A.6 Further information on kVA demand

The following section outlines the kVA tariff policy which involves the calculation of 12-month rolling maximum demand, which applies to large low voltage, high voltage and sub-transmission customers.

A.6.1 Calculation of the kVA demand tariff for a monthly bill

Table A. 13 Calculation of the kVA demand tariff for monthly bill

kVA tariff components	Calculation
Fixed charge	Annual charge ($) × number of days in month / number of days in the year
Demand charge	($ per kVA pa x 12 month rolling maximum kVA) / 12
Peak usage charge	cents per peak kWh x peak kWh in month / 100
Off peak usage charge	cents per off-peak kWh x off-peak kWh in month / 100

A.6.2 Rolling demand

If there is a full 12 month history of the customer's consumption data, the rolling 12-month maximum kVA demand will take effect immediately looking back 12 months.

Demand for greenfield sites will be measured from energisation date to the end date of the bill, until 12 months of history is available when it will revert to a 12-month rolling demand.

A.6.3 Demand exclusions

The exclusion of temporary increases in demand from the 12-month rolling maximum demand charged to the customer at a supply point will be considered at our discretion. For example if there is a specific, short term need, such as commissioning a new plant. The customer must apply in advance for a temporary increase in demand to be excluded from the supply point's 12-month rolling maximum demand charge.

Large customers that have moved into a premise will automatically continue to have their maximum demand charge based on the 12-month rolling maximum demand. If a customer wishes to exclude the previous customer's demand, they will need to apply to us.

A.6.4 Power factor correction

Customers installing power factor correction equipment will need to be cognisant of their obligations under the Victorian Electricity Distribution Code to keep harmonic distortion and power factor within prescribed levels. Power factor correction equipment has the potential to exacerbate harmonic distortion and can cause a leading power factor during times of low demand if the equipment is not designed properly.

If a customer installs power factor correction equipment, they may apply for their 12-month rolling maximum demand to be calculated from the date of commissioning of the equipment. This will only be granted where there is an observable improvement in power factor. Seasonal demand profiles will also be taken into account.

B 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 B. 1 Overview of hours

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

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.

B.1 Fee based Ancillary Network services

B.1.1 Ancillary Network Service charges

The scope of 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.

B.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 Service and Installations Rules (**SIR**) Compliance Inspection as per *Routine connections – customers above 100 amps*.

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.

B.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. Therefore the charges do not include the costs for installing a meter.

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 *Routine connections – customers above 100 amps*.

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.

B.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.

B.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, 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.

B.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.

B.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 notice is not provided for a cancellation;
- the site is locked with a non-industry lock;
- asbestos removal or warning on site;
- scaffolding obstructs the meter position prohibiting 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 charge 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.

B.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)).

B.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.

Table B. 2 Fee based Ancillary Network services (nominal, GST exclusive)

Section reference	Alternative control service	Business hours $	After hours $
B.1.4	Contestable Meter / NMI investigation	424.88	486.75
B.1.6	Manual Re-energisation (incl. customer transfer)	56.05	247.59
B.1.6	Manual Re-energisation (same day)	91.35	N/A
B.1.5	Manual De-energisation (existing connections)	59.59	N/A
B.1.5	Manual De-energisation (disconnection for non-payment)	59.59	N/A
B.1.9	Access to meter data	50.00	N/A
B.1.8	Service truck visit (Servicing)	669.48	804.57
B.1.7	Wasted truck visit (Servicing)	368.25	425.49
New Connection where we are the metering coordinator			
B.1.2	Single phase	536.30	601.07
B.1.2	Multi-phase DC	664.19	728.94
B.1.2	Multi-phase CT	2,600.59	3,225.37
New Connection where we are not the metering coordinator			
B.1.3	Single phase	501.62	560.34
B.1.3	Multi-phase DC	629.50	688.21
B.1.3	Multi-phase CT	2,224.19	2,523.30

B.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 and contractor charges.

B.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 SIR 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.

B.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.

B.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.

B.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.

B.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.

B.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.

B.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.

B.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.

B.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.

B.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).

B.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. The reserve feeder service will not be available to new customers.

Table B. 3 Quoted services labour rates (nominal, GST exclusive)

Alternative control charges	Business hours $	After hours $
Skilled electrical worker(1)	134.63	158.10
Support staff(1)	76.14	N/A

Note: (1) Quoted service labour categories include labour costs directly incurred in the provision of the service. An additional 31.36% will be applied to the direct labour rates for labour on-costs, fleet on-costs and overheads.

B.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 lights (a negotiated service).

Table B. 4 Public lighting services fee based (nominal, GST exclusive)

Public lighting charges	Annual charge ($)
Replacement luminaire - WDV recovery	114.65
Replacement luminaire - avoided costs	-29.16
Mercury vapour 50 watt	78.70
Mercury vapour 80 watt	56.62
Mercury vapour 125 watt	76.44
Mercury vapour 250 watt	79.86
Mercury vapour 400 watt	92.47
Sodium 150 watt	103.28
Sodium 250 watt	105.08
Sodium 400 watt	139.75
Metal halide 70 watt	120.03
Metal halide 150 watt	137.36
Metal halide 250 watt	139.75
T5 2X14W	40.18
T5 2X24W	39.53
Compact Fluoro 32W	38.62
Compact Fluoro 42W	38.62
Category P LED Standard Output	25.63
Category P LED High Output	25.63

B.4 Metering Coordinator services

As at 1 December 2017, the responsible person role is 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 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; 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.

B.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.

B.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.

B.4.3 Meter exit fee

The meter exit fee is charged for each meter at a premises which is converted to an embedded network.

B.4.4 New Connection - where we are the metering coordinator

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

B.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.

B.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 meter and whether the meter is single or multi-phase and whether the service is provided during or after business hours.

B.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.

B.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 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.

B.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)).

B.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.

B.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.

B.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.

Table B. 5 Metering Provision charges (nominal, GST exclusive)

Metering charges	$/NMI/p.a.
Single phase meter	67.30
Three phase direct connected meter	74.15
Three phase CT connected meter	123.90

Table B. 6 Manual meter reading charge (nominal, GST exclusive)

Manual meter reading charges	$/read
Manual meter reading	49.22

Table B. 7 Metering exit fees (nominal, GST exclusive)

Metering exit fees	$/NMI
AMI 1P	377.00
AMI 3P	467.15
AMI 3P CT	973.90
Basic or MRIM all	44.45

Source: AER

Table B. 8 Metering Coordinator Alternative Control Services (nominal, GST exclusive)

Section reference	Alternative control service	Business hours $	After hours $
B.4.5	Meter investigation	424.88	486.75
B.4.6	Meter accuracy test - single phase	469.09	538.67
B.4.6	Meter accuracy test - single phase additional meter	196.85	N/A
B.4.6	Meter accuracy test - multi phase	565.17	651.51
B.4.6	Meter accuracy test - multi phase additional meter	358.95	N/A
B.4.6	Meter accuracy test - CT	661.84	765.04
B.4.7	Special reading	49.22	N/A
B.4.9	Service truck visit (Metering)	669.48	804.57
B.4.8	Wasted truck visit (Metering)	368.25	425.49
B.4.10	Remote meter reconfiguration	58.35	N/A
B.4.12	Remote re-energisation	11.00	N/A
B.4.11	Remote de-energisation	11.00	N/A

C Glossary

Table C.1 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
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

Term	Definition
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 = Real Power (kW) / Total Power (kVA) Total Power $kVA = \sqrt{kW^2 + kVAr^2}$
Preliminary determination	The Australian Energy Regulator's preliminary distribution determination 2016 to 2020, October 2015
PTRM	Post tax revenue model
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
TAR	Total annual revenue
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

D Compliance Checklist

Rule	Requirement	Relevant section
Part I: Distribution Pricing Rules		
6.18.2	***Pricing proposals***	
6.18.2(b)	A Pricing Proposal must:	
6.18.2(b)(2)	Set out the proposed tariffs for each tariff class that is specified in the Distribution Network Service Provider's tariff structure statement for the relevant regulatory control period.	Appendix A.1
6.18.2(b)(3)	Set out, for each proposed tariff, the charging parameters and the elements of service to which each charging parameter relates.	Appendix A.3 and A.4
6.18.2(b)(4)	Set out, for each tariff class related to standard control services, the expected weighted average revenue for the relevant regulatory year and also for the current regulatory year	Chapter 3.1 and Attachment A
6.18.2(b)(5)	Set out the nature of any variation or adjustment to the tariff that could occur during the course of the regulatory year and the basis on which it could occur	Chapter 3
6.18.2(b)(6)	Set out how designated pricing proposal charges are to be passed on to customers and any adjustments to tariffs resulting from over or under recovery of those charges in the previous regulatory year	Chapter 3.1 and Attachment A
6.18.2(b)(6A)	Set out how jurisdictional scheme amounts for each approved jurisdictional scheme are to be passed on to customers and any adjustments to tariffs resulting from over or under recovery of those amounts	Chapter 3.3 and Attachment A
6.18.2(b)(7)	Demonstrate compliance with the Rules and any applicable distribution determination, including the Distribution Network Service Provider's tariff structure statement for the relevant regulatory control period	This Pricing Proposal
6.18.2(b)(7A)	Demonstrate how each proposed tariff is consistent with the corresponding indicative pricing levels for the relevant regulatory year as set out in the relevant indicative pricing schedule, or explain any material differences between them	Chapter 3.5
6.18.2(b)(8)	Describe the nature and extent of change from the previous regulatory year and demonstrate that the changes comply with the Rules and any applicable distribution determination	Chapter 3
6.18.2(c)	The AER must on receipt of a pricing proposal from a Distribution Network Service Provider publish the proposal.	Noted
6.18.2(d)	At the same time as a Distribution Network Service Provider submits a pricing proposal under paragraph (a), the Distribution Network Service Provider must submit to the AER a revised indicative pricing schedule which sets out, for each tariff and for each of the remaining regulatory years of the regulatory control period, the indicative price levels determined in accordance with the Distribution Network Service Provider's tariff structure statement for that regulatory control period and updated so as to take into account that pricing proposal.	Indicative pricing levels for 2021 are not required given 2021 is part of the 2021-2025 regulatory period.

6.18.2(e)	Where the Distribution Network Service Provider submits an annual pricing proposal, the revised indicative pricing schedule referred to in paragraph (d) must also set out, for each relevant tariff under clause 6.18.1C, the indicative price levels for that relevant tariff for each of the remaining regulatory years of the regulatory control period, updated so as to take into account that pricing proposal.	As above
6.18.5	***Pricing Principles***	
6.18.5(e)	For each tariff class, the revenue expected to be recovered must lie on or between:	
6.18.5(e)(1)	An upper bound representing the stand alone cost of serving the retail customers who belong to that class; and	Chapter 3.1.4 - 3.1.6
6.18.5(e)(2)	A lower bound representing the avoidable cost of not serving those retail customers.	Chapter 3.1.4 - 3.1.6
6.18.5(f)	Each tariff must be based on the long run marginal cost of providing the service to which it relates to the retail customers assigned to that tariff with the method of calculating such cost and the manner in which that method is applied to be determined having regard to:	
6.18.5(f)(1)	The costs and benefits associated with calculating, implementing and applying that method as proposed;	Chapter 3.1.4 - 3.1.6
6.18.5(f)(2)	The additional costs likely to be associated with meeting demand from retail customers that are assigned to that tariff at times of greatest utilisation of the relevant part of the distribution network; and	Chapter 3.1.4 - 3.1.6
6.18.5(f)(3)	The location of retail customers that are assigned to that tariff and the extent to which costs vary between different locations in the distribution network.	Chapter 3.1.4 - 3.1.6
6.18.5(g)	The revenue expected to be recovered from each tariff must:	
6.18.5(g)(1)	Reflect the Distribution Network Service Provider's total efficient costs of serving the retail customers that are assigned to that tariff;	Chapter 3.1
6.18.5(g)(2)	When summed with the revenue expected to be received from All other tariffs, permit the Distribution Network Service Provider to recover the expected revenue for the relevant services in accordance with the applicable distribution determination for the Distribution Network Service Provider; and	Chapter 3.1
6.18.5(g)(3)	Comply with sub-paragraphs (1) and (2) in a way that minimises distortions to the price signals for efficient usage that would result from tariffs that comply with the pricing principle set out in paragraph (f).	Chapter 3.1
6.18.5(h)	A Distribution Network Service Provider must consider the impact on retail customers of changes in tariffs from the previous regulatory year and may vary tariffs from those that comply with paragraphs (e) to (g) to the extent the Distribution Network Service Provider considers reasonably necessary having regard to:	
6.18.5(h)(1)	the desirability for tariffs to comply with the pricing principles referred to in paragraphs (f) and (g), albeit after a reasonable period of transition (which may extend over more than one regulatory control period);	Chapter 3 and Appendix A.4, A.5

6.18.5(h)(2)	the extent to which retail customers can choose the tariff to which they are assigned; and	Chapter 2 and Appendix A.4, A.5
6.18.5(h)(3)	the extent to which retail customers are able to mitigate the impact of changes in tariffs through their usage decisions.	Chapter 2 and Appendix A.4, A.5

E Attachments

Table D.1 Attachments

Reference	Topic	Final name	Confidential
Attachment A	Revenue Cap Compliance Model	Attachment A - 2020 Tariff Approval Model PAL.xlsm	No
Attachment B	Tariff Summary	Attachment B-2020 Tariff Summary PAL.xlsm	No
Attachment C	Alternative Control Services	Attachment C-2020 ACS Charges PAL.xlsx	No
Attachment D	Public lighting	Attachment D-2020 Public Lighting Charges PAL.xlsm	No
Attachment E	Standalone Avoidable LRMC Cost Model	Attachment E-2020 Standalone Avoidable LRMC PAL.xlsm	No