

Price Schedule for Ancillary Network Services

1 July 2025

Network services are services performed by Essential Energy to facilitate contestable works. These services are required to ensure that an appropriate level of reliability, quality of supply and safety is maintained when operating the distribution network.

This attachment sets out the final decision of prices Essential Energy is allowed to charge customers for the provision of alternative control services – network ancillary, metering, connection and provider of last resort services.

Alternative control services are customer specific or customer requested services and so the full cost of the service is attributed to a particular customer, or group of customers, benefiting from the service.

If new services arise during the 2024–29 regulatory control period with characteristics that are the same or essentially the same as other alternative control services, the AER consider that they should be priced as a quoted service until the next regulatory period. Any new ancillary network service and pricing methodology will be disclosed through our annual pricing process.

*All rates in the below tables are exclusive of GST

Table 1.1: Rates

Labour class	Normal time rate \$	Overtime rate \$*
Administration (R1)	\$124.55	\$193.98
Indoor Technical Specialist (R2a)	\$198.81	\$284.72
Outdoor Technical Specialist (R2b)	\$223.61	\$340.31
Engineer (R3a)	\$256.80	\$311.97
Senior Engineer (R3b)	\$311.98	\$379.00
Engineering Manager (R3c)	\$358.75	\$467.83
Field Worker (R4)	\$203.67	\$278.69
Materials & other contractor costs are charged at purchase price/contractor costs + %		
Materials	Per item	81.04%
Contractor	Per Job	61.00%

* Essential Energy may impose an overtime hourly rate for services provided outside the hours of 7.30am and 4pm on a working day.



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Table 1.2: Schedule of charges for network ancillary services

Network ancillary services—customer and third party initiated services related to the common distribution service						
1. Design related services						
1.1 Design information	Refer table 1.1 for hourly rate/percentage					
1.2 Design certification	Refer table 1.1 for hourly rate/percentage					
1.3 Design consultation	Refer table 1.1 for hourly rate/percentage					
1.4 Administration	Refer table 1.1 for hourly rate/percentage					
1.5 Non-standard design approval	Refer table 1.1 for hourly rate/percentage					
2. Contestable network commissioning and decommissioning						
2.1 Substation commissioning		Normal time	\$2,027.01	Overtime	\$2,798.90	Per substation
2.2 Testing & commissioning of streetlights/mains/cables/UG pillars	Underground/overhead streetlights	Normal time	\$101.83	Overtime	\$139.34	Per streetlight
	Underground LV cable	Normal time	\$101.83	Overtime	\$139.34	Per cable
	Underground pillar pits	Normal time	\$101.83	Overtime	\$139.34	Per pit/pillar
	Underground cable test	Normal time	\$899.56	Overtime	\$1,230.85	Per job
2.3 Redundant material coordination	\$62.28	Per occasion				
2.4 Commissioning - Other network equipment	Recloser	Normal time	\$2,932.17	Overtime	\$4,319.62	Per recloser
	Regulator	Normal time	\$3,354.59	Overtime	\$4,944.65	Per regulator site
	Smart switch	Normal time	\$1,225.81	Overtime	\$1,835.77	Per switch
	Other – Specialised equipment	Refer table 1.1 for hourly rate/percentage				
3. Notices of arrangement and completion notices						
3.1 Notice of arrangement	\$459.90	Per job				
3.2 Request for early notice of arrangement	\$621.57	Per job		Field inspection:	Refer table 1.1 for hourly rate/percentage	
3.3 Completion notice - Other than notice of arrangement	Refer table 1.1 for hourly rate/percentage					

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Network ancillary services—customer and third party initiated services related to the common distribution service						
4. Access permits, oversight and facilitation						
4.1 Connection	Live LV connection	Normal time	\$1,498.13	Overtime:	\$1,985.69	Per connection
	Outage connection - Basic: Single-point isolation	Normal time	\$2,427.66	Overtime	\$2,674.04	Per connection
	Outage connection - Complex: Multi-point isolation	Normal time	\$3,955.21	Overtime	\$4,855.32	Per connection
	Outage connection - Sub-transmission	Normal time	\$6,722.66	Overtime	\$8,522.87	Per connection
	Outage connection - Major contestable distribution	Refer table 1.1 for hourly rate/percentage				
	Connection rescheduled (Outage cancellation)		\$822.40	Per connection		
4.2 Access to network assets (standby)	Refer table 1.1 for hourly rate/percentage					
4.3 Services to supply and connect temporary supply to one or more customers	Connect & disconnect MG to OH/UG mains, switchboard or kiosk	Normal time	\$2,737.44	Overtime	\$3,262.50	Per recloser
	Install & remove HV LL links or bonds	Normal time	\$3,961.92	Overtime	\$4,974.54	Per regulator site
	Break & remake LV bonds	Normal time	\$3,656.41	Overtime	\$4,556.52	Per switch
	Generator hire - Charged at invoice cost + percentage applicable to the service provided					
4.4 Rectification of contestable work (ASP Installed)	Refer table 1.1 for hourly rate/percentage					
5. Sale of approved materials or equipment						
5.1 Sale of approved materials/equipment to ASPs	For these jobs, materials & other costs are charged at purchase price + 26.86% per order					
6. Network related property services						
6.1 Conveyancing information	\$62.28	Per enquiry				
6.2 Easement processing - Conveyancing review	Refer table 1.1 for hourly rate/percentage					
6.3 Services involved in obtaining deeds of agreement (DOA)	Refer table 1.1 for hourly rate/percentage					
6.4 Development applications and encroachment processing	Refer table 1.1 for hourly rate/percentage					
6.5 Crown land acquisition	Refer table 1.1 for hourly rate/percentage					
6.6 Legal review services - Customer funded works	Refer table 1.1 for hourly rate/percentage					
6.7 Network-related property disbursement	Refer table 1.1 for hourly rate/percentage					
7. Site establishment services						
7.1 Site establishment	\$93.41	Per NMI				

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Network ancillary services—customer and third party initiated services related to the common distribution service					
8. Network safety services					
8.1 Work near electrical assets - De energisation of mains - Safe approach clearances	Normal time	\$2,762.58	Overtime	\$3,362.66	Per job
8.2 Work near electrical assets - Disable auto reclose - Safe approach clearances	Normal time	\$910.46	Overtime	\$1,004.21	Per job
8.3 Provision of traffic control by the DSNP	Charged at invoice cost + percentage applicable to the service provided per job				
8.4 Site safety supervision	Refer table 1.1 for hourly rate/percentage				
8.5 Provision of construction work by DSNP	Refer table 1.1 for hourly rate/percentage				
8.6 Warning markers	Design	Refer table 1.1 for hourly rate/percentage			
	Installation	Refer table 1.1 for hourly rate/percentage			
	Hire - tiger tails	\$0.71			
	Hire - warning markers	\$1.64			
	Purchase - warning markers	\$169.13			
	Material & contractor	Refer table 1.1 for hourly rate/percentage			
8.7 High load escorts	High load escorts	Refer table 1.1 for hourly rate/percentage		High load permit	\$124.55 Per permit
9. Rectification works to maintain network safety					
9.1 Vegetation clearing of private trees encroaching DNSP assets	Materials & other contractor costs are charged at purchase price + percentage applicable to the service provided				
9.2 Inspection of private trees encroaching DSNP assets	Refer table 1.1 for hourly rate/percentage				
9.3 Vegetation clearing of private trees encroaching private assets	Materials & other contractor costs are charged at purchase price + percentage applicable to the service provided				
9.4 Rectification works by Essential Energy of private asset aerial mains defects	Refer table 1.1 for hourly rate/percentage				
9.5 Rectification works by Essential Energy of DSNP's assets due to landowner encroachment issues	Refer table 1.1 for hourly rate/percentage				
10. Retailer of last resort					
10.1 Retailer of last resort (ROLR)	Cost per event				
11. Customer requested network outage or rescheduling of a planned interruption					
11.1 Planned interruption - Customer requested	Refer table 1.1 for hourly rate/percentage				
12. Attendance at customers premises to perform a statutory right where access is prevented					
12.1 Attendance at customers' premises - Statutory right	Refer table 1.1 for hourly rate/percentage				

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Network ancillary services—customer and third party initiated services related to the common distribution service							
13. Inspection and auditing services							
13.1 Inspection of construction work (by level 1 ASPs)	Refer table 1.1 for hourly rate/percentage						
13.2 Inspection of service work (level 2 ASPs)	Per NOSW	A Grade	\$55.91	B Grade	\$111.81	C Grade	\$279.52
13.3 Re-inspection of work of a service provider (level 1 & level 2 ASPs work)	Refer table 1.1 for hourly rate/percentage						
13.4 Customer installation inspection	Per CCEW	\$55.91					
13.5 Re-inspection customer installation	Refer table 1.1 for hourly rate/percentage			Per re-inspection CCEW			
13.6 Investigation, review & implementation of remedial actions associated with work performed by ASPs	Incident category 1 -2 classification:			Refer table 1.1 for hourly rate/percentage			
	Incident category 3 - 5 classification:			\$3,577.81	Per job		
13.7 Substation inspection	Per substation	A Grade	\$447.23	B Grade	\$782.65	C Grade	\$1,006.26
13.8 Inspection services of privately owned electrical infrastructure assets	Refer table 1.1 for hourly rate/percentage						
14. Provision of training to third parties for network related access							
14.1 Provision of training to ASPs for network access	Access permit recipient training to ASPs: scheduled course				\$310.65	Per student	
	Access permit recipient training to ASPs: requested out of schedule course				\$2,609.78	Per class	
	Access permit recipient training to ASPs: requested out of schedule course - travel				Refer table 1.1 for hourly rate/percentage		
	Access permit recipient training to ASPs: requested out of schedule course – accommodation & incidentals				Charged at invoice cost + percentage applicable to the service provided		
14.2 ASP compliance related training services	ASP compliance related training services: scheduled course				Refer table 1.1 for hourly rate/percentage		
	Access permit recipient training to ASPs: requested out of schedule course - travel				Refer table 1.1 for hourly rate/percentage		
	Access permit recipient training to ASPs: requested out of schedule course - accommodation & incidentals				Charged at invoice cost + percentage applicable to the service provided		
	Materials	Charged at invoice cost + percentage applicable to the service provided					
14.3 Provision of training - Entry into electrical stations	\$627.68	Per student		Additional site visits	Refer table 1.1 for hourly rate/percentage		Per site
15. Authorisation of ASPs							
15.1 Authorisation of ASPs	Authorisation - initial		\$590.90	Authorisation - renewal		\$155.69	Per authorisation
15.2 ASP authorisation agreement	Authorisation agreement - initial		\$497.48	Authorisation agreement - renewal		\$62.28	Per authorisation

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Network ancillary services—customer and third party initiated services related to the common distribution service			
16. Security lighting			
16.1 Provision of security lighting	Nightwatch 250W	\$27.19	Per light/per month
	Nightwatch 400W	\$37.99	Per light/per month
	Nightwatch 1000W	\$78.54	Per light/per month
	Night vision x small LED - 5 yr contract	\$23.67	Per light/per month
	Night vision x small LED - Upfront	\$1,007.50	Per light upfront fee
	Night vision x small LED - Monthly service	\$7.89	Per light/per month
	Night vision small LED - 5 yr contract	\$22.51	Per light/per month
	Night vision small LED - Upfront	\$943.24	Per light upfront fee
	Night vision small LED - Monthly service	\$12.87	Per light/per month
	Night vision medium LED - 5 yr contract	\$25.53	Per light/per month
	Night vision medium LED - Upfront	\$1,110.36	Per light upfront fee
	Night vision medium LED - Monthly service	\$19.05	Per light/per month
	Night vision large LED - 5 yr contract	\$32.58	Per light/per month
	Night vision large LED - Upfront	\$1,499.79	Per light upfront fee
	Night vision large LED - Monthly service	\$29.57	Per light/per month
	Night vision x large LED - 5 yr contract	\$49.58	Per light/per month
	Night vision x large LED - Upfront	\$2,438.43	Per light upfront fee
	Night vision x large LED - Monthly service	\$36.25	Per light/per month
	Night vision exit fee - X small LED	\$503.75	Per light
	Night vision exit fee - Small LED	\$471.62	Per light
	Night vision exit fee - Medium LED	\$555.18	Per light
	Night vision exit fee - Large LED	\$749.89	Per light
	Night vision exit fee - X large LED	\$1,219.21	Per light
16.2 Provision of luminaire glare shield	\$594.38	Per light	

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Network ancillary services—customer and third party initiated services related to the common distribution service				
17. Customer initiated or triggered network asset relocations/re-arrangements				
17.1 Design and construction of asset relocations - customer funded	Refer table 1.1 for hourly rate/percentage			
18. Customer requested provision of electricity network data				
18.1 Provision of metering consumption data	\$31.13	Per occasion	Bulk data request	Refer table 1.1 for hourly rate/percentage
18.2 Data requests - network data or consumption data outside of legislative obligations	Refer table 1.1 for hourly rate/percentage			
19. Termination of cable at zone substation – Distributor required performance				
19.1 DNSP Provided cable jointing and termination services for contestable work	Refer table 1.1 for hourly rate/percentage			
20. Authorisation and approval of third-party service providers’ design, work and materials				
20.1 Authorisation and approval of third party service providers’ design, work and materials	Refer table 1.1 for hourly rate/percentage			
21. Third party funded network alterations or other improvements				
21.1 Third party funded network alterations or other improvements	Refer table 1.1 for hourly rate/percentage			
21.2 Lighting services minor capital works (MCW)	Refer table 1.1 for hourly rate/percentage			

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Table 1.2: Schedule of charges for connection services

Connection services - services relating to the electrical or physical connection of a customer to the network (Applies to both NER chapter 5 and 5A connections)						
22. Standard connection services						
22.1 Standard connection services	Refer table 1.1 for hourly rate/percentage					
23. Non-basic negotiated connection						
23.1 Non-basic negotiated connection	Refer table 1.1 for hourly rate/percentage					
24. Connection management services						
24.1 Connections customer interface co-ordination	Refer table 1.1 for hourly rate/percentage					
24.2 Preliminary enquiry service	Basic & complex connection		Refer table 1.1 for hourly rate/percentage			
24.3 Connection/relocation process facilitation	Refer table 1.1 for hourly rate/percentage					
24.4 Connection offer service	Connection application:		\$46.22	Auto-approved	\$245.03	Technical review \$29.82 Incomplete information
24.5 Planning, protection and power quality studies	Planning/protection studies and analysis & Power quality studies			Refer table 1.1 for hourly rate/percentage		
24.6 Additional services requested by ASP/connection applicant	Refer table 1.1 for hourly rate/percentage					
24.7 Data gathering fee - Failure to provide documentation	Refer table 1.1 for hourly rate/percentage					
24.8 Pioneer scheme administration	Establishment	\$124.55	Per job	New connection	\$124.55	Per job
24.9 Application - Complex connection	Refer table 1.1 for hourly rate/percentage					
24.10 Connection point management services	Refer table 1.1 for hourly rate/percentage					
24.11 Reconnections/disconnections	Disconnect - Vacant premise		\$76.50	Per job		
	Reconnect - Vacant premise		\$80.46	Per job		
	Site visit only		\$76.50	Per job		
	Disconnect - Pole top/pillar box		\$356.43	Per job		
	Reconnect - Pole top/pillar box		\$356.43	Per job		
	Disconnection - Complete		\$88.16	Per job		
	Reconnection - Complete		\$80.46	Per job		
	Disconnection - Technical disconnection		\$88.16	Per job		
	Reconnect - Technical reconnection		\$80.46	Per job		
	Reconnect - Outside of normal business hours		\$203.67	Per job		
	Illegal connections		Refer table 1.1 for hourly rate/percentage			
25. Enhanced connection services – Extension and augmentation						
25.1 Enhanced connection service	Refer table 1.1 for hourly rate/percentage					

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Table 1.3: Schedule of charges for metering services

Metering services – activities relating to the measurement of electricity supplied to and from customers through the distribution system (excluding network meters)					
26. Special meter reading and testing (legacy meters)					
26.1 Move in/move out read	\$37.58	Per job			
26.2 Special meter read (incl wasted visit)	\$37.58	Per job			
26.3 Special meter test - 1st	\$1,000.13	Per meter			
26.4 Special meter tests - Additional	\$478.37	Per meter			
26.5 Special meter tests - CT meter	\$888.32	Per meter			
27. Emergency maintenance metering equipment not owned by the distributor (contestable meters)					
27.1 Unplanned outage - Meter fault (site attendance)	Normal time	\$508.37	Overtime	\$683.40	Per job
27.2 Unplanned outage - Meter hot water fault (site attendance)	Normal time	\$508.37	Overtime	\$683.40	Per job
27.3 Unplanned outage - Retailer outage impacting non retailer customer (site attendance)	Normal time	\$423.11	Overtime	\$560.62	Per job
27.4 Unplanned outage - Remote de-energisation - EE not notified (site attendance)	Normal time	\$423.11	Overtime	\$560.62	Per job
28. Meter recovery and disposal – Type 5 & 6 (legacy meters)					
28.1 Redundant meter disposal	\$31.13	Per occasion			
29. Distributor arranged outage for the purpose of replacing meter					
29.1 Retailer requested distributor planned interruption - Cancellation after notification	\$602.60	Per job			
29.2 Retailer requested distributor planned interruption - Initial visit	Normal time	\$527.13	Overtime	\$702.14	Per job
29.3 Retailer requested distributor planned interruption - Isolation completed	Normal time	\$451.67	Overtime	\$614.17	Per job
	Additional labour required - Refer table 1.1 for hourly rate/percentage				
29.4 Retailer requested distributor planned interruption - Early cancellation	\$61.29	Per job			
29.5 Retailer requested distributor planned interruption - MC no attendance	Normal time	\$417.72	Overtime	\$567.73	Per job
29.6 Retailer requested distributor planned interruption - One in all in	Refer table 1.1 for hourly rate/percentage				
29.7 Retailer requested planned interruption on high voltage CT metering site, including testing of distributor owned high voltage metering primary and secondary plant	Refer table 1.1 for hourly rate/percentage				
	High voltage plant hire - charged at invoice cost + percentage applicable to the service provided				
	Accommodation & incidentals per night per person - charged at invoice cost + percentage applicable to the service provided				

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Metering services – activities relating to the measurement of electricity supplied to and from customers through the distribution system (excluding network meters)		
30. Other metering services (type 5 to 7 metering installations and legacy meters)		
30.1 Off-peak conversion	\$135.78	Per job

Table 1.4: Schedule of charges for provider of last resort

Services provided in regional and remote locations into the contestable market, under a set of self-imposed controls – applies to Essential Energy only		
31. Provider of last resort services		
31.1 Provider of last resort services	Refer table 1.1 for hourly rate/percentage	

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Explanations and Definitions

ANCILLARY NETWORK SERVICES

1. Design related services

1.1 Design information

The provision of information by a Distribution Network Service Provider (DNSP) to enable an Accredited Service Provider (ASP) accredited for level 3 work to prepare a design drawing and submit it for certification.

This may include, without limitation:

- > deriving the estimated loading on the system, technically known as the ADMD (after diversity maximum demand). This estimate depends on such factors as the number of customers served and specific features of the customer's demand
- > copying drawings that show existing low and high voltage circuitry geographically and schematically) and adjacent project drawings
- > specifying the preferred sizes for overhead wires (conductors) or underground wires (cables)
- > specifying switchgear configuration type, number of pillars, lights etc
- > determining the special requirements of the DNSP's planning departments necessary to make electrical supply available to a development and cater for future projects
- > liaison with designers associated with assistance in sourcing design information and developing designs
- > nominating network connection points.

1.2 Design certification

A certification by a DNSP that a design (if implemented) will not compromise the safety or operation of the DNSP's distribution system.

This may include, without limitation:

- > certifying that the design information/project definition have been incorporated in the design
- > certifying that easement requirements and earthing details are shown
- > considering design issues, including checking for over-design and mechanisms to permit work on high voltage systems without disruption to customers' supply (adequate low voltage parallels)
- > certifying that funding details for components in the scope of works are correct
- > certifying that there are no obvious errors that depart from the DNSP's design standards and specifications
- > certifying that shared assets are not over-utilised to minimise developer's connection costs and that all appropriate assets have been included in the design
- > auditing design calculations such as voltage drop calculations, conductor clearance (stringing) calculations etc
- > certifying that a bill of materials has been submitted
- > certifying an environmental assessment has been submitted by an accredited person and checked.

1.3 Design consultation

This may include, without limitation:

- > Any additional work required after the initial review and quoted service fee, as a result of customer initiated changes to the design information pack which had previously been provided, or a rejected submission for certification by Essential Energy due to failure to comply with submission requirements
- > Works undertaken as a result of a non-compliant construction drawings or failure to make a complete design submission including all necessary ancillary documentation, including easement requirements
- > Design recertification at the request of the ASP level 3 after initial certification has been granted. This may be as a result of changes required to the certified design either prior to or during the construction phase of a project, or due to the 6 months certification period expiring
- > Gathering of information related to a design enquiry or request for information
- > Providing Design information as part of a feasibility study
- > Time spent attending meetings with stakeholders to provide design advise.



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1.4 Administration

Work of an administrative nature (not including work described in service - Notice of Arrangement (NOA) or Authorisation of ASPs).

This may include, without limitation:

- > Checking supply availability
- > Processing applications
- > Correspondence from application to completion
- > Record – keeping
- > Requesting and receiving fees (initially, then prior to design and after certification)
- > Receiving design drawings (registering and copying)
- > Raising order for high voltage (HV) work
- > Calculating the cost of a project and warranty/maintenance bond
- > Organising refunds to developers for HV work
- > Liaising with developers and customers
- > Updating Geographic Information Systems (GIS) and mapping
- > Supporting the process of design information, design certification and design rechecking.

1.5 Non-standard design approval

Approval of a non-standard construction type at the request of the ASP, where during the design phase of the project the designer has identified a design requirement which do not comply with Essential Energy's approved design and construction standards.

Non-standard design requests require clear justification of the intended layout and details the proposed any deviations from approved standards.

2. Contestable network commissioning and decommissioning

2.1 Substation commissioning

The commissioning by Essential Energy of a substation, whether it is a single pole, pad mount/kiosk or indoor/chamber and includes:

- > All necessary pre-commissioning checks and tests prior to energising the substation via the high voltage switchgear and closing the low voltage circuit breaker, links or fuses; and
- > The setting or resetting of substation protection equipment.

A Connection fee, in addition, may be required to gain access to the network in order to undertake the commissioning. Essential Energy will perform the required testing and commissioning activities as per current policies and the subsequent data capture in Essential Energy's asset systems.

The substation commissioning charge will be applied per substation.

2.2 Testing & commissioning

The completion of commissioning tests by Essential Energy of new electrical assets which form part of the contestable connection work including:

- > Overhead and Underground streetlight commissioning
- > Underground low voltage cable (excludes HV cable)
- > Underground cable tests (IR/VLF Test).

Essential Energy will perform the required testing and commissioning activities as per current policies and the subsequent data capture in Essential Energy's asset system.



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2.3 Redundant material coordination

Service associated with the management of returned redundant connection related materials and equipment such as poles, transformers and switchgear. Material is to be returned by the relevant ASP to an approved Essential Energy depot.

2.4 Commissioning – Other network equipment

The commissioning by Essential Energy of new equipment which form part of connection/alteration work. Typically associated with complex projects (such as sub-transmission) which require:

- > Additional planning and co-ordination with other parties e.g. AEMO
- > Setting and testing of protection devices and schemes
- > Configuration of communication equipment
- > Asset testing, switching and commissioning
- > Performance and compliance testing.

3. Notices of arrangement and completion notices

3.1 Notice of arrangement

Work of an administrative nature performed by a distributor where a local council requires evidence in writing from the distributor that all necessary arrangements have been made to supply electricity to each lot of a development. This may include receiving and checking plans and easement documentation such as Section 88B Instruments and Transfer Granting Easements, plans and associated documentation, checking and recording easement details, preparing files for conveyancing officers, liaising with developers if errors or charges are required, checking and receiving declarations and any amended linen plans and easement documentation approved by a conveyancing officer and preparing NOA, NOA letter and issuing to the requestor.

3.2 Request for early notice of arrangement

Work of an administrative nature performed by a distributor where a local council requires evidence in writing from the distributor that all necessary arrangements have been made to supply electricity to a development. The NOA is issued before works are completed at the request of the ASP. Processing of the early NOA requires additional services to a standard NOA.

This may include, without limitation:

Provision of Outdoor Technical Specialist site inspection, to ensure the requirements of early notice of arrangement are met including 80% construction of proposed works.

Arranging the Bank Guarantee and having it registered with Essential Energy. Preparing the notice of arrangement letter and issuing to the requestor. Return of the bank guarantee after the project is completed.

3.3 Completion notice – Other than notice of arrangement

Provision of completion notice prior to issue of NOA. An ASP may request the DNSP to provide a "Completion Notice" to verify that the work has been completed and meet the DNSP's standards.

4. Access permits, oversight and facilitation

4.1 Connection

This service fee includes network access and may include without limitation:

- > Access to Essential Energy's distribution network through the provision on an AP issued to authorised personnel
- > Researching, documenting and completion of a Network Access Request (NAR) including a site visit as required
- > Documenting the switching process
- > Programming the work
- > Control room activities
- > Fitting and removing of AP earths
- > Switching of the high and/or low voltage distribution network
- > Notification of affected customers and NECF compliance (EE notified)



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- > Cable ID, stab, cut and phase
- > Reinstate network and testing
- > Meeting requirements of the National Energy Retail Law (NSW) and the National Energy Retail Rules
- > Travel costs.

The above service activities apply generally across each of the following connection types. The connection type will be determined by EE.

Live LV Connection

This service fee includes the live connection of LV network and may include without limitation:

- > Access to EE's distribution network through the provision of a live work permit issued to authorised EE personnel
- > Overhead and underground live low voltage connections - connection of distribution mains (other than completed under an AP).

Outage Connection - Basic: Single-point isolation

This service fee includes network access via an outage and is typically related to basic isolations where only a single point isolation is required and may include without limitation:

- > Access to EE's distribution network through the provision of an AP issued to authorised personnel
- > Fitting and removing of AP earths and/or LV bonds.

Outage Connection - Complex: Multi-point isolation

This service fee includes network access via an outage and is typically related to complex isolations where multi-point isolation is required and may include without limitation:

- > Access to EE's distribution network through the provision of an AP/s issued to authorised personnel
- > Fitting and removing of multiple AP earths and LV bonds.

Outage Connection - Sub-transmission

This service fee includes network access via an outage and is typically related to when isolations on the sub-transmission network is required and may include without limitation:

- > Access to EE's distribution network through the provision of an AP/s issued to authorised personnel
- > Fitting and removing of multiple AP earths
- > Switching of the HV sub-transmission network 66KV or greater.

Outage Connection - Major contestable distribution connection

This is a negotiated service fee for major contestable distribution connections requiring network access via an outage.

Applicable to all connection types:

Essential Energy may impose an additional overtime hourly rate for services provided outside the hrs of 7:30am - 4pm Mon - Fri (ordinary hrs). Where standard connection start or finish times are exceeded as a continuation of work, additional overtime hourly rates will be charged at applicable published labour classes. This overtime will be charged in addition to the applicable normal time service fee.

Overtime may occur as a result of:

- > Failure to complete AP associated work within requested ordinary hours;
- > Where an outage is requested outside of ordinary hours (does not include when Essential Energy requires that the work be performed outside ordinary hours). In this situation the Overtime Access Permit Fee applies.

A rescheduled connection fee will be charged where an ASP cancels an outage request within 10 days lead time prior to the scheduled outage.

Excludes - Provision of MG (Mobile Generator) and Live Line to maintain supply where temporary supply arrangements are requested by an ASP and/or as prescribed in the design information requirements, to maintain a



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continued but temporary supply to otherwise impacted customers during contestable connection works. These services are in addition and covered by another quoted service.

4.2 Access to network assets (standby)

The provision of access to switch rooms, substations and the like to an ASP who is accompanied by a distributor's staff member. This service does not include site supervision or de-energisation of assets.

4.3 Services to supply and connect temporary supply to one or more customers

The provision of an MG (Motor Generator) connection to the network or a direct distributor and/or use of HV Line Live/LV Live Techniques when requested by an ASP and or as prescribed in the design information requirements to maintain a continued but temporary supply to otherwise impacted customers during contestable connection works. Service is in conjunction with, but in addition to access permits and clearance to work.

The costs of MG hire are not included as these are commercially available. Hire cost of providing generators are in addition to this service.

Note, there is no allowance for Essential Energy to supply an MG standby technician if required. This would be covered as an additional service.

4.4 Rectification of contestable works (ASP installed)

Service to provide rectification of defective or non- conformant contestable work installed by ASP. Where installation is not installed to relevant Essential Energy construction standards. The ASP will be required to cover costs associated with rectification works.

Situations include where construction non- conformances have been identified during construction inspection audits and/or:

- > the relevant ASP fails to rectify within nominated non-compliance action period;
- > the relevant ASP elects the rectification work is completed by the DNSP.

Rectification works may also be completed by the DNSP under fault and emergency situations, where rectification works is required to rectify safety issues or maintain electricity supply.

5. Sale of approved materials or equipment

5.1 Sale of approved materials/equipment to ASPs

Provision of approved materials/equipment to third parties for connection assets that will become part of the shared distribution network.

6. Network related property services

6.1 Conveyancing information

The provision of information regarding the availability of supply, presence of electrical equipment, proposals of new works and related information for property conveyancing purposes undertaken with or without any physical inspection of a site, other than the provision of information or the answering of enquiries relating to any matter under Government Information (Public Act) Act Freedom of Information legislation.

6.2 Easement processing – Conveyancing review

Work of a conveyancing nature performed by Essential Energy (or on behalf of Essential Energy) relating to review, rectification, certification and execution of easement documentation including but not limited Transfer Granting Easements, Section 88B Instruments, Customer & Landowner Deeds, survey plans. Such work also includes administration work required in that process such as file preparation, record keeping, photocopying, scanning and dispatch of documentation. A separate fee may be charged for the review of separate documentation e.g. Customer Deed and Transfer Granting easement for the same easement is deemed to be two pieces of work.



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6.3 Services involved in obtaining deeds of agreement (DOA)

Services related to the acquisition of tenure over and access to DNSP assets associated with contestable connection works. New assets being connected to the network may be positioned on land not legally accessible to DNSP. To ensure DNSP has appropriate tenure and access to these new assets into the future, a Deed of Agreement is established in advance of connecting the new assets to facilitate the necessary execution of formal arrangements that create appropriate easement or lease arrangements to be registered on the land title deed.

6.4 Development applications and encroachment processing

Services relating to work performed by Essential Energy in providing comment to consent authorities, landowners and their consultants in relation to development applications as contemplated by the State Environmental Planning Policy (Infrastructure) 2007. In addition, work undertaken in the assessment of encroachments on Essential Energy's network is also included.

6.5 Crown land acquisition

Work performed by Essential Energy (or on behalf of Essential Energy) relating to acquisition of crown land (including interests in land). Any work or services provided in acquiring the relevant interest through the compulsory acquisition process included but not limited to liaising with customer as to requirements, obtaining internal approvals, preparation, negotiation and execution of formal documentation, engagement of panel lawyer, liaising with panel lawyer, preparation of Ministerial submission including complying with legislative requirements, reviewing VG's determination, arranging required payments including seeking reimbursement from customer, reporting to customer and all matters relating to gazettal and registration.

Services also include administration work required such as photocopying, scanning, emailing, accounting processes.

6.6 Legal review services – Customer funded works

Work of a legal nature performed by Essential Energy (or on behalf of Essential Energy) relating to legal issues and activity arising from customer funded projects. This includes where required on chapter 5 and 5A projects community consultation in relation to the acquisition of new easements or modification to existing easements for the purpose of connection works.

6.7 Network-related property disbursement

Network-related property costs and services associated with but not limited to:

- > property searches
- > PEXA and registration
- > DA reviews.

7. Site establishment services

7.1 Site establishment

Site establishment services, including liaising with Australian Energy Market Operator (AEMO) or market participants for the purpose of establishing National Meter Identifiers (NMI) in market systems, for new premises or for any existing premises for which AEMO requires a new NMI and for validation of and updating network load data. This includes processing and assessing requests for a permanently unmetered supply device.

8. Network safety services

8.1 Work near electrical assets – De-energisation of mains – Safe approach clearances

This service provides de-energisation of Overhead and Underground mains where it has been identified that exclusion distances cannot be maintained. Examples of work activities include vegetation clearing, construction work and operating cranes.

This service can include but not limited to:



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- > Access to Essential Energy's distribution network through the provision on an AP issued to authorised personnel or Issuing of Operating Agreement
- > Researching, documenting and completion of a NAR including a site visit as required
- > Documenting the switching process
- > Programming the work
- > Control room activities
- > Fitting and removing of Access Permit earths or Low Voltage bonds (if required)
- > Switching of the High and Low voltage networks
- > Notification of affected customers and NECF compliance (EE notified)
- > Reinstate network testing and commissioning
- > Meeting requirements of the National Energy Retail Law (NSW) and the National Energy Retail Rules
- > Travel costs.

Excludes - Provision of Essential Energy staff as an Authorised AP Recipient. This service is in addition and would be covered under Site Safety Supervision service.

8.2 Work near electrical assets – Disable auto reclose - Safe approach clearances

Disabling of Auto Reclose (DAR) protection settings associated with Vegetation works near High Voltage Mains.

This service can include but not limited to:

- > Disabling of Auto Reclose Protection setting to allow works to be safely completed by authorised personnel to approved safety clearances as set within Essential Energy's safety rules
- > Researching, documenting and completion of a Network Access Request (NAR) including a site visit as required
- > Documenting the actual switching process (for field operations)
- > Programming the work
- > Control room activities
- > The actual switching of the High network
- > Notification of affected customers and NECF compliance (EE notified)
- > Travel cost.

8.3 Provision of traffic control by the DNSP

Provision of Traffic Control by Essential Energy where deemed required to meet worksite safety requirements.

8.4 Site safety supervision

Provision of field staff to perform site safety supervision to unauthorised personnel performing work near the DNSP's assets. Service may include Essential Energy staff performing the role of the Access Permit Recipient.

8.5 Provision of construction work by DNSP

Provision of network related construction work by Essential Energy to facilitate construction (non- connection related) activities within clearances of the distribution network or assets. Service may include but not limited to physical and/or electrical isolation. e.g. temporary removal or overhead mains to facilitate vegetation removal works.

8.6 Warning markers

Installation of visual warning markers and temporary covers on overhead mains and service lines as requested by a third party. Can include rental or purchase of warning markers.

Services can include:

- > Tiger tails installation
- > Construction warning marker installation
- > Design and installation of aerial markers.

NB. this does not include the installation of temporary covers (on de energised mains) by certain ASPs in association with their contestable work, in accordance with their Service Provider Authorisation, which is contestable work.



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8.7 High load permits and escorts

High load services include the issuance of high load permits, temporary relocation, or other manners of making safe overhead mains for high vehicle loads and high load escorts. Any load above 5.5 meters must be escorted. Any load up to 5.5 meters will be assessed independently by regional Network Services depots to ascertain a risk assessment of need/requirement for an escort.

9. Rectification works to maintain network safety

9.1 Vegetation clearing of private trees encroaching DNSP assets

Vegetation clearing of private trees which are encroaching within safe limits of Essential Energy's electrical network. Where the landowner is responsible for the vegetation management and fails to maintain the necessary safety clearances or where the customer elects Essential Energy to complete.

9.2 Inspection of private trees encroaching DNSP assets

Inspection of private trees which are encroaching within safe limits of Essential Energy's electrical network.

9.3 Vegetation clearing of private trees encroaching private assets

Vegetation clearing of private trees which are encroaching within safe limits of the customers private electrical aerial mains within bush fire prone areas or where a customer requires electricity supply for medical assistance (life support customer). Where the customer has been notified and fails to rectify, and the defect presents a community safety risk.

9.4 Rectification works by Essential Energy of private asset aerial mains defects

Rectification work completed by Essential Energy on Private aerial mains defects within bush fire prone areas or where a customer requires electricity supply for medical assistance (life support customer). Where the customer has been notified to rectify a defect but fails to do so, legislation requires the defect to be rectified by Essential Energy.

9.5 Rectification works by Essential Energy of DNSP's assets due to landowner encroachment issues

Rectification work undertaken by Essential Energy due to failure of a landowner to maintain electrical easement clearances (encroachment). And as a result, present a safety risk to the network/community or inhibit access to network infrastructure.

10. Retailer of last resort

10.1 Retailer of last resort (ROLR)

Preparing lists of affected sites, and reconciling data with AEMO listings; handling in-flight transfers; identifying open service orders raised by the failed retailer and determining actions to be taken in relation to those service orders; arranging estimate reads for the date of the ROLR event and providing data for final NUOS bills in relation to affected customers; preparing final invoices for NUOS and miscellaneous charges for affected customers; preparing final debt statements; extracting customer data, providing it to the ROLR and handling subsequent enquiries; handling adjustments that arise from the use of estimate reads; assisting the retailer with the provision of network tariffs to be applied and the customer move in process; administration of any 'ROLR cost recovery scheme distributor payment determination'.

11. Customer requested network outage or rescheduling of a planned interruption

11.1 Planned interruption – Customer requested

Where the customer requests to move a DNSP planned interruption and agrees to fund the additional cost of performing the associated planned distribution work outside of normal business hours.



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12. Attendance at customers premises to perform a statutory right where access is prevented

12.1 Attendance at customers premises – Statutory right

Recovery of costs associated with gaining access to a customer premises under statutory law, in order to carry out necessary Essential Energy functions. This task normally involves a meter technician returning to a customer's premises to undertake a service for a second time due to customer dissent during previous visits.

13. Inspection and auditing services

13.1 Inspection of construction work (by level 1 ASPs)

The inspection by Essential Energy of work undertaken by an ASP accredited to perform Level 1 work, for the purpose of ensuring the quality of the assets to be handed over to Essential Energy.

13.2 Inspection of service work (level 2 ASPs)

The inspection that may be undertaken by Essential Energy on an audit basis, in accordance with the DTIRIS Accredited Service Provider Scheme of work undertaken by a Level 2 ASP, for the purpose of ensuring the quality of assets to be handed over to Essential Energy (the fee calculated on the basis that it is payable by all customers and shared for the provision of the audit service whether or not it is actually carried out on an individual customer's premises).

13.3 Re-inspection of work of a service provider (level 1 & 2 ASPs work)

The re-inspection by Essential Energy of work (other than customer installation work) undertaken by an ASP accredited to perform level 1 or level 2 work, for the reason that on first inspection the work was found not to be satisfactory.

13.4 Customer installation inspection

Initial inspection that may be undertaken by Essential Energy on an audit basis of private electrical wiring work undertaken by an electrical contractor. Inspection of electrical work as submitted within the Certificate of Compliance for electrical work (CCEW), as required under the Electricity (Consumer Safety) Act 2004 and Electricity (Consumer Safety) Regulation 2015 (the fee calculated on the basis that it is payable by all customers and shared for the provision of the audit service whether or not it is actually carried out on an individual customer's premises).

13.5 Re-inspection customer installation

The re-inspection by a DNSP of private electrical wiring work undertaken by an electrical contractor, required where the first inspection revealed defective work.

13.6 Investigation, review and implementation of remedial actions associated with work performed by ASPs

The investigation, review and implementation of remedial actions associated with contestable connection works, leading to corrective and disciplinary action against an ASP due to unsafe practices, substandard workmanship or other serious circumstances.

13.7 Substation inspections

The inspection by Essential Energy of substations installed by an ASP accredited to perform Level 1 work, for the purpose of ensuring the quality of the assets to be handed over to Essential Energy.

This service is in addition to other Level 1 inspection services, where substations have been installed as part of new contestable connection works.

13.8 Inspection service of privately owned electrical infrastructure assets

The inspection by Essential Energy of privately owned low voltage or high voltage network infrastructure (i.e. privately-owned distribution infrastructure before the meter).



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14. Provision of training to third parties for network related access

14.1 Provision of training to ASPs for network access

Provision of Access Permit Recipient training as required for Essential Energy's ASP authorisation purposes.

14.2 ASP compliance related training services

Provision of training services to ASPs which form part of ASP authorisation or compliance to Essential Energy's contestable systems and processes.

14.3 Provision of training - Entry into electrical stations

Provision of training and authorisation as required for entry within Essential Energy's electrical stations. Legislation requires Essential Energy to control access to our electrical stations to suitably trained and authorised persons.

This course:

- > addresses the underpinning knowledge and outlines the responsibilities of people who are authorised to enter our electrical stations;
- > covers all electrical stations including zone substations, padmount and ground type substations;
- > acts as both an initial training and a refresher course, with refresher training being required every 2 years;
- > must be successfully completed for a person to become authorised including demonstrating required safe work practices, and the ability to identify and minimise risks whilst in these environments.

15. Authorisation of ASPs

15.1 Authorisation of ASPs

The initial issue and annual renewal of authorisation by Essential Energy of individual employees or sub – contractors, administrators of an ASP to carry out work on or near Essential Energy's distribution system.

This may include without limitation:

- > confirmation of accreditation and registration status with DTIRIS
- > induction in the unique aspects of the network and associated Essential Energy's safety rules and access permit requirements
- > verification that the applicant has undertaken the necessary regulatory safety training (resuscitation etc.) within the last 12 months
- > issuing authorisation cards
- > administration support directly related to authorisation.

15.2 ASP authorisation agreement

Authorisation of ASP entry includes the initial and annual renewal of ASP authorisation agreement by Essential for ASP entities to carry out work on or near Essential Energy's distribution system.

This may include without limitation:

- > Confirmation of entity accreditation status with the NSW ASP Scheme
- > Induction in the unique aspects of the network
- > Verification of authorised person associated with the entity
- > Confirmation that the entity has provided all necessary documentation for ASP entity authorisation
- > Acknowledged compliance with authorisation agreement
- > Administration support directly related to the entity authorisation agreement.



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16. Security lighting

16.1 Provision of security lighting

Provision of security flood lighting (night watch/night vision) as requested by a customer to provide lighting to a private property. Service to include installation, maintenance and usage.

16.2 Provision of luminaire glare shield

Supply and installation of streetlight luminaire glare shield at customer's request.

17. Customer initiated or triggered network asset relocations/re-arrangements

17.1 Design and construction of asset relocations – Customer funded

Design and construction of customer funded (contestable) asset relocations by Essential Energy in circumstances where:

- > the relocation works was initiated by a third party (including a customer); or
- > could impact the safety or security of the network.

18. Customer requested provision of electricity network data

18.1 Provision of metering or consumption data

At the request for metering or consumption data by a customer or authorised agent working on behalf of the customer. Service is to provide metering or consumption data in excess to that provided as regulatory required or for requests about more than one customer (bulk data requests).

18.2 Data requests outside of legislative obligations

Data requests by customers or third parties including requests for the provision of electricity network data or consumption data outside of legislative obligations.

19. Termination of cable at zone substation – Distributor required performance

19.1 DNSP Provided cable jointing and termination services for contestable work

Provision of Essential Energy staff to perform cable terminations/joints for contestable works where:

- > a work health and safety assessment determines that an ASP should not be given the required access to the zone substation; and
- > the connection is fully dedicated to the specific customer connecting.

Service is in conjunction with but in addition to access permits and clearance to work.

20. Authorisation and approval of third-party service providers' design, work and materials

20.1 Authorisation and approval of third-party service providers' design, work and materials

Activities include:

- > authorisation or re-authorisation of individual employees and subcontractors of third-party service providers and additional authorisations at the request of the third-party service providers (excludes training services)
- > acceptance of third party designs and works
- > assessing an application from a third party to consider approval of alternative material and equipment items that are not specified in the distributor's approved materials list.



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21. Third party funded network alterations or other improvements

21.1 Third party funded network alterations or other improvements

Alterations or other improvements to the shared distribution network to enable third party infrastructure (e.g. NBN Co telecommunications assets) to be installed on the shared distribution network. This does not relate to upstream distribution network augmentation.

21.2 Lighting services minor capital works (MCW)

Includes the provision, construction, operation and maintenance of public lighting and emerging public lighting technology.



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CONNECTION SERVICES

22. Standard connection services

22.1 Standard connection service - Where not contestable for safety/risk reasons

A connection service (other than a basic connection service) for a particular class (or sub-class) of connection applicant and for which a model standing offer has been approved by the AER.

23. Non-basic negotiated connection

23.1 Non-basic negotiated connection - Where not contestable for safety/risk reasons

A connection service (other than a basic connection service) for which a DNSP provides a connection offer for a negotiated connection contract. Applies to both chapter 5 and 5A connections.

Services include but not limited to:

- > asset relocations;
- > mains conversions;
- > work deemed non-contestable due to safety or security reasons (where the connection is fully dedicated to the specific customer) i.e. within a zone substation;
- > inspection, maintenance and testing (including F&E) of customer assets including HV assets;
- > included both sub transmission and distribution assets.

24. Connection management services

24.1 Connections customer interface co-ordination

Where customer developments may require DNSP involvement in order to coordinate a range of inputs from the DNSP to help establish the development. Usually projects with the following characteristics:

- > Multiple components. For example, relocation and connection works associated with the one development, or works ≤ 11 kV and works at higher voltages.
- > Projects with scheduling challenges such as rapid deployment requirements or constrained timeframes for particular tasks.
- > Multiple and/or conflicting works to be undertaken in tandem or cooperation with other services or utilities.
- > Projects where there are significant inter- relationships between capital and contestable works which would benefit from coordination.

The form of this service includes, but is not limited to, attendance at internal and external project meetings in accordance with the needs of particular customers. It requires strong communication skills and technical understanding. The nature of the project would determine the skill level of the assigned officer and the number of hours required.

24.2 Preliminary service enquiry

Providing prospective connection applicants with preliminary information and advice in relation to the connection, process, and requirements associated with establishing a new or altered connection, or a relocation of existing network assets. This service is for initial advice and applies to both chapter 5 and 5A connections. This service excludes more detailed investigations/advice which may subsequently be required from strategic planning studies and analysis and process facilitation.

24.3 Connection/relocation process facilitation

Providing connection applicants with ongoing information and advice in relation to the connection process and requirements associated with establishing a new or altered connection or a relocation of existing network assets. This service is additional to the published instructions available to all applicants and is not a mandatory requirement of the connection process for standard connections to the distribution network (≤ 11 kV). It would be recommended for first



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time contestable customers or customers with complex or challenging projects. The intent would be to help minimise project delays caused by customers not taking the required action at the optimum time in the process. This would be achieved by staff taking a proactive approach to communication and engagement with connection applicants. It is an essential requirement for major connection projects (greater than 10MW load or connected at >11 kV) because the process varies to meet particular project requirements (the electrical component potentially being a smaller but often critical part of a much larger project).

The form of this service includes, but is not limited to,

- > Project coordination activities;
- > One-on-one engagement to review project or process particulars;
- > Consultation of connection particulars;
- > Facilitation.

24.4 Connection offer service

Services provided by Essential Energy for assessing and processing connection applications (excluding major connections) making basic and standard connection offers.

This may include, without limitation:

- > Assessment of application by relevant staff and if the application is deemed to require a technical connection offer service, the application is allocated to Network Connections.
- > Network Connections is responsible for deriving the estimated loading on the electrical distribution network, technically known as the ADMD (After Diversity Maximum Demand). This estimate depends on such factors as the number of customers served and specific features of the customer's demand.
- > Once the ADMD is derived the customer is advised what is required to connect to the electrical distribution network. This could be one of the following methods of supply:
 - > A direct distributor from an existing substation,
 - > A direct distributor from a new kiosk substation,
 - > A direct distributor from a new pole mounted transformer substation,
 - > A direct distributor from a new chamber substation.
- > Once the assessment has been completed by Network Connections, relevant staff forward the assessment of the technical connection offer to the customer.

Service fees may be charged for connection applications that are incomplete or include non-compliant information.

24.5 Planning, protection and power quality studies

Planning/protection studies and associated technical analysis to determine suitable/feasible connection options for further consideration by proponents. The service applies mainly to large loads and generators where suitable connection options are not necessarily obvious and may result in potentially significant impacts on Essential Energy's existing network development strategies and augmentation requirements.

Power quality and load assessment investigations to determine suitability/feasibility of newly connected load or devices. Service includes field assessment, load and voltage recordings (e.g. >100amps switchboard reviews) and technical analysis.

Development of Chapter 5 and 5A steady state studies requirements and the assessment and DNSP due diligence of these studies submitted by the customer or applicant. This includes supporting the customer or applicant in the development of technical requirements and performance standards for a load or generation project.

24.6 Additional services required by ASP/connection applicant

Additional services required by ASP/Applicant of technical nature directly related to the connection application e.g. guarantee of revenue, site meetings, variations to contract, consultations, network support, CT/switchboard services etc.



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24.7 Data gathering – Failure to provide documentation

The completion of data gathering by Essential Energy due to the customer/proponent/ASPs failure to provide all required project completion documentation, within the required timeframe.

24.8 Pioneer scheme administration

In accordance with the AER Connection Charge Guidelines, connection applicants may be required to contribute towards connections works which were previously funded by another customer.

Administrative fee applied to manage Pioneer Scheme applications. Where Essential Energy is required to:

- > Provides reimbursement calculations and coordinates the distribution of Shared Asset Payments to customers who funded the connection assets.
- > Operates and maintains all necessary registration and record keeping information.
- > Acts as the key contact to provide advice and support to applicants.

24.9 Application - Complex connection

Services provided by Essential Energy for assessing and processing complex connection applications (applies to both chapter 5 and 5A connections). Includes the management and processing of a detailed enquiry or a connection investigation and the development of the response which is provided to the customer or applicant. This service also includes project specific discussions which may be required for the purpose of clearly defining the project solution or potential options which may be feasible to meet the project requirements.

24.10 Connection point management services

Connection point management services (applies to both chapter 5 and 5A connections). This may include, without limitation:

- > Contract development/management
- > Bushfire risk management (SOC) for all customer connections in a P1-P3 Bushfire prone area
- > Installation Safety Management Plan (ISMP) audits, other audits
- > DLF forecast, applicable to Large Connections with a site-specific network tariff typical >10MW
- > Environmental and Planning Services
- > Deed amendment
- > Bank guarantee
- > Project closeout and post connection compliance management.

24.11 Reconnection/disconnections

Disconnect/reconnect –Vacant premise

At the request of the retailer, a site visit to a customer's premises to disconnect or reconnect the supply of electricity due to:

- > a vacant premise; or
- > a site where the power is on.

If, following a request from a retailer, the reconnection component of this service is provided outside the hours of 7.30am and 4pm on a working day, the additional 'Reconnection - outside normal business hours' charge, will apply.

The disconnection/reconnection method will be at Essential Energy's discretion and will involve one of the following methods:

- > rotate plug in meter; or
- > removal of the service fuses; or
- > removal of barge board fuses; or
- > turn off and sticker covering main switch; or
- > turn off and tag and leave card.



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Disconnect/reconnect – Site visit only

A site visit to a customer's premises for the purpose of disconnecting or reconnecting the customer's supply at the request of a retailer. Disconnection or reconnection does not occur on that occasion, as customer payment is made or it is a wasted visit.

Disconnection may not occur due to a number of reasons such as but not limited to the following:

- > Unable to access main switch board or metering;
- > Breach of Customer Connection Contract has been rectified;
- > Safety of installation or Essential Energy's employee;
- > Late cancellation by retailer;
- > Change of customer or retailer for the NMI.

A site visit may also be charged for reconnections and other retailer requests due to a number of reasons such as but not limited to the following:

- > Unable to access main switch board or metering;
- > Safety of Installation or Essential Energy's employee;
- > Late cancellation by retailer.

Disconnect/reconnect – Pole top/Pillar

A site visit to a customer's premises to disconnect or reconnect the supply of electricity to a customer at the pole top or pillar box, for breach by the customer of their customer retail contract, or for a breach of Essential Energy's customer connection contract, or where a retailer supplier has requested that the supply to a customer be disconnected, where the customer has denied access to the meter or had prior to the visit, reconnected supply without authorisation by Essential Energy following a previous disconnection.

If following a request from a retailer the reconnection component of this service is provided outside the hours of 7.30am and 4.00pm on a working day, the additional 'Reconnection - outside normal business hours' charge, will also apply.

Disconnection may not occur due to a number of reasons such as but not limited to the following:

- > Customer has paid retail bill;
- > Breach of customer connection contract has been rectified;
- > Safety of Installation or Essential Energy's employee;
- > Late cancellation by retailer;
- > Change of customer or retailer for the NMI.

In the cases listed above a 'Disconnection/Reconnection – Site Visit' charge will be applied.

Disconnect/reconnect – Complete

At the request of the retailer, a site visit to a customer's premises to disconnect or reconnect the supply of electricity to a customer for breach by the customer of their customer retail contract or for a breach of Essential Energy's customer connection contract, or where a retailer has requested that the supply to the customer be disconnected.

The disconnection/reconnection method will be at Essential Energy's discretion and will involve one of the following methods:

- > rotate plug in meter; or
- > removal/installation of the service fuses; or
- > removal/installation of barge board fuses; or
- > turn off/on and sticker covering main switch; or
- > turn off/on and tag and leave card.

If, following a request from a retailer, the reconnection component of this service is provided outside the hours of 7.30am and 4pm on a working day, the additional 'Reconnection - outside normal business hours' charge, will apply.



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Disconnection – Technical disconnection

At the request of the retailer, a site visit to a customer's premises to disconnect or reconnect the supply of electricity to a customer for breach by the customer of their customer retail contract or for a breach of Essential Energy's customer connection contract, or where a retailer has requested that the supply to the customer be disconnected.

The disconnection/reconnection method will be at Essential Energy's discretion and will involve a method not identified as a disconnection method for Disconnection/Reconnection – Disconnection completed (e.g. pull load tail out of meter).

If, following a request from a retailer, the reconnection component of this service is provided outside the hours of 7.30am and 4pm on a working day, the additional 'Reconnection - outside normal business hours' charge, will apply.

Reconnect – Outside of normal business hours

At the request of the retailer:

- > The provision of the reconnection component of either a 'De-energisation' sub type 'Remove Fuse (Non-Payment) or Pillar-Box Pit or Pole-Top (Non- Payment)' B2B service order, carried out, outside the hours of 7.30am and 4pm on a working day, or
- > the reconnection of electricity to a new customer outside the hours of 7:30am and 4pm on a working day
- > Essential Energy may be notified to conduct this service via the use of the 'Re-energisation' B2B service order.

Illegal connections

Work undertaken by Essential Energy to the property of Essential Energy or to the property of another person in order to:

- > investigate
- > de-energise and/or make safe the assets
- > inspect the assets following repair.

Following conduct that constitutes an offence under Part 6, Division 1 of the Electricity Supply Act 1995 (NSW). For example, to rectify an unauthorised connection to Essential Energy's distribution system.

The assets will remain de-energised until an ASP has repaired the damaged assets (at the customer expense) and Essential Energy has inspected the repaired assets.

25. Enhanced connection services – Extension and augmentation

25.1 Enhanced connection service

Provision of connection services above minimum requirements – customer requests increase in reliability or quality of supply beyond the standard, and/or above minimum regulatory requirements (e.g. reserve feeder). Applies to both NER chapter 5 and 5A connections.



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METERING SERVICES

26. Special meter reading and testing (legacy meters)

26.1 Move in/move out read

B2B service orders from retailers to obtain a final read for customer move-outs or to obtain a start read where a customer is moving into a site that has been vacant. These services are additional to the special meter reading, disconnection/reconnection and testing services.

Charges may also be levied due to a number of reasons, such as, but not limited to the following:

- > Unable to access main switch board or metering;
- > Safety of installation or Essential Energy's employee;
- > Late cancellation by retailer;
- > Reconnection/disconnection for short periods, such as for holiday homes.

26.2 Special meter read (including wasted visit)

This service has the same meaning as the meaning given to the expression 'special meter reading' in the AEMO Metrology Procedure: Part A National Electricity Market.

Essential Energy may be notified to conduct this service via the use of the 'Special Read' B2B service order. It excludes any special meter reading of metering installation types 1 to 4, which is an unregulated distribution service, but subject to a 'light-handed' form of control under Independent Pricing and Regulatory Tribunal of NSW (IPART) Rule 2004/1 Regulation of Excluded Distribution Services; and applies in each of the following circumstances:

- > where a customer or a retailer requests Essential Energy to undertake a special meter read, (but does not apply where the special meter read was requested solely to verify the accuracy of a scheduled meter read and the special meter read reveals that the scheduled meter read was inaccurate or in error); or
- > where Essential Energy attends a customer's premises for the sole purpose of discharging Essential Energy's obligation to read the customer's meter within the period specified by
- > law (but not where Essential Energy merely chooses to read the customer's meter without being under a legal obligation to do so) and on attending the customer's premises Essential Energy is unable (through no act or omission of Essential Energy), to gain access to the meter; or
- > where Essential Energy and the customer agree on an appointed time at which Essential Energy may attend the customer's premises to enable Essential Energy to discharge Essential Energy's legal obligation referred to in the above paragraph and when Essential Energy attended at the customer's premises at the appointed time Essential Energy (through no act or omission), was unable to gain access to the customer's meter
- > Essential Energy will not levy a charge for this service where the service reveals that a scheduled meter reading was inaccurate (as outlined above).

26.3 Special meter test – 1st & 26.4 Special meter test - Additional

The testing of a single Essential Energy meter in accordance with AEMO Metrology Procedure: Part A National Electricity Market. Essential Energy may be notified to conduct this service via the use of the 'Meter Investigation' sub type 'Meter Test' B2B service order. It excludes metering installation types 1 to 4, the testing of which is an unregulated distribution service, but subject to a 'light-handed form of control under IPART Rule 2004/1 Regulation of Excluded Distribution Services.

If the meter test is undertaken on premises serviced by more than one meter associated with the NMI the following applies:

- > if the meter test reveals that all of the meters associated with the NMI are operating satisfactorily, Essential Energy will charge for each meter that a test was requested for; and
- > if the meter test reveals that one or more of the meters associated with the NMI are not operating satisfactorily, Essential Energy will not levy any charge for the provision of the service
- > Test results will be provided to the party requesting the meter tests in a standard Essential Energy format
- > 'Meter Test – 1st meter' charge will apply to the first meter tested for a NMI, all subsequent tests at the same NMI will be charged 'Meter Test – each additional meter charge.



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26.5 Special meter test – CT meter

The testing of a single CT Essential Energy meter in accordance with AEMO Metrology Procedure: Part A National Electricity Market. Essential Energy may be notified to conduct this service via the use of the 'Meter Investigation' sub type 'Meter Test' B2B service order. It excludes metering installation types 1 to 4, the testing of which is an unregulated distribution service, but subject to a 'light-handed form of control under IPART Rule 2004/1 Regulation of Excluded Distribution Services.

If the meter test is undertaken on premises serviced by more than one meter associated with the NMI the following applies:

- > if the meter test reveals that all of the meters associated with the NMI are operating satisfactorily, Essential Energy will charge for each meter that a test was requested for; and
- > if the meter test reveals that one or more of the meters associated with the NMI are not operating satisfactorily, Essential Energy will not levy any charge for the provision of the service
- > Test results will be provided to the party requesting the meter tests in a standard Essential Energy format.

27. Emergency maintenance metering equipment not owned by the distributor (contestable meters)

27.1 Unplanned outage – Meter fault (site attendance)

Site attendance by Essential Energy to an unplanned outage. Where it is determined that the cause of the fault is directly related to failure or incorrect installation of metering equipment not owned by Essential Energy.

Site attendance required by Essential Energy staff to determine the cause of the interruption.

Service may include the completion of temporary supply arrangements (bypass) and notification to retailer/metering coordinator. This may result in an unmetered supply arrangement at the site.

* Essential Energy will impose an overtime fee for services provided outside the hrs of 7:30am - 4pm Mon - Fri (ordinary hrs).

27.2 Unplanned outage – Meter HW fault (site attendance)

Site attendance by Essential Energy to an unplanned hot water outage (No HW). Where it is determined that the cause of the fault is directly related to failure or incorrect installation of metering equipment not owned by Essential Energy.

Site attendance required by Essential Energy staff to determine the cause of the interruption.

Service may include the completion of temporary supply arrangements (bypass) and notification to retailer/metering coordinator.

* Essential Energy will impose an overtime fee for services provided outside the hrs of 7:30am - 4pm Mon - Fri (ordinary hrs).

27.3 Unplanned outage – Retailer outage impacting non-retailer customer (site attendance)

Site attendance by Essential Energy to an unplanned outage. Where it is determined that the un notified customers have been incorrectly isolated by a MC.

Site attendance required by Essential Energy staff to determine the cause of the interruption to un-notified customers.

* Essential Energy will impose an overtime fee for services provided outside the hrs of 7:30am - 4pm Mon - Fri (ordinary hrs).

27.4 Unplanned outage – Remote de-energisation (site attendance)

Site attendance by Essential Energy to an unplanned outage where it is determined that incorrect isolation by remote de-energisation has caused an interruption to un notified customers.

Site attendance required by Essential Energy staff to determine the cause of the interruption.

* Essential Energy will impose an overtime fee for services provided outside the hrs of 7:30am - 4pm Mon - Fri (ordinary hrs).

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28. Meter recovery and disposal – Type 5 & 6 (legacy meters)

28.1 Redundant meter disposal

Service to manage and dispose of recovered redundant Type 5 and 6 Meters removed by a metering coordinator. Meters to be returned to an Essential Energy nominated storage facility or depot.

29. Distributor arranged outage for the purpose of replacing meter

29.1 Retailer requested distributor planned interruption – Cancellation after notification

Retailer requested Essential Energy notification of customers configured on shared fuse arrangements (non-retailer customers), to facilitate the replacement of retailer owned metering equipment. Service to complete to customer notifications and attend site for isolation, however retailer/MC cancels outage service order prior to planned interruption day - no site attendance by EE.

29.2 Retailer requested distributor planned interruption –Initial visit

Retailer requested Essential Energy notification of customers configured on shared fuse arrangements (non-retailer customers), to facilitate the replacement of retailer owned metering equipment. Initial site visit by Essential Energy staff to determine customers impacted by shared fuse isolation.

* Essential Energy will impose an overtime fee for services provided outside the hrs of 7:30am - 4pm Mon - Fri (ordinary hrs).

29.3 Requested distributor planned interruption – Isolation completed

Retailer requested Essential Energy notification of customers configured on shared fuse arrangements (non-retailer customers), to facilitate the replacement of retailer owned metering equipment. Service to complete to customer notifications and Essential Energy staff to attend site for isolation for up to 1 hr. Additional labour charges may apply to isolations which require Essential Energy staff to attend site beyond the 1 hr allocation.

* Essential Energy will impose an overtime fee for services provided outside the hrs of 7:30am - 4pm Mon - Fri (ordinary hrs).

29.4 Retailer requested distributor planned interruption – Early cancellation

Retailer requested Essential Energy notification of customers configured on shared fuse arrangements (non-retailer customers), to facilitate the replacement of retailer owned metering equipment. Service to complete to customer notifications and attend site for isolation, however MC cancels outage post customer notification - no site attendance required by EE.

29.5 Retailer requested distributor planned interruption – MC no attendance

Retailer requested Essential Energy notification of customers configured on shared fuse arrangements (non-retailer customers), to facilitate the replacement of retailer owned metering equipment. Service to complete to customer notifications and attend site for isolation, however MC does not attend site - wasted site visit by EE.

* Essential Energy will impose an overtime fee for services provided outside the hrs of 7:30am - 4pm Mon - Fri (ordinary hrs).

29.6 Retailer requested distributor planned interruption - One in all in

Retailer requested Essential Energy notification of customers configured on shared fuse arrangements (non-retailer customers), to facilitate the replacement of retailer owned metering equipment. This service is associated with the upgrade of all legacy meters on the shared fuse at the same time.



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29.7 Retailer requested planned interruption on high voltage CT metering site, including testing of distributor owned high voltage metering primary and secondary plant

Retailer requested Essential Energy interruption of service, testing of distributor owned primary and secondary plant associated with high voltage CT metering where Essential Energy is not the meter provider.

Essential Energy to provide National Association of Testing Authorities (NATA) certified test certificates to meter provider at the conclusion of testing. Includes supervision of Meter Provider staff within High Voltage Substations and Switchyard.

*Essential Energy will impose an overtime fee for services provided outside the hrs of 7:30am - 4pm Mon - Fri (ordinary hrs).

30. Other metering services (type 5 to 7 metering installations and legacy meters)

30.1 Off-peak conversion

The alteration of the off-peak metering equipment at a customer's premises for the purpose of changing the hours of the metering equipment's operation. A charge for this service may be levied for each occasion that the service is provided.



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PROVIDER OF LAST RESORT SERVICES

Services provided in regional and remote locations into the contestable market, under a set of self-imposed controls – applies to Essential Energy only

31. Provider of last resort services

31.1 Provider of last resort services

All services allowed for under the NSW ASP Scheme including:

- > Level 1 customer connection services including both overhead and underground, and including related network extensions or augmentations
- > Level 2 services such as disconnect and reconnect, work on underground service conductors, and work on overhead service conductors; and
- > Level 3 design services for both overhead and underground network electricity assets
- > Customer initiated private asset relocations;
- > Connections negotiated under Chapter 5 of the NER; and
- > Inspection, maintenance (including fault and emergency) and testing of customer assets including HV assets (this is for standard distribution and sub-transmission type assets and excludes emerging technology assets such as PV, batteries, etc.).

Modification History

Version	Date	Description
1	1 July 2025	Original version