

CitiPower 2018 General Service Charge Pricing Schedule Initial Release



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Introduction 1



1 Introduction

The 2018 General Service Charge Pricing Schedule is a combination of regulated and non-regulated charges. This document summarises key charges to retailers and customers including a description of services, prices and product codes.

The document includes the following categories of General Service Charges:

- Network tariffs;
- Alternative control services;
- Jurisdictional scheme tariffs;
- Unregulated services; and
- Negotiated services.

All prices are exclusive of GST.

Network tariff schedule 2



2 Network tariff schedule

Table 2.1 Network tariff schedule (GST exclusive)

Network Tariff 2018	Code	Available to new customers	Fixed	Demand Charges			Usage			Summer Time of Use Tariffs			Non-Summer Time of Use Tariffs		
				Jan-Dec	Dec-Mar	Apr-Nov	Anytime	Peak	Off-peak	Pk	Sh	Opk	Pk	Sh	Opk
			\$ pa	\$/kVA pa	\$/kW/month	\$/kW/month	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh
Residential Single Rate	C1R	Yes	85	-	-	-	6.41	-	-	-	-	-	-	-	-
Residential Single Rate - Bulk	C1RB	Yes	75	-	-	-	4.78	-	-	-	-	-	-	-	-
Residential - flexible pricing	C13R	Yes	85	-	-	-	-	-	-	13.16	8.88	3.52	13.16	8.88	3.52
Residential - flexible pricing bulk	C13RB	Yes	75	-	-	-	-	-	-	10.53	7.11	2.82	10.53	7.11	2.82
Residential Two Rate 5d	C2R	No	85	-	-	-	-	11.87	2.57	-	-	-	-	-	-
Residential Two Rate 5d - Bulk	C2RB	No	75	-	-	-	-	10.11	2.34	-	-	-	-	-	-
Residential Interval	C3R	No	85	-	-	-	-	11.87	2.57	-	-	-	-	-	-
Residential Interval - Bulk	C3RB	No	75	-	-	-	-	10.11	2.34	-	-	-	-	-	-
Residential Two Rate 5d - Controlled Load ⁽¹⁾	C2ROP	Yes	-	-	-	-	-	-	2.18	-	-	-	-	-	-
Residential Two Rate 5d - Bulk - Controlled Load ⁽¹⁾	C2RBOP	Yes	-	-	-	-	-	-	1.70	-	-	-	-	-	-
Dedicated Circuit ⁽²⁾	CDS	Yes	-	-	-	-	-	-	2.18	-	-	-	-	-	-
Dedicated Circuit - Bulk ⁽²⁾	CDSB	Yes	-	-	-	-	-	-	1.70	-	-	-	-	-	-
Residential Demand	CR	Yes	85	-	8.57	2.93	3.56	-	-	-	-	-	-	-	-
Residential Bulk Demand	CRB	Yes	75	-	6.27	2.09	2.26	-	-	-	-	-	-	-	-
Non-Residential Single Rate	C1G	Yes	145	-	-	-	8.00	-	-	-	-	-	-	-	-
Non-Residential Single Rate - Bulk	C1GB	Yes	125	-	-	-	6.14	-	-	-	-	-	-	-	-
Non-Residential Two Rate 5d	C2G5	No	145	-	-	-	-	12.01	3.21	-	-	-	-	-	-
Non-Residential Two Rate 5d - Bulk	C2G5B	No	125	-	-	-	-	8.73	2.41	-	-	-	-	-	-
Non-Residential Interval	C3G	No	145	-	-	-	-	12.01	3.21	-	-	-	-	-	-
Non-Residential Interval - Bulk	C3GB	No	125	-	-	-	-	8.73	2.41	-	-	-	-	-	-
Non-Residential Flexible Pricing	C14G	No	145	-	-	-	-	-	-	14.63	10.24	4.06	14.63	10.24	4.06
Non-Residential - Flexible Pricing Bulk	C14GB	No	125	-	-	-	-	-	-	12.43	8.70	3.45	12.43	8.70	3.45
Non-Residential Two Rate 7d	C2G7	No	145	-	-	-	-	9.46	3.21	-	-	-	-	-	-
Non-Residential Two Rate 7d - Bulk	C2G7B	No	125	-	-	-	-	8.16	2.41	-	-	-	-	-	-
Large Two Rate 7d	C2L7	No	145	-	-	-	-	12.01	3.21	-	-	-	-	-	-
Non-Residential Demand Tariff	CG	Yes	145	-	13.93	4.64	4.41	-	-	-	-	-	-	-	-
Non-Residential Bulk Demand Tariff	CGB	Yes	125	-	10.45	3.48	3.97	-	-	-	-	-	-	-	-
Medium Business Demand	CMG	Yes	800	-	3.72	1.86	-	7.44	4.41	-	-	-	-	-	-
Medium Business Bulk Demand	CMGB	Yes	800	-	2.79	1.40	-	5.47	3.48	-	-	-	-	-	-
Medium Business Opt-out ⁽³⁾	CMGO	Yes	800	-	-	-	-	11.37	4.58	-	-	-	-	-	-
Medium Business Bulk Opt-out ⁽³⁾	CMGBO	Yes	800	-	-	-	-	8.35	3.61	-	-	-	-	-	-
Unmetered Supplies / Public Lighting	C2U	Yes	-	-	-	-	-	11.26	3.15	-	-	-	-	-	-
Large low Voltage	CLLV	Yes	6,300	107.02	-	-	-	3.50	2.14	-	-	-	-	-	-
Large low Voltage Bulk	CLLVB	Yes	5,850	96.31	-	-	-	3.12	1.95	-	-	-	-	-	-
High Voltage	CHV	Yes	31,200	68.10	-	-	-	2.40	1.24	-	-	-	-	-	-
Subtransmission	CST	Yes	144,000	16.79	-	-	-	2.06	0.86	-	-	-	-	-	-

Source: CitiPower

Note: (1) customers must already be on the equivalent primary tariff
 (2) available to residential, small business and medium business customers with single phase metering
 (3) available to non-residential customers consuming less than 160 MWh per annum

Alternative control service charges 3



3 Alternative control service charges

Alternative control services are a set of activities provided by us that fall under a particular form of regulation due to their monopoly or semi-monopoly nature.

Alternative control services are:

- ancillary network services;
- public lighting operating and maintenance services; and
- metering coordinator services.

We endeavour to perform all alternative control services within normal business hours, however if a circumstance arises where after hours activities are required, this work can only be undertaken where resources are available. The charge applicable will be based on the resource utilised. After hours work includes weekends and public holidays.

All prices are exclusive of GST.

Table 3.1 Overview of hours

Hours of Operation	
Business hours	8am-5pm Monday to Friday (excluding public holidays) ⁽¹⁾
After hours	All other times and only where resources are available ⁽¹⁾

Source: CitiPower

Note: (1) Times for de-energisation of existing connections and re-energisation differ from these times

The following sections list and describe the various charges classified as fee based and quoted alternative control services which apply throughout the area served by us.

Ancillary Network services

Ancillary network services are non-routine types of services which are provided to individual customers on an 'as needs' basis. Ancillary network services are divided into two subclasses:

- fee based; and
- quoted services.

3.1 Fee based Ancillary Network services

3.1.1 Ancillary Network Service charges

These services are relatively fixed in nature and are levied on a per activity basis.

The charges for each ancillary network service apply where uninhibited site access is granted. If access to the site is restricted then a service truck may be required therefore attracting a service truck fee.

3.1.2 New Connection - where we are the metering coordinator

A combined connection and metering service is provided by us as both the electricity distributor and the Metering Coordinator. We are therefore responsible for the metering.

This charge applies when a customer with a supply point with fuses less than 100 amps requiring single or multi-phase Direct Connected Metering moves into a new premises and requests supply. Different charges apply depending on whether the meter is single or multi-phase and whether the service is provided during or after business hours.

This charge also applies when a customer with a supply point with fuses greater than 100 amps and requiring multi-phase CT Metering moves into a new premises and requests supply. Different charges apply depending on whether the service is provided during or after business hours. Note: This fixed charge is separate and additional to quoted charges for augmentation works and SIR Compliance Inspection as per section 3.2.1.

Charges apply where a request is made for a new supply connection at a specified address (including unmetered supply sites), except where the supply is for security lighting (also known as watchman lighting). This charge also applies where a builder wishes to provide permanent or temporary supply to new properties under construction.

On occasions when a 'builders temporary supply' is installed and subsequently replaced with a permanent supply each new-connection is considered a distinct site visit and separate new-connection charges are applied, the first to the builder for establishing a new-connection for which the builder uses supply for construction purposes and a second new-connection charge to the customer for connecting the supply. This charge includes the removal/ disconnection of the overhead service / underground cable and meter supplying the temporary supply pole where applicable.

An additional attendance charge in the form of a wasted truck visit charge is applied in those situations where we have been to the site and returned to complete works that have been delayed due to the fault of the responsible party or their representative. Where an application for supply is made and the site is found to be defective, the wasted truck visit charge will be applied.

3.1.3 New Connection - where we are not the metering coordinator

A connection service is provided by us as the electricity distributor, where we are not the Metering Coordinator. We are therefore not responsible for the metering.

This charge applies when a customer with a supply point with fuses less than 100 amps requiring single or multi-phase Direct Connected Metering moves into a new premises and requests supply. Different charges apply depending on whether the service is provided during or after business hours.

This charge also applies when a customer with a supply point with fuses greater than 100 amps and requiring multi-phase CT Metering moves into a new premises and requests supply. Different charges apply depending on whether the service is provided during or after business

hours. Note: This fixed charge is separate and additional to quoted charges for augmentation works and SIR Compliance Inspection as per section 3.2.1.

Charges apply where a request is made for a new supply connection at a specified address (including unmetered supply sites), except where the supply is for security lighting (also known as watchman lighting). This charge also applies where a builder wishes to provide permanent or temporary supply to new properties under construction.

On occasions when a 'builders temporary supply' is installed and subsequently replaced with a permanent supply each new-connection is considered a distinct site visit and separate new-connection charges are applied, the first to the builder for establishing a new-connection for which the builder uses supply for construction purposes and a second new-connection charge to the customer for connecting the supply. This charge includes the removal/ disconnection of the overhead service / underground cable and meter supplying the temporary supply pole where applicable.

An additional attendance charge in the form of a wasted truck visit charge is applied in those situations where we have been to the site and returned to complete works that have been delayed due to the fault of the responsible party or their representative. Where an application for supply is made and the site is found to be defective, the wasted truck visit charge will be applied.

3.1.4 Contestable Meter / NMI Investigation

A competitive meter investigation charge applies when a request is received by us as the electricity distributor to investigate the competitive metering at a given supply point. A need to investigate can arise in a number of situations, such as:

- wiring transposition investigation;
- contestable metering investigation; and
- meter tampering or bypass.

3.1.5 Manual De-energisation of existing connections

A disconnection (includes disconnections for non-payment (**DNP**)) charge applies when a request for fuses less than 100 amps are de-energised by a field visit. The service requires that all supply assets remain at the customer's installation.

If at the time of disconnection it is discovered that the installation has been damaged or is defective and will be unsafe to energise if a future reconnection occurs, other charges may be applicable once the defect is repaired. These charges will be based on the nature of the works required.

In a normal instance a de-energisation is performed by a special reader. However, there are scenarios where a Service Truck Visit may be required and accordingly a service truck visit charge will be applied.

Some examples where a truck or other resource may be required include:

- special reader resource is not available after hours and an alternative time is not acceptable to the customer;
- no access to distribution equipment - metering and main fuse, including a veranda restricting access to the main fuse;
- no isolation point, necessitating disconnection at the pole;
- multiple NMIs fused at a common isolation point;
- current transformer (CT) metered site;
- isolation point in restricted area – substation; or
- safety disconnection for non-prescribed electrical works.

Where the request for disconnection is received by us before 3pm, the disconnection will occur within 2 business days or the earliest permissible day thereafter.

3.1.6 Manual Re-energisation

A re-energisation charge applies when a request is received to re-energise a supply point for fuses less than 100 amps are re-energised by a field visit.

Three options for re-energisation are available:

- reconnections (same day) business hours only;
- reconnections (incl. customer transfer) business hours; and
- reconnections (incl. customer transfer) after hours.

If the reconnection is required on the same day and we receive the request before 3pm, the 'reconnections (same day) business hours' charge will be applied and the reconnection will occur that day.

If the reconnection is required on the same day as requested and received by us between 3pm and 9pm the 'reconnections (incl. customer transfer) after hours' charge is applied.

If the reconnection is required for the next business day and we receive the request before 3pm on the previous business day the 'reconnections (incl. customer transfer) business hours' charge is applied.

In the instance that a customer does not provide reasonable access or where equipment is not in a reasonable state, the customer will be charged for the requested service however, supply will not be re-energised. Before the service can be provided, the customer may need to undertake rectification works. When the issue(s) have been resolved another request will need to be raised and a new charge will apply.

In a normal instance a re-energisation is performed by a special reader. However, there are scenarios where a service truck visit may be required and accordingly a service truck visit charge will be applied.

Some examples where a truck or other resource may be required include:

- special reader resource is not available after hours and an alternative time is not acceptable to the customer;
- no access to distribution equipment - metering and main fuse, including a veranda restricting access to the main fuse;
- no isolation point is available, therefore requiring disconnection at the pole;
- multiple NMIs fused at a common isolation point;
- CT metered site;
- isolation point in restricted area – substation; or
- safety reconnection for non-prescribed electrical works.

The charge will not be applied when:

- the customer changes retailer on a scheduled read; or
- the customer changes name; and
- a field visit is not necessary.

3.1.7 Wasted attendance – not distributor fault (servicing)

The wasted attendance charge will apply where we receive a request for a service truck and:

- the servicing crew arrives to find the site is not ready for the scheduled work within 15 minutes of arriving;
- the truck attendance is no longer required once on site;
- 24 hours of notice is not provided for a cancellation;
- the site is locked with a non-industry lock;
- asbestos removal or warning on site;
- scaffolding obstructing meter position; or prohibits the installation of an overhead service
- non adherence to VESI Service and Installation Rules; or
- other issues associated with safety assessment of the site.

A wasted truck visit will apply where we receive a request for a service truck to complete an abolishment <100 amps or abolishment >100 amps and one of the events above occurs.

Once the site is ready for the service truck visit, another appointment needs to be booked and the normal service truck visit charge applies.

Business hours and after hours charges apply where appropriate.

3.1.8 Service truck visit (servicing)

Service truck visit charges apply when a service crew is requested for up to an hour in a number of circumstances including:

- disconnection of complex site (refer Manual De-energisation of existing connections);
- reconnection of complex site (refer Manual Re-energisation);
- metering additions or alterations; and
- shutdowns.

Larger scale works will be charged through a quoted service 'after hours truck by appointment' charge (refer to After hours truck by appointment). Where the job unexpectedly exceeds 1 hour, additional half hourly intervals will be charged up to two hours.

A service truck visit charge is not applicable to an appointment made to upgrade a basic meter site to a CT meter site. In this situation a quoted service charge will apply.

Customers are not charged when a service truck is sent to attend emergency and fault calls, unless the customer is clearly at fault, for example, not checking that main switch or safety switch is on.

In the instance where a service truck visit is requested and the truck arrives to find the site is not ready for work to be carried out then a wasted attendance charge will apply (refer to Wasted attendance – not distributor fault (servicing)).

3.1.9 Access to meter data

The access to meter data charge applies when a request is received from a customer more than four times in any given 12 month period; or in a different manner or form than specified in the Australian Energy Market Operator (**AEMO**) metering data provision procedures; or by a customer authorised representative as part of a request for information about more than one customer.

3.1.10 Product Reference Tables - Fee based Ancillary network services

Table 3.2 Fee based Ancillary Network services (nominal, GST exclusive)

Section reference	Alternative control service	Product code	Business hours \$	Product code	After hours \$
3.1.4	Contestable Meter / NMI investigation	MITBH	358.22	MITAH	409.20
3.1.6	Manual Re-energisation (incl. customer transfer)	RCTBH	35.92	RCTAH	167.49
3.1.6	Manual Re-energisation (same day)	RSDBH	46.12	N/A	N/A
3.1.5	Manual De-energisation (existing connections)	DISBH	36.46	N/A	N/A
3.1.5	Manual De-energisation (disconnection for non-payment)	DNPBH	36.46	N/A	N/A
3.1.9	Access to meter data	To be advised	47.05	N/A	N/A
3.1.8	Service truck visit (Servicing)	STBH	546.81	STAH	659.42
3.1.7	Wasted truck visit (Servicing)	WTVBH	342.74	WTVAH	395.95
New Connection where we are the metering coordinator					
3.1.2	Single phase	NCSBH	505.84	NCSAH	560.19
3.1.2	Multi-phase DC	MDCBH	604.58	MDCAH	658.95
3.1.2	Multi-phase CT	MCTBH	2,528.38	MCTAH	3,112.46
New Connection where we are not the metering coordinator					
3.1.3	Single phase	NSPBH	486.52	NSPAH	537.51
3.1.3	Multi-phase DC	NMDBH	585.26	NMDAH	636.25
3.1.3	Multi-phase CT	NMCBH	2,158.46	NMCAH	2,451.06

Source: CitiPower

3.2 Quoted Ancillary Network services

Quoted ancillary network services are charges levied on a time and materials basis where the services are highly variable. The following is considered to be quoted services:

- routine connections – customers > 100 amps;
- supply abolishment >100 amps;
- rearrangement of network assets at customer request, excluding alteration and relocation of existing public lighting assets;
- audit design and construction;
- specification and design enquiry;
- elective underground where above ground service currently exists;
- damage to overhead service cables caused by high load vehicles;
- high load escorts – lifting overhead lines;
- covering of low voltage mains for safety reasons;
- after hours truck by appointment; and
- reserve feeder maintenance.

Labour rates on which quotes are based on include:

- skilled electrical worker (BH & AH); and
- support staff.

All quoted services are based on the greater of actual hours worked or minimum chargeable hours, multiplied by the approved labour rates plus materials used.

3.2.1 Routine connections – customer above 100 amps

A routine connections quoted service charge is applied when customers > 100 amps request a routine connection. This connection is only applicable if the requested supply capacity including the number of requested phases is available. The connection only requires an overhead service or the termination of consumer underground mains in an existing customer connection facility. Any work to provide augmentation either to provide capacity or to extend the network is requested and charged separately as a negotiated connection. Work contracted as a negotiated connection must be completed before a routine connection above 100 amps can occur.

Customers moving from direct connect metering to CT metering due to an increase in load on site will attract a quoted service for the removal of the direct connect meter and service for a new CT site connection. This is in addition to the augmentation project costs to upgrade the supply assets in the street to supply the additional load.

Charges apply where a request is made for a new supply connection at a specified address (including unmetered supply sites), except where the supply is for security lighting (also known as watchman lighting). This charge also applies where a builder wishes to provide permanent or temporary supply to new properties under construction.

For new premises an additional charge will apply for the checking of the installation for compliance to Service and Installations Rules and other related Connection Standards. Further, it does not include inspection of prescribed works for the purpose of issuing of a Certificate of Electrical Safety (**CES**); this should be organised by a Registered Electrical Contractor (**REC**). Separate charges will apply for additional truck or field officer visits to complete connection works.

In some circumstances traffic management will be required to comply with the Roads Management Act to provide the requested services. We can assist in arranging for traffic control and a pass through fee shall apply.

On occasions when a 'builders temporary supply' is installed and subsequently replaced with a permanent supply each new-connection is considered a distinct site visit and separate new-connection charges are applied, the first to the builder for establishing a new-connection for which the builder uses supply for construction purposes and a second new-connection charge to the customer for connecting the supply. This charge includes the removal/ disconnection of the overhead service/ underground cable and meter supplying the temporary supply pole where applicable.

An additional attendance charge in the form of a wasted truck visit charge is applied in those situations where we have been to the site and returned to complete works that have been delayed due to the fault of the responsible party or their representative. Where an application for supply is made and the site is found to be defective, the wasted truck visit charge will be applied.

Where the determined maximum demand of any separately metered portion of an electrical installation exceeds 90 amps per active conductor, then CT metering will be required.

Customers moving from direct connect metering to CT metering due to an increase in load on site will attract a quoted service for the removal of the direct connect meter and service for a new CT site connection. This is in addition to the augmentation project costs to upgrade the supply assets in the street to supply the additional load.

3.2.2 Supply abolishments above 100 amps

The supply abolishment quoted service charge is applied when customers > 100 amps request a permanent removal of our supply assets. A separate charge applies per site.

3.2.3 Rearrangement of network assets at customer request, excluding alteration and relocation of existing public lighting assets

This charge is applied when a customer requests capital work for which the prime purpose is to satisfy a customer requirement other than new or increased supply, other than where Guideline 14 is applied.

For example:

- customer removal or relocation of service wire to allow work on private installation.

3.2.4 Audit design and construction

This charge may be applied when either a third party requests or we deem it necessary to review, approve or accept work undertaken by a third party.

The charge may be applied in situations including, but not limited to:

- customer provided buildings, conduits or ducts used to house our electrical assets;
- customer provided connection facilities including switchboards used in the connection of an electricity supply to their installation;
- any electrical distribution work completed by a CitiPower approved contractor that has been engaged by a customer under Option 2 provisions;
- provision of system plans and system planning scopes, for Option 2 designers; and
- reviewing and/or approving plans submitted by Option 2 designers.

The charge may also be applied if we are requested to assess a contractor seeking VEDN or Option 2 contractor accreditation.

3.2.5 Specification and design enquiry

This charge may be applied where we determine an element of detailed design is required to fairly assess the costs so that an offer for connection services can be issued to the customer.

The charge is considered appropriate if uncertainty exists with respect to matters including, but not limited to:

- the route of the network extension required to reach the customer's property;
- the location of other utility assets;
- environmental considerations including tree clearing; and
- obtaining necessary permits from State and local government bodies.

The charge may also be applied where a customer requests us to provide information to assist them to undertake feasibility studies or to provide budget estimates.

3.2.6 Elective underground where above ground service currently exists

This charge applies when a customer with an existing overhead service requests an underground service, other than where Electricity Industry Guideline 14 is applied.

3.2.7 Damage to overhead service cables caused by high load vehicles

This charge is applies to an identifiable third party when overhead service cables require repairing because they have been damaged by high load vehicles pulling down cables.

3.2.8 High load escorts – lifting overhead lines

This charge applies when a third party requires safe clearance of overhead lines to allow high load vehicles to pass along roads.

3.2.9 Covering of low voltage mains for safety reasons

This charge applies when customers request coverage of power lines for safety reasons. The charge applied will depend on the time taken to perform the service. Differing charges can arise as a result of the type of line being covered; street mains (two wires or all wire) or service cables.

3.2.10 After hours truck by appointment

This charge is applied to larger scale works requiring an after-hours service truck appointment.

Examples of types of works include:

- disconnection of complex site (refer to section for manual de-energisation of existing connections);
- reconnection of complex site (refer to section for manual re-energisation);
- metering additions or alterations; and
- shutdowns (includes preparation works).

3.2.11 Reserve feeder maintenance

The reserve feeder maintenance charge applies when a customer requests continuity of electricity supply should the feeder providing normal supply to their connection experience interruption.

The reserve feeder capacity is made available from an alternative feeder that has the available capacity to facilitate the requirements that the customer has nominated. The feeder facilitating reserve capacity may emanate from another zone substation or an alternative bus from the same zone substation facilitating electricity supply to the substation on the customer site.

The fee covers the operation and maintenance of the service, it does not include the capital required to implement or replace the service as this is covered in the connection agreement.

3.2.12 Product Reference Tables - Quoted Ancillary Network services

Table 3.3 Quoted services labour rates (nominal, GST exclusive)

Section reference	Alternative control charges	Product code	Business hours \$	Product code	After hours \$
3.2	Skilled electrical worker ⁽¹⁾	SEWBH	166.41	SEWAH	195.43
3.2	Support staff ⁽¹⁾	SSF	94.12	-	N/A

Source: CitiPower

Note: (1) Quoted service labour categories are inclusive of allowable overheads

Table 3.4 Quoted services product codes (GST exclusive)

Section reference	Alternative Control Service	Product codes	\$
3.2.2	Supply abolishment (>100 amps)	SABOL & 511042	-
3.2.3	Rearrangement of network assets at customer request, excluding alteration and relocation of existing public lighting assets	511021	-
3.2.4	Audit design and construction	511024	-
3.2.5	Specification and design enquiry	511025	-
3.2.6	Elective underground service where an existing overhead service exists	511026	-
3.2.7	Damage to overhead service cables caused by high load vehicles	511027	-
3.2.8	High load escorts – lifting overheads	511028	-
3.2.9	Covering of low voltage mains for safety reasons	511029	-
3.2.1	Routine connections - customer > 100 amps	511041	-
3.2.10	After hours truck by appointment	511043	-
3.2.11	Reserve Feeder – sub-transmission ⁽¹⁾	RFS	1.81
3.2.11	Reserve Feeder – high voltage ⁽¹⁾	RFHV	3.80
3.2.11	Reserve Feeder – low voltage ⁽¹⁾	RFLV	9.38

Source: CitiPower

Note: (1) \$ per kVA pa. Rates derived from quoted service labour rate and maintenance time

3.3 Public lighting services

Charges apply for public lighting services provided to public lighting customers in accordance with the Victorian Public Lighting Code. The following services are included:

- operation of public lighting assets; including handling enquiries and complaints about public lighting and dispatching crews to repair public lighting assets; and
- maintenance, repair and replacement of public lighting assets.

Where a public lighting customer requests the replacement of a light with another light of a different type, then the activities required to fulfil this request fall outside of general OM&R activities. In this circumstance the following charges (rebates) are applied:

- replacement luminaire - WDV recovery (charge);
- replacement luminaire - avoided costs (rebate); and
- installation costs of new light (refer to section on negotiated services).

3.3.1 Product Reference Tables - Public lighting services

Table 3.5 Public lighting services fee based (nominal, GST exclusive)

Section reference	Public lighting charges	Product code			Annual charge \$
		4/10 Share	6/10 Share	Full Share	
3.3	Replacement luminaire - WDV recovery	-	-	420372	136.45
3.3	Replacement luminaire - avoided costs	-	-	420371	-27.92
3.3	Mercury vapour 80 watt	510859	510885	510269	63.14
3.3	Sodium high pressure 150 watt	510866	510892	510246	107.01
3.3	Sodium high pressure 250 watt	510868	510894	510251	108.52
3.3	Fluorescent 20 watt	510856	510882	510230	125.65
3.3	Fluorescent 40 watt	510857	510883	510234	126.28
3.3	Mercury vapour 50 watt	510858	510884	510265	89.66
3.3	Mercury vapour 125 watt	510860	510886	510273	99.76
3.3	Mercury vapour 250 watt	510861	510887	510277	91.16
3.3	Mercury vapour 400 watt	510862	510888	510281	92.24

Section reference	Public lighting charges	4/10 Share	Product code 6/10 Share	Full Share	Annual charge \$
3.3	Sodium high pressure 70 watt	510864	510890	510238	133.86
3.3	Sodium high pressure 100 watt	510865	510891	510242	109.15
3.3	Sodium high pressure 220 watt	510867	510893	510247	108.74
3.3	Sodium high pressure 360 watt	510869	510895	510253	110.69
3.3	Sodium high pressure 400 watt	510870	510896	510257	119.37
3.3	Metal halide 70 watt	510872	510898	510289	133.86
3.3	Metal halide 100 watt	510873	510899	510290	168.01
3.3	Metal halide 150 watt	510874	510900	510294	169.08
3.3	Metal halide 250 watt	510875	510901	510302	130.22
3.3	Metal halide 400 watt	510876	510902	510306	130.22
3.3	Metal halide 1000 watt	510877	510903	510310	194.25
3.3	T5 2X14W	510878	510904	510683	42.20
3.3	T5 2X24W	510879	510905	510684	41.61
3.3	Compact Fluoro 32W	511139	511140	511053	40.88
3.3	Compact Fluoro 42W	511141	511142	511054	40.88
3.3	Category P LED Standard Output	511161	511162	511163	29.06
3.3	Category P LED High Output	511150	511151	511148	29.06

Source: CitiPower

3.4 Metering Coordinator services

Since 1 December 2017, the responsible person role was replaced by the metering coordinator role. We are the metering coordinator for types 5, 6 and 7 meters. We are responsible for metering coordinator services associated with types 5, 6 and 7 meters which are installed in residential and small commercial premises consuming up to 160 megawatt hours (**MWh**) per annum. The services provided in relation to these meters include:

- meter provision – includes purchasing meters and installing these meters at the customer's premise;
- meter maintenance – includes inspecting, testing, maintaining and repairing meters;
- meter replacement – replacement of a meter and associated equipment, at a site with existing metering infrastructure, with a modern equivalent where the meter has reached the end of its economic life;
- meter reading and data services – includes collection, processing, storage and delivery of metering data to other participants for billing and market settlement purposes and the management of the relevant National Meter Identifier (**NMI**); and
- meter communications – includes maintaining and installing communication devices required to operate the mesh radio network and management of the day to day operation of the meter communications systems including meter data delivery, testing, fault detection, investigation and resolution.

The fee based ancillary services charges that fall under metering include:

- meter provision charges;
- manual meter reading charge;
- metering exit fees; and
- metering coordinator - alternative control services.

The charges for each Metering Coordinator service apply where uninhibited site access is granted. If access to the site is restricted then a service truck may be required therefore attracting a service truck fee.

3.4.1 Meter Provision charges

Meter provision charges are applied to all meters. This charge covers the cost of maintaining, operating and replacing the meter once it has reached the end of its economic life, as well as the collection, processing and delivery of meter data to market participants. The charge varies depending on the meter installed.

3.4.2 Manual meter reading charge

This charge applies to customers who have elected not to have their manually read meter replaced with a remotely read AMI meter.

3.4.3 Meter exit fee

The meter exit fee is charged to customers who opt to remove or replace a CitiPower installed meter with a competitive sourced meter.

3.4.4 New Connection - where we are the metering coordinator

A combined connection and metering service is provided by us as both the electricity distributor and the Metering Coordinator. We are therefore responsible for the metering. (Refer to 3.1.2)

3.4.5 Meter investigation

A meter investigation charge applies when a request is received to investigate the Metering Coordinator's metering at a given supply point. A need to investigate can arise in a number of situations, such as:

- interval data analysis;
- meter malfunction;
- wiring transposition investigation; and
- meter tampering or bypass.

3.4.6 Meter testing

A meter testing charge applies when a request is made to test the accuracy of a Metering Coordinator's meter at a given supply point. Different charges apply depending on the type of meter being tested, if it is the first or subsequent meters and whether the meter is single or multi-phase and whether the service is provided during or after business hours.

3.4.7 Special meter reading

The special meter reading charge applies when a request for a special meter read is to be performed by a field visit outside the scheduled meter reading cycle. Where customers have multiple metering installations, such as farms and units, a separate charge applies to each meter on the property. This charge is only available during business hours.

3.4.8 Wasted attendance – not distributor fault (metering)

The wasted attendance charge will apply where we receive a request for a service truck and:

- the metering crew arrives to find the site is not ready for the scheduled work within 15 minutes of arriving;
- the truck attendance is no longer required once on site;
- 24 hours of notice is not provided for a cancellation;
- the site is locked with a non-industry lock;
- asbestos removal or warning on site;
- scaffolding obstructing meter position;
- non adherence to VESI Service and Installation Rules; or

- other issues associated with safety assessment of the site.

A wasted truck visit will apply where we receive a request for a service truck to complete an abolishment <100 amps or abolishment >100 amps and one of the events above occurs.

Once the site is ready for the service truck visit, another appointment needs to be booked and the normal service truck visit charge applies.

Business hours and after hours charges apply where appropriate.

3.4.9 Service truck visit (metering)

Service truck visit charges apply when a metering crew is requested for up to an hour in a number of circumstances including:

- disconnection of complex site (refer to section for manual de-energisation of existing connections);
- reconnection of complex site (refer to section for manual re-energisation);
- metering additions or alterations; and
- shutdowns.

Larger scale works will be charged through a quoted service 'after hours truck by appointment' charge (refer to After hours truck by appointment). Where the job unexpectedly exceeds 1 hour, additional half hourly intervals will be charged up to two hours.

A service truck visit charge is not applicable to an appointment made to upgrade a basic meter site to a CT meter site. In this situation a quoted service charge will apply.

Customers are not charged when a service truck is sent to attend emergency and fault calls, unless the customer is clearly at fault, for example, not checking that main switch or safety switch is on.

In the instance where a service truck visit is requested and the truck arrives to find the site is not ready for work to be carried out then a wasted attendance charge will apply (refer to Wasted attendance – not distributor fault (metering)).

3.4.10 Remote reconfiguration

The remote reconfiguration charge applies when a request is received to reconfigure a smart meter and has the related infrastructure in place.

3.4.11 Remote De-energisation

The remote de-energisation charge applies when a request is received to de-energise a customer that has smart metering and related infrastructure in place which is then used to remotely disconnect the customer from our network.

3.4.12 Remote re-energisation

The remote re-energisation charge applies when a request is received to re-energise a customer that has smart metering and related infrastructure in place which is then used to remotely reconnect the customer to our network

3.4.13 Product Reference Tables - Metering Coordinator services

Table 3.6 Metering Provision charges (nominal, GST exclusive)

Section reference	Metering charges	Product code	\$/NMI/p.a.
3.4.1	Single phase meter	MCSP	73.00
3.4.1	Three phase direct connected meter	MCDC	91.25
3.4.1	Three phase CT connected meter	MCCT	113.15

Source: CitiPower

Table 3.7 Manual meter reading charge (nominal, GST exclusive)

Section reference	Manual meter reading charges	Product code	\$/read
3.4.2	Manual meter reading	MMRC	29.54

Source: CitiPower

Table 3.8 Metering exit fees (nominal, GST exclusive)

Section reference	Metering exit fees	Product code	\$
3.4.3	AMI Single phase	MEFSP	367.18
3.4.3	AMI Three phase DC	MEFDC	446.74
3.4.3	AMI Three phase CT	MEFCT	1,171.61
3.4.3	Basic or MRIM all	MEFBM	42.21

Source: CitiPower

Table 3.9 Metering Coordinator Alternative Control Services (nominal, GST exclusive)

Section reference	Alternative control service	Product code	Business hours \$	Product code	After hours \$
3.4.5	Meter investigation	MITBH	358.22	MITAH	409.20
3.4.6	Meter accuracy test - single phase	MT1BH	399.82	MT1AH	458.05
3.4.6	Meter accuracy test - single phase additional meter	MSABH	185.24	N/A	N/A
3.4.6	Meter accuracy test - multi phase	MTMBH	448.08	MTMAH	514.73
3.4.6	Meter accuracy test - multi phase additional meter	MMABH	343.93	N/A	N/A
3.4.6	Meter accuracy test - CT	MTCBH	581.21	MTCAH	671.07
3.4.7	Special reading	SRBH	29.54	N/A	N/A
3.4.9	Service truck visit (Metering)	STBH	546.81	STAH	659.42
3.4.8	Wasted truck visit (Metering)	WTVBH	342.74	WTVAH	395.95
3.4.10	Remote meter reconfiguration	RMR	54.90	N/A	N/A
3.4.12	Remote re-energisation	RMDIS	10.35	N/A	N/A
3.4.11	Remote de-energisation	RMC	10.35	N/A	N/A

Source: CitiPower

Jurisdictional scheme tariffs 4



4 Jurisdictional scheme tariffs

Jurisdiction scheme tariffs are currently limited to the Premium Feed-in Tariff (**PFIT**). Note that payments for the Transitional Feed-in Tariff (**TFIT**) ended on 31 December 2016.

Eligible customers must meet the following requirements:

- a qualifying PV generation facility;
- an accepted retailer offer to receive the premium feed-in tariff; and
- have an appropriate meter installed.

Table 4.1 Jurisdictional scheme tariffs (GST exclusive)

Embedded generation	Date open to new customers	Date closed to new customers	Date scheme closed	c/kWh
Premium feed-in tariff ⁽¹⁾	01/11/2009	29/12/2011	31/10/2024	-60.0

Source: CitiPower

Notes: (1) Refer to <https://www.energy.vic.gov.au/renewable-energy/victorian-feed-in-tariff/premium-feed-in-tariff>

Unregulated service charges 5



5 Unregulated service charges

The AER considers the following services as 'Unclassified Services' which are services that are not subject to economic regulation by the AER.¹

5.1 Repair, installation and maintenance of watchman lights

Where a customer requests the repair, installation and/or maintenance of a watchman light a quoted service charge will apply.

Applicable labour rates are listed under Table 3.3.

This services is based on the actual hours worked plus materials used.

5.2 Emergency recoverable works

This charge is applied to recover the costs associated with works that are required to restore our distribution network to its standard operating level following an incident caused by an identifiable 3rd party. This includes events where there is clear evidence of damage by a third party requiring the replacement of poles (including public lighting poles), transformers, services, cross-arms, switches, public lighting fixtures or contractors digging through cables.

¹ AER, *Preliminary decision, CitiPower distribution determination 2016–20*, October 2015, Attachment 13

Negotiated service charges 6



6 Negotiated service charges

Negotiated distribution services have prices which are negotiated directly between the distributor and customers. The AER has classified the following services as negotiated for the 2016-2020 regulatory period:

- Alteration and relocation of Distribution Network Service Provider public lighting assets;
- New public lights (including greenfield sites); and
- Reserve feeder construction.

CitiPower will apply the negotiating framework when providing a negotiated service. The framework sets out the procedure to follow during negotiations with any person who wishes to receive a negotiated service.

6.1 New public lights

Charges apply for public lighting services provided to public lighting customers with category V lights.

Table 6.1 Public Lighting (\$pa, GST exclusive)

Public lighting type	Product code			Annual charge \$
	4/10 share	6/10 share	Full share	
Category V LED Standard Output (Replacement for 150W)	511243	511246	511240	56.84
Category V LED Medium Output (Replacement for 250W)	511244	511247	511241	62.98
Category V LED High Output (Replacement for 400W)	511245	511248	511242	71.34

Source: CitiPower

Glossary A



A Glossary

Table A.1 Glossary

Abbreviation	Definition
AER	Australian Energy Regulator
AMI	Advanced Metering Infrastructure
Augmentation	Investment in new network assets to meet increased demand
Capacity	The amount of energy that a part of the network is able to carry
Demand	Energy consumption at a point in time
Designated Pricing Proposal Charges (DPPC)	DPPC charges recover the payments we make for transmission charges, avoided transmission payments and inter-distributor payments
Distribution Network	The assets and service which links energy customers to the transmission network
Distributor, DNSP	Distribution Network Service Provider
DUoS	Distribution Use of System
High Voltage (HV)	Equipment or supplies at voltages of 22 or 11 kV
Guideline 14	Electricity Industry Guideline 14, Provision of Services by Electricity Distributors, 13 April 2004
JSCR	Jurisdictional Scheme Cost Recovery
kVA, MVA	Kilo-volt amps and Mega-volt amps, units of instantaneous total electrical power demand. Usually the peak demand is referenced. See also PF for the relationship between power demand quantities
kW, MW	Kilo-watts and Mega-watts, units of instantaneous real electrical power demand. Usually the peak demand is referenced. See also PF for the relationship between power demand quantities
kWh, MWh	Kilo-watt hours and Mega-watt hours, units of electrical energy consumption
Low Voltage (LV)	Equipment or supply at a voltage of 220 V single phase or 415 V, three phase

Abbreviation	Definition
NUoS	Network Use of System. $NUoS = DUoS + DPPC + JSCR$
Power Factor (PF)	A measure of the ratio of real power to total power of a load. The relationship between real, reactive and total power is as follows: $PF = \text{Real Power (kW)} / \text{Total Power (kVA)}$ $\text{Total Power (kVA)} = \sqrt{kW^2 + kVAr^2}$
CitiPower	CitiPower Pty Ltd
Retailer	A financially responsible market participant supplying electricity to customers
Rules	Australian Energy Market Commission, National Electricity Rules (NER)
Sub-transmission (ST)	Equipment or supplies at voltage levels of 66 kV
Tariff	A grouping of customers who are subject to the same network price components and conditions of supply
Tariff class	A class of customers for one or more direct control services who are subject to a particular tariff or particular tariffs
Transmission Network	The assets and service that enable generators to transmit their electrical energy to population centres.
Unmetered supply	A connection to the distribution system which is not equipped with a meter and has estimated consumption. Connections to public lights and other loads below 2 amps are not normally metered

Source: CitiPower