently provided, we set out the current (2015) and proposed (2016) charges, expressed in December 2015 dollars.

¹ AER, Final Framework and Approach for the Victorian Electricity Distributors Regulatory control period, commencing 1 January 2016, 24 October 2014, page 61.

Table 5-1 Fee-based Alternative Control Services - Proposed (December 2015 dollars)

Fee-based Alternative Control Services						
Commonly Requested Service	Business Hours price excluding GST			After Hours price excluding GST		
	Service Code	2015 price	2016 price	Service Code	2015 price	2016 price
New (Routine) Connection of customers up to 100 amps – Where United Energy is the responsible person (Note: Meter Panel supplied by Customer)						
This service involves the connection of an individual installation to the distribution network – as distinct from extending the network to enable such connection. As the responsible person United Energy will provide the service connection including the metering installation. All new connections must have an inspection completed and a Certificate of Electrical Safety (CES) provided before the connection is energised. Inspection services have been contestable for some time and are therefore not provided as part of this service.						
Single Phase single element	SPHCBG	\$228.44	\$601.35	SPHCAG	\$296.49	\$725.09
Single Phase Two Element (off-peak)	SPH2EB	\$228.44	\$601.35	SPH2EA	\$359.83	\$725.09
Three Phase Direct Connected	MPHCBG	\$228.44	\$653.16	MPHCAG	\$406.37	\$778.88
New (Routine) Connection of customers up to 100 amps – Where United Energy is not the responsible person						
This service involves the connection of an individual installation to the distribution network where United Energy is not the responsible person. In these circumstances, the customer's retailer would be the responsible person. Accordingly, the retailer will provide the metering installation and we will only provide the service connection. All new connections must have an inspection completed and a Certificate of Electrical Safety (CES) provided before the connection is energised. Inspection services have been contestable for some time and are therefore not provided as part of this service.						
Single Phase single element	SPNRPB	\$99.28	\$416.53	SPNRPA	\$283.11	\$725.09
Single Phase Two Element (off-peak)	SP2NRB	\$99.28	\$416.53	SP2NRA	\$368.91	\$725.09
Three Phase Direct Connected	MPNRPB	\$99.28	\$416.53	MPNRPA	\$416.58	\$725.09
Temporary Supplies (excluding inspection) - Where United Energy is the responsible person						
Temporary supplies will be provided where supply is requested for a limited period. The most common request for such services relates to the supply of electricity to a building site. The temporary supplies charges have been consolidated and the following temporary supplies fees (TSCSPB, TSCMPB, TSCSPA, TSCMPA) apply where United Energy is the responsible person from 2016. These fees assume coincidental disconnection. If an independent disconnection is required, a Service Vehicle Visit will be charged.						
Standard Single Phase	TSCSPB	\$95.26	\$601.35	TSCSPA	\$200.74	\$725.09
Multi Phase to 100A	TSCMPB	\$95.26	\$653.16	TSCMPA	\$360.63	\$778.88
Temporary Supplies (excluding inspection) - Where United Energy is not the responsible person (New services)						
Temporary Supplies for servicing & energisation only i.e. excluding meter installation (under full metering competition, which is assumed to commence on 1 July 2017)						
Standard Single Phase - Servicing & Energisation only - New service from 1 July 2017, assuming full metering contestability commences then.	TSSNRB	n/a	\$416.53	TSSNRA	n/a	\$725.09
Multi Phase to 100A - Servicing & Energisation only - New service from 1 July 2017, assuming full metering contestability commences then.	TSMNRB	n/a	\$416.53	TSMNRA	n/a	\$725.09

Fee-based Alternative Control Services						
Commonly Requested Service	Business Hours price excluding GST			After Hours price excluding GST		
	Service Code	2015 price	2016 price	Service Code	2015 price	2016 price
Field Officer Visits						
These services involve the attendance of a Field Officer at the customer's premises to undertake an unscheduled meter reading at the customer's request.						
Special Read (Basic Meter)	SPRDB	\$11.31	\$20.87	n/a	n/a	n/a
Special Read (Interval Meter)	SPRDI	\$12.56	\$20.87	n/a	n/a	n/a
Re-energisation & De-energisation of Existing Premises (<100A)						
This service entails the insertion (or removal) of a fuse by service personnel at the customer's premises, to enable the energisation (or de-energisation) of the premises. Where both disconnection and reconnection are required the charge applies to each visit; that is, two charges apply. A new fee is also proposed for the forthcoming regulatory period for the de-energisation at point of supply attachment (pole/pit) or house, which requires a truck visit.						
Re-energise (Fuse Insert)	RECFIB	\$40.74	\$44.44	RECFAG	\$130.20	\$78.87
De-energise (Fuse Removal)	DEENBH	\$40.74	\$44.44	DEENAH	\$130.20	n/a
Express Move in Re-energise (Fuse Insert)	SPRER	\$122.77	\$67.02	EXREAH	\$130.20	\$124.02
De-energisation at point of supply attachment (pole/pit) or house - New service commencing 1 Jan 2016.	DEENPS	n/a	\$343.54	n/a	n/a	n/a
Service Vehicle Visits (without inspection)						
This service involves the attendance of a field crew in a service vehicle, to enable a customer to relocate or modify the existing service equipment installed at the customer's premises. These charges apply to all customer and contractor-requested work involving a service vehicle visit, except emergency and fault calls where the customer is clearly not at fault. Failure to check that the main or safety switch is turned 'ON' – after being so advised – would attract a charge.						
Service Truck - First 30 minutes BH & minimum 2 Hours AH	TVMINB	\$115.90	\$318.90	TVMINA	\$236.45	\$705.77
Each additional 15 minutes	TVADDB	\$47.62	\$65.94	TVADDA	\$50.99	\$91.45
Truck Visit + 1x additional 15 mins	TVAD1B	\$163.52	\$384.84	TVAD1A	\$287.44	\$797.22
Truck Visit + 2x additional 15 mins	TVAD2B	\$211.14	\$450.78	TVAD2A	\$338.43	\$888.67
Truck Visit + 3x additional 15 mins	TVAD3B	\$258.76	\$516.72	TVAD3A	\$389.42	\$980.12
Truck Visit + 4x additional 15 mins	TVAD4B	\$306.39	\$582.66	TVAD4A	\$440.42	\$1,071.57
Truck Visit + 5x additional 15 mins	TVAD5B	\$354.01	\$648.60	TVAD5A	\$491.40	\$1,163.02
Truck Visit + 6x additional 15 mins	TVAD6B	\$401.63	\$714.54	TVAD6A	\$542.40	\$1,254.47
Wasted Service Truck Visit	WTVBH	\$47.62	\$276.60	WTVAH	\$117.93	\$705.77
Meter Equipment Test						
This service involves the testing of meters at the customer's request, to verify that they conform with applicable standards.						
Single Phase	MTSPFM	\$56.53	\$248.46	n/a	n/a	n/a
Single Phase (each additional meter)	MTSPAD	\$50.23	\$119.22	n/a	n/a	n/a
Multi Phase	MTMPFM	\$87.92	\$248.46	n/a	n/a	n/a
Multi Phase (each additional meter)	MTMPAM	\$81.64	\$119.22	n/a	n/a	n/a

Fee-based Alternative Control Services						
Commonly Requested Service	Business Hours price excluding GST			After Hours price excluding GST		
	Service Code	2015 price	2016 price	Service Code	2015 price	2016 price
Remote AMI services						
AMI remote services are metering services that were previously provided through a Field Officer visit (see above) but can now be offered remotely to customers using AMI or smart meter technology.						
Remote Meter Configuration	MECFRM	\$32.64	\$59.26	n/a	n/a	n/a
Remote Special Meter Reading	SPRDRM	\$0.77	\$0.80	n/a	n/a	n/a
Remote Re-Energise	REENRM	\$6.20	\$10.01	n/a	n/a	n/a
Remote De-Energise	DEENRM	\$5.82	\$10.01	n/a	n/a	n/a
AMI Exit Service²						
Where United Energy ceases to be the Responsible Person or Metering Coordinator for a metering installation that includes a remotely read interval meter, the exit service recovers the written down capital value and the operating costs of retiring that meter. The exit fee does not apply to a meter that is not remotely read.						
Single Phase	EXISPH	n/a ³	\$381.00	n/a	n/a	n/a
Single Phase, Two Element	EXISP2	n/a	\$380.29	n/a	n/a	n/a
Three Phase DC	EXI3PH	n/a	\$438.74	n/a	n/a	n/a
Three Phase CT	EXI3CT	n/a	\$620.70	n/a	n/a	n/a
Prescribed Metering Services (public lighting)⁴						
The metering data services for public lighting are services provided exclusively to public lighting customers, such as retailers, municipal councils and Vic Roads						
Unmetered Supplies - Public Lighting (Per light)	NUOS	\$1.258	\$1.29	n/a	n/a	n/a

Paragraphs 12.4 and 13.4 of the RIN require us to specify for each alternative control service the charges applicable during each year of the current regulatory control period. Information addressing this requirement is presented in Appendix 1 of this document.

Paragraphs 12.4 and 13.4 of the RIN also requires us to specify for each alternative control service the proposed charges for each year of the forthcoming regulatory period. In relation to this requirement:

- The proposed charges for fee-based based ACS for 2016 are set out in Table 5-1 above.
- Charges for fee-based based ACS for 2017 to 2020 inclusive are to be determined in accordance with the price control arrangements set out in section 7.1.

Clause 12.5 of the RIN requires us to specify, in relation to our fee-based ACS, the total revenue earned by us in each year of the current regulatory control period and forthcoming regulatory control period. The required information is presented in Appendix 3 and Appendix 4, respectively of this document.

² An explanation of these charges is provided in the AMI Exit Fee Application.

³ United Energy has lodged an AMI Exit Fee Application. At the time of preparing this document (April 2015), United Energy did not have approved AMI exit fees in place for 2015.

⁴ An explanation of these charges is provided in the Public Lighting supporting document.

5.2. Explanation of increases in fee-based ACS charges

The above table indicates that charges for many of the fee-based ACS will increase in 2016. In short, this increase is necessary to enable United Energy to fully recover the efficient costs it incurs in providing fee-based ACS. The table below provides a comparison of the costs incurred, and the revenues earned by United Energy in providing fee-based ACS for the 2014 calendar year, the latest full year period for which audited RIN data is available.

The costs and revenues shown below exclude those associated with the reserve feeder maintenance service. Although the reserve feeder maintenance service has been reported in the RIN as a fee-based ACS, it has not been identified as a fee-based ACS in our Schedule of Charges for fee based services. Instead, it has been provided by United Energy as a quoted ACS during the current regulatory period, and the service will be formally classified as a quoted ACS from 2016 in accordance with the AER's Framework and Approach paper.

Table 5-2: Comparison of fee-based ACS revenue and costs (in \$000) for 2014

Fee-Based ACS: 2014 CY	External Direct Cost O&M	Internal Direct & Indirect O&M	External Direct O&M		External Direct Capex			
	Customer & Market Operations back-office support	Customer & Market Operations back-office & Corporate support	ACS Service Provider	Total O&M	ACS Service Provider	Total Expenditure	Revenue	Difference
	Aegis	CMO Group (direct) Corp Groups (indirect)	Skilltech, Formway, ZNX, Tenix		ZNX, Tenix			
Meter investigation	1.1	2.5	65.8	69.4		69.4	16.5	(52.8)
De-energisation of existing connections	107.1	241.2	298.3	646.6		646.6	1,180.6	534.0
Energisation of existing connections	146.9	330.9	456.8	934.5		934.5	2,224.4	1,289.9
Special meter reading	41.3	87.5	89.7	218.5		218.5	114.1	(104.4)
Wasted attendance - not DNSP fault	35.1	5.9	143.3	184.2		184.2	35.4	(148.9)
Service truck visits	260.2	43.5	1,867.1	2,170.8		2,170.8	1,035.8	(1,135.0)
Routine connections - customers below 100 amps	414.3	69.2	0.0	483.5	4,282.5	4,766.0	1,891.3	(2,874.7)
Temporary supply services	75.2	12.6	0.0	87.8	764.8	852.5	155.5	(697.0)
Remote meter re-configuration	247.5	19.5	0.0	266.9		266.9	165.2	(101.7)
Remote de-energisation	125.9	133.6	0.0	259.5		259.5	202.3	(57.2)
Remote re-energisation	73.0	77.5	0.0	150.6		150.6	125.0	(25.6)
Total fee based ACS	1,527.6	1,023.8	2,920.9	5,472.4	5,047.2	10,519.6	7,146.1	(3,373.5)

The analysis set out above shows that in 2014, excluding the reserve feeder maintenance ACS, our total fee-based ACS revenue was \$3.37 million lower than the costs of providing these services. This is because the ACS fees for the current period were set on the basis of provisional cost forecasts at that time, which proved to be too low.

The table above shows that approximately 10% of the total costs of ACS in 2014 related to in-house resources, while the remaining 90% of costs related to services provided by outsourced service providers. The charges we pay to these service providers are determined under contracts which have been subject to competitive tendering. Therefore, the actual costs incurred by United Energy in providing ACS reflect efficient costs.

For the forthcoming regulatory period, to determine the costs (and hence proposed fees) of fee-based ACS a detailed analysis has been undertaken of ACS delivery processes and costs. Each cost component has been ascertained, and related unit costs have been derived from existing outsourced service providers' contracts. An allocation of directly attributable UE internal costs incurred in ACS delivery (i.e., customer and market operations back-office and corporate support) is included in the ACS costs. As noted above, our internal costs in 2014

(\$1.02 million) comprised approximately 10% of the total cost (\$10.5 million) of providing ACS. Internal costs that are directly attributable to ACS have been allocated to those services accordingly.

The following points explain the key differences between the current period fees and the proposed fees for the forthcoming regulatory period:

- The proposed 2016 fees for business hours (BH) Re-energisation and De-energisation of existing premises are expected to increase by approximately 9% from the current 2015 fees. [REDACTED] Details of the assumptions underpinning these proposed fees are provided in the confidential spreadsheet, Fee-based and Quoted ACS Cost Analysis.
- The After Hours (AH) "Re-energise (Fuse Insert)" fee (RECFAG) for 2016 reflects a change in the process. The current period AH fee is based on a crew with truck undertaking the activity. The proposed AH fee reflects the cost of a Field Officer delivering the service, which does not involve a truck visit.
- The ACS fees applying in the current period have no allowance for recovery of customer and market operations back-office support costs as provided by Aegis and internal staff. The proposed fees include recovery of the forecast costs of the activities described below, which were not recovered in the current period fees:
 - Validation of the service request;
 - Issuing service orders to service providers (Skilltech, Formway, ZNX, Tenix, internal AMI NOC);
 - Updating the service order with details of work completed and corresponding codes to facilitate costing and customer billing;
 - Close-out and issuance of completed service orders back to the originating retailers;
 - Handling queries and addressing ad hoc issues.
 - Overseeing ACS processes and issues;
 - Monitoring Aegis activities;
 - Management and monitoring of external contracts and ACS service delivery.
- Proposed fees relating to remote AMI services of Remote Meter Configuration, Remote Re-energise and Remote De-energise have increased due to the inclusion of the Aegis and internal back-office support costs, which are not factored into the current fees.
- Proposed fees relating to New (Routine) Connections for customers < 100 amps, Temporary Supplies, and Service Vehicle Visits have increased because actual costs associated with field crew and service trucks have turned out to be higher than the provisional cost forecasts that formed the basis of the current fees.
- The proposed fee for Service Truck Visit for after-hours (AH) has also increased as the fee now recovers the minimum call out overtime rate for weekends, public holidays, and weekdays outside normal business hours.
- The proposed fees for Meter Equipment Tests have increased because actual costs associated with specialised metering technicians are higher than the provisional unit cost forecasts factored into the current fees. The actual costs of services provided by metering technicians are subject to unit rates determined under a competitively let service provider contract (with Formway). These costs can be considered to be efficient as they reflect competitive market rates.

The proposed fees include a service provider margin of 7%, which is consistent with analysis contained in a report prepared by NERA for Envestra in 2012, which stated⁵:

⁵ NERA, Benchmark Study of Contractor Profit Margins (2002-2011), March 2012, page ii.

“Over the last five years (2007-2011) the average EBIT margin earned by the contractors included in the All Infrastructure sample was 6.3 per cent while the 95 per cent confidence interval surrounding this estimate ranged from 5.4 per cent to 7.2 per cent.”

The rationale for inclusion of a margin in ACS fees is as follows:

- As explained in this submission, we contract with external service providers to deliver ACS at minimum efficient cost. The regulatory arrangements require us to provide these services to customers at fixed fees for the duration of the regulatory period. There is no provision in these arrangements for us to ‘pass through’ any unexpected cost increases that we incur from our service providers.
- In this environment, we face a risk that our regulated revenue will not cover our actual costs. For standard control services, the business earns a margin on its regulated asset base. In contrast, however, the provision of ACS is delivered through operating contracts that we manage with third party service providers.
- In a competitive market, the provision of a fixed price service would attract a margin to reflect the value customers place on price certainty, and the financial risks borne by the service provider. In addition, an efficient company operating in a competitive market would expect to earn a margin. A key principle in regulation is that prices should reflect the outcomes that would be expected in a competitive market.

In view of these considerations, our view is that a margin of 7% is reasonable. We note that this margin lies within the 95% confidence interval of the EBIT margin described in NERA’s 2012 report (cited above).

5.3. Description of Quoted Alternative Control Services

In accordance with the requirements of paragraphs 12.2, 12.3, 13.1, 13.1(a), 13.4 and 14.2(a) of the RIN, Table 5-3 on the following page:

- lists our proposed quoted Alternative Control Services for the forthcoming regulatory period; and
- provides a description of each service, explaining the purpose of the service and the main activities which comprise each service.

United Energy proposes to offer a new Quoted ACS for the forthcoming regulatory period of “New (Routine) Connection for customers > 100 amps where United Energy is not the responsible person (Energisation only)”. This is a new service that will be offered from 1 July 2017, on the assumption that full metering contestability commences on that date. The service includes energisation only, and excludes supply of CT (material) on the basis that the meter co-ordinator will supply the CT.

Table 5-3 Quoted Alternative Control Services

Service	Business Hours service provision			After Hours service provision		
	Service Code	2015 classification	2016 classification	Service Code	2015 classification	2016 classification
Rearrangement of network assets at customer request, excluding alteration and relocation of existing public lighting assets	n/a	Quoted	Quoted	n/a	Quoted	Quoted
Supply enhancement at customer request	n/a	Quoted	Unclassified	n/a	Quoted	Unclassified
Auditing of design and construction	n/a	Quoted	Quoted	n/a	Quoted	Quoted
Specification and design enquiry fees	n/a	Quoted	Quoted	n/a	Quoted	Quoted
High load escorts - lifting overhead lines	n/a	Quoted	Quoted	n/a	Quoted	Quoted
Damage to overhead service cables pulled down by high load vehicles	n/a	Quoted	Quoted	n/a	Quoted	Quoted
Emergency recoverable works (that is, emergency works where customer is at fault and immediate action needs to be taken by the DNSP)	n/a	Quoted	Unclassified	n/a	Quoted	Unclassified
After hours truck by appointment	n/a	n/a	n/a	TAPPAH	Quoted	Quoted
Elective underground service where an existing overhead service exists	n/a	Quoted	Quoted	n/a	Quoted	Quoted
Covering of low voltage mains for safety reasons	n/a	Quoted	Quoted	n/a	Quoted	Quoted
New (Routine) Connections of customers > 100 amps - Where UE is the responsible person						
Three Phase 200 CT Metering S Type 0 to 150Kva	CTSTBH	Quoted	Quoted	CTSTAH	Quoted	Quoted
Three Phase 800 CT Metering T Type 150 to 600Kva	CTTTBH	Quoted	Quoted	CTTTAH	Quoted	Quoted
Three Phase 1500 CT Metering W Type 600 to 1500Kva	CTWTBH	Quoted	Quoted	CTWTAH	Quoted	Quoted
New (Routine) Connections of customers > 100 amps - Where UE is not the responsible person (Supply of CT and Energisation)						
Three Phase 200 CT Metering S Type 0 to 150Kva	CTSNRB	Quoted	Quoted	CTSNRA	Quoted	Quoted
Three Phase 800 CT Metering T Type 150 to 600Kva	CTTNRB	Quoted	Quoted	CTTNRA	Quoted	Quoted
Three Phase 1500 CT Metering W Type 600 to 1500Kva	CTWNRB	Quoted	Quoted	CTWNRA	Quoted	Quoted
New (Routine) Connections of customers > 100 amps - Where UE is not the responsible person (Energisation only) - New fee						
This is a new service that will be offered from 1 July 2017, on the assumption that full metering contestability commences on that date. The service involves provision of a new connection for customers >100 amps (where UE is not the responsible person). The service includes energisation only, and excludes supply of CT (material) on the basis that the meter co-ordinator will supply the CT.						
New (Routine) connections, for customers > 100 amps - Energisation only - New fee	CTENRB	n/a	Quoted	CTENRA	n/a	Quoted
Supply abolishment (Per premises/unit)						
Supply abolishment single Premise	SAB1BH	Quoted	Standard Control Services	n/a	n/a	n/a
Supply abolishment common meter panel 2 to 4 units	SAB4BH	Quoted	Standard Control Services	n/a	n/a	n/a
Supply abolishment common meter panel 5 to 10 units	SAB5BH	Quoted	Standard Control Services	n/a	n/a	n/a
Supply abolishment common meter panel Greater than 10 units	SABGBH	Quoted	Standard Control Services	n/a	n/a	n/a
Supply abolishment CT Metered Sites	SACTBH	Quoted	Quoted	n/a	n/a	n/a
Reserve Feeder maintenance						
Reserve Feeder maintenance	RESCAP	Fee	Quoted	n/a	n/a	n/a

United Energy understands that from 2016 the following services will no longer be classified as ACS:

- Supply enhancement at customer request.
- Emergency recoverable works (that is, emergency works where customer is at fault and immediate action needs to be taken by the DNSP).
- Supply abolishment for customers < 100 amps.

This is consistent with the AER's Final Framework and Approach for the Victorian Electricity Distributors (24 October 2014).

5.4. Charges for Quoted ACS

As explained in section 4.1, the cost of providing quoted ACS varies depending on the scope of each customer's specific service request. Accordingly, it is impracticable to determine a standard fee for such services, and therefore they are classified as quoted ACS.

The table below shows our current (2015) approved, and proposed labour rates for 2016 for the purpose of determining charges for quoted ACS.

Table 5-4: Current and proposed labour rates excluding GST for quoted ACS (December 2015 Dollars)

	Labour rates including on-costs (external service provider)	
	2015	2016
Field worker – one person (BH)	102.00	121.42
Field worker – one person (AH)	127.51	172.44
Field worker – one person plus vehicle (BH)	139.20	142.34
Field worker – one person plus vehicle (AH)	155.39	193.36
Administration (BH)		93.82
Senior engineer (BH)		178.82
Project planner (BH)		178.82

Paragraph 12.4 of the RIN requires us to specify for each quoted alternative control service the charges applicable during each year of the current regulatory control period. This information is provided in Appendix 2.

Paragraph 12.4 of the RIN also requires us to specify for each quoted alternative control service the proposed charges for each year of the forthcoming regulatory period. In relation to this requirement:

- The proposed hourly labour rates for quoted ACS for 2016 are set out in Table 5-4 above.
- Hourly labour rates for quoted ACS for 2017 to 2020 inclusive are to be determined in accordance with the price control arrangements set out in section 7.2.

Clause 12.5 of the RIN requires us to specify, in relation to our quoted ACS, the total revenue earned by us in each year of the current regulatory control period and forthcoming regulatory period. The required information is presented in Appendix 3 and Appendix 4, respectively, of this document.

6. Pricing Methodology

6.1. Pricing methodology for Fee-based ACS

6.1.1. Overview of methodology

As noted in Chapter 21 of the Regulatory Proposal, the AER has discretion as to how it establishes the price caps for fee-based ACS. In broad terms, the price of an ACS can be determined by:

- A cost of service approach, which sets the price to recover the forecast efficient costs of providing the service; or
- A benchmarking approach, which sets the price based on an external parameter, such as the costs incurred by other distributors.

In general, we support benchmarking as it treats all distributors and customers equitably, and provides an incentive for distributors to deliver services as efficiently as possible. However, care must be taken to ensure that benchmarking is conducted on a like-for-like basis, recognising that service definitions and operating environments may differ across distributors and should be reflected in price differences.

In light of these considerations, our approach to calculating fee-based ACS is based on the standard cost-based regulatory approach. It involves the following steps:

- **Step 1: Determine the average cost incurred presently in the provision of services**

The purpose of this step is to identify our total costs of providing each fee-based ACS at the present time⁶. This provides an average unit cost by service, a starting point from which forecasts of the costs of these services can be made for the forthcoming regulatory period.

- **Step 2: Cost escalators and cost changes**

This step recognises that costs may change over the forthcoming regulatory period. It is therefore appropriate to consider whether cost escalators should be applied to current costs. For the purpose of our proposed price control arrangements for ACS charges (described in section 7) we apply the labour and materials cost escalators developed for standard control services to the cost inputs. Further details on cost escalation are provided in section 6.1.3.

In addition to cost escalators, we may face a change in costs for some services in the forthcoming regulatory period.

Further information is provided in our confidential spreadsheet, Fee-based and Quoted ACS Cost Analysis.

- **Step 3: Volume forecasts**

The unit rates for services provided by our external service providers are determined in accordance with competitively let contracts, and so they are known upfront. The total cost of providing each fee-based ACS is the sum of United Energy's internal costs (unitised), plus the external service providers' unit rates multiplied by volumes. To determine the total cost of providing the service, the total unit cost for each service (including external service providers' unit rates + internal unit rates) is applied to the volume of each service which is forecast for the forthcoming regulatory period. The revenue for each service is calculated as the forecast volume by the proposed fee of the service.

⁶ As explained in section 5.2, we have used 2014 actual costs for this purpose, as this is the latest full calendar year for which audited RIN data is available.

6.1.2. Determining current average costs for each ACS service

In contrast to distributors in other states, the majority (that is, 90%) of our costs in providing ACS are driven by competitively sourced contracts. Our assessment of average ACS costs is therefore based primarily on contract rates and costs, rather than in-house labour rates.

Specifically, our pricing model allocates the following costs to each ACS service on the basis described below:

- External, directly attributable service provider costs that are associated with the delivery of ACS to our customers. The external service providers involved in providing ACS are ZNX, Tenix, Skilltech and Formway. The charges levied on us by these providers have been subject to competitive tenders and therefore reflect market rates.
- External, directly attributable service provider costs associated with market and customer related back-office support. The relevant external service provider for these services is Aegis. The costs are incurred by Aegis in processing ACS customer and retailer requests/service orders. Costs are charged to us by Aegis at agreed hourly rates in accordance with a competitively let contract.
- Internal, directly attributable market and customer related back-office support costs incurred by us in the processing and oversight of ACS. This includes for example, Subject Matter Experts (SMEs) and other officers overseeing and troubleshooting ACS processed by the Aegis United Energy's Connections and Service Desk teams, ACS service providers contract and performance management.
- Internal, directly attributable corporate support costs such as accounting, and accounts receivable activities associated with ACS; and
- A normal profit margin, the basis of which is explained in section 5.2.

6.1.3. Cost escalators and cost changes

In relation to our expenditure forecasts for Standard Control Services, Chapter 11 of our Regulatory Proposal explains that:

- We expect that the costs of two inputs – labour and materials – will increase by more than the consumer price index in the next regulatory period. Costs of other inputs are assumed to increase in line with the consumer price index.
- We have only adjusted our opex forecast for real price growth in labour in the next regulatory period. This is because materials comprise a small component of our opex. We therefore expect that real price growth in materials will not have a significant impact on our opex in the next regulatory period.

We have applied the same approach in estimating input cost escalation for fee-based and quoted ACS.

As an input to the preparation of our Regulatory Proposal, we engaged an external economic consultant (BIS Shrapnel) to forecast real increases in the cost of labour that we expect to incur during the 2016 to 2020 period. BIS Shrapnel's forecasts of growth in the Wage Price Index (WPI) are detailed in the table below.

Table 6-1: Real rate of change – labour price (WPI) – Standard Control Services (per cent)

		2016	2017	2018	2019	2020	Average
Labour	Electricity, Gas, Water and Waste Services	0.9	1.3	1.8	2.1	1.8	1.6
	Contractor	1.2	1.6	1.5	1.6	1.9	1.6

Source – BIS Shrapnel, "Real Labour and Material Cost Escalation Forecasts to 2020 – Australia and Victoria, Final Report", Nov. 2014, page ii

The table above shows that the average real rate of labour cost escalation is forecast by BIS Shrapnel to be 1.6% per annum over the forthcoming regulatory period. We have used this forecast to derive the X factors that are to

be applied to our fee-based charges ACS and the hourly labour rates for quoted ACS for the forthcoming regulatory period, as explained in section 7.

6.1.4. Volume effects

Based on actual volumes and forecast growth rates for each fee-based ACS service during the current regulatory period, we have developed forecast service volumes. This information is presented in the Confidential Fee-based and Quoted ACS Cost Analysis spreadsheet, and the outputs are summarised in Appendix 4 of this document.

6.2. Pricing methodology for Quoted Alternative Control Services

As already noted, quoted ACS arise where the costs of providing the service depends on the scope of a particular customer's service request.

In developing the proposed labour rates set out in section 5.4, we have derived average labour rates by combining the unit rates from our competitively tendered contracts with ZNX and Tenix in respect of Field Labour, engineering, project planning and administration.

7. Proposed price control arrangements

7.1. Fee-based ACS

Labour comprises approximately 95 per cent of the total cost of delivering fee-based ACS. Based on the approach to forecasting cost escalation described in section 6.1.3, we propose that the 2016 charges for fee-based ACS specified in section 5.1 be escalated at the rate of CPI plus 1.5% per annum to determine the charges that will apply in each of the years 2017 to 2020 inclusive. Accordingly, the proposed price control for fee-based ACS is as shown in the table below.

Table 7-1: Proposed price control applying to fee-based ACS

Year	2016	2017	2018	2019	2020
Parameter of price control	Charge for fee-based ACS in year 1 of the regulatory period	Rate of escalation to be applied to previous year's charge to determine this year's charge			
Parameter value applying this year	As specified in Table 5-1.	CPI plus 1.5%	CPI plus 1.5%	CPI plus 1.5%	CPI plus 1.5%

7.2. Quoted ACS

Based on the labour cost escalation forecasts set out in section 6.1.3, we propose that the 2016 labour rates for quoted ACS specified in section 5.4 be escalated at the rate of CPI plus 1.6% per annum to determine the labour rates that will apply in each of the years 2017 to 2020 inclusive. Accordingly, the proposed price control for quoted ACS is as shown in the table below.

Table 7-2: Proposed price control applying to quoted ACS

Year	2016	2017	2018	2019	2020
Parameter of price control	Labour rate for quoted ACS in year 1 of the regulatory period	Rate of escalation to be applied to previous year's charge to determine this year's charge			
Parameter value applying this year	As specified in Table 5-4.	CPI plus 1.6%	CPI plus 1.6%	CPI plus 1.6%	CPI plus 1.6%

Appendix 1: Fee-based ACS charges for the current regulatory period

The table below shows annual charges for each fee-based ACS for the current regulatory period.

ACS Category	Product Code	Product description	BH/AH	2011 Schedule of Fees (\$)	2012 Schedule of Fees (\$)	2013 Schedule of Fees (\$)	2014 Schedule of Fees (\$)	2015 Schedule of Fees (\$)
De-energisation of existing connections	DEENAH	Disconnect Read AH	AH	117.97	122.12	124.57	127.26	130.20
De-energisation of existing connections	DEENBH	Disconnect Read BH	BH	36.91	38.21	38.98	39.82	40.74
Energisation of existing connections	RECFAG	Disconnect / Reconnect / Read AH	AH	117.97	122.12	124.57	127.26	130.20
Energisation of existing connections	RECFBH	Reconnect Read BH	BH	36.91	38.21	38.98	39.82	40.74
Energisation of existing connections	SPRER	Express Reconnection	BH	111.23	115.15	117.46	120.00	122.77
Energisation of existing connections	EXREAH	Express Reconnection AH	AH	117.97	122.12	124.57	127.26	130.20
Meter investigation	MTMPFM	Non Residential	BH	79.67	82.47	84.12	85.94	87.92
Meter investigation	MTSPFM	Residential	BH	51.22	53.02	54.08	55.25	56.53
Meter investigation	MTMPAM	Non Residential Additional Meter	BH	73.98	76.58	78.11	79.80	81.64
Meter investigation	MTSPAD	Residential Additional Meter	BH	45.52	47.12	48.06	49.10	50.23
Remote de-energisation	DEENRM	Remote De Energise BH	BH	6.80	6.80	5.82	5.82	5.82
Remote meter re-configuration	MECFRM	Remote Meter Reconfig BH	BH	40.19	40.19	32.64	32.64	32.64
Remote re-energisation	REENRM	Remote Re-Energise BH	BH	6.80	6.80	6.20	6.20	6.20
Reserve Feeder	RESCAP	Reserved Capacity	n/a	n/a	n/a	n/a	n/a	n/a
Routine connections - customers <100 amps	MPHCAG	Three Phase DC AH	AH	368.20	381.16	388.80	397.20	406.37
Routine connections - customers <100 amps	MPHCBG	Three Phase DC BH	BH	206.99	214.28	218.57	223.29	228.44
Routine connections - customers <100 amps	SPHCBG	Single Phase Single Element BH	BH	206.99	214.28	218.57	223.29	228.44
Routine connections - customers <100 amps	SPH2EB	Single Phase Two Element (off-peak) BH	BH	206.99	214.28	218.57	223.29	228.44
Routine connections - customers <100 amps	SPHCAG	Single Phase Single Element AH	AH	268.64	278.10	283.67	289.80	296.49

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ACS Category	Product Code	Product description	BH/ AH	2011 Schedule of Fees (\$)	2012 Schedule of Fees (\$)	2013 Schedule of Fees (\$)	2014 Schedule of Fees (\$)	2015 Schedule of Fees (\$)
Routine connections - customers <100 amps	SPNRPB	Single Phase New Connection not RP BH	BH	89.95	93.12	94.99	97.04	99.28
Routine connections - customers <100 amps	SPH2EA	Single Phase Two Element (off-peak) AH	AH	326.03	337.51	344.27	351.71	359.83
Routine connections - customers <100 amps	MPNRPB	Multi Phase New Connection not RP AH	AH	377.45	390.74	398.57	407.18	416.58
Routine connections - customers <100 amps	MPNRPB	Multi Phase New Connection not RP BH	BH	89.95	93.12	94.99	97.04	99.28
Routine connections - customers <100 amps	SPNRPB	Single Phase New Connection not RP AH	AH	256.52	265.55	270.87	276.72	283.11
Routine connections - customers <100 amps	SP2NRB	Single Phase Two Element (Off-peak)	BH	89.95	93.12	94.99	97.04	99.28
Routine connections - customers <100 amps	SP2NRA	Single Phase Two Element (Off-peak)	AH	334.26	346.03	352.96	360.59	368.91
Service truck visits	TVAD1A	Truck visit +1 additional 15 mins AH	AH	260.45	269.62	275.02	280.96	287.44
Service truck visits	TVAD1B	Truck visit +1 additional 15 mins BH	BH	148.16	153.38	156.45	159.83	163.52
Service truck visits	TVAD2A	Truck visit +2 additional 15 mins AH	AH	306.65	317.44	323.80	330.80	338.43
Service truck visits	TVAD2B	Truck visit +2 additional 15 mins BH	BH	191.31	198.04	202.01	206.38	211.14
Service truck visits	TVAD3A	Truck visit +3 additional 15 mins AH	AH	352.85	365.27	372.59	380.64	389.42
Service truck visits	TVAD3B	Truck visit +3 additional 15 mins BH	BH	234.46	242.71	247.57	252.92	258.76
Service truck visits	TVAD4A	Truck visit +4 additional 15 mins AH	AH	399.05	413.10	421.38	430.49	440.42
Service truck visits	TVAD4B	Truck visit +4 additional 15 mins BH	BH	277.61	287.38	293.14	299.48	306.39
Service truck visits	TVAD5A	Truck visit +5 additional 15 mins AH	AH	445.25	460.92	470.16	480.32	491.40
Service truck visits	TVAD5B	Truck visit +5 additional 15 mins BH	BH	320.76	332.05	338.70	346.02	354.01
Service truck visits	TVAD6A	Truck visit +6 additional 15 mins AH	AH	491.45	508.75	518.95	530.17	542.40
Service truck visits	TVAD6B	Truck visit +6 additional 15 mins BH	BH	363.91	376.72	384.27	392.57	401.63
Service truck visits	TVADDA	Services Truck - additional 15 minutes AH	AH	46.20	47.83	48.79	49.84	50.99
Service truck visits	TVADDB	Services Truck - additional 15 minutes BH	BH	43.15	44.67	45.57	46.55	47.62
Service truck visits	TVMINA	Services Truck - 2 hrs min - AH	AH	214.25	221.79	226.23	231.12	236.45
Service truck visits	TVMINB	Service Truck - first 30 min BH	BH	105.01	108.71	110.89	113.29	115.90

ACS Category	Product Code	Product description	BH/AH	2011 Schedule of Fees (\$)	2012 Schedule of Fees (\$)	2013 Schedule of Fees (\$)	2014 Schedule of Fees (\$)	2015 Schedule of Fees (\$)
Special meter reading	SPRDB	Special Read – Basic Meter	n/a	10.25	10.61	10.82	11.05	11.31
Special meter reading	SPRDI	Special Read – Interval Meter	n/a	11.38	11.78	12.02	12.28	12.56
Special meter reading	SPDRM	Remote Special Read BH	BH	1.54	1.54	0.77	0.77	0.77
Temporary supply services	TSCMPB	Multi Phase up to 100A	BH	86.31	89.35	91.14	93.11	95.26
Temporary supply services	TSCSPB	Standard - 1 Phase	BH	86.31	89.35	91.14	93.11	95.26
Temporary supply services	TSISPB	Standard - 1 Phase	BH	172.61	178.69	182.27	186.21	190.51
Temporary supply services	TSIMPB	Multi Phase up to 100A	BH	342.96	355.03	362.14	369.97	378.51
Temporary supply services	TSCSPA	Standard - 1 Phase AH	AH	181.89	188.29	192.06	196.21	200.74
Temporary supply services	TSC2IS	Change from Coincident to Independent SPH	BH	86.30	89.34	91.13	93.10	95.25
Temporary supply services	TSC2IM	Change from Coincident to Independent MPH	BH	181.89	188.29	192.06	196.21	200.74
Temporary supply services	TSCMPA	Multi Phase up to 100A AH	AH	326.76	338.26	345.04	352.50	360.63
Temporary supply services	TSIMPA	Multi Phase up to 100A AH	AH	868.98	899.57	917.60	937.43	959.06
Temporary supply services	TSISPA	Standard - 1 Phase AH	AH	363.78	376.58	384.13	392.43	401.49
Wasted attendance - not DNSP fault	WTVBH	Wasted Service Truck Visit	BH	43.15	44.67	45.57	46.55	47.62
Wasted attendance - not DNSP fault	WTVAH	Wasted Service Truck Visit AH	AH	106.85	110.61	112.83	115.27	117.93

Appendix 2: Quoted ACS hourly rates for the current regulatory period

Labour Classification	BH/AH	2011 Schedule of Fees (\$)	2012 Schedule of Fees (\$)	2013 Schedule of Fees (\$)	2014 Schedule of Fees (\$)	2015 Schedule of Fees (\$)
Field worker – one person (BH)	BH	82.02	86.47	90.30	95.14	99.37
Field worker – one person (AH)	AH	102.53	108.09	112.88	118.93	124.22
Field worker – one person plus vehicle (BH)	BH	111.94	118.01	123.24	129.84	135.61
Field worker – one person plus vehicle (AH)	AH	124.95	131.73	137.57	144.94	151.38

Appendix 3: Actual and forecast total annual ACS revenue for the current regulatory period

The table below shows the annual revenue for each fee-based and quoted ACS excluding public lighting for the current regulatory period.

ACS Regulatory Category	ACS Category	Product Code	Product description	BH/AH	2011 Revenue (Actual \$)	2012 Revenue (Actual \$)	2013 Revenue (Actual \$)	2014 Revenue (Actual \$)	2015 Revenue (Forecast \$)	Comments
Fee Based	De-energisation of existing connections	DEENAH	Disconnect Read AH	AH						
Fee Based	De-energisation of existing connections	DEENBH	Disconnect Read BH	BH	2,206,809	2,227,169	1,667,589	1,180,845	1,060,177	
Fee Based	Energisation of existing connections	RECFAG	Disconnect / Reconnect / Read AH	AH	479,486	594,446	442,831	818,647	753,077	
Fee Based	Energisation of existing connections	RECFBH	Reconnect Read BH	BH	3,058,126	2,570,879	2,077,569	1,328,167	1,173,027	
Fee Based	Energisation of existing connections	SPRR	Express Reconnection	BH	444,060	560,223	589,769	77,364	34,376	
Fee Based	Energisation of existing connections	EXREAH	Express Reconnection AH	AH	708	12,334	35,624	-		
Fee Based	Meter investigation	MTMPFM	Non Residential	BH	10,676	10,226	8,160	(86)	4,396	
Fee Based	Meter investigation	MTSPFM	Residential	BH	19,003	22,471	23,340	16,674	17,072	
Fee Based	Meter investigation	MTMPAM	Non Residential Additional Meter	BH	1,036	77	312	-	1,225	
Fee Based	Meter investigation	MTSPAD	Residential; Additional Meter	BH	1,229	300	-	-	502	
Fee Based	Remote de-energisation	DEENRM	Remote De Energise BH	BH	-	25,099	120,328	202,286	228,947	
Fee Based	Remote meter re-configuration	MECFRM	Remote Meter Reconfig BH	BH	98,707	240,939	148,124	165,230	201,128	
Fee Based	Remote re-energisation	REENRM	Remote Re-Energise BH	BH	-	7,854	66,008	125,041	145,006	
Fee Based	Reserve Feeder	RESCAP	Reserved Capacity	n/a	714,305	696,053	702,282	721,782	718,521	Reclassified to ACS Quoted from 2016
Fee Based	Routine connections - customers <100 amps	MPHCAG	Three Phase DC AH	AH	30,561	29,349	20,225	3,558	3,657	
Fee Based	Routine connections - customers <100 amps	MPHCBG	Three Phase DC BH	BH	398,144	399,309	382,900	434,486	444,544	

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ACS Regulatory Category	ACS Category	Product Code	Product description	BH/ AH	2011 Revenue (Actual \$)	2012 Revenue (Actual \$)	2013 Revenue (Actual \$)	2014 Revenue (Actual \$)	2015 Revenue (Forecast \$)	Comments
Fee Based	Routine connections - customers <100 amps	SPHCBG	Single Phase Single Element BH	BH	1,674,289	1,745,038	1,466,150	1,445,866	1,479,149	
Fee Based	Routine connections - customers <100 amps	SPH2EB	Single Phase Two Element (off- peak) BH	BH	414	2,357	219	1,563	1,599	
Fee Based	Routine connections - customers <100 amps	SPHCAG	Single Phase Single Element AH	AH	40,833	42,827	43,118	5,482	5,633	
Fee Based	Routine connections - customers <100 amps	SPNRPB	Single Phase New Connection not RP BH	BH	-	-	-	95	99	
Fee Based	Routine connections - customers <100 amps	SPH2EA	Single Phase Two Element (off- peak) AH	AH	326	-	-	-	-	
Fee Based	Routine connections - customers <100 amps	MPNRPA	Multi Phase New Connection not RP AH	AH	755	-	-	-	-	
Fee Based	Routine connections - customers <100 amps	MPNRPB	Multi Phase New Connection not RP BH	BH	-	-	-	-	-	
Fee Based	Routine connections - customers <100 amps	SPNRPA	Single Phase New Connection not RP AH	AH	-	266	-	-	-	
Fee Based	Routine connections - customers <100 amps	SP2NRB	Single Phase Two Element (Off- peak)	BH	-	-	-	-	-	
Fee Based	Routine connections - customers <100 amps	SP2NRA	Single Phase Two Element (Off- peak)	AH	-	-	-	-	-	
Fee Based	Service truck visits	TVAD1A	Truck visit +1 additional 15 mins AH	AH						Truck Visits revenue has been reported by half hour and 15 min intervals (refer to TVMINB, TVMINA, TVADDB, TVADDA).
Fee Based	Service truck visits	TVAD1B	Truck visit +1 additional 15 mins BH	BH						as above
Fee Based	Service truck visits	TVAD2A	Truck visit +2 additional 15 mins AH	AH						as above
Fee Based	Service truck visits	TVAD2B	Truck visit +2 additional 15 mins BH	BH						as above

ACS Regulatory Category	ACS Category	Product Code	Product description	BH/AH	2011 Revenue (Actual \$)	2012 Revenue (Actual \$)	2013 Revenue (Actual \$)	2014 Revenue (Actual \$)	2015 Revenue (Forecast \$)	Comments
Fee Based	Service truck visits	TVAD3A	Truck visit +3 additional 15 mins AH	AH						as above
Fee Based	Service truck visits	TVAD3B	Truck visit +3 additional 15 mins BH	BH						as above
Fee Based	Service truck visits	TVAD4A	Truck visit +4 additional 15 mins AH	AH						as above
Fee Based	Service truck visits	TVAD4B	Truck visit +4 additional 15 mins BH	BH						as above
Fee Based	Service truck visits	TVAD5A	Truck visit +5 additional 15 mins AH	AH						as above
Fee Based	Service truck visits	TVAD5B	Truck visit +5 additional 15 mins BH	BH						as above
Fee Based	Service truck visits	TVAD6A	Truck visit +6 additional 15 mins AH	AH						as above
Fee Based	Service truck visits	TVAD6B	Truck visit +6 additional 15 mins BH	BH						as above
Fee Based	Service truck visits	TVADDA	Services Truck - additional 15 minutes AH	AH	1,231	670	341	21,945	22,436	
Fee Based	Service truck visits	TVADDB	Services Truck - additional 15 minutes BH	BH	352,668	369,008	294,988	288,567	295,196	
Fee Based	Service truck visits	TVMINA	Services Truck - 2 hrs min - AH	AH	13,670	11,296	11,475	87,521	89,615	
Fee Based	Service truck visits	TVMINB	Service Truck - first 30 min BH	BH	1,541,537	1,122,090	803,547	639,397	654,140	
Fee Based	Special meter reading	SPRDB	Special Read	n/a	262,910	273,113	245,885	95,240	70,416	
Fee Based	Special meter reading	SPRDI	Special Read	n/a	24,379	31,334	23,581	17,832	17,735	
Fee Based	Special meter reading	SPDRIM	Remote Special Read BH	BH	263	915	899	996	1,043	
Fee Based	Temporary supply services	TSCMPB	Multi Phase up to 100A	BH	5,869	4,018	3,372	6,829	5,906	
Fee Based	Temporary supply services	TSCSPB	Standard - 1 Phase	BH	115,915	97,093	60,504	125,905	120,028	
Fee Based	Temporary supply services	TSISPB	Standard - 1 Phase	BH	173	28,233	1,640	18,245	19,051	
Fee Based	Temporary supply services	TSIMPB	Multi Phase up to 100A	BH	-	1,065	-	2,960	-	
Fee Based	Temporary supply services	TSCSPA	Standard - 1 Phase AH	AH	3,456	3,201	3,660	1,365	1,405	

ACS Regulatory Category	ACS Category	Product Code	Product description	BH/ AH	2011 Revenue (Actual \$)	2012 Revenue (Actual \$)	2013 Revenue (Actual \$)	2014 Revenue (Actual \$)	2015 Revenue (Forecast \$)	Comments
Fee Based	Temporary supply services	TSC2IS	Change from Coincident to Independent SPH	BH	2,762	2,412	91	-	-	
Fee Based	Temporary supply services	TSC2IM	Change from Coincident to Independent MPH	BH	-	-	-	-	-	
Fee Based	Temporary supply services	TSCMPA	Multi Phase up to 100A AH	AH	1,634	338	2,070	-	-	
Fee Based	Temporary supply services	TSIMPA	Multi Phase up to 100A AH	AH	-	-	-	-	-	
Fee Based	Temporary supply services	TSISPA	Standard - 1 Phase AH	AH	-	1,883	(412)	-	-	
Fee Based	Wasted attendance - not DNSP fault	WTVBH	Wasted Service Truck Visit	BH	9,855	13,976	21,497	30,710	31,429	
Fee Based	Wasted attendance - not DNSP fault	WTVAH	Wasted Service Truck Visit AH	AH	321	442	-	4,258	4,363	
Quoted	After hours truck by appointment	HVLVSD	HV and LV Shutdown	n/a	115,456	237,489	252,001	656,147	690,806	
Quoted	After hours truck by appointment	TAPPAH	After hours truck by appointment	AH	203,208	188,888	109,956	10,218	10,453	
Quoted	Covering of low voltage mains for safety reasons	SERCAC	Services - per span	n/a	33,430	168,825	166,559	293,801	236,085	
Quoted	Elective underground service where an existing overhead service exists	EU100A	Single Dwelling 100A up to 5m length	BH	2,384,987	2,832,889	2,775,490	3,337,111	3,414,839	
Quoted	Elective underground service where an existing overhead service exists	ADDCAB	1/Multi Phase - additional metres	BH	614,052	614,790	556,308	639,908	654,678	
Quoted	Elective underground service where an existing overhead service exists	EU170A	Multi Phase 170A up to 5m length	BH	66,801	2,665	2,727	-	-	
Quoted	Emergency recoverable works (that is, emergency works where customer is at fault and immediate action needs to be taken by the DNSP)	RECWKS	Recoverable Works	n/a	68,411	40,445	490,610	898,864	700,000	Reclassified to Unclassified from 2016.

ACS Regulatory Category	ACS Category	Product Code	Product description	BH/AH	2011 Revenue (Actual \$)	2012 Revenue (Actual \$)	2013 Revenue (Actual \$)	2014 Revenue (Actual \$)	2015 Revenue (Forecast \$)	Comments
Quoted	Routine connections - customers >100 amps	CTSNRA	Three Phase 200 CT Metering S Type 0 to 150Kva AH	AH	3,204	7,454	1,548	3,122	3,109	
Quoted	Routine connections - customers >100 amps	CTSNRB	Three Phase 200 CT Metering S Type 0 to 150Kva BH	BH	15,895	20,094	12,690	20,568	20,135	
Quoted	Routine connections - customers >100 amps	CTSTAH	Three Phase 200 CT Metering S Type 0 to 150Kva AH	AH	24,758	19,087	4,382	13,046	12,175	
Quoted	Routine connections - customers >100 amps	CTSTBH	Three Phase 200 CT Metering S Type 0 to 150Kva BH	BH	184,323	192,320	99,462	138,723	125,804	
Quoted	Routine connections - customers >100 amps	CTTNRA	Three Phase 800 CT Metering T Type 150 to 600Kva AH	AH	24,651	15,010	2,821	2,854	2,932	
Quoted	Routine connections - customers >100 amps	CTTNRB	Three Phase 800 CT Metering T Type 150 to 600Kva BH	BH	30,537	42,874	44,988	50,615	52,545	
Quoted	Routine connections - customers >100 amps	CTTTAH	Three Phase 800 CT Metering T Type 150 to 600Kva AH	AH	8,395	-	2,053	4,081	3,882	
Quoted	Routine connections - customers >100 amps	CTTTBH	Three Phase 800 CT Metering T Type 150 to 600Kva BH	BH	48,195	34,499	25,376	29,583	27,491	
Quoted	Routine connections - customers >100 amps	CTWNRA	Three Phase 1500 CT Metering W Type 600 to 1100Kva AH	AH	3,028	5,696	2,937	5,934	6,097	
Quoted	Routine connections - customers >100 amps	CTWNRB	Three Phase 1500 CT Metering W Type 600 to 1100Kva BH	BH	15,246	15,477	15,460	17,154	17,799	
Quoted	Routine connections - customers >100 amps	CTWTAH	Three Phase 1500 CT Metering W Type 600 to 1500Kva AH	AH	8,651	-	-	-	-	
Quoted	Routine connections - customers >100 amps	CTWTBH	Three Phase 1500 CT Metering W Type 600 to 1500Kva BH	BH	1,619	-	-	1,536	1,433	
Quoted	Supply abolishment	SAB1BH	Supply abolishment single Premise	BH	373,363	467,063	432,309	558,523	571,339	Reclassified to Standard Control Services from 2016
Quoted	Supply abolishment	SAB4BH	Supply abolishment common meter panel 2 to 4 units	BH	6,265	7,642	4,843	1,585	1,643	Reclassified to Standard Control Services from 2016
Quoted	Supply abolishment	SAB5BH	Supply abolishment common meter panel 5 to 10 units	BH	4,524	3,488	1,521	4,517	4,701	Reclassified to Standard Control Services from 2016

ACS Regulatory Category	ACS Category	Product Code	Product description	BH/ AH	2011 Revenue (Actual \$)	2012 Revenue (Actual \$)	2013 Revenue (Actual \$)	2014 Revenue (Actual \$)	2015 Revenue (Forecast \$)	Comments
Quoted	Supply abolishment	SACTBH	Supply abolishment CT Metered Sites (customers greater than 100 amps)	BH	5,782	4,576	1,672	16,197	16,650	
Quoted	Supply abolishment	SABGBH	Supply abolishment common meter panel Greater than 10 units	BH	7,963	-	1,246		-	Reclassified to Standard Control Services from 2016
Total ACS Revenue					15,768,854	16,069,575	14,274,649	14,572,855	14,179,493	

Appendix 4: Forecast total annual ACS revenue for the forthcoming regulatory period

The table below shows the forecast annual revenue for each fee-based and quoted ACS, excluding public lighting and exit fees, for the forthcoming regulatory period. For simplicity, the proposed labour cost escalation has not been included in the forecast revenues.

ACS Classification (Per AER 2016+ reclass'n)	ACS Category	Product Code	Product description	BH/AH	2016 Revenue Forecast \$Dec2015	2017 Revenue Forecast \$Dec2015	2018 Revenue Forecast \$Dec2015	2019 Revenue Forecast \$Dec2015	2020 Revenue Forecast \$Dec2015	Comments
Fee Based	De-energisation of existing connections	DEENAH	Disconnect Read AH	AH	-	-	-	-	-	
Fee Based	De-energisation of existing connections	DEENBH	Disconnect Read BH	BH	1,098,661	1,043,728	991,541	941,964	894,866	
Fee Based	De-energisation of existing connections	DEENPS	De-energisation at point of supply attachment (pole/pit) or house (New service from 1 Jan 2016)	BH	34,354	34,354	34,354	34,354	34,354	
Fee Based	Energisation of existing connections	RECFAG	Disconnect / Reconnect / Read AH	AH	456,181	456,181	456,181	456,181	456,181	
Fee Based	Energisation of existing connections	RECFB	Reconnect Read BH	BH	1,215,607	1,154,827	1,097,085	1,042,231	990,119	
Fee Based	Energisation of existing connections	SPRER	Express Reconnection	BH	18,765	18,765	18,765	18,765	18,765	
Fee Based	Energisation of existing connections	EXREAH	Express Reconnection AH	AH	-	-	-	-	-	
Fee Based	Meter investigation	MTMPFM	Non Residential	BH	12,423	12,423	12,423	12,423	12,423	
Fee Based	Meter investigation	MTSPFM	Residential	BH	75,034	75,034	75,034	75,034	75,034	
Fee Based	Meter investigation	MTMPAM	Non Residential Additional Meter	BH	1,788	1,788	1,788	1,788	1,788	
Fee Based	Meter investigation	MTSPAD	Residential; Additional Meter	BH	1,192	1,192	1,192	1,192	1,192	
Fee Based	Remote de-energisation	DEENRM	Remote De Energise BH	BH	406,888	419,264	431,021	442,190	452,801	
Fee Based	Remote meter re-configuration	MECFRM	Remote Meter Reconfig BH	BH	365,142	365,142	365,142	365,142	365,142	
Fee Based	Remote re-energisation	REENRM	Remote Re-Energise BH	BH	248,580	262,273	275,282	287,640	299,380	
Fee Based	Reserve Feeder	RESCAP	Reserved Capacity	n/a	718,521	718,521	718,521	718,521	718,521	

ACS Classification (Per AER 2016+ reclass'n)	ACS Category	Product Code	Product description	BH/AH	2016 Revenue Forecast \$Dec2015	2017 Revenue Forecast \$Dec2015	2018 Revenue Forecast \$Dec2015	2019 Revenue Forecast \$Dec2015	2020 Revenue Forecast \$Dec2015	Comments
Fee Based	Routine connections - customers <100 amps	MPHCAG	Three Phase DC AH	AH	7,010	3,505	-	-	-	
Fee Based	Routine connections - customers <100 amps	MPHCBG	Three Phase DC BH	BH	1,280,188	644,666	-	-	-	
Fee Based	Routine connections - customers <100 amps	SPHCBG	Single Phase Single Element BH	BH	3,921,403	1,974,833	-	-	-	
Fee Based	Routine connections - customers <100 amps	SPH2EB	Single Phase Two Element (off-peak) BH	BH	4,209	2,105	-	-	-	
Fee Based	Routine connections - customers <100 amps	SPHCAG	Single Phase Single Element AH	AH	13,777	6,888	-	-	-	
Fee Based	Routine connections - customers <100 amps	SPNRPB	Single Phase New Connection not RP BH	BH	417	1,368,289	2,755,738	2,775,315	2,795,308	
Fee Based	Routine connections - customers <100 amps	SPH2EA	Single Phase Two Element (off-peak) AH	AH	-	-	-	-	-	
Fee Based	Routine connections - customers <100 amps	MPNRPA	Multi Phase New Connection not RP AH	AH	-	3,263	6,526	6,526	6,526	
Fee Based	Routine connections - customers <100 amps	MPNRPB	Multi Phase New Connection not RP BH	BH	-	411,111	828,054	833,886	839,717	
Fee Based	Routine connections - customers <100 amps	SPNRPA	Single Phase New Connection not RP AH	AH	-	6,888	13,777	13,777	13,777	
Fee Based	Routine connections - customers <100 amps	SP2NRB	Single Phase Two Element (Off-peak)	BH	-	1,458	2,916	2,916	2,916	
Fee Based	Routine connections - customers <100 amps	SP2NRA	Single Phase Two Element (Off-peak)	AH	-	-	-	-	-	

ACS Classification (Per AER 2016+ reclass'n)	ACS Category	Product Code	Product description	BH/ AH	2016 Revenue Forecast \$Dec2015	2017 Revenue Forecast \$Dec2015	2018 Revenue Forecast \$Dec2015	2019 Revenue Forecast \$Dec2015	2020 Revenue Forecast \$Dec2015	Comments
Fee Based	Service truck visits	TVAD1A	Truck visit +1 additional 15 mins AH	AH	-	-	-	-	-	Truck Visits revenue has been forecast by half hour and 15 min intervals (refer to TVMINB, TVMINA, TVADDB, TVADDA)
Fee Based	Service truck visits	TVAD1B	Truck visit +1 additional 15 mins BH	BH	-	-	-	-	-	as above
Fee Based	Service truck visits	TVAD2A	Truck visit +2 additional 15 mins AH	AH	-	-	-	-	-	as above
Fee Based	Service truck visits	TVAD2B	Truck visit +2 additional 15 mins BH	BH	-	-	-	-	-	as above
Fee Based	Service truck visits	TVAD3A	Truck visit +3 additional 15 mins AH	AH	-	-	-	-	-	as above
Fee Based	Service truck visits	TVAD3B	Truck visit +3 additional 15 mins BH	BH	-	-	-	-	-	as above
Fee Based	Service truck visits	TVAD4A	Truck visit +4 additional 15 mins AH	AH	-	-	-	-	-	as above
Fee Based	Service truck visits	TVAD4B	Truck visit +4 additional 15 mins BH	BH	-	-	-	-	-	as above
Fee Based	Service truck visits	TVAD5A	Truck visit +5 additional 15 mins AH	AH	-	-	-	-	-	as above
Fee Based	Service truck visits	TVAD5B	Truck visit +5 additional 15 mins BH	BH	-	-	-	-	-	as above
Fee Based	Service truck visits	TVAD6A	Truck visit +6 additional 15 mins AH	AH	-	-	-	-	-	as above
Fee Based	Service truck visits	TVAD6B	Truck visit +6 additional 15 mins BH	BH	-	-	-	-	-	as above
Fee Based	Service truck visits	TVADDA	Services Truck - additional 15 minutes AH	AH	40,238	40,238	40,238	40,238	40,238	
Fee Based	Service truck visits	TVADDB	Services Truck - additional 15 minutes BH	BH	408,760	408,760	408,760	408,760	408,760	

ACS Classification (Per AER 2016+ reclass'n)	ACS Category	Product Code	Product description	BH/AH	2016 Revenue Forecast \$Dec2015	2017 Revenue Forecast \$Dec2015	2018 Revenue Forecast \$Dec2015	2019 Revenue Forecast \$Dec2015	2020 Revenue Forecast \$Dec2015	Comments
Fee Based	Service truck visits	TVMINA	Services Truck - 2 hrs min - AH	AH	267,485	267,485	267,485	267,485	267,485	
Fee Based	Service truck visits	TVMINB	Service Truck - first 30 min BH	BH	1,799,858	1,799,858	1,799,858	1,799,858	1,799,858	
Fee Based	Special meter reading	SPRDB	Special Read	n/a	129,960	129,960	129,960	129,960	129,960	
Fee Based	Special meter reading	SPRDI	Special Read	n/a	29,474	29,474	29,474	29,474	29,474	
Fee Based	Special meter reading	SPDRM	Remote Special Read BH	BH	1,083	1,083	1,083	1,083	1,083	
Fee Based	Temporary supply services	TSCMPB	Multi Phase up to 100A	BH	40,496	20,248	-	-	-	
Fee Based	Temporary supply services	TSCSPB	Standard - 1 Phase	BH	817,836	408,918	-	-	-	
Fee Based	Temporary supply services	TSCSPA	Standard - 1 Phase AH	AH	5,076	2,538	-	-	-	
Fee Based	Temporary supply services	TSCMPA	Multi Phase up to 100A AH	AH	-	-	-	-	-	
Fee Based	Temporary Supplies (excl. inspection) - Where UE is not the responsible person	TSSNRB	Standard Single Phase - Servicing & Energisation only BH - New Service from 1 July 2017 assuming full metering contestability commences then.	BH	-	283,238	566,476	566,476	566,476	
Fee Based	Temporary Supplies (excl. inspection) - Where UE is not the responsible person	TSSNRA	Standard Single Phase - Servicing & Energisation only AH - New Service from 1 July 2017 assuming full metering contestability commences then.	AH	-	2,538	5,076	5,076	5,076	
Fee Based	Temporary Supplies (excl. inspection) - Where UE is not the responsible person	TSMNRB	Multi Phase to 100A - Servicing & Energisation only BH - New Service from 1 July 2017 assuming full metering contestability commences then.	BH	-	12,912	25,825	25,825	25,825	

ACS Classification (Per AER 2016+ reclass'n)	ACS Category	Product Code	Product description	BH/AH	2016 Revenue Forecast \$Dec2015	2017 Revenue Forecast \$Dec2015	2018 Revenue Forecast \$Dec2015	2019 Revenue Forecast \$Dec2015	2020 Revenue Forecast \$Dec2015	Comments
Fee Based	Temporary Supplies (excl. inspection) - Where UE is not the responsible person	TSMNRA	Multi Phase to 100A - Servicing & Energisation only AH - New Service from 1 July 2017 assuming full metering contestability commences then.	AH	-	-	-	-	-	
Fee Based	Wasted attendance - not DNSP fault	WTVBH	Wasted Service Truck Visit	BH	182,557	182,557	182,557	182,557	182,557	
Fee Based	Wasted attendance - not DNSP fault	WTVAH	Wasted Service Truck Visit AH	AH	26,113	26,113	26,113	26,113	26,113	
Quoted	After hours truck by appointment	HVLVSD	HV and LV Shutdown	n/a	707,386	724,363	741,748	759,549	777,779	
Quoted	After hours truck by appointment	TAPPAH	After hours truck by appointment	AH	15,811	15,811	15,811	15,811	15,811	
Quoted	Covering of low voltage mains for safety reasons	SERCAC	Services - per span	n/a	241,751	247,553	253,495	259,579	265,808	
Quoted	Elective underground service where an existing overhead service exists	EU100A	Single Dwelling 100A up to 5m length	BH	3,644,382	3,644,382	3,644,382	3,644,382	3,644,382	
Quoted	Elective underground service where an existing overhead service exists	ADDCAB	1/Multi Phase - additional metres	BH	694,895	694,895	694,895	694,895	694,895	
Quoted	Elective underground service where an existing overhead service exists	EU170A	Multi Phase 170A up to 5m length	BH	-	-	-	-	-	
Quoted	Routine connections - customers >100 amps	CTSNRA	Three Phase 200 CT Metering S Type 0 to 150Kva AH	AH	2,486	1,243	-	-	-	
Quoted	Routine connections - customers >100 amps	CTSNRB	Three Phase 200 CT Metering S Type 0 to 150Kva BH	BH	20,551	10,275	-	-	-	

ACS Classification (Per AER 2016+ reclass'n)	ACS Category	Product Code	Product description	BH/AH	2016 Revenue Forecast \$Dec2015	2017 Revenue Forecast \$Dec2015	2018 Revenue Forecast \$Dec2015	2019 Revenue Forecast \$Dec2015	2020 Revenue Forecast \$Dec2015	Comments
Quoted	Routine connections - customers > 100 amps	CTSTAH	Three Phase 200 CT Metering S Type 0 to 150Kva AH	AH	14,437	7,219	-	-	-	
Quoted	Routine connections - customers > 100 amps	CTSTBH	Three Phase 200 CT Metering S Type 0 to 150Kva BH	BH	145,056	72,528	-	-	-	
Quoted	Routine connections - customers > 100 amps	CTTNRA	Three Phase 800 CT Metering T Type 150 to 600Kva AH	AH	2,192	1,096	-	-	-	
Quoted	Routine connections - customers > 100 amps	CTTNRB	Three Phase 800 CT Metering T Type 150 to 600Kva BH	BH	49,645	24,823	-	-	-	
Quoted	Routine connections - customers > 100 amps	CTTTAH	Three Phase 800 CT Metering T Type 150 to 600Kva AH	AH	4,518	2,259	-	-	-	
Quoted	Routine connections - customers > 100 amps	CTTTBH	Three Phase 800 CT Metering T Type 150 to 600Kva BH	BH	30,793	15,396	-	-	-	
Quoted	Routine connections - customers > 100 amps	CTWNRA	Three Phase 1500 CT Metering W Type 600 to 1100Kva AH	AH	4,633	2,317	-	-	-	
Quoted	Routine connections - customers > 100 amps	CTWNRB	Three Phase 1500 CT Metering W Type 600 to 1100Kva BH	BH	16,972	8,486	-	-	-	
Quoted	Routine connections - customers > 100 amps	CTWTAH	Three Phase 1500 CT Metering W Type 600 to 1500Kva AH	AH	-	-	-	-	-	
Quoted	Routine connections - customers > 100 amps	CTWTBH	Three Phase 1500 CT Metering W Type 600 to 1500Kva BH	BH	1,602	801	-	-	-	
Quoted	Routine connections - customers > 100 amps	CTENRB	Routine connections, for customers > 100amps - Energisation only (BH) - New Service from 1 July 2017 assuming full metering contestability commences then.	BH	-	35,557	71,114	71,114	71,114	

ACS Classification (Per AER 2016+ reclass'n)	ACS Category	Product Code	Product description	BH/AH	2016 Revenue Forecast \$Dec2015	2017 Revenue Forecast \$Dec2015	2018 Revenue Forecast \$Dec2015	2019 Revenue Forecast \$Dec2015	2020 Revenue Forecast \$Dec2015	Comments
Quoted	Routine connections - customers >100 amps	CTENRA	Routine connections, for customers > 100amps - Energisation only (AH) - New Service from 1 July 2017 assuming full metering contestability commences then.	AH	-	5,646	11,292	11,292	11,292	
Quoted	Supply abolishment	SACTBH	Supply abolishment CT Metered Sites (customers greater than 100 amps)	BH	10,103	10,103	10,103	10,103	10,103	
Total ACS Revenue					19,236,287	18,127,170	17,011,083	16,979,473	16,952,898	

Note: The following services reclassifications by the AER apply, effective from 2016.

1. Reserve Feeder service – reclassified to ACS Quoted
2. Abolishments for Customers less than 100 amps service - reclassified to Standard Control Services
3. Emergency recoverable works (that is, emergency works where customer is at fault and immediate action needs to be taken by the DNSP) – reclassified to Unclassified
4. Supply Enhancement at Customer Request service – reclassified to Unclassified

