An aerial photograph of a lush green landscape. The scene features rolling green fields, scattered trees, and a few buildings. A road or path runs diagonally across the middle of the image. The overall tone is bright and natural, with vibrant green grass and various shades of green and brown in the trees.

# Powercor 2019

## General Service Charge Pricing Schedule



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# 1 Introduction

The 2019 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.

## 1.1 Our business

We are the most efficient and reliable regional and rural electricity network in Australia, and are one of Victoria's five electricity distributors. We own and manage assets that deliver electricity to more than 810,000 homes and businesses across Melbourne's outer western suburbs, and central and western Victoria.

In servicing Victoria, our primary responsibility is planning, building, operating and maintaining the 'poles and wires' — a strategic community asset and core component of Victoria's energy infrastructure. We seek to do this in a safe, reliable, efficient and prudent manner.

We connect residential and commercial customers to a safe and reliable electricity supply. Our key activities include:

- maintaining network safety and reliability to meet the current power supply needs of our customers;
- extending and upgrading the network so that the future power supply needs of customers are met when required;
- operating the network on a day to day basis;
- connecting new customers to the network;
- maintaining the public lighting system;
- reading electricity meters; and
- providing meter data to retailers.

Our electricity distribution network is vast and complex, covering more than 150,000 square kilometres and traversing difficult and remote terrain in some parts of the state.

Figure 1.1 Powercor facts and figures

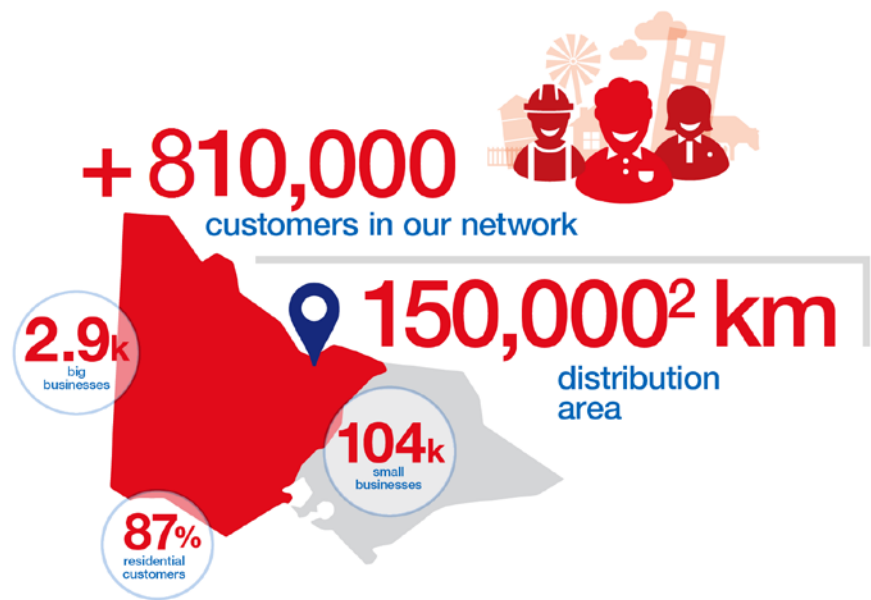


Figure 1.2 Powercor geography



## 1.2 2019 Network and metering charges

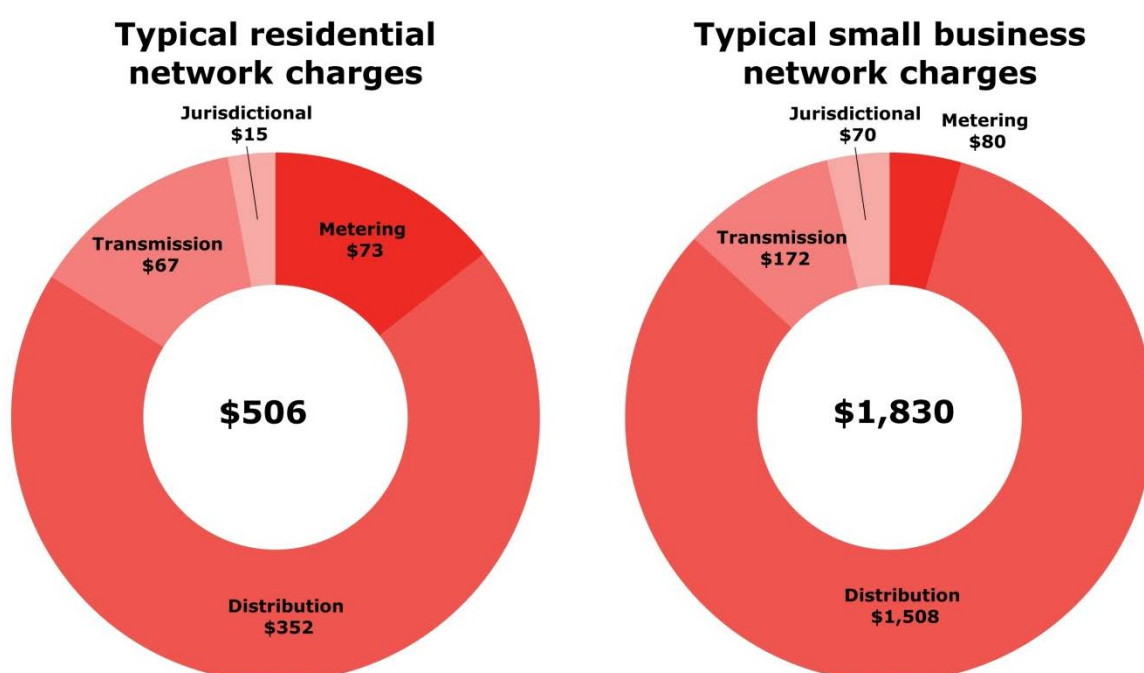
Network tariffs cover the cost of transporting electricity from the generator through the transmission and distribution networks to our customers' homes or businesses.<sup>1</sup> Network tariffs also recover jurisdictional scheme costs (**JUOS**), which are currently limited to the Premium Feed-in Tariff (**PFIT**).

Metering tariffs cover the cost of the meter installation, maintenance and meter data services. We pass network and metering charges on to electricity retailers, who in turn pass them on to customers via electricity bills.

Transmission use of System (**TUOS**) charges reflect the cost to transport electricity over the high voltage network.

Distribution use of System (**DUOS**) charges relate to the cost to deliver electricity to your home or business via Powercor's distribution network.<sup>2</sup>

Figure 1.3 Powercor charges (excluding GST)

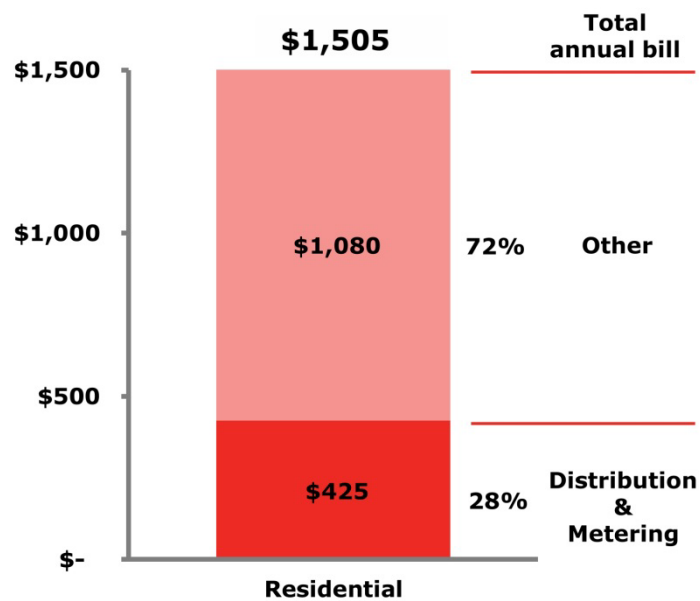


<sup>1</sup> Transmission charges are referred to as designated pricing proposal charges (DPPC) under the Rules.

<sup>2</sup> Network charges are based on a typical customer on a single rate tariff - residential 4,200 kWh pa and small business 20,000 kWh pa.

These charges form the network charge component of a customer's bill. Other charges which include wholesale, environmental, retail costs and retail margin make up the other, more significant component of a customer's bill. For example, as seen below, an average residential customer's bill is comprised of 28% distribution and metering charges.<sup>3</sup>

**Figure 1.4      Powercor residential charges (excluding GST)**



<sup>3</sup> Network charges are based on a typical residential customer on a 2019 single rate tariff consuming 4,200 kWh pa. Retail charges are an average of AGL, Energy Australia and Origin Energy's 2018 retail offers (ref: St Vincent de Paul Society, Victorian Tariff-Tracking Project July 2018).

# 2 Network tariff schedule

Table 2.1 Network tariff schedule (GST exclusive)

Network Tariff 2019	Code	Available to new customers	Fixed \$ pa	Demand Charges			Usage			Summer Time of Use Tariffs			Non-Summer Time of Use Tariffs		
				Jan-Dec \$/kVA pa	Dec-Mar \$/kW/month	Apr-Nov \$/kW/month	Anytime c/kWh	Peak c/kWh	Off-peak c/kWh	Pk c/kWh	Sh c/kWh	Opk c/kWh	Pk c/kWh	Sh c/kWh	Opk c/kWh
Residential Single Rate	D1	Yes	130	-	-	-	7.22	-	-	-	-	-	-	-	-
Climate Saver	D1CS	No	-	-	-	-	-	10.08	2.32	-	-	-	-	-	-
Climate Saver Interval	D3CS	No	-	-	-	-	-	10.08	2.32	-	-	-	-	-	-
Residential - Flexible Pricing	P13R	Yes	130	-	-	-	-	-	-	12.97	7.50	3.13	12.97	7.50	3.13
Residential Docklands - Flexible Pricing	P13RDK	Yes	130	-	-	-	-	-	-	9.11	5.23	2.14	9.11	5.23	2.14
Climate Saver - Flexible Pricing	P13RCS	No	-	-	-	-	-	-	-	10.08	-	-	2.32	-	-
Docklands single rate	P1DK	Yes	130	-	-	-	6.82	-	-	-	-	-	-	-	-
Residential Two Rate 5d	D2	No	130	-	-	-	-	12.40	3.11	-	-	-	-	-	-
Docklands Two Rate 5d	D2DK	No	130	-	-	-	-	11.89	2.91	-	-	-	-	-	-
Residential Interval	D3	No	130	-	-	-	-	12.40	3.11	-	-	-	-	-	-
Residential Two Rate 5d - controlled load <sup>(1)</sup>	D2OP	Yes	-	-	-	-	-	-	2.32	-	-	-	-	-	-
Docklands Two Rate 5d - controlled load <sup>(1)</sup>	D2DKOP	Yes	-	-	-	-	-	-	2.32	-	-	-	-	-	-
Dedicated circuit <sup>(1)</sup>	DD1	Yes	-	-	-	-	-	-	2.32	-	-	-	-	-	-
Hot Water Interval <sup>(1)</sup>	D3HW	Yes	-	-	-	-	-	-	2.32	-	-	-	-	-	-
Residential Demand	DD	Yes	130	-	10.03	3.35	3.38	-	-	-	-	-	-	-	-
Newstead Residential Trial <sup>(2)</sup>	DDNEW	Yes	375	-	2.01	2.01	-	-	-	-	-	-	-	-	-
Non-Residential Single Rate	ND1	Yes	170	-	-	-	7.90	-	-	-	-	-	-	-	-
Non-Residential Flexible Pricing	P14G	Yes	170	-	-	-	-	-	-	12.60	4.18	3.27	12.60	4.18	3.27
Non-Residential Two Rate 5d	ND2	No	170	-	-	-	-	12.75	3.15	-	-	-	-	-	-
Non-Residential Interval	ND5	No	170	-	-	-	-	12.75	3.15	-	-	-	-	-	-
Non-Residential Two Rate 7d	ND3	No	170	-	-	-	-	11.29	3.15	-	-	-	-	-	-
Non-Residential Demand	NDD	Yes	170	-	13.36	4.45	3.93	-	-	-	-	-	-	-	-
Medium Business Demand	NDM	Yes	1,100	-	7.51	3.75	-	6.80	4.45	-	-	-	-	-	-
Public Lighting	PL2	Yes	-	-	-	-	-	14.61	4.40	-	-	-	-	-	-
Medium Business Opt-out <sup>(3)</sup>	NDMO	Yes	1,100	-	-	-	-	13.57	4.61	-	-	-	-	-	-
Large low Voltage	LLV	Yes	8,200	107.83	-	-	-	4.19	2.22	-	-	-	-	-	-
High Voltage	HV	Yes	46,700	92.26	-	-	-	2.57	0.98	-	-	-	-	-	-
High Voltage Docklands	HVD	Yes	40,400	81.02	-	-	-	2.21	0.86	-	-	-	-	-	-
Subtransmission	ST	Yes	252,500	24.16	-	-	-	2.58	0.78	-	-	-	-	-	-

Note: (1) customers must already be on the equivalent primary tariff

(2) Newstead Residential Trial is restricted to residential customers located in the postcode 3462. Opt-in tariff commences 1 July 2018.

(3) available to non-residential customers consuming less than 160 MWh per annum

# 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) <sup>(1)</sup>
After hours	All other times and only where resources are available <sup>(1)</sup>

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 alternations; 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	413.99	MITAH	474.28
3.1.6	Manual Re-energisation (incl. customer transfer)	RCTBH	54.62	RCTAH	241.25
3.1.6	Manual Re-energisation (same day)	RSDBH	89.01	N/A	N/A
3.1.5	Manual De-energisation (existing connections)	DISBH	58.06	N/A	N/A
3.1.5	Manual De-energisation (disconnection for non-payment)	DNPBH	58.06	N/A	N/A
3.1.9	Access to meter data	To be advised	48.72	N/A	N/A
3.1.8	Service truck visit (Servicing)	STBH	652.33	STAH	783.96
3.1.7	Wasted truck visit (Servicing)	WTVBH	358.82	WTVAH	414.59
<b>New Connection where we are the metering coordinator</b>					
3.1.2	Single phase	NCSBH	522.56	NCSAH	585.67
3.1.2	Multi-phase DC	MDCBH	647.17	MDCAH	710.27
3.1.2	Multi-phase CT	MCTBH	2,533.97	MCTAH	3,142.74
<b>New Connection where we are not the metering coordinator</b>					
3.1.3	Single phase	NSPBH	488.77	NSPAH	545.98
3.1.3	Multi-phase DC	NMDBH	613.37	NMDAH	670.58
3.1.3	Multi-phase CT	NMCBH	2,167.21	NMCAH	2,458.66

### 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 Powercor 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 <sup>(1)</sup>	SEWBH	172.32	SEWAH	202.36
3.2	Support staff <sup>(1)</sup>	SSF	97.46	-	N/A

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 <sup>(1)</sup>	RFS	1.00
3.2.11	Reserve Feeder – high voltage <sup>(1)</sup>	RFHV	5.24
3.2.11	Reserve Feeder – low voltage <sup>(1)</sup>	RFLV	19.08

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	104.35
3.3	Replacement luminaire - avoided costs	-	-	420371	-28.49
3.3	Mercury vapour 50 watt	510815	510836	510071	76.69
3.3	Mercury vapour 80 watt	510816	510837	510072	55.17
3.3	Mercury vapour 125 watt	510817	510838	510073	74.48
3.3	Mercury vapour 250 watt	510818	510839	510074	77.84
3.3	Mercury vapour 400 watt	510819	510840	510075	90.14
3.3	Sodium 150 watt	510823	510844	510076	100.75
3.3	Sodium 250 watt	510824	510845	510077	102.43
3.3	Sodium 400 watt	510825	510846	510078	136.23
3.3	Metal halide 70 watt	511127	511129	511117	116.96
3.3	Metal halide 150 watt	511128	511130	511118	133.99
3.3	Metal halide 250 watt	510828	510849	510521	136.23
3.3	Fluorescent T5 (2X14W)	510830	510851	510662	40.21
3.3	Fluorescent T5 (2X24W)	510831	510852	510664	39.56
3.3	Compact Fluoro 32W	511133	511135	511055	38.65
3.3	Compact Fluoro 42W	511134	511136	511056	38.65
3.3	Category P LED Standard Output	511164	511165	511166	25.99
3.3	Category P LED High Output	511146	511147	511145	25.99

### **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 Powercor 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 alternations; 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	80.30
3.4.1	Three phase CT connected meter	MCCT	127.75

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	47.96

Table 3.8 Metering exit fees (nominal, GST exclusive)

Section reference	Metering exit fees	Product code	\$
3.4.3	AMI Single phase	MEFSP	412.91
3.4.3	AMI Three phase DC	MEFDC	508.85
3.4.3	AMI Three phase CT	MEFCT	1,036.94
3.4.3	Basic or MRIM all	MEFBM	43.32

**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	413.99	MITAH	474.28
3.4.6	Meter accuracy test - single phase	MT1BH	457.07	MT1AH	524.87
3.4.6	Meter accuracy test - single phase additional meter	MSABH	191.81	N/A	N/A
3.4.6	Meter accuracy test - multi phase	MTMBH	550.69	MTMAH	634.82
3.4.6	Meter accuracy test - multi phase additional meter	MMABH	349.75	N/A	N/A
3.4.6	Meter accuracy test - CT	MTCBH	644.89	MTCAH	745.44
3.4.7	Special reading	SRBH	47.96	N/A	N/A
3.4.9	Service truck visit (Metering)	STBH	652.33	STAH	783.96
3.4.8	Wasted truck visit (Metering)	WTVBH	358.82	WTVAH	414.59
3.4.10	Remote meter reconfiguration	RMR	56.85	N/A	N/A
3.4.12	Remote re-energisation	RMC	10.72	N/A	N/A
3.4.11	Remote de-energisation	RMDIS	10.72	N/A	N/A

# 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 <sup>(1)</sup>	01/11/2009	29/12/2011	31/10/2024	-60.0

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



# 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.<sup>4</sup>

## 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.

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<sup>4</sup> AER, *Preliminary decision, Powercor distribution determination 2016–20*, October 2015, Attachment 13

# 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.

Powercor 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)	511254	511257	511251	54.16
Category V LED Medium Output (Replacement for 250W)	511255	511258	511252	60.01
Category V LED High Output (Replacement for 400W)	511256	511259	511253	67.97

# A Glossary

Term	Definition
AEST	Australian Eastern Standard Time is 10 hours ahead of UTC
Active Market Interval Read Meter	A meter that records energy use over short intervals and communicates the data to the energy supplier and is operating in the national energy market as an interval meter
AMI	Advanced Metering Infrastructure
ARR	Annual revenue requirement
CES	Certificate of Electrical Safety
Controlled Load	The DNSP controls the hours in which the supply is made available
DMIS	Demand management incentive scheme
DNP	Disconnection for non-payment
DPPC	Designated pricing proposal charges
DUoS	Distribution use of system
Final decision	The Australian Energy Regulator's final decision determination 2016 to 2020, May 2016
FIT	Feed in Tariff
Flexible Pricing	Flexible pricing means different rates for electricity at different times of the day as defined by the Victorian Governments policy on ToU pricing
GP&L	General Power & Light
Guideline 14	Electricity Industry Guideline 14, Provision of Services by Electricity Distributors, 13 April 2004
JUoS	Jurisdictional scheme use of system
kVA, MVA	Kilovolt amperes and Megavolt amperes, units of instantaneous total electrical power demand. Usually the peak demand is referenced. See also PF for the relationship between power demand quantities
kVAr, MVAr	Kilovolt amperes (reactive) and Megavolt amperes (reactive) units of instantaneous reactive electrical power demand. Usually the peak demand is referenced. See also PF for the relationship between power demand quantities
kW, MW	Kilowatt and Megawatt, 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	Kilowatt hour and Megawatt hour, units of electrical energy consumption
Local Time	Daylight saving time in accordance with the Victorian Government's requirements
Low voltage (LV)	Equipment or supply at a voltage of 220 V single phase or 415 V, three phase

Term	Definition
LRMC	Long Run Marginal Costs
Marginal Cost	The cost of providing a small increment of service. The Long Run Marginal Cost (LRMC) includes future investment; Short Run Marginal Cost (SRMC) considers only the costs involved without extra investment
NMI	National Meter Identifier
NUoS	Network use of system. The utilisation of the total electricity network in the provision of electricity to consumers (NUoS = DUoS + TUoS + JUoS)
OM&R	Operation, maintenance and replacement
PFiT	Premium Feed-in tariff
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: $PF = \text{Real Power (kW)} / \text{Total Power (kVA)}$ $\text{Total Power kVA} = \sqrt{kW^2 + kVAr^2}$
Preliminary determination	The Australian Energy Regulator's preliminary distribution determination 2016 to 2020, October 2015
REC	Registered Electrical Contractor
Revenue cap	A form of regulatory control which limits the total revenue in a given period.
Rules	Australian Energy Market Commission, National Electricity Rules (NER)
STPIS	Service target performance incentive scheme
ToU	Tariff whereby charges (energy or demand) vary depending on time
Transmission Network	The assets and service that enable generators to transmit their electrical energy to population centres
TSS	Tariff structure statement
TUoS	Transmission Use of System
Unmetered supply	A connection to the distribution system which is not equipped with a meter and has estimated consumption. Connections to public lights, phone boxes, traffic lights and the like are not normally metered
WDV	Written down value

# B Tariff charging parameters

## B.1.1 Low voltage residential tariffs

Charging parameter		Fixed	Energy									Demand		
		Standing charge	Anytime energy	Peak energy	Off-peak energy	Summer peak energy	Summer shoulder energy	Summer off-peak energy	Non-summer peak energy	Non-summer shoulder energy	Non-summer off-peak energy	Rolling peak demand	Summer demand	Non-summer demand
		\$ pa	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	\$/kVA pa	\$/kW/month	\$/kW/month
Single rate	D1	✓	✓											
	P1DK	✓	✓											
Flexible pricing	P13R	✓				✓	✓	✓	✓	✓	✓			
	P13RDK	✓				✓	✓	✓	✓	✓	✓			
Time of use	D2	✓		✓	✓									
	D2DK	✓		✓	✓									
	D3	✓		✓	✓									
Climate Saver	D1CS			✓	✓									
	D3CS			✓	✓									
	P13RCS					✓			✓					
Controlled load	D2OP				✓									
	D2DKOP				✓									
	DD1				✓									
	D3HW				✓									
Cost-reflective	DD	✓	✓										✓	✓
Newstead Trial	DDNEW	✓											✓	✓

### B.1.2 Low voltage business tariffs

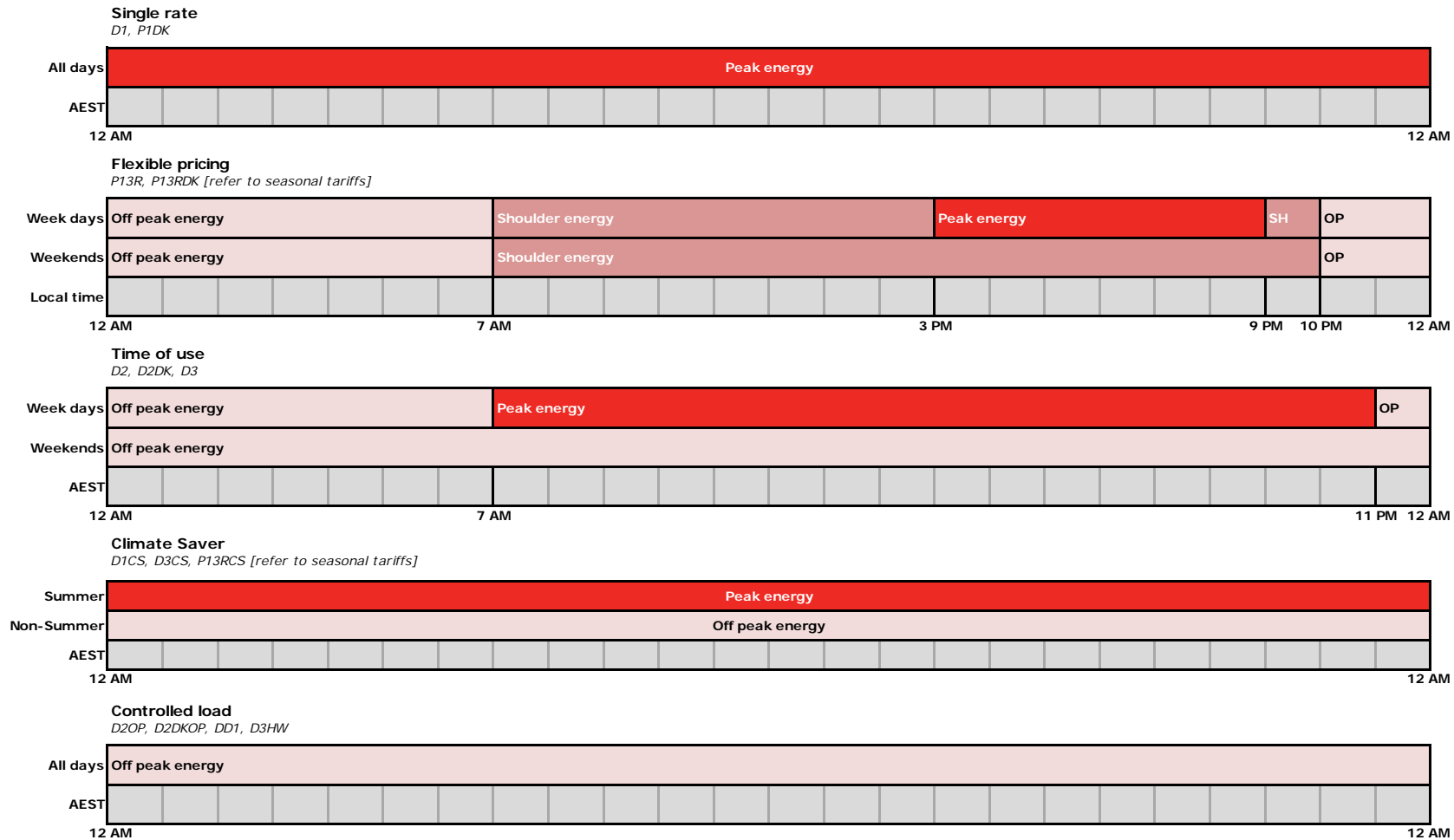
Charging parameter		Fixed	Energy									Demand		
		Standing charge	Anytime energy	Peak energy	Off-peak energy	Summer peak energy	Summer shoulder energy	Summer off-peak energy	Non-summer peak energy	Non-summer shoulder energy	Non-summer off-peak energy	Rolling peak demand	Summer demand	Non-summer demand
		\$ pa	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	\$/kVA pa	\$/kW/month	\$/kW/month
Single rate	ND1	✓	✓											
Time of use	ND2	✓		✓	✓									
	ND5	✓		✓	✓									
	ND3	✓		✓	✓									
Flexible pricing	P14G	✓				✓	✓	✓	✓	✓	✓			
Small business cost-reflective	NDD	✓	✓										✓	✓
Medium business cost-reflective	NDM	✓		✓	✓								✓	✓
Medium business opt-out	NDMO	✓		✓	✓									
Unmetered	PL2			✓	✓									

### B.1.3 Large business tariffs

Charging parameter		Fixed	Energy									Demand		
		Standing charge	Anytime energy	Peak energy	Off-peak energy	Summer peak energy	Summer shoulder energy	Summer off-peak energy	Non-summer peak energy	Non-summer shoulder energy	Non-summer off-peak energy	Rolling peak demand	Summer demand	Non-summer demand
		\$ pa	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	\$/kVA pa	\$/kW/month	\$/kW/month
Large low voltage	LLV	✓		✓	✓							✓		
High voltage	HV	✓		✓	✓							✓		
	HVD	✓		✓	✓							✓		
Sub-transmission	ST	✓		✓	✓							✓		

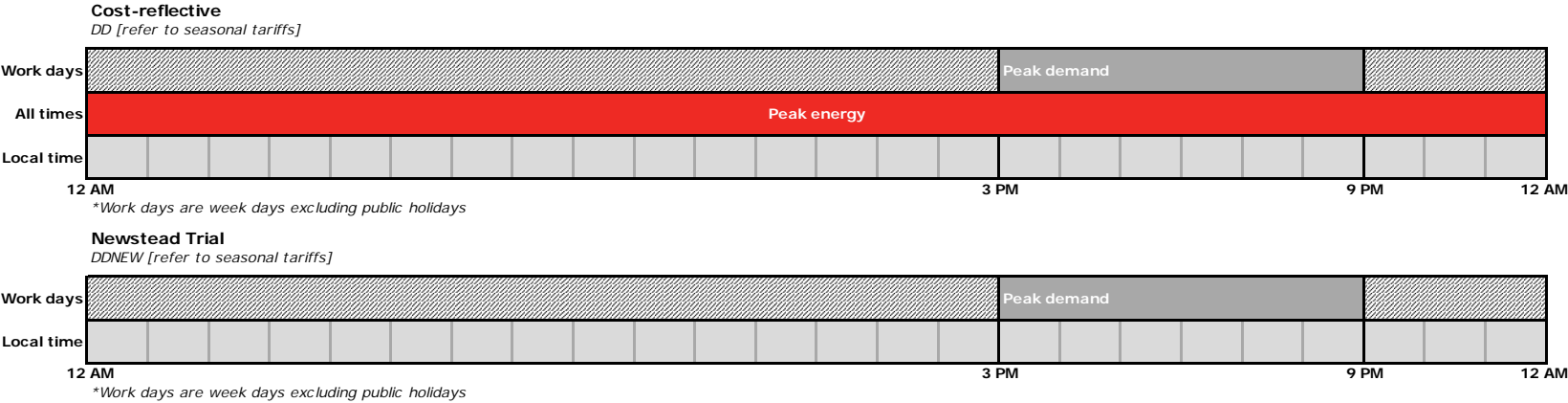
# C Tariff charging windows

## C.1.1 Low voltage residential tariffs

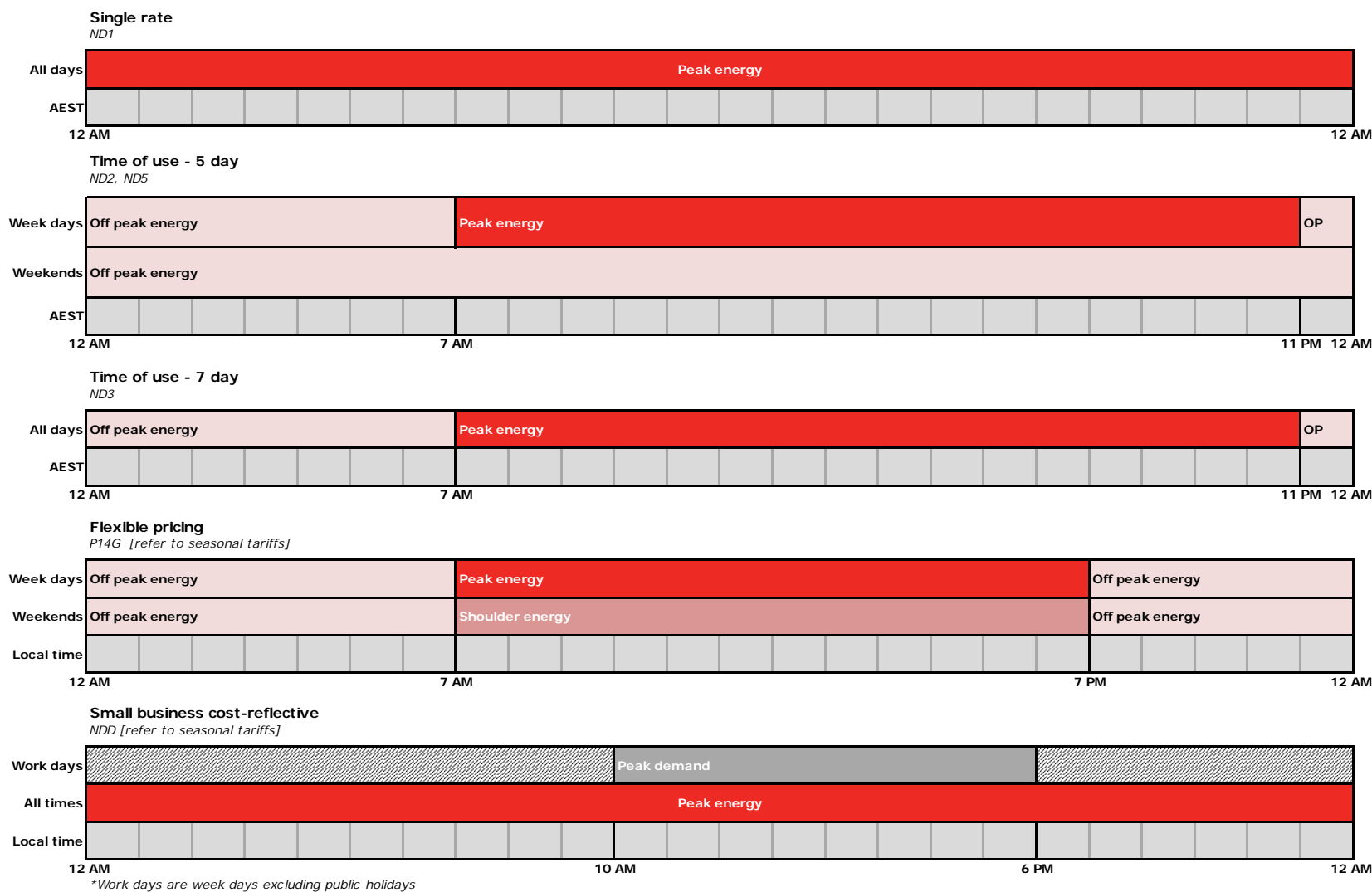




C.1.1 Low voltage residential tariffs (continued)



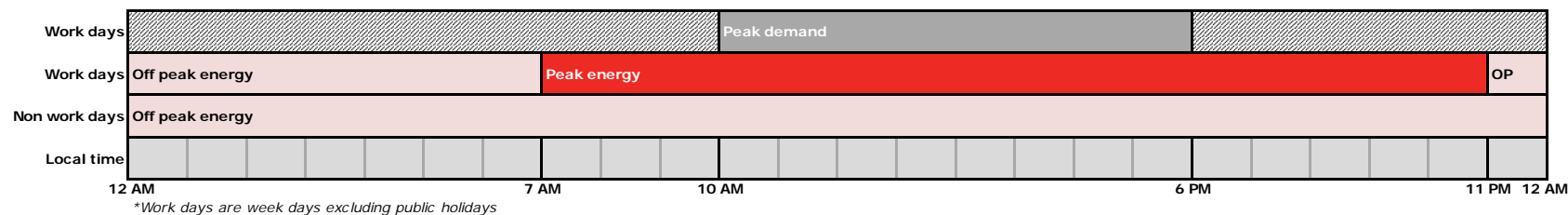
## C.1.2 Low voltage business tariffs



## C.1.2 Low voltage business tariffs (continued)

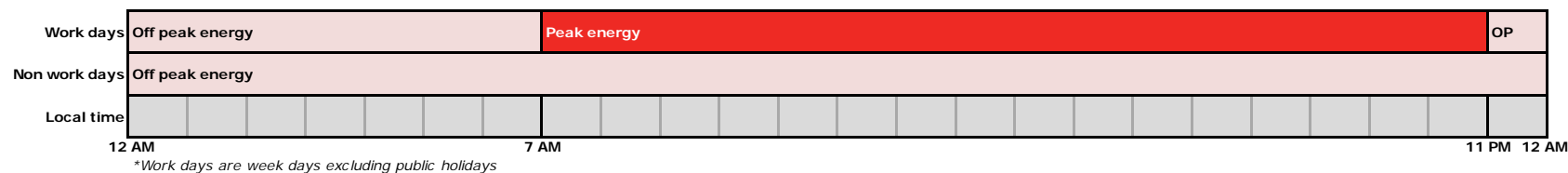
### Medium business cost-reflective

NDM [refer to seasonal tariffs]



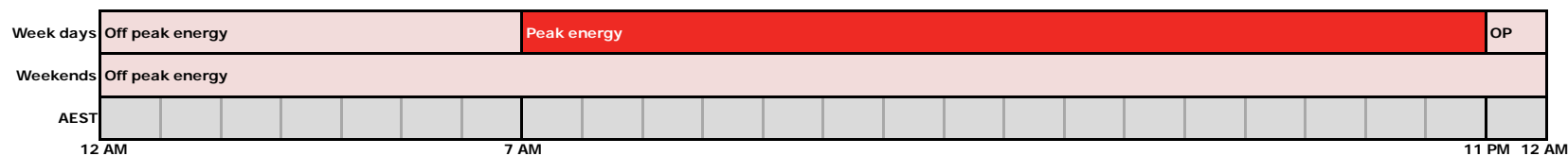
### Medium business opt-out

NDMO



### Public lighting

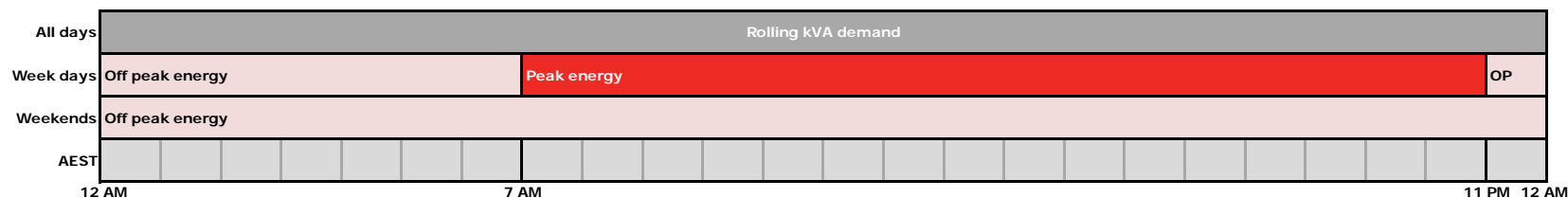
PL2



## C.1.3 Large business tariffs

### Large Demand

LLV, HV, HVD, ST



## C.1.4 Seasonal windows

### *Flexible pricing tariffs - Residential and Commercial*

*P13R, P13RDK, P14G*

Season	Non-summer					Summer			Non-summer			
Month	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun

### *Climate Saver tariffs - residential*

*D1CS, D3CS, P13RCS*

Season	Non-summer				Summer					Non-summer		
Month	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun

### *Cost-reflective tariffs - Residential and Commercial*

*DD, DDNEW, NDD, NDM*

Season	Non-summer					Summer				Non-summer		
Month	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun