

# Customer Briefing

## High Load Escorts

- > Essential Energy is revising its process for managing High Load Permits and Escorts, including the associated fees
- > These changes are in compliance with the Australian Energy Regulator's requirements, which also determines the rates and fees for Ancillary Network Services

### Background

As part of its obligation to the Australian Energy Regulator, and in compliance with regulatory reporting standards, Essential Energy is introducing changes to the way it delivers High Load Permit and Escort services.

These changes will see Essential Energy charge a fee to recover costs associated with customised tasks requested by customers.

### What is changing

#### High Load Permit

A fee to process High Load Permit requests is being introduced. This fee is to recover the costs associated with the risk assessment of the route and processing the permit request. **The permit fee must be paid prior to the permit being processed.**

Following the risk assessment of the load and travel route, Essential Energy will determine if the route is within safe limits. Should it be approved, a permit letter will be issued.

Should the route be found to be outside safe limits, you will receive an assessment with available options, including whether an Essential Energy escort is required.

**Please note:** Due to the extensive work involved, and the volume of requests received, **requests for permits must be received at least two weeks prior to the travel date.** Any requests not allowing this lead time will be rejected.

Fee Category	Fee Type	Standard Rate (FY23)
High Load Permit	Fixed per permit	\$233.35

#### High Load Escort

If a High Load Escort is required, an estimate will be provided to the customer, and an invoice will be issued.

An upfront payment of the complete estimated amount, and a copy of the receipt, is required to confirm the High Load Escort and progress the application.

After undertaking the High Load Escort, Essential Energy will determine the actual cost and reconcile, adjusting it against the upfront estimated payment.

- If actual cost is greater than the estimated amount, then the difference will be invoiced to the customer
- If actual cost is less than the estimated amount, the cost difference will be refunded to the customer

If the request is cancelled, a cancellation fee will be charged to recover the costs incurred in planning and co-ordination of activities.

The escort and cancellation fees are as follows:

Fee Category	Fee Type	Standard Rate (FY21)	Overtime Rate (FY21)*
<b>High Load Escorts</b>	Estimate per job	\$233.35/ hour	\$399.06/ hour
<b>Cancellation Fee</b>	Standard fee applied when escort cancelled with two weeks' notice from travel date	\$233.35	N/A
	If the escort is cancelled with less than two weeks' notice from the scheduled travel date, the client will be charged the higher between actuals at an hourly rate or standard fixed fee	Actuals at \$233.35/ hour or fixed fee of \$233.35- whichever is higher	Actuals at \$399.06/ hour or fixed fee of \$233.35 - whichever is higher

\* Overtime is applicable for approved work outside of hours 7:30am and 4:00pm on a working weekday

These rates are applicable for the current financial year, effective 1 July 2023. The hourly rates will be CPI adjusted as of 1 July every financial year.

## Payments

Payment term: 24 hours from receipt of invoice.

Payment can be made in the following ways:

- **BPAY®** - contact your financial institution to pay from your cheque, savings or credit card account. When prompted, enter the reference number from the BPAY box. For more information, go to [www.bpay.com.au](http://www.bpay.com.au)
- **Telephone** - call 1300 136 232. We accept Visa and Mastercard
- **Online** - visit [www.essentialenergy.com.au](http://www.essentialenergy.com.au) and pay by credit card
- **Australia Post Office** - you can pay by visiting any branch, or by phone on 13 18 16 or online via [postbillpay.com](http://postbillpay.com)
- **EFT bank transfer to Essential Energy** - BSB: 062-987 Account: 10018760 Ref: 90XXXX

Once you have made your payment, email the payment advice details to [ncpr@essentialenergy.com.au](mailto:ncpr@essentialenergy.com.au)

The High Load Permit will be issued within 10 business days after payment.

## When will the changes take place?

These changes begin on Monday 6 July 2020.

## Questions and answers

**Q. How long after applying for a permit will my invoice be issued?**

A. The invoice will be issued within two (2) business days of application.

**Q. How many days after applying for a permit will my permit be issued?**

A. The permit will be issued within 12 business days.

**Q. Will I get a refund if the High Load transport permit is no longer required?**

A. You will not receive a refund if you no longer require the approved permit. This fee pays for the costs associated with assessing the route and issuing the permit, work which has already been carried out to issue the permit.

**Q. If my High Load Escort is cancelled, will I get any money back? If so, how long will the refund take?**

A. Yes, you will receive some money back. A cancellation fee will be deducted from your refund. You will receive your refund within two weeks.

**Q. How are the High Load rates / fees determined?**

A. Essential Energy has recently reviewed our High Load permit process to ensure we are providing an efficient service and allow us to meet our pricing regulation requirements approved by our regulatory body, the Australian Energy Regulator.

As part of this review, Essential Energy has adopted a fixed fee approach for permit applications and renewals to provide customers with greater certainty and consistency of permit pricing, rather than applying a separate fee for each category or an hourly rate approach for the assessment.

The pricing model selected weights the average costs involved for assessing and processing permits across a range of functions including standard applications, complex applications and renewals. This methodology provides the greatest cost efficiency and cost equity for all customers to help us continue to reduce our distribution charges, whilst continuing to maintain and improve network reliability.

Additional costs associated with High Load escorts will be charged at an hourly rate, details of which can be supplied, as these services are not standard and suit an hourly rate approach. The rates applied for these services also align to our approved annual hourly rates as set by the Australian Energy Regulator (AER).



**For more information on High Load Permits or High Load Escorts, see the fact sheet on our website:** <https://www.essentialenergy.com.au/partners/high-load-permit>

For any other questions, please contact the High Loads Transport Team at: [high.load.permit@essentialenergy.com.au](mailto:high.load.permit@essentialenergy.com.au)