



CitiPower Pty

2012 General Service Charge Pricing Schedule

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**CITIPower PTY'S 2012 GENERAL SERVICE CHARGE PRICING
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1.0	15/12/2011	Final – as at AER approval	May Liao
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Shortened forms

Abbreviation	Definition or description
AER	Australian Energy Regulator
AMI	Advanced Metering Infrastructure
Augmentation	Investment in new network assets to meet increased demand
Capacity	The amount of energy that a part of the network is able to carry
CitiPower	CitiPower Pty
Demand	Energy consumption at a point in time
Distribution Network	The assets and service which links energy customers to the transmission network
Distributor, DNSP	Distribution Network Service Provider
Draft Decision	The Australian Energy Regulator's Draft Decision on Victoria - distribution determination 2011 to 2015, June 2010
DUoS	Distribution Use of System. The utilisation of the distribution network in the provision of electricity to consumers (a component of NUoS)
Final Decision	The Australian Energy Regulator's Final Decision on Victoria - distribution determination 2011 to 2015, October 2010
High Voltage	Equipment or supplies at voltages of 22 or 11kV
Guideline 14	Electricity Industry Guideline 14, Provision of Services by Electricity Distributors, 13 April 2004
JSCR	Jurisdictional Scheme Cost Recovery
kVA, MVA	Kilo-volt amps and Mega-volt amps, units of instantaneous total electrical power demand. Usually the peak demand is referenced. See also PF for the relationship between power demand quantities
kW, MW	Kilo-watts and Mega-watts, units of instantaneous real electrical power demand. Usually the peak demand is referenced. See also PF for the relationship between power demand quantities
kWh, MWh	Kilo-watt hours and Mega-watt hours, units of electrical energy consumption

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Abbreviation	Definition or description
Low Voltage	Equipment or supply at a voltage of 220 V single phase or 415 V, three phase
NUoS	Network Use of System. The utilisation of the total electricity network in the provision of electricity to consumers (NUoS = DUoS + DPPC + JSCR + Pass through)
Power Factor (PF)	<p>A measure of the ratio of real power to total power of a load. The relationship between real, reactive and total power is as follows:</p> <p style="margin-left: 40px;">PF = Real Power (kW) / Total Power (kVA)</p> <p style="margin-left: 40px;">Total Power (kVA) = $(kW^2 + kVAr^2)^{0.5}$</p>
Pricing Proposal	CitiPower's Initial Pricing Proposal, submitted in accordance with the Rules (this document)
Retailer	A financially responsible market participant supplying electricity to customers
Rules	Australian Energy Market Commission, National Electricity Rules (NER), Version 45, 14 July 2011
Subtransmission	Equipment or supplies at voltage levels of 66kV
Tariff	A grouping of customers who are subject to the same network price components and conditions of supply
Tariff class	A class of customers for one or more direct control services who are subject to a particular tariff or particular tariffs
Transmission Network	The assets and service that enable generators to transmit their electrical energy to population centres.
Unmetered supply	A connection to the distribution system which is not equipped with a meter and has estimated consumption. Connections to public lights, phone boxes, traffic lights and the like are not normally metered
WAPC	Weighted Average Price Cap, a form of regulatory price control, where the allowable price change is based on the weighted historic consumption of each price

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1 Introduction

The 2012 General Service Charge Pricing Schedule is a combination of regulated and non-regulated charges. This document summarises key charges to retailers and customers including a description of service, prices and product codes.

The document includes the following categories of General Service Charges;

- Network Tariffs;
- Jurisdictional Scheme Tariffs;
- AMI Order in Council Charges;
- Alternative Control Services;
- Unregulated Services; and
- Negotiated Services.

All prices are exclusive of GST.

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2 Network Tariff Schedule

NUoS Tariff	Code	Available to new customers?	Standing charges	Demand charges	Minimum Demand	Peak charges		Off Peak Charges
			\$/cust pa	\$/kW pa		Block1	Block 2	c/kWh
			GST Exclusive					
Residential Single Rate	C1R	No	22.5264			5.2402	6.7915	
Residential Single Rate - Bulk	C1RB	No	18.6432			4.2746	5.3831	
Residential Two Rate 5d	C2R	No	48.8963			9.2888	9.2888	1.5999
Residential Two Rate 5d - Bulk	C2RB	No	45.6026			7.3288	7.3288	1.4934
Residential Interval	C3R	Yes	48.8963			9.2888	9.2888	1.5999
Residential Interval - Bulk	C3RB	Yes	45.6026			7.3288	7.3288	1.4934
Residential Two Rate 5d - Controlled Load	C2ROP	No						1.5999
Residential Two Rate 5d - Bulk - Controlled Load	C2RBOP	No						1.4934
Dedicated Circuit	CDS	No						1.5237
Dedicated Circuit - Bulk	CDSB	No						1.3988
Non-Residential Single Rate	C1G	No	50.8827			6.2076	6.2076	
Non-Residential Single Rate - Bulk	C1GB	No	41.6899			5.0883	5.0883	
Non-Residential Two Rate 5d	C2G5	No	120.8375			8.8599	8.8599	2.0542
Non-Residential Two Rate 5d - Bulk	C2G5B	No	108.2266			6.9379	6.9379	1.6139
Non-Residential Interval	C3G	Yes	120.8375			8.8599	8.8599	2.0542
Non-Residential Interval - Bulk	C3GB	Yes	108.2266			6.9379	6.9379	1.6139
Non-Residential Two Rate 7d	C2G7	No	109.6985			6.5565	6.5565	1.9284
Non-Residential Two Rate 7d - Bulk	C2G7B	No	96.9492			5.2263	5.2263	1.5304
Unmetered Supplies / Public Lighting	C2U	Yes				6.4968	6.4968	2.1089
Large Two Rate 7d	C2L7	No	107.7737			7.2665	7.2665	2.0172
Large Low Voltage Demand	C2DL	Yes		73.5208	120	3.0302	3.0302	1.8256
Large Low Voltage Demand - Bulk	C2DLB	Yes		68.2021	120	2.5663	2.5663	1.7300
Large Low Voltage Demand R	C2DLER	Yes		78.3287	120	3.1743	3.1743	1.9488
Large Low Voltage Demand G	C2DLEG	Yes		78.3287	120	3.1743	3.1743	1.9488
Large Low Voltage Demand - Bulk R	C2DLBER	Yes		72.6279	120	2.6832	2.6832	1.8472
Large Low Voltage Demand - Bulk G	C2DLBEG	Yes		72.6279	120	2.6832	2.6832	1.8472
High Voltage Demand	C2DH	Yes		49.4940	1000	2.2590	2.2590	1.0859
High Voltage Demand D1	C2DHD1	No		37.9170	40000	1.8809	1.8809	0.9723
High Voltage Demand R	C2DHER	Yes		52.6703	1000	2.3564	2.3564	1.1566
High Voltage Demand G	C2DHEG	Yes		52.6703	1000	2.3564	2.3564	1.1566
Sub-transmission Demand	C2DT	Yes		13.5361	10000	2.2623	2.2623	0.8016

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3 Jurisdictional Scheme Tariffs

Jurisdictional scheme tariffs are applicable to customers with the following characteristics;

- A qualifying PV generation facility;
- An accepted a retailer offer to receive the premium feed-in tariff; and
- Have appropriate metering installed.

Embedded Generation	Date open to new customers	Date closed to new Customers	Date Scheme Closed	c/kWh GST Exclusive
Premium feed-in tariff	1/11/2009	22/12/2011 ¹	31/10/2024	-60.000
Transitional feed-in tariff	1/1/2012	TBA	31/12/2015	-25.000

¹ Pending government gazette

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4 AMI Order in Council Charges

There are two types of AMI Order in Council Charges;

- Prescribed Metering Service Charges; and
- Customer Requested Service Fee charges.

4.1 Prescribed Metering Service Charges

4.1.1 Prescribed Metering Service Tariff Schedule

Meter Provision and Meter Data Services are covered by these charges.

These charges are applicable to customers who consume less than 160MWh/pa regardless of the meter type.

Prescribed Metering Service Tariff	\$/NMI/pa GST Exclusive	\$/light/pa GST Exclusive
Metering Charge – Single phase	\$99.31	n/a
Metering Charge – multi phase – direct connected (DC)	\$129.80	n/a
Metering Charge – multi phase – current transformer (CT)	\$163.94	n/a
Meter data service – unmetered supplies	n/a	\$1.228

4.2 Customer requested service fee

The 'Application for the determination of a customer requested service fee under the revised AMI Order in Council', Final Decision from the AER released 21 December 2010, has approved a Bring Forward Fee under the Prescribed Metering Service classification.

4.2.1 Bring Forward Fee

The Bring Forward Fee applies when a customer requests a Smart meter to be installed earlier than the scheduled roll out. This includes the provisioning of metering to cater for feed-in tariffs when requested by the customer's retailer (other than new connections).

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This charge also applies to requests from a retailer requesting a Smart meter in the same meter location and same meter box, when no other site works such as the following are taking place:

- Facia changes
- New Mains which includes OH to U/G
- New switchboard
- Relocate meters
- NMI Consolidations - 2 or more NMI's to a single NMI
- Changes to Connection Characteristics e.g. single phase to multiphase etc.
- Servicing works
- Non electrical requests such as removing a tree

A Standard Truck Fee is to be applied for the above and for normal truck appointments.

Customer requested service fee	Product Code	Business Hours GST Exclusive	Product Code	After Hours GST Exclusive
Bring Forward Fee	BFFBH	\$67.32	BFFAH	\$71.77

5 Alternative Control Service Charges

The following section is extracted from Appendix D of the CitiPower Pty 2012 Pricing Proposal². The only changes to this section are the inclusion of product codes. The charges in this section are effective from 1 January 2012.

D Alternative Control Service Charges

Alternative Control Services are a set of activities provided by CitiPower that fall under a particular reimage of regulation due to their monopoly or semi-monopoly nature.

Alternative Control Services are divided into two subclasses:

1. Fixed Rate Services – Services are relatively fixed in nature. Charges are levied on a per activity basis; and
2. Quoted Services – Services are highly variable. Charges are levied on a time and materials basis.

We endeavour to perform all Alternative Control Services within normal business hours, however if a circumstance arises where after hours activities are required this work can only be undertaken where resources are available. The charge applicable will be based on the resource utilised. After hours work includes weekends and public holidays.

All prices are exclusive of GST.

Business Hours	8am-5pm Monday to Friday (excluding public holidays) ³
After Hours	All other times and only where resources are available ⁴

Hours of Operation

The following sections will set out to list and describe the various charges classified as Fixed Rate and Quoted Alternative Control Services which apply throughout the area served by CitiPower.

² http://www.powercor.com.au/Electricity_Networks/CitiPower_Network/CitiPower_-_Network_Tariffs/

³ Times for disconnections (Section D1.1.3) and reconnections (Section D1.1.4) differ from these times

⁴ Times for disconnections (Section D1.1.3) and reconnections (Section D1.1.4) differ from these times

D.1 Fee Based Alternative Control Services

Appendix B of the AER's Final Decision⁵, Service Classification, classifies the following service groupings as Alternative Control Services - fee based;

- Metering Services
- Public Lighting Services
- Other Fee Based Services

In some circumstances traffic management will be required to comply with the Roads Management Act to provide the requested services. CitiPower can assist in arranging for traffic control and a pass through fee shall apply.

D.1.1 Metering Services

The charges for each service apply where uninhibited site access is granted. If access to the site is restricted then a service truck may be required therefore attracting a service truck fee.

D.1.1.1 Meter Investigation

A Meter Investigation charge applies when a request is received to investigate the metering at a given supply point. A need to investigate can arise in a number of situations, such as:

- Interval data analysis
- Meter malfunction⁶
- Wiring transposition investigation
- Contestable metering investigation
- Meter tampering or bypass

D.1.1.2 Meter Testing

A Meter Testing charge applies when a request is made to test the accuracy of the metering at a given supply point. Different charges apply depending on the type of meter being tested, if it is the first or subsequent meters and whether the meter is single or multi phase and whether the service is provided during or after business hours.

Refer to the Meter Investigation charge for metering issues other than accuracy testing.

⁵ <http://www.aer.gov.au/content/index.phtml/itemId/740791>

⁶ A malfunction is defined as a meter that is operating and not presenting fault alarms but delivering inaccurate data. If the meter malfunction is identified to be a faulty distributor owned asset the fee will be waived.

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D.1.1.3 De-energisation of existing connections

A Disconnection (includes Disconnections for Non Payment (DNP)) charge applies when a request is received to disconnect at a supply point. The service requires that all supply assets remain at the customer's installation.

If at the time of disconnection it is discovered that the installation has been damaged or is defective and will be unsafe to energise if a future reconnection occurs, other charges to correct the defect may be applicable. These charges will be based on the nature of the works required.

In a normal instance a de-energisation is performed by a special reader. However, there are scenarios where a Service Truck Visit may be required in its place and accordingly a Service Truck Visit (Section D.1.3.1) charge will be applied.

Some examples where a truck may be required include:

- Special reader resource is not available after hours and an alternative time is not acceptable to the customer;
- No access to distribution equipment - metering and main fuse;
- No isolation point;
- Multiple NMI's fused at a common isolation point;
- CT metered site; or
- Isolation point in restricted area – substation.

Where the request for disconnection is received by CitiPower before 3pm the disconnection will occur within 2 business days or the earliest permissible day thereafter.

D.1.1.4 Energisation of existing connections

An Energisation charge applies to customers moving into an existing premise where supply assets are installed and the site was previously de-energised.

Three options for energisation are available

1. Reconnections (same day) business hours only
2. Reconnections (incl. Customer Transfer) business hours
3. Reconnections (incl. Customer Transfer) after hours

If the reconnection is required on the same day and CitiPower receive the request before 3pm, the '*Reconnections (same day) business hours*' charge will be applied and the reconnection will occur that day.

If the reconnection is required on the same day as requested and received by CitiPower between 3pm and 9pm the '*Reconnections (incl. Customer Transfer) after hours*' charge is applied.

If the reconnection is required for the next business day and CitiPower receive the request before 3pm on the previous business day the '*Reconnections (incl. Customer Transfer) business hours*' charge is applied.

In the instance that a customer does not provide reasonable access or where equipment is not in a reasonable state, the customer will be charged for the requested service however, supply will not be re-energised. Before the service can be provided,

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the customer may need to undertake rectification works. When the issue(s) have been resolved another request will need to be raised and a new charge will apply.

In a normal instance a re-energisation is performed by a special reader. However, there are scenarios where a Service Truck Visit may be required in its place and accordingly a Service Truck Visit (Section D.1.3.1) charge will be applied.

Some examples where a truck may be required include:

- Special reader resource is not available after hours and an alternative time is not acceptable to the customer;
- No access to distribution equipment - metering and main fuse;
- No isolation point;
- Multiple NMI's fused at a common isolation point;
- CT metered site; or
- Isolation point in restricted area – substation.

The charge will not be applied when:

- The customer changes retailer on a scheduled read; or
- The customer changes name; and
- A field visit is not necessary.

D.1.1.5 Special Meter Reading

The Special Reading/Customer Transfer charge applies when a request for a Special Meter Read is to be performed by a Field Officer outside the scheduled meter reading cycle. Where customers have multiple metering installations, such as farms and units, a separate charge applies to each meter on the property.

In some cases interval data may be required that can be obtained from AMI records, in this situation a request for data re-send is more appropriate than a special read request. If unsatisfied with the resultant data then a meter test or meter investigation may be requested.

The Special Reading/Customer Transfer service is only available during business hours.

D.1.1.6 Remote Meter Re-Configuration

The Remote Meter Configuration charge applies when a request is received to modify the metering arrangements in the case where smart metering and related infrastructure are in place.

A meter configuration is a change to the software in the meter that enables changes to parameters for a specific meter function. Examples of meter reconfigurations include:

- Changing the switching times for controlled loads
- Changes associated with the installation of embedded generation and / or the premium feed in tariff
- Implementation of supply capacity.

Meter configuration, will cover metrology and other modification to meter settings.

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D.1.1.7 Remote De-energisation

The Remote De-energisation charge applies when a request is received to de-energise a customer that has smart metering and related infrastructure is in place.

Remote de-energisation is defined as the use of the AMI/smart metering infrastructure communications system to control a supply contactor inside the meter such that the customer is disconnected from the DNSP's network (also referred to as 'disconnection')

D.1.1.8 Remote Re-energisation

The Remote Re-energisation charge applies when a request is received to re-energise a customer that has smart metering and related infrastructure is in place.

Remote re-energisation is defined as the use of the AMI/smart metering infrastructure communications system to control a supply contactor inside the meter such that the customer is connected to the DNSP's network (also referred to as 'connection')

D.1.2 Public Lighting Services

Charges apply for public lighting services provided to public lighting customers in accordance with the Public Lighting Code. The following services are included:

- Operation of public lighting assets; including handling enquiries and complaints about public lighting and dispatching crews to repair public lighting assets; and
- Maintenance, repair and replacement of public lighting assets.

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D.1.3 Other Fee Based Services

The services classified under the service grouping Fee Based Services have been outlined in the following sub sections and discuss the nature of the fee and how it should be applied.

D.1.3.1 Service Truck Visit

Service truck visit charges apply when a service crew is requested for up to an hour. A service truck visit charge is applied in a number of circumstances including;

- Disconnection of complex site (refer section D.1.1.3)
- Reconnection of complex site (refer section D.1.1.4)
- Metering Additions or Alternations
- Shutdowns

In the situation that a service truck visit is required for larger scale after hours works a Quoted Services charge will apply (refer to section D.2.12 'After hours truck by appointment')

Customers are not charged when a service truck is sent to attend emergency and fault calls, unless the customer is clearly at fault, for example, not checking that main switch or safety switch is on.

In the instance where a service truck visit is requested and the truck arrives to find the site is not ready for work to be carried out then a Wasted Truck Visit charge will apply (refer to section D.1.3.2).

D.1.3.2 Wasted Attendance

Where CitiPower receives a request for a service truck and:

- the crew arrives to find the site is not ready for the scheduled work within 15 minutes of arriving;
- the truck attendance is no longer required once on site; or
- 24 hours notice is not provided for a cancellation;

Then a Wasted Truck Visit charge will apply.

Once the site is ready for the Service Truck Visit another appointment needs to be booked and the normal Service Truck Visit charge applies.

Business hours and after hours charges apply where appropriate.

D.1.3.3 Reserve Feeder

A Reserve Feeder service is negotiated with customers specifically requesting continuity of electricity supply should the feeder providing normal supply to their connection experience interruption.

The reserve feeder capacity is made available from an alternative feeder that has the available capacity to facilitate the requirements that the customer has nominated. The feeder facilitating reserve capacity may emanate from another Zone sub or an

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alternative bus from the same Zone sub facilitating electricity supply to the substation on the customer site.

The fee covers the operation and maintenance of the service, it does not include the capital required to implement or replace the service as this is covered in the connection agreement.

D.1.3.4 PV Installation

The PV Installation charge applies prior to connection of small scale embedded generation to CitiPower's network. This charge specifically covers the inspection of the customer's site to ensure safe connection to the network and includes anti-islanding test.

D.1.3.5 Routine Connections – customers below 100 amps

These charges apply to customers moving into new premises or requesting a temporary supply, additional charges may apply where augmentation is required to meet the customer's supply requirements.

Charges apply where a request is made for a new supply connection at a specified address (including unmetered supply sites), except where the supply is for security lighting⁷ (also known as watchman lighting). This charge also applies where a builder wishes to provide permanent or temporary supply to new properties under construction.

For new premises the price includes a check of the installation for compliance to Service and Installations Rules and other related Connection Standards. It does not include inspection of prescribed works for the purpose of issuing of a Certificate of Electrical Safety (CES); this should be organised by a Registered Electrical Contractor (REC).⁸ Separate charges will apply for additional truck or field officer visits to complete connection works.

In some circumstances traffic management will be required to comply with the Roads Management Act to provide the requested services. CitiPower can assist in arranging for traffic control and a pass through fee shall apply.

On occasions when a 'Builders Temporary Supply' is installed and subsequently replaced with a permanent supply each new-connection is considered a distinct site visit and separate new-connection charges are applied, the first to the builder for establishing a new-connection for which the builder uses supply for construction purposes and a second new-connection charge to the customer for connecting the supply. This charge includes the removal of the temporary supply pole where applicable.

⁷ Watchman lighting is a contestable service.

⁸ Customers requesting an additional inspection for a CES (Certificate of Electrical Safety) will incur a separate charge. Electrical inspection services are unregulated activities and carried out by Licensed Electrical Inspectors (LEI).

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An additional attendance charge in the form of a Wasted Truck Visit charge is applied in those situations where CitiPower has been to the site and returned to complete works that have been delayed due to the fault of the responsible party or their representative. Where an application for supply is made and the site is found to be defective, the Wasted Truck Visit charge will be applied.

Where the determined maximum demand of any separately metered portion of an electrical installation exceeds 80 Amperes per active conductor, then CT metering will be required.

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D.2 QUOTED SERVICES

Appendix B of the AER's Final Decision, Service Classification, classifies the following services as Alternative Control Services – quoted services;

- Rearrangement of network assets at customer request, excluding alteration and relocation of existing public lighting assets
- Supply enhancement at customer request
- Supply abolishment
- Emergency recoverable works
- Audit design and construction
- Specification and design enquiry
- Elective underground where above ground service currently exists
- Damage to overhead service cables caused by high load vehicles
- High load escorts – lifting overhead lines
- Covering of low voltage mains for safety reasons
- Routine connections – customers above 100 amps
- After hours truck by appointment

Labour rates on which quotes are based on include:

- General line worker (BH & AH)
- Design/Survey (BH & AH)
- Administration (BH only)

All Quoted Services are based on the actual hours worked multiplied by the approved labour rates plus materials used.

D.2.1 Rearrangement of network assets at customer request, excluding alteration and relocation of existing public lighting assets

A Quoted Service charge is applied when a customer requests capital work for which the prime purpose is to satisfy a customer requirement other than new or increased supply, other than where Guideline 14 is applied. Examples include;

- Vic Roads and Council requested asset relocations to allow for new road works,
- Customer removal or relocation of service wire to allow work on private installation.

D.2.2 Supply enhancement at customer request

A Quoted Service charge is applied to requests for supply enhancement to a customer site, other than where Guideline 14 is applied.

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D.2.3 Supply abolishment

A Quoted Service charge is applied to requests for supply abolishments; this involves the permanent removal of CitiPower's supply assets.

D.2.4 Emergency recoverable works

A Quoted Service charge is applied to recover the costs associated with works that are required to restore CitiPower's distribution network to its standard operating level following an incident caused by an identifiable 3rd party. This includes events where there is clear evidence of damage by a third party requiring the replacement of poles (including public lighting poles), transformers, services, cross-arms, switches, public lighting fixtures or contractors digging through cables.

D.2.5 Audit design and construction

This charge may be applied where CitiPower's review, approval or acceptance of works undertaken by third parties is requested by the third party or is deemed necessary by CitiPower.

The charge may be applied in situations including, but not limited to:

- customer provided buildings, conduits or ducts used to house CitiPower's electrical assets
- customer provided connection facilities including switchboards used in the connection of an electricity supply to their installation
- any electrical distribution work completed by a CitiPower approved contractor that has been engaged by a customer under Option 2 provisions
- provision of system plans and system planning scopes, for Option 2 designers
- reviewing and/or approving plans submitted by Option 2 designers.

The charge may also be applied if CitiPower is requested to assess a contractor seeking VEDN or Option 2 contractor accreditation.

D.2.6 Specification and design enquiry

This charge may be applied where CitiPower determines an element of detailed design is required to fairly assess the costs so that an Offer for Connection Services can be issued to a customer as required under the Electricity Distribution Licence.

The charge is considered appropriate if uncertainty exists with respect to matters including, but not limited to:

- the route of the network extension required to reach the customer's property,
- the location of other utility assets,
- environmental considerations including tree clearing,
- obtaining necessary permits from State and Local Government bodies

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The charge may also be applied where a customer requests CitiPower to provide information to assist them to undertake feasibility studies or to provide budget estimates.

D.2.7 Elective underground where above ground service currently exists

A Quoted Service charge applies where a customer with an existing overhead service requests an underground service, other than where Guideline 14 is applied.

D.2.8 Damage to overhead service cables caused by high load vehicles

A Quoted Service charge is applied to an identifiable 3rd party when overhead service cables require repairing because they have been damaged by high load vehicles pulling down cables.

D.2.9 High load escorts – lifting overheads

A Quoted Service charge applies when a 3rd party requires ensuring safe clearance of overhead lines to allow high load vehicles to pass along roads.

D.2.10 Covering of Low Voltage Mains for safety reasons

A Quoted Service charge applies where customers request coverage of powerlines for safety reasons. The charge applied will depend on the time taken to perform the service. Differing charges can arise as a result of the type of line being covered; street mains (two wires or all wire) or service cables.

D.2.11 Routine connections – customer above 100 amps

A Quoted Service charge is when customers above 100 amps request a routine connection, additional charges may apply where augmentation is required to meet the customer's supply requirements.

D.2.12 After hours truck by appointment

A Quoted Service charge is applied to larger scale works requiring an after hours Service Truck appointment longer than 1 hour in duration. Examples of types of works include:

- Disconnection of complex site (refer section D.1.1.3)
- Reconnection of complex site (refer section D.1.1.4)
- Metering Additions or Alternations
- Shutdowns (includes preparation works).

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D.3 Alternative Control Service Rates for 2012

D.3.1 Metering Services Fee Based

Section Reference	Alternative Control Service	Product Code	Business Hours GST Exclusive	Product Code	After Hours GST Exclusive
D.1.1.1	Meter Investigation	MITBH	\$254.50	MITAH	\$278.09
D.1.1.2	Meter Accuracy Test - single phase	MT1BH	\$329.60	MT1AH	\$361.28
D.1.1.2	Meter Accuracy Test - Single phase additional meter	MSABH	\$147.16	n/a	n/a
D.1.1.2	Meter Accuracy Test - multi phase	MTMBH	\$431.27	MTMAH	\$473.92
D.1.1.2	Meter Accuracy Test - Multi phase additional meter	MMABH	\$253.42	n/a	n/a
D.1.1.2	Meter Accuracy Test - CT	MTCBH	\$421.31	MTCAH	\$462.89
D.1.1.2	Re-test of type 5 & 6 metering installations for first tier customers with annual consumption greater than 160MWh	RTBH	\$323.77	RTAH	\$357.30
D.1.1.3	Disconnection	DISBH	\$18.58	n/a	n/a
D.1.1.3	Disconnection for non payment	DNPBH	\$18.58	n/a	n/a
D.1.1.4	Reconnections (incl Customer Transfer)	RCTBH	\$18.34	RCTAH	\$78.30
D.1.1.4	Reconnections (same day)	RSDBH	\$22.99	n/a	n/a
D.1.1.5	Special reading	SRBH	\$14.22	n/a	n/a
D.1.1.6	Remote Meter Re-configuration	RMR	\$29.74	n/a	n/a
D.1.1.7	Remote De-energisation	RMDIS	\$5.61	n/a	n/a
D.1.1.8	Remote Re-energisation	RMC	\$5.61	n/a	n/a

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D.3.2 Public Lighting Services Fee Based

Section Reference	Public Lighting Type	1/2 Share	4/10 Share	6/10 Share	Full Share	Annual \$ charge GST Exclusive
D.1.2	Compact Fluorescent T5 (2 X 14W)	510691	510878	510904	510683	\$34.40
D.1.2	Replacement luminaire - WDV recovery	-	-	-	511061	\$136.19
D.1.2	Replacement luminaire - avoided costs	-	-	-	511062	-\$21.25
D.1.2	Fluorescent 20 watt	510228	510856	510882	510230	\$134.03
D.1.2	Fluorescent 40 watt	510232	510857	510883	510234	\$134.71
D.1.2	Mercury vapour 50 watt	510263	510858	510884	510265	\$95.64
D.1.2	Mercury vapour 80 watt	510267	510859	510885	510269	\$67.35
D.1.2	Mercury vapour 125 watt	510271	510860	510886	510273	\$106.42
D.1.2	Mercury vapour 250 watt	510275	510861	510887	510277	\$94.93
D.1.2	Mercury vapour 400 watt	510279	510862	510888	510281	\$96.06
D.1.2	Mercury vapour 700 watt	510283	510863	510889	510285	\$141.27
D.1.2	Sodium 70 watt	510236	510864	510890	510238	\$142.79
D.1.2	Sodium 100 watt	510240	510865	510891	510242	\$113.46
D.1.2	Sodium 150 watt	510244	510866	510892	510246	\$111.23
D.1.2	Sodium 220 watt	-	510867	510893	510247	\$113.24
D.1.2	Sodium 250 watt	510249	510868	510894	510251	\$113.02
D.1.2	Sodium 360 watt	510252	510869	510895	510253	\$115.28
D.1.2	Sodium 400 watt	510255	510870	510896	510257	\$124.32
D.1.2	Sodium 1000 watt	510259	510871	510897	510261	\$223.77
D.1.2	Metal halide 70 watt	510287	510872	510898	510289	\$220.25
D.1.2	Metal halide 100 watt	-	510873	510899	510290	\$174.64
D.1.2	Metal halide 150 watt	510292	510874	510900	510294	\$175.75
D.1.2	Metal halide 250 watt	510300	510875	510901	510302	\$135.62
D.1.2	Metal halide 400 watt	510304	510876	510902	510306	\$135.62
D.1.2	Metal halide 1000 watt	510308	510877	510903	510310	\$202.30

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D.3.3 Other Fee Based Services

Section Reference	Alternative Control Service	Product Code	Business Hours GST Exclusive	Product Code	After Hours GST Exclusive
D.1.3.1	Service Truck Visit	STBH	\$382.82	STAH	\$420.86
D.1.3.2	Wasted Truck Visit	WTVBH	\$241.68	WTVAH	\$266.29
D.1.3.3	Reserve Feeder - Subtransmission - \$ per KVA pa	RFS	\$1.52	n/a	n/a
D.1.3.3	Reserve Feeder - High Voltage - \$ per KVA pa	RFHV	\$3.15	n/a	n/a
D.1.3.3	Reserve Feeder - Low Voltage - \$ per KVA pa	RFLV	\$7.79	n/a	n/a
D.1.3.4	PV Installation	PVBH	\$232.63	PVAH	\$249.19
New Connections Responsible for metering					
D.1.3.5	Single phase	NCSBH	\$382.62	NCSAH	\$407.77
D.1.3.5	Multi phase DC	MDCBH	\$472.49	MDCAH	\$497.65
D.1.3.5	Multi phase CT	MCTBH	\$2,067.02	MCTAH	\$2,247.39
New Connections Not Responsible for metering					
D.1.3.5	Single phase	NSPBH	\$320.94	NSPAH	\$346.09
D.1.3.5	Multi phase DC	NMDBH	\$410.83	NMDAH	\$435.97
D.1.3.5	Multi phase CT	NMCBH	\$2,005.36	NMCAH	\$2,185.73

D.3.4 Quoted Services Labour Rates

Section Reference	Alternative Control Service	Business Hours GST Exclusive	After Hours GST Exclusive
D.2	General line worker	\$127.54	\$141.30
D.2	Design/survey	\$121.33	\$142.89
D.2	Administration	\$52.44	n/a

D.3.5 Quoted Services Product Codes

Section Reference	Alternative Control Service	Product Codes
D.2.1	Rearrangement of network assets at customer request, excluding alteration and relocation of existing public lighting assets	511021
D.2.2	Supply enhancement at customer request	511022
D.2.3	Supply Abolishment	SABOL & 511042
D.2.4	Emergency recoverable works	511023
D.2.5	Audit design and construction	511024
D.2.6	Specification and design enquiry	511025
D.2.7	Elective underground service where an existing overhead service exists	511026
D.2.8	Damage to overhead service cables caused by high load vehicles	511027
D.2.9	High load escorts – lifting overheads	511028
D.2.10	Covering of low voltage mains for safety reasons	511029
D.2.11	Routine connections - customer above 100 amps	511041
D.2.12	After hours truck by appointment	511043

6 Unregulated Service Charges

The AER considers the following services as 'Unclassified Services' which are services that are not subject to economic regulation by the AER.⁹

6.1 Provision of possum guards

Possum guards are installed on CitiPower assets to prevent potential damage caused by possums to our assets. No charge is applied to the customer in this instance.

However, where a request is made by a customer to have possum guards installed, CitiPower will charge a quoted service charge.

Applicable labour rates are listed in section D.3.4.

This services is based on the actual hours worked plus materials used.

6.2 Repair, installation and maintenance of watchman lights

Where a customer requests the repair, installation and/or maintenance of a watchman light a quoted service charge will apply.

Applicable labour rates are listed in section D.3.4.

This services is based on the actual hours worked plus materials used.

6.3 Meter provision

6.3.1 Meter Provision >160MWh

This charge applies to customers with an annual consumption greater than 160MWh who do not have a metering installation that has the capability of a type 1, 2, 3 or 4 installations.

Meter Provision	Product Codes	Business Hours GST Exclusive
2- or 3-Phase Direct Connected	510703	\$164.11
3-Phase CT Connected	510704	\$293.41

⁹ Section 1.21 of the "Framework and Approach paper for the Victorian electricity distribution regulation", January 2011 notes that 'If the AER decides against classifying a distribution services, the service is not regulated under the NER.'

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6.3.2 Meter Data Services >160MWh

This charge applies for meter reading, data exchange, data aggregation, data estimation, data validation, data substitution and data forwarding for customers with an annual consumption greater than 160MWh who do not have a metering installation that meets the requirements of a type 1, 2, 3 or 4 installations.

Meter Data Service	Product Codes	\$ Per Annum GST Exclusive
Monthly Read (per NMI per annum)	N/A	\$33.35
Quarterly read (per NMI per annum)	N/A	\$11.90

Note: Meter Data Services are charged based on the number of days elapsed since the last bill. This is used to calculate a charge as a proportion of the annual fee, thus there is no product code for these services. Rates shown are maximum values for this charge.

6.3.3 Provision of a Non-Standard Meter

This charge applies where CitiPower is the Responsible Person for meter reading and a customer or retailer (on a customer's behalf) requests a non-standard meter for an installation with an annual consumption less than 160MWh. A non-standard meter is a meter that the distributor does not ordinarily install and the retailer / customer makes a specific direct payment for all or part of the metering equipment.

Applicable labour rates are listed in section D.3.4.

This services is based on the actual hours worked plus materials used.

6.4 Emergency Electrical Inspection

With the introduction of the Electricity Safety (Installations) Regulations 1999 on the 3 May 1999, the requirement for Distribution Companies to perform inspection has ceased. However, CitiPower continues to offer an inspection service in emergency or extenuating circumstances for prescribed work undertaken within its distribution area.

A quote service charge will be applied to all electrical inspection functions and will be based on the following hourly labour rates. Note that due to this service being emergency works a minimum two hour call out charge applies when requesting this service. Finally this service can only be provided where resources are available.

Electrical Inspection Charges	Product Code	Business Hours GST Exclusive Per hour	Product Code	After Hours GST Exclusive Per hour
Electrical Inspector	511043	\$127.54	511043	\$141.30
Administration	511043	\$52.44	n/a	n/a

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When a third party inspects prescribed work, a suitably completed copy of the Certification of Electrical Safety must be provided to CitiPower. Supply cannot be connected until CitiPower has received the Certificate.

6.5 Operating, Maintenance and Replacement for T5 (2x24W), CF32 & CF42 Public Lights

Charges apply for public lighting services provided to public lighting customers with T5 (2x24W), CF32 or CF42 lights included the following services:

- Operation of public lighting assets; including handling enquiries and complaints about public lighting and dispatching crews to repair public lighting assets; and
- Maintenance, repair and replacement of public lighting assets.

Public Lighting Type	Product Code	Annual \$ charge GST Exclusive
Fluorescent T5 (2 X 24W)	510684	\$34.59
Compact Fluorescent 32 watt	511053	\$34.01
Compact Fluorescent 42 watt	511054	\$34.01

7 Negotiated Service Charges

Negotiated distribution services are subject to light handed regulation through the negotiated distribution services criteria and negotiating framework approved by the AER.¹⁰

The following services have been classified as Negotiated Services.

7.1 Alteration and relocation of DNSP public lighting assets

The charges applicable to Alteration and relocation of DNSP public lighting assets will be quoted based on the CitiPower's Negotiating Framework.

7.2 New public lighting assets

Charges applicable to New public lighting assets (that is, new lighting types not subject to a regulated charge and new public lighting at Greenfield sites) will be quoted based on the CitiPower's Negotiating Framework.

¹⁰ http://www.powercor.com.au/Electricity_Networks/CitiPower_Network/CitiPower_-_Network_Tariffs/