



SA Power Networks Connections & Ancillary Network Services 2023/24 Manual No. 18

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Empowering South Australia

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SA Power Networks:

SA Power Networks, ABN 13 332 330 749, a partnership of:

Spark Infrastructure SA (No.1) Pty Ltd, ABN 54 091 142 380
 Spark Infrastructure SA (No.2) Pty Ltd, ABN 19 091 143 038
 Spark Infrastructure SA (No.3) Pty Ltd, ABN 50 091 142 362
 each incorporated in Australia
 CKI Utilities Development Limited, ABN 65 090 718 880
 PAI Utilities Development Limited, ABN 82 090 718 951
 each incorporated in The Bahamas

1 Anzac Highway, Keswick, South Australia, 5035.

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Contents

1. Introduction	3
2. Connections	3
2.1 Basic connection services	3
2.2 Negotiated connection services	4
2.3 Enhanced connection services	4
2.4 Developer Charges – Minor Real Estate Development (RD) Connections	5
3. Ancillary network services	5
3.1 Quoted Services	6
3.2 Tiger Tails.....	6
3.3 Network Access Permits (NAP).....	7
3.4 High Load Escorts	7
3.5 Data, Location and Asset Information Services.....	7
3.6 Inspection and Auditing Services	7
3.7 Temporary Disconnection & Reconnection Services.....	8
3.8 Retailer Initiated Services.....	8
4. Unmetered Supplies	8
4.1 General requirements for un-metered supplies	9
4.1.1 Contestable Un-metered Supplies - Type 7 Loads	9
4.1.2 Other Non-Contestable Un-Metered Loads.....	9
Appendix A: Acronyms	10
Appendix B: Basic Connection Services Indicative Price List.....	11
Appendix C: Unmetered Supply Connections Indicative Price List	13
Appendix D: Ancillary Network Services Price List	14
Appendix E: Quoted Ancillary Network Services	25
E.1 Quoted services formula	25
E.2 Quoted service labour rates	25
Appendix F: Developer Charges – Minor Real Estate Development Connections	26
F.1 Incremental Revenue Rebate (IRR) - Minor Real Estate Development Connections.....	26
F.2 Augmentation Charges	26
Appendix G: Augmentation Rates	29

1. Introduction

This manual outlines the list of fixed and quoted fees for Connections and Ancillary Network Services.

These fees have been prepared in accordance with the Australian Energy Regulators (AER) approved 2020-25 Regulatory Determination for SA Power Networks.

2. Connections

SA Power Networks operates the South Australian electricity distribution network. We build, maintain and upgrade the poles, wires and substations that deliver power to around 900,000 customers. The services we provide to customers include establishing new connections between a customer's installation and our network and completing alterations to existing connections.

The Connection Policy for 2020-25 and the AER 2020-25 Regulatory determination¹ sets out the circumstances in which connection charges are payable for establishing new connections or making connection alterations and the basis for determining such charges. The connections to which this Connection Policy applies range from basic connections (requiring minimal or no augmentation of the distribution network) for residential customers through to negotiated large commercial connections as well as real estate development and enhanced large, embedded generation connections.

There are three distinct types of connection services, basic, negotiated and enhanced. We have also included simplified Developer charges for Minor Real Estate Development (RD) Connections within this manual. These connection services are defined in the subsequent sections. Note that further information, including associated contract types for connections, can be found in the Connection Policy for 2020-25.

2.1 Basic connection services

Basic connection services are those connection services we provide on a routine basis and generally at a fixed fee. This type of connection service includes both new connections or alterations to existing connections, which generally involve minimal or no augmentation/extension of our network. These services are typically provided to the following customers:

- 63 amp single phase residential connection (not requiring extension or upgrade);
- 63 amp multi-phase residential connection (subject to network constraint assessments)
- residential services up to a capacity of 100 amps (subject to network constraint assessments)
- small business customers up to a capacity of 100 amps per phase or less; and
- small embedded generators with a generating capacity of 5kVA or less for a single-phase connection, or 30kVA or less for a three-phase connection (eg most customers who wish to install solar PV panels and or batteries on their premises²)

Charges for Basic Connections Services will be calculated in accordance with the Connection Policy for 2020-25. An Indicative Price List is provided in Appendix B.

¹ The AER Regulatory Determination for SA Power Networks for the 2020-25 Regulatory Control period have approved charges that will apply to connection assets for negotiated connections and enhanced connection services

² Export limits may apply, please refer to the relevant Technical Standard (TS) available on our Website

2.2 Negotiated connection services

Negotiated connection services are generally more complex and more likely to require us to augment or extend our network. These services are generally provided to the following customers:

- Rural residential customers (requiring extension, upgrade or new connection assets), or
- Metropolitan residential customers requiring network extensions, or
- All residential customers seeking a multiphase connection from established single phase infrastructure, including modern developments which provide for only single-phase connection points.
- Business customers requiring a service capacity of greater than 100 amps per phase.

Where the estimated costs of establishing the new or altered connection exceed the estimated revenue, the connection applicant may be required to contribute toward the cost of the premises connection assets and any required network extensions.

Shared network augmentation charges may also apply where the customer's estimated maximum demand exceeds the threshold of:

- 70kVA when connecting to a typical distribution network;
- 25kVA where a connection applicant's premises are supplied from a non-three-phase network such as the 19kV SWER (Single Wire Earth Return) network; or
- 0 kVA if connection applicant is a real estate developer.

Negotiated connection services are Quoted Services which will be calculated in accordance with the Connection Policy for 2020-25 and will use the approved AER labour rates outlined in Appendix E.

Shared Network Augmentation charges are outlined in Appendix G.

An Incremental Revenue Rebate (IRR) will be applied to the negotiated connection service charges³, reflective of the calculated revenue share for the tariff that SA Power Networks is likely to receive over the period of time defined by the tariff class.

2.3 Enhanced connection services

Enhanced connection services are provided at a standard that exceeds or varies from the "least cost technically acceptable solution (LCTAS), at the request of customers and charged at full cost. This category also includes connections for large embedded generators. These services are generally provided for the following customer requirements:

- increased (or decreased, where permissible) reliability, standards and/or regulatory requirements (eg duplicate supply, dedicated assets, upgrade from overhead to underground service, specified connection point location exceeding LCTAS, etc), or
- excess levels of capacity or service (eg upgrade from single phase to three-phase, excess asset capacity, specialised/non-standard technical services etc), or
- embedded generators with a generating capacity of equal to or more than 5kVA for a single-phase connection or more than 30kVA for a three-phase connection.

Enhanced connection services are initiated by and/or directly attributable to specific customers and are typically Quoted Services and approved AER labour rates will be applied as outlined in Appendix E. No IRR applies to the provision of these services.

³ Excludes the connection assets which are excluded from the revenue rebate. The revenue rebate only applies to the extension and augmentation components of the negotiated connection cost.

2.4 Developer Charges – Minor Real Estate Development (RD) Connections

Simplified calculations have been undertaken for Real Estate developments where the total number of metered retail customers does not exceed nine (9) (excluding a landlord meter). These simplified charges are intended for minor developments, not requiring significant extensions or modifications to the established distribution network and are calculated in accordance with the Connection Policy for 2020-25. The methodology and fees are detailed in Appendix F of this manual.

Developments that incorporate any of the following will be assessed as a negotiated connection service and will not qualify as a Minor Real Estate Development:

- Staged approach with total allotments exceeding nine (9)
- Extensions of the electricity distribution network exceeding the addition of a single service pillar
- Extensions of the electricity distribution network constructed contestably.

3. Ancillary network services

Ancillary network services (ANS) are a diverse range of non-routine services that we provide to customers on an as-needs basis, such as the relocation of distribution network assets, temporary de-energisation and re-energisation of a premise, and special meter reading services. ANS also include the installation of temporary line covers (tiger tails) and provision of Network Access Permits, permitting third parties to safely work in close proximity to distribution assets. Further information has been detailed below.

ANS are provided to customers as either:

- Fee-based services – the work involved in some service activities is relatively standard and is charged on a fixed-fee basis, where these have been reviewed and accepted by the AER. For fee-based services, the fixed-fee is charged irrespective of the actual time taken to provide the service; or
- Quoted services – some service activities may vary considerably between jobs. This is often the case for one-off activities that are specific to a particular customer's request. For quoted services, charges are assessed on a time and materials basis.

The Ancillary network services indicative price list is provided in Appendix D which includes fixed fee services and common quoted services.

Sections 3.1 through to 3.8 detail some common ancillary network services that customers request.

3.1 Quoted Services

Common quoted services have been referenced within the ANS indicative price list in Appendix D; this is not intended to be an exhaustive listing of quoted services. Quoted services will be provided to customers as required to meet the ongoing need of our customers during the 2020-25 period.

We provide a range of non-standard services on a quoted basis including:

- connection application and management services (eg, connection point alterations, temporary supply, technical / engineering studies, specification fees, specification re-compliance, works / design compliance / network infrastructure connection re-appointments, and pole top disconnections / reconnections);
- enhanced connection services (embedded generators (>200kVA)); and
- standard and negotiated connection services (premises connections, excluding extensions and augmentations);
- customer initiated or triggered network asset relocations / re-arrangements;
- third party funded network alterations or other improvements;
- authorisation and approval of third-party service providers' design, work and materials;
- access permits, network isolations, oversight and facilitation of third parties;
- sale of approved materials or equipment;
- network safety services (eg high load escorts);
- attendance at a customer's premises to perform a statutory right where access is prevented;
- inspection and auditing services;
- provision of training to third parties for network related access;
- customer requested provision of electricity network data;
- auxiliary metering services (type 5 – 7 metering installations);
- meter recovery and disposal – type 5 and 6 (legacy meters);
- emergency maintenance of failed metering equipment not owned by SA Power Networks; and
- public lighting, including LED cleaning where cleaning is required prior to 10 year scheduled clean.

These services are charged on a time and materials basis, using AER approved pricing inputs. The AER approved quoted services formula and current AER approved labour rates are detailed in Appendix E. The AER approved labour rates will apply for both ancillary network services, quoted services and any connections quoted services.

3.2 Tiger Tails

Tiger tails are synthetic tubes that are clipped together over low voltage overhead powerlines to provide a useful visual indication to those in the vicinity. Tiger Tails Do Not:

- insulate wires
- protect people from the risk of electrocution or electric shock
- reduce safe approach distances
- allow you to work closer to powerlines.

Tiger tails must only be fitted to our overhead powerlines by us. Typically, tiger tails are installed on the request of customers when there are construction works occurring in the vicinity of the overhead powerlines. The fixed fee published in Appendix D is for works to install the Tiger Tails and to also to remove them on completion of your works. Refer to NICC 405 for further information:

<https://www.sapowernetworks.com.au/public/download.jsp?id=9597>

3.3 Network Access Permits (NAP)

A NAP is authorisation which allows access to work in, or near our electrical infrastructure.

All external parties and contractors will require a NAP before commencing any work (including testing) within one of the applicable restricted zones as defined in NICC 404 which can be found at:

<https://www.sapowernetworks.com.au/public/download.jsp?id=9595>

The requirement for SA Power Networks to deactivate the automated reclose protection functionality is the most common form of permit provided. These permits are referred to as 'One Shots' which relates to the application of 'non auto' settings on the high voltage distribution network. The fixed fees for NAP services are detailed in the ANS indicative price list and vary depending on both timing and duration requirements. Please see Appendix D for more details.

Requests for Network Access which involve more complex technical assessment and / or isolations of the network will require us to assess the work required and prepare a quote (with customer acceptance) prior to scheduling the permit or isolation.

3.4 High Load Escorts

Any person or company transporting a high load (where the total vehicle height including the load exceeds 4.6m) under overhead powerlines is required to notify the electricity supply authority (SA Power Networks) as detailed in the Safe Work Australia publication 'Guide for transporting high loads near overhead electric lines':

<https://www.safeworkaustralia.gov.au/system/files/documents/1703/guide-transporting-high-loads.pdf>

Applying for a high load permit is simple and can be completed by accessing the application form on our website: <https://forms.apps.sapowernetworks.com.au/formhigh>

We will need to scope the proposed route to ensure the high load will not contact overhead powerlines and provide written approval, or a quotation to facilitate your needs if action on our part is required.

3.5 Data, Location and Asset Information Services

Any person seeking information relating to electricity network assets owned and operated by SA Power Networks may be requested to pay the cost of providing this service. Some typical services have indicative fees published in this manual. If your enquiry involves greater complexity than listed, you will be provided with a formal quotation. Applying for this type of service can be done by completing an online form through our website or contacting our general enquiry line on 13 12 61.

3.6 Inspection and Auditing Services

Third party contractors engaged in the installation and or repair of contestable assets may be required to engage us to complete inspection, re-inspection, compliance checks and audits on the infrastructure. Typical services have been identified in the schedule of charges within this manual. You may be provided with a quotation for inspection and auditing services where the requested service is not provided within the fixed-fee schedule of charges.

3.7 Temporary Disconnection & Reconnection Services

Customers and Retailers may require us to attend a site and temporarily disconnect the electricity supply for Safety purposes. On completion of the work, we will reattend the site and restore supply. We will seek to recover the full cost of providing this service. Our indicative charges for services not exceeding 100 amps are published in this manual. For services greater than 100 amps, you will be provided with a quotation before the work is undertaken.

It is important to note that any alteration to the customers electrical installation must be completed in accordance with the SA Power Networks Service and Installation Rules, with a notice of alteration submitted by a licenced electrical contractor.

3.8 Retailer Initiated Services

Retailers initiate a range of services on behalf of customers:

- Metering Services – including but not exclusive to meter testing, meter inspection, special meter read visits, meter reconfiguration; and
- Services relating to the electrical or physical connection of a customer – including but not exclusive to removal of LV service (abolishment), temporary disconnection and reconnections at meters, temporary disconnection and reconnections of LV services for the purpose of replacing a meter.

Indicative fees for these works are published in Appendix D of this manual. Please note that SA Power Networks will bill the retailer requesting the service directly and your retailer may pass these charges on to you through your retailer account.

4. Unmetered Supplies

For the associated Unmetered Supply Tariff, refer to SA Power Networks' published Tariff Price List and Tariff Information on our website.

The default supply is metered. Only where a load is too small (<5 amps) to register on a meter or where metering is deemed to be impractical by SA Power Networks and the Retailer, may a customer apply to have the load connected as un-metered. SA Power Networks is not under any obligation to accept an un-metered load until its suitability is established.

In considering the suitability of a load to be un-metered we must be satisfied that the electrical usage can be accurately estimated and that the load will not vary. Consequently, only loads detailed in the published load tables and belonging to approved deemed parties will be accepted as unmetered connections.

The Unmetered Supply Connections Indicative Price List can be found in Appendix C.

4.1 General requirements for un-metered supplies

- the requested load needs to be registered on AEMO's load tables [NEM Load Tables for un-metered connection points \(aemo.com.au\)](#), and
- the load is to be located in an accessible public area (to permit inspection and validation), and
- the load limiting circuit breaker with provision for SA Power Networks seal must be provided and the circuit breaker is to be set at the load level being requested, and;
- the loads must be hard wired. Socket outlets are not permitted other than for a Type 7 load, and
- the connected equipment must not be changed or altered without prior written notice to, and acceptance from SA Power Networks (other than repair or replace like for like with same electrical ratings), and
- the characteristics, timing or programming of the load must not be altered without prior written notice to and acceptance by SA Power Networks, and
- equipment specifications, inventory tables and test results must be provided prior to a load being considered for connection.

There are many variants used in the billing process which primarily identify the type of un-metered load and the electrical rating. There are two primary types of un-metered loads as detailed below.

4.1.1 Contestable Un-metered Supplies - Type 7 Loads

Unmetered loads are described as having 'Type 7' metering and their consumption is estimated for the purposes of market settlements.

Approved Type 7 loads are contestable in the National Electricity Market meaning there is a choice of retailer. Type 7 load tables are published on AEMO's website. The current approved Type 7 loads include loads of the following types:

- Public lighting
- Traffic signals; and
- Traffic signalling equipment – of a type specified in the approved Type 7 load tables.

The approval of a Type 7 load is dependent on the assessment of the load characteristics as well as the processes used to maintain an inventory of the loads. Consequently, only loads of types in the published load tables and belonging to approved deemed parties. The TUoS and DUoS charges are levied in accordance with the published network tariffs.

Further details on Public Lighting are available Public Lighting Tariff Manual – Manual 21.

4.1.2 Other Non-Contestable Un-Metered Loads

Other un-metered loads that are not Type 7 loads that may exist on our network include:

- Night sight lighting
- Phone booths
- Telecommunication assets
- Bus shelters
- New requests for this type of connection tend to incorporate electronic advertising or similar and will typically require a metered connection.

Appendix A: Acronyms

ACS	Alternative Control Services
ADMD	After Diversity Maximum Demand
AER	Australian Energy Regulator
ANS	Ancillary Network Services
IRR	Incremental Revenue Rebate
LCTAS	Least Cost Technically Acceptable Solution
NAP	Network Access Permits
RCP	Regulatory Control Period
SWER	Single Wire Earth Return

Appendix B: Basic Connection Services Indicative Price List

Table 1 – Prices for Basic Connection Services

Service Group	Service	Service Description	Fee code	23/24 Price (GST Exclusive)	23/24 Price (GST Inclusive)
Basic Connection Services for New Connections 1-phase or multi-phase – (Typical 63 Amp service)					
Basic Connection Services ⁴	O/under or O/head service ⁵ on existing pole	Provision of an over to under service or an overhead service on an existing pole that is located up to 25 metres from the customer's property boundary. ⁶	BCS100	\$550.00	\$605.00
	O/under or O/head service ⁵ New pole required	Provision of an over to under service or an overhead service on a new low voltage pole which includes one span of LV ABC mains up to 25 metres from the existing supply mains.	BCS136	\$4,090.00	\$4,499.00
	O/under or O/head service ⁵ New pole required. (Existing block split into two – both applications received at the same time)	Provision of an over to under service or an overhead service on a new low voltage pole which includes one span of LV ABC mains up to 25 metres from the existing supply mains. This standard charge is to be applied to each customer.	BCS146	\$2,370.00	\$2,607.00
	New service from existing pit/pillar	Provision of a service from an existing low voltage service pit/pillar that is located up to 25 metres from the property boundary. ⁷	BCS101	\$370.00	\$407.00
	New service New pit/pillar required	Provision of a service from a new low voltage service pit/pillar that is located up to 25 metres from the existing supply mains.	BCS144	\$8,710.00	\$9,581.00

⁴ Applies to installations where no refund to parent group (or Pioneer Scheme) is owing. Standard charge is for a typical transformer area only. Does not apply to Residential developments. No Pioneer Scheme will apply.

⁵ The typical service is a 63 amp over/under and site specific SAPN approval is required for services exceeding 63 amps or, customers requesting the alternative of an overhead arrangement.

⁶ A customer may elect to trench to a pole on the same side of the street which is greater than 25 metres, but no further than 100 metres from their property boundary. The customer will be responsible for all costs associated with these works and obtaining all relevant authorities' approvals.

⁷ A customer may elect to trench to a pit on the same side of the street which is greater than 25 metres, but no further than 100 metres, from their property boundary. The customer will be responsible for all costs associated with these works and obtaining all relevant authorities' approvals.

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Page 11 of 29

Service Group	Service	Service Description	Fee code	23/24 Price (GST Exclusive)	23/24 Price (GST Inclusive)
	New service New pit/pillar required (Existing block split into two – both applications received at the same time)	Provision of a service from a new low voltage service pit/pillar that is located up to 25 metres from the existing supply mains. This standard charge is to be applied to each customer.	BCS148	\$4,680.00	\$5,148.00
	O/Under Service within a Residential Development	Applies ONLY to residential developments when existing infrastructure has been fully funded by the developer.	BCS138	No Charge	No Charge
	Overhead Service ⁸ within a Residential Development	Applies ONLY to residential developments when existing infrastructure has been fully funded by the developer.	BCS139	No Charge	No Charge
	Underground Service within a Residential Development	Applies ONLY to residential developments when existing infrastructure has been fully funded by the developer.	BCS140	No Charge	No Charge

⁸ The standard service is an over/under and site specific SAPN approval of the overhead arrangement is required

Appendix C: Unmetered Supply Connections Indicative Price List

Table 2 – Prices for Unmetered Supply Services

Service Group	Service	Service Description	Fee code	23/24 Price (GST Exclusive)	23/24 Price (GST Inclusive)
Unmetered Supply Connection Services for New Connections 1-phase or multi-phase (Refer to Section 4 of this Manual)					
Unmetered Supply Connection Services ⁹	O/under service on existing pole	Provision of an over to under service on an existing low voltage stobie pole. Customer must wire to existing pole.	BCS112	\$550.00	\$605.00
	New service from existing pit/pillar	Provision of a service from an existing low voltage service pit/pillar. Customer must wire to existing pit.	BCS149	\$370.00	\$407.00

⁹ Applies to installations where no refund to parent group (or Pioneer Scheme) is owing. Standard charge is for a typical transformer area only. No Pioneer Scheme will apply.

Appendix D: Ancillary Network Services Price List

Table 3 - Ancillary Network Services Price List

Service Group	Service	Service Description	ACS Fee Code	Retailer Code	23/24 Price (GST Exclusive)	23/24 Price (GST Inclusive)
Network Ancillary Services – customer and third-party initiated services related to common distribution services						
Access permits, oversight and facilitation	Standard Charge Network Access Permit (8am - 3pm)	Organisation of switching requirements and field work to allow 3rd party access to de-energised assets or to work in close proximity of SA Power Networks assets, where work is completed between 8am and 3pm. This fee includes the administration associated with arranging the permit, and field work to issue the permit and relinquish the permit once work is completed.	ACS450		\$1,298.00	\$1,427.80
	Standard NAP Extended daytime hours (6am - 6pm) (Weekdays)	Organisation of switching requirements and field work to allow 3rd party access to de-energised assets or to work in close proximity of SA Power Networks assets, where the issuing of the permit or relinquishing of the permit is required to be completed between the hours of 6am and 6pm on weekdays.	ACS451		\$2,360.00	\$2,596.00
	Emergency NAP / Weekends / Night shift	Organisation of switching requirements and field work to allow 3rd party access to de-energised assets or to work in close proximity of SA Power Networks assets, where the issuing of the permit or relinquishing of the permit is required to be completed outside of business hours or in an emergency.	ACS452		\$3,323.00	\$3,655.30
	Network access management fee - cancellation	Cancellation of network access permit within 2 full business days of confirmed date.	ACS429		\$604.00	\$664.40
	Network access request - complex	Organisation of switching requirements and field work to allow 3rd party access to de-energised assets.	ACS380		Quoted	Quoted
Network safety services	High Load Escorts	Assistance to a third party to transport a large vehicular load. Includes provision of labour and equipment to temporarily raise or remove mains to allow load to pass freely.	ACS390		Quoted	Quoted

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Page 14 of 29

Service Group	Service	Service Description	ACS Fee Code	Retailer Code	23/24 Price (GST Exclusive)	23/24 Price (GST Inclusive)
	Temporary line covering (eg tiger tails) ¹⁰	Temporary covering of LV mains, eg to erect and remove 'Tiger Tails' on LV mains.	ACS371		\$993.00	\$1,092.30
	Repeat call out - customer caused impact on the network (not first call out)	Customer requested network inspection to determine the cause of a customer outage, where there may be a safety and or reliability impact on the network or related component, and associated works to rectify a customer caused impact on the network. This charge is not applicable where it is determined that the customer outage was caused by a fault on the network or it is the first call out.	ACS382		Quoted	Quoted
Inspection and auditing services	Site Inspection	Site inspection to determine nature of the requested connection service < 2 hrs.	ACS398		\$403.00	\$443.30
	Re-inspection for compliance	Re-inspection of an asset issued with a non-compliance notice (including travel time) – up to 3 hours normal time. This fee will also apply where a certificate of compliance is required for disconnection &/or reconnection.	ACS345		\$482.00	\$530.20
	Re-inspection for compliance > 3hrs	Re-inspection of an asset issued with a non-compliance notice – hourly rate after 3 hours normal time.	ACS346		\$160.00	\$176.00
	Re-inspection for compliance – after hours	Re-inspection of an asset issued with a non-compliance notice – hourly rate after hours.	ACS347		\$320.00	\$352.00
	Works & Design compliance	Works/design compliance of an asset to be vested by a customer/developer to SA Power Networks. This includes administration, design compliance against specification and vesting. Applies to contestable works such as RDs (real estate developments) and contestable connections where SA Power Networks is not the constructor of the extension works.	ACS344		Quoted	Quoted
	Specification re-compliance	Resubmission of a design which previously did not satisfy the SA Power Networks spec.	ACS343		Quoted	Quoted

¹⁰ Note: Price is per location and assumed removal period is within 6 months. Note that not all LV can have Tiger Tails attached as some small copper conductors cannot handle the additional weight and wind loading.

Service Group	Service	Service Description	ACS Fee Code	Retailer Code	23/24 Price (GST Exclusive)	23/24 Price (GST Inclusive)
Security Lights	Security Lighting - HID <=400W	Annual fee for floodlight capital cost recovery and maintenance of installed security lights up to 400W (non-LED). This fee also includes removal of the light, installation costs are recovered as a quoted fee upon request.	ACS453		\$200.00	\$220.00
	Security Lighting - HID >400W	Annual fee for floodlight capital cost recovery and maintenance of installed security lights greater than 400W (non-LED). This fee also includes removal of the light, installation costs are recovered as a quoted fee upon request.	ACS454		\$358.00	\$393.80
	Security Lighting - LED <=200W	Annual fee for floodlight capital cost recovery and maintenance of installed LED security lights up to 200W. This fee also includes removal of the light, installation costs are recovered as a quoted fee upon request.	ACS455		\$252.00	\$277.20
	Security Lighting - LED >200W	Annual fee for floodlight capital cost recovery and maintenance of installed LED security lights greater than 200W. This fee also includes removal of the light, installation costs are recovered as a quoted fee upon request.	ACS456		\$468.00	\$514.80
	Security light installation / upgrade	Customer requested installation of new security lighting or upgrade of existing security lighting	ACS412		Quoted	Quoted
Customer requested provision of electricity network data & asset location services	Location of underground mains – provision of plans from office	Location of underground mains at the request of a customer – provision of plans from the office (no site visit required).	ACS373		\$99.00	\$108.90
	Location of underground mains at the request of a customer	Location of underground mains at the request of a customer – site visit required	ACS374		Quoted	Quoted
	Asset information request	Provision of asset information relating to condition, rating or available capacity to engineering consultants and electrical contractors and the supply of GIS information to customers or authorities < 1 hours work per request.	ACS377		\$201.00	\$221.10

Service Group	Service	Service Description	ACS Fee Code	Retailer Code	23/24 Price (GST Exclusive)	23/24 Price (GST Inclusive)
	Asset info request - Ground level transformers (site visit to open and visually see equipment)	Confirmation of available equipment in ground level transformers where the door needs to be opened by a SA Power Networks employee.	ACS379		\$403.00	\$443.30
	Swing & Sag Calculations up to 11kV ¹¹	Project management and survey work undertaken to prepare and issue a swing and sag calculation letter for the customer – up to 11kV.	ACS419		\$2,422.00	\$2,664.20
	Swing & Sag Calculations > 11kV ¹¹	Project management and survey work undertaken to prepare and issue a swing and sag calculation letter for the customer - > 11KV.	ACS428		\$3,229.00	\$3,551.90
	Other data requests	Any other customer requested provision of electricity network information	ACS422		Quoted	Quoted
Retailer Requested Metering services—activities relating to the measurement of electricity supplied to and from customers through the distribution system (excluding network meters)						
Auxiliary metering services (type 5 to 7 metering installations)	Meter test – single phase	Customer requested meter test where SA Power Networks is the Metering Coordinator (MC) and when a test is required due to high account or a subsequent incorrect functioning solar installation.	ACS356	SPFE	\$145.83	\$160.41
	Meter test – additional single-phase meter	Testing of each additional single-phase meter in conjunction with single phase meter test.	ACS357	SPFA	\$0.00	\$0.00
	Meter test – three-phase	Customer requested meter test where SA Power Networks is the Metering Coordinator (MC) and when a test is required due to high account or a subsequent incorrect functioning solar installation.	ACS358	MPFE	\$145.83	\$160.41
	Meter test – additional three phase meter	Testing of each additional three-phase meter in conjunction with single phase meter test.	ACS359	MPFA	\$0.00	\$0.00

¹¹ Limited to maximum of 3 spans at one location otherwise this will be a quoted service and this fee does not provide for the issuing of spatial model files or related data.

Service Group	Service	Service Description	ACS Fee Code	Retailer Code	23/24 Price (GST Exclusive)	23/24 Price (GST Inclusive)
	Priority or out of hour appointment – less than 3 hours	Provision of a priority appointment at the customer's request. Work will be undertaken out of hours or during normal hours in which case another job will be done after hours to accommodate the requested date. Charge per person.	ACS401		\$248.00	\$272.80
	Charge for Meter Test (where an appointment has been requested by the customer's retailer) where SAPN is MC	This charge applies when an appointment is requested for a retailer-requested meter test. Charge is the combination of ACS356 and ACS401, where ACS401 reflects only the incremental costs associated with facilitating an appointment.	ACS460	APTMT	\$393.83	\$433.21
	Meter inspection fee	Request to complete physical inspection where SA Power Networks is the Metering Coordinator (MC) due to suspected meter tampering, equipment damage, or requested by the customer or their retailer.	ACS364	MIFE	\$65.37	\$71.91
	Meter inspection fee – each additional meter	Request to complete physical inspection where SA Power Networks is the Metering Coordinator (MC) - each additional meter.	ACS365		\$0.00	\$0.00
	Meter Inspection Fee (where an appointment has been requested by the customer's retailer)	This charge applies when an appointment is requested for a retailer-requested meter inspection. Charge is the combination of ACS364 and ACS401, where ACS401 reflects only the incremental costs associated with facilitating an appointment.	ACS461	APTIN	\$313.37	\$344.71
	Special meter read visit – normal hours	A special meter reading visit occurs when a customer requests a check read or special read at premises.	ACS386	SRFE	\$17.59	\$19.35
	Special meter read visit – after hours	A special meter reading visit occurs when a customer requests a check read or special read at premises (where after-hours visit is requested).	ACS387	SRFEAH	\$118.17	\$129.99
	Special Read / Disco / Reco - Cancellation	Special meter reading, disconnection, or reconnection visit which is subsequently cancelled. This fee will be charged for all service orders cancelled prior to the work being completed.	ACS388	SUB	\$13.83	\$15.21

Service Group	Service	Service Description	ACS Fee Code	Retailer Code	23/24 Price (GST Exclusive)	23/24 Price (GST Inclusive)
	Meter read – subsequent attempt	Subsequent attempts to read a meter after reasonable attempt has been made but has been unsuccessful due to access difficulties.	ACS389		\$17.59	\$19.35
	Meter reconfiguration	On-site reconfiguration of meters in response to customer requests such as changes to tariffs, two-rate meter settings, time clocks	ACS308	MRFE	Quoted	Quoted
	Charge for meter removal	Includes both single and multiphase meters e.g. removal of redundant Controlled Load tariff meter (not permanent removal of supply or NMI)	ACS304	RMFE	Quoted	Quoted
	Other metering services	All other metering services requested by the Retailer that are not listed above	ACS462		Quoted	Quoted
Retailer requested connection services—services relating to the electrical or physical connection of a customer to the network						
Removal of Service	Permanent abolishment of LV service	Request for permanent abolishment of the LV supply provision (this does not include the removal of additional distribution assets ie poles and transformers)	ACS301	ABFE	\$744.20	\$818.62
Temporary disconnection & reconnection services	Retailer fee - disconnection & reconnection – Disconnection at meter ¹²	Retailer requested disconnection of supply.	ACS403	DNFE	\$52.79	\$58.07
	Retailer fee - disconnection & reconnection – reconnection at meter ¹²	Retailer requested reconnection of supply.	ACS404	RCFE	\$52.79	\$58.07
	Retailer fee - disconnection & reconnection – reconnect meter after hours	Retailer requested reconnection of supply after hours.	ACS405	RCAH	\$118.17	\$129.99
	Retailer fee - disconnection & reconnection O/head - truck attendance	Retailer requested disconnection and reconnection of supply where a line truck is required (eg for a pole top disconnection).	ACS430	RI2FE/PDNFE	\$1,052.17	\$1,157.39

¹² Or service point depending on configuration.

Service Group	Service	Service Description	ACS Fee Code	Retailer Code	23/24 Price (GST Exclusive)	23/24 Price (GST Inclusive)
	Re-inspection for compliance	Re-inspection of an asset issued with a non-compliance notice (including travel time) – up to 3 hours normal time. This fee will also apply where a certificate of compliance is required for disconnection &/or reconnection	ACS345	RCCRW	\$482.00	\$530.20
	Retailer fee - Temporary isolation of customer's LV supply >100Amp	Retailer fee for disconnecting and reconnecting a customer, service >100Amp, requiring more complex solution and specialist connect mechanics	ACS432	RI3FE	Quoted	Quoted
	Third party requested outage for purpose of replacing a meter ¹³	At the request of a retailer provide notification to affected customers and facilitate the disconnection & reconnection of customer metering installations where a retailer planned interruption cannot be conducted.	ACS457	RI1FE	\$406.04	\$446.64
Retailer Bypass Request	Retailer Initiated Alteration Bypass Fee	Bypass of metering installation following an Alteration of Service within metropolitan area	ACS458		Quoted	Quoted
	Retailer Initiated Alteration Bypass Fee	Bypass of metering installation following an Alteration of Service within rural area	ACS459		Quoted	Quoted
Connection services—services relating to the electrical or physical connection of a customer to the network						
Temporary supply services	Temporary supply -overhead or underground on existing pole	Provision of a temporary over to under service or overhead service on an existing Stobie pole that is located up to 25 metres from the customer's property boundary on the mains side of the street.	ACS141		\$1,381.00	\$1,519.10
	Temporary supply - Existing pit/pillar	Provision of a temporary service from an existing low voltage service pit/pillar that is located up to 25 metres from the property boundary.	ACS145		\$553.00	\$608.30

¹³ Where the service cannot be completed by a single person in attendance in a light vehicle and a truck attendance is required, then ACS430 will apply.

Service Group	Service	Service Description	ACS Fee Code	Retailer Code	23/24 Price (GST Exclusive)	23/24 Price (GST Inclusive)
	Temporary supply - New pole required	Provision of a temporary over to under service on a new low voltage pole which includes one span of LV ABC mains up to 25 metres from the existing supply mains or provision of a temporary single or multi-phase overhead service from a new low voltage pole to a structure provided by the customer ie customer installs a temporary pole and meter box, in lieu of an over to under service and where multi phases is available.	ACS104		Quoted	Quoted
	Temporary supply - New pit/pillar required	Provision of a temporary service from a new low voltage service pit/pillar that is located up to 25 metres from the existing supply mains. A customer may elect to trench to a pit which is greater than 25 metres, but no further than 100 metres from their property boundary, and on the same side of the street. The customer will be responsible for all costs associated with these works and obtaining all relevant authorities' approvals.	ACS143		Quoted	Quoted
Temporary disconnection & reconnection services	Temporary disconnect and reconnect - customer requested ¹⁴	Requests for a temporary disconnection and reconnection, requiring a line truck attendance.	ACS302		\$1,048.00	\$1,152.80
		Requests for a temporary disconnection and reconnection, requiring a single person crew attendance.	ACS330		\$335.00	\$368.50
		Temporary isolation of customer's LV supply >100Amp capacity	ACS303		Quoted	Quoted
Contestable Specification fees	Connections specification fee - \$0-\$200k project	Work undertaken in preparing and issuing the specification including one site visit for customer extension works. Project value \$0 - \$200k based on contestable value of project.	ACS340		\$3,025.00	\$3,327.50
	Connections specification fee - >\$200k project	Work undertaken in preparing and issuing the specification including one site visit for customer extension works. Project value greater than \$200k based on contestable value of project.	ACS341		\$5,347.00	\$5,881.70

¹⁴ An electronic Certificate of Compliance (eCOC) will be required if consumers mains are modified. Refer to [SA.GOV.AU - Electronic certificates of compliance \(www.sa.gov.au\)](http://SA.GOV.AU - Electronic certificates of compliance (www.sa.gov.au)) for further information.

Service Group	Service	Service Description	ACS Fee Code	Retailer Code	23/24 Price (GST Exclusive)	23/24 Price (GST Inclusive)
Miscellaneous customer charges	Excess kVAr incentive	The Excess kVAr incentive charge is applied to each excess kVAr required over and above the implied kVAr allowance provided in the South Australian Electricity Distribution Code to meet a customer's agreed maximum demand on their recorded power factor at the time of their Actual Maximum Demand. The charge is applied to customers currently assigned to a network demand tariff who are not code compliant with respect to power factor at the time of their Actual Maximum Demand requiring greater than 10kVAr of correction.	ACS366		\$61.59	\$67.75
	Priority or out of hour appointment – less than 3 hours	Provision of a priority appointment at the customer's request. Work will be undertaken out of hours or during normal hours in which case another job will be done after hours to accommodate the requested date. Charge per person.	ACS401		\$248.00	\$272.80
	Wasted Visit - Meter Provider Non-Attendance	Where SA Power Networks was unable to complete the scheduled connection or alteration due to the metering provider's non-attendance.	ACS395		Quoted	Quoted
	Wasted Visit – Scheduled Customer Connection Appointment	Where SA Power Networks was unable to complete the scheduled connection or metering works due to the customer's installation not being ready or compliant.	ACS396		Quoted	Quoted
	Late Cancellation of Connection Appointment	Where a connection appointment is cancelled with less than 2 full business days' notice prior to the connection date by the customer/their agent, retailer or metering provider.	ACS397		Quoted	Quoted
	Solar installation enquiry – single phase	Customer requests SA Power Networks to attend a single-phase solar installation which is not functioning correctly, and it is determined by the SA Power Networks' personnel that the problem is a result of the customer's solar installation being incorrectly set / malfunctioning.	ACS360		\$145.00	\$159.50

Service Group	Service	Service Description	ACS Fee Code	Retailer Code	23/24 Price (GST Exclusive)	23/24 Price (GST Inclusive)
	Solar installation enquiry – three-phase	Customer requests SA Power Networks to attend a multi-phase solar installation which is not functioning correctly, and it is determined by the SA Power Networks' personnel that the problem is a result of the customer's solar installation being incorrectly set / malfunctioning.	ACS362		\$145.00	\$159.50
Enhanced connection services	Alter/relocate/replace of overhead/underground service	Customer request for relocation / alteration or replacement of an existing overhead or underground service. ¹⁵	ACS106		\$1,528.00	\$1,680.80
	Multiphase upgrade - O/under or O/head	Provision of an over to under service on an existing low voltage stobie pole or an overhead service from an existing low voltage stobie pole and the requested number of phases are available.	ACS109		\$1,028.00	\$1,130.80
	Multiphase upgrade - existing service pit/pillar	Connection provided from an existing suitable low voltage service pit / pillar and the requested number of phases are available at the service point.	ACS110		\$642.00	\$706.20
	Additional service for a duplex split (existing metered strata title split into two Torrens titles, no additional load)	Provision of an over to under service on an existing low voltage stobie pole or from an existing service pit/pillar that is located up to 25 metres from the customer's property boundary on the same side of the street and the requested number of phases are available.	ACS111		\$1,548.00	\$1,702.80
	Embedded generation firm offer - >30kVA-500kVA	Work undertaken for the network analysis, preparing and issuing an offer letter, contract and associated commissioning for the customer's embedded generation system. ¹⁶	ACS427		\$4,364.00	\$4,800.40
	Embedded generation services	All other embedded generation services, including for generation >200kW (export), miscellaneous services associated with embedded generation connections	ACS463		Quoted	Quoted

¹⁵ In situations where the request triggers an upgrade of the existing transformer, the connection will be treated as a negotiated connection service (Clause 2.2 of this Manual)

¹⁶ Variations may apply if additional network analysis or additional commissioning visits are required as a result of customer initiated changes.

Service Group	Service	Service Description	ACS Fee Code	Retailer Code	23/24 Price (GST Exclusive)	23/24 Price (GST Inclusive)
	Asset relocation services	All requests for relocation of assets on the electricity distribution network, including relocation of poles, relocation or adjusting the height of pit/pillars, relocating or underground conductor or cable	ACS464		Quoted	Quoted
	Back-up feeder charge	This charge is applied when a customer has two connection points supplying their site and full supply can be taken from either supply point.	ACS367		Quoted	Quoted
	All other connections, no additional load	Includes provision of additional services where new assets are required (including new service pit / pillar, new service pole or LV mains >25m and flying services)	ACS200		Quoted	Quoted
Training Services	Training	Provision of training to third parties for network related access	ACS465		Quoted	Quoted
Material Sales	Material Sales	Sale of approved materials or equipment	ACS466		Quoted	Quoted

Appendix E: Quoted Ancillary Network Services

We provide a range of non-standard services on a quoted basis as outlined in Section 3.1.

E.1 Quoted services formula

The following formula will apply for quoted services: Price = Labour + Contractor Services + Materials + AER approved Margin

Where:

Labour consists of all labour costs directly incurred in the provision of the service which may include labour on-costs, fleet on-costs, and overheads. Proposed labour rates are set out in section E.2 below.

Contractor Services reflect all costs associated with the use of the external labour including overheads and any direct costs incurred. The contracted services charge applies the rates under existing contractual arrangements. Direct costs incurred are passed on to the customer.

Materials reflect the cost of materials directly incurred in the provision of the service, material on-costs and overheads.

Margin is equal to six per cent of the total costs of labour, contractor services and materials.

E.2 Quoted service labour rates

Labour rates applicable for provision of quoted services are contained in Table 4. Overtime rates will be applicable to all customer initiated after hours work¹⁷. These labour rates are our charge-out rates.

Table 4 - Labour rates applicable for quoted services

Labour Code	Description	Ordinary Time		Overtime	
		2023/24 (GST Exclusive)	2023/24 (GST Inclusive)	2023/24 (GST Exclusive)	2023/24 (GST Inclusive)
Admin	Administrative Officer	\$94.91	\$104.40	\$161.37	\$177.51
PM	Project Manager	\$189.87	\$208.86	\$322.75	\$355.03
FW	Field Worker	\$152.11	\$167.32	\$258.60	\$284.46
Tech	Technical Specialist	\$189.87	\$208.86	\$322.75	\$355.03
Eng	Engineer	\$177.21	\$194.93	\$301.25	\$331.38
SEng	Senior Engineer	\$202.52	\$222.77	\$344.27	\$378.70

¹⁷ Field Worker ordinary business hours are typically between 7:30am and 3:30pm Monday to Friday.

Appendix F: Developer Charges – Minor Real Estate Development Connections

This section is to be utilised for Minor Real Estate Developments where the number of metered retail customers does not exceed nine (9) (excluding a landlord meter).

A Real Estate Development is any development where:

- Three or more property titles are created from one or more allotments. They may be classified in various forms but typically will be Torrens Title, Community Title or Strata Title
- Multi tenanted sites with three or more metered retail customers

The method of supply can be from either, overhead or underground established low voltage distribution infrastructure. If suitable low voltage infrastructure is not present for the required load and number of phases,

or the total connections exceed nine (9), a Negotiated Connection Offer will be provided.

F.1 Incremental Revenue Rebate (IRR) - Minor Real Estate Development Connections

A state-wide average IRR for a domestic dwelling has been applied in the published standard charges, considering the following factors:

- A maximum ADMD of 5kVA per residential connection within the development
- The use of alternate energy sources
- The expected take-up rate for connection services within a development
- Calculated over a 30-year period.

F.2 Augmentation Charges

Augmentation charges have been factored into the published standard charge, in accordance with the SA Power Networks Connection Policy. The ADMD utilised is also 5kVA for augmentation.

Table 5 – Indicative Prices for Minor Real Estate Developer Connection Services (refer section 2.4 detailing project types permitted to use this standard pricing)

Service Group	Service	Service Description	Fee code	23/24 Price (GST Exclusive)	23/24 Price (GST Inclusive)
New Supply - Small Residential Developments ranging between 3 - 9 Retail Connections (assumed ADMD of 5kVA per dwelling)					
Multiple Service Points (Typically Torrens Title) - Total ADMD less than or equal to 100A	Establish a new connection through an Over / Under service point on an Existing Pole or connect to an Existing fused or unfused pit / pillar. Applicable to each individual connection point requested for the development. Example - A nine-unit development will receive this charge for each of the nine connections.	Provision of an over to under service on an existing pole, or provision of a fused or unfused connection point from the underground network. ¹⁸	BCS 150 (Charge applied per Connection)	\$550.00	\$605.00
Single Service Point (Typically Community Title) - Total ADMD less than or equal to 100A	Establish a new connection through a single Over / Under service point on an Existing Pole or connect to an Existing fused or unfused pit / pillar. Only one connection point will be provided to a common meter board, load limited to ≤ 100 Amp.	Provision of an over to under service on an existing pole, or provision of a fused or unfused connection point on the underground network. ¹⁸	BCS151	\$550.00	\$605.00
Extension of Distribution Network Required By Developer	Extend the distribution network by installing one new pole and Over/ Under service point. Single service points - this will be the only charge as it includes the provision of one only connection point.	Provision of an over to under service on a new pole which includes a single span Extension of LV ABC mains up to 25 metres from the existing supply mains. Extensions >25m, or developments requiring multiple extensions will be assessed as a negotiated offer and a site-specific negotiated offer will be required in accordance with the connection policy.	ProEst Code SS3618B	\$8,710.00	\$9,581.00

¹⁸ The existing connection point must be located within 25 metres of the property boundary and able to accommodate the additional service(s). The most suitable connection point will be determined by SA Power Networks. Modifications (excluding extensions which are at customer cost) to existing infrastructure to accommodate the additional connection(s) will be treated as augmentation and will not attract additional connection charges.

Service Group	Service	Service Description	Fee code	23/24 Price (GST Exclusive)	23/24 Price (GST Inclusive)
Extension of Distribution Network Required By Developer	Extend the distribution network by installing one new fused or unfused pit / pillar as the connection point. Single service points - this will be the only charge as it includes the provision of one only connection point. Multiple Service Points - This charge includes the provision of one only connection point, all subsequent connections will attract the BCS 150 fee per connection.	Provision of a fused or unfused service pit / pillar including the Extension of the underground low voltage network up to 25 metres from the existing supply mains. Extensions >25m, or developments requiring multiple extensions will be assessed as a negotiated offer and a site-specific negotiated offer will be required in accordance with the connection policy.	ProEst Code SS3618C	\$17,400.00	\$19,140.00

Appendix G: Augmentation Rates

Table 6 – Augmentation Rates

(ICSN) Augmentation Rates (2023/24 - Exclusive of GST)					
Network Element	Residential		Non-Residential		Comments
	Country (\$/kVA)	Metro (\$/kVA)	Country (\$/kVA)	Metro (\$/kVA)	
Standard Rates					
Low Voltage	431	431	298	298	Applies if connection is via shared low voltage mains, e.g. connected to the terminals of a low voltage service pillar.
Distribution Transformer	425	425	293	293	Applies if connection is supplied via the low voltage transformer terminals of an established shared transformer.
Feeder High Voltage	281	281	193	193	Applies if supplied via a connection to a shared high voltage distribution feeder, or via a transformer that forms part of the customer connection costs.
Additional applicable rates					
Zone substation	439	326	301	226	Additional to the standard rate and applies if the customer demand is >10% of the Zone Substation capacity.
Sub-transmission line	686	226	473	156	Additional to the standard rate and zone substation rate and applies if the customer demand is >10% of the Sub Transmission line capacity.
Standalone rates when connecting directly to a substation or sub transmission line					
Zone substation	N/A	N/A	301	226	Applies to the total incremental requested demand when connecting to a Zone substation as a high voltage connection.
Sub-transmission line (66kV)	N/A	N/A	473	156	Applies to the total incremental requested demand when connecting to a 66kV network as a high voltage connection.
Sub-transmission line (33kV)	309	N/A	309	N/A	Applies to the total incremental requested demand when connecting to a 33kV feeder on the applicable Tariff assigned to this type of high voltage connection or dedicated asset low voltage connection.

Notes:

1. Residential Real-Estate Developers will incur Residential Augmentation Rates.
2. The augmentation rates will increase annually in-line with the annual consumer price index increase as published by the Australian Bureau of Statistics (ABS) for All Groups, CPI, Australia, Weighted Average of Eight Capital Cities for the (March to March) quarter.
3. GST will be applied to listed rates as part of the Negotiated Connection Offer