



September 2022

Our Ancillary Network Services for 2024-29

for consultation

Empowering communities for a resilient,
affordable and net-zero future.

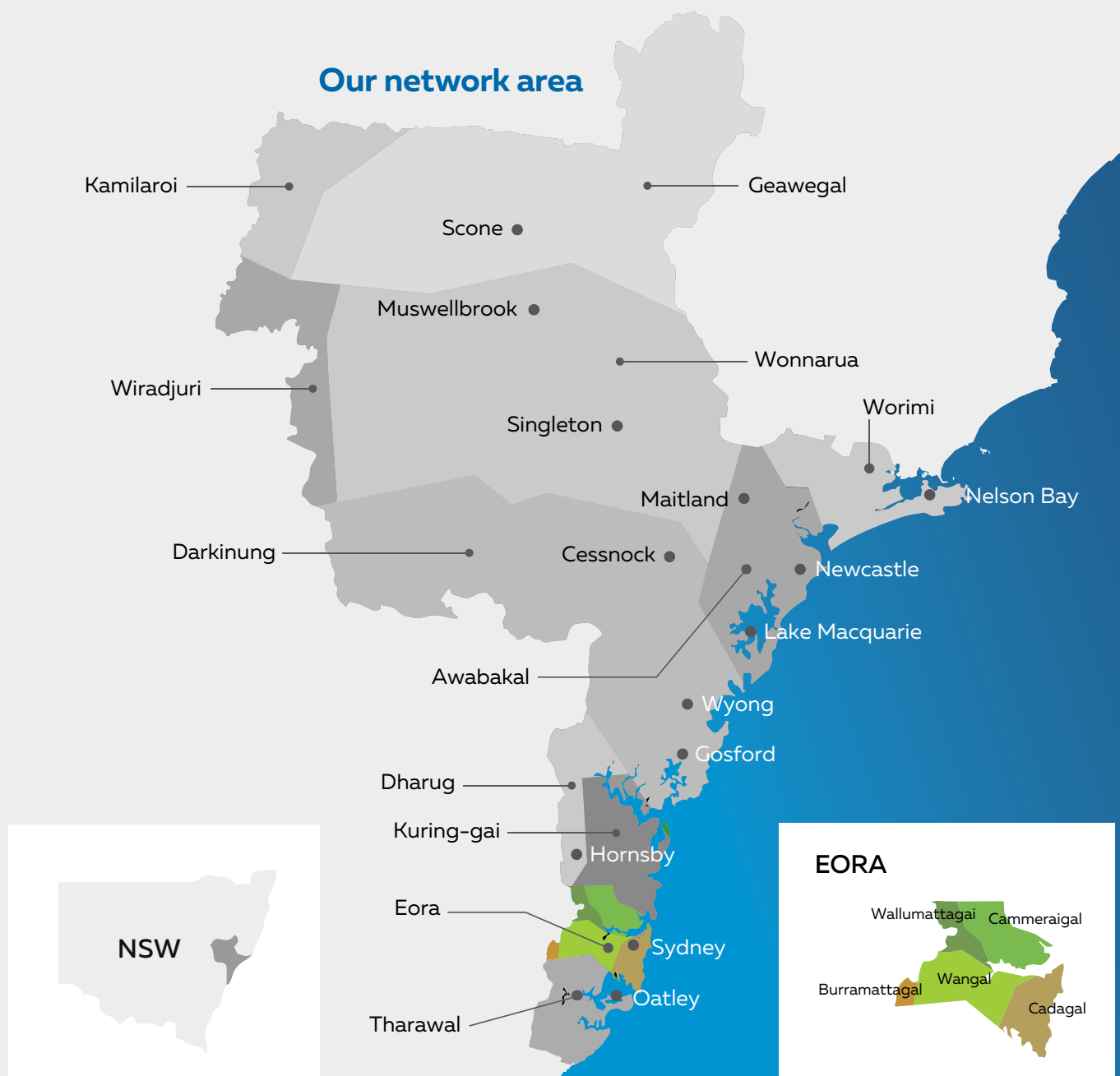


Acknowledgment of Country

We acknowledge the Traditional Custodians of the lands where the Ausgrid distribution network is located, and we pay our respects to the elders past, present and emerging.

As set out in our Reconciliation Action Plan, it is important that this recognition leads to industry wide support and understanding of the knowledge, stories, languages and experiences of Aboriginal and Torres Strait Islander peoples, as our way of paying respect, and contributing to, some of the oldest continuous cultures of the world.

Our network and operations span the traditional country of 17 languages, tribal and nation groups in Sydney, the Central Coast and Hunter regions of New South Wales. We want to lead and foster a workforce, and approach to our operations, that embraces the learnings, voices, cultures and histories of these Traditional Owners into our own organisation.



Our vision is for communities to have the power in a **resilient, affordable, net zero future**

Our role in the communities we serve

Ausgrid owns and operates the network of substations, powerlines, underground cables and power poles that deliver power to communities across large parts of Greater Sydney, the Central Coast and the Hunter.

Each day we build, operate and maintain this distribution network with a focus on providing a safe, reliable and efficient energy supply.

We also provide services to individual customers on an 'as needed' or 'customer requested' basis. This range of services – collectively known as Ancillary Network Services (**ANS**) – is the topic of this consultation paper.

The communities we serve include our 1.8 million household and businesses customers, and all those who rely on and benefit from their energy supply. They also include our delivery partners – such as energy retailers, councils and accredited service providers (**ASPs**) – as well as customer advocates and government agencies.



The purpose of this consultation paper

Every 5 years, we submit a proposal to the Australian Energy Regulator (**AER**) setting out our plans for serving our communities in the 5 years ahead, including our planned expenditure and pricing.

We must develop a proposal for the period from 1 July 2024 to 30 June 2029 (**2024-29**) and submit it to the AER in January 2023. We are currently engaging with our communities on our main 'poles and wires' service via our Draft Plan for 2024-29, which we released for consultation on 1 September 2022.

This consultation paper focuses on our ANS for 2024-29, and outlines what we are hearing through our engagement on these services, and our current thinking on how we might respond.

We seek feedback from all those with an interest in the ANS we deliver. We will use this feedback to inform the proposal we submit to the AER in January 2023.

Information how you can provide your feedback is provided on **page 18**.



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1 Introduction

1.1 What are ANS?

ANS are a diverse range of services that our customers and partners request on an as-needed basis. For example, they may only be needed when a customer is making changes to their property or their connection to our network.

We currently provide more than 100 distinct ANS, which fall into 14 broad categories (**Figure 1**).

Figure 1 Our ancillary network service categories¹



¹ Notification of arrangements refers to the provision of written notification to councils confirming necessary arrangements have been made to supply electricity to a development. Training refers to network related access/compliance training for ASPs.

1.2 Who uses ANS?

Most of our customers do not use ancillary network services frequently, if at all. In 2021-22, we provided ANS to around 13,300 individual customers, or around 0.7% of our total customer base of 1.8 million. The number of distinct ANS we provided in the same year numbered around 670,000.

In most cases, ANS are requested by our delivery partners on behalf a customer – especially by energy retailers and accredited service providers (ASPs, **see Figure 2**). Where this is the case, our fee for the service is ultimately passed on to this customer. Some large customers also request ANS.

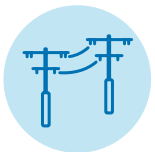
Figure 2 Accredited service providers

ASPs perform contestable work on our distribution network. There are 3 levels of ASPs, each of which is accredited to do different work:



ASP 1 –

constructs new or makes changes to the existing ‘poles and wires’ network



ASP 2 –

completes service wire and cable connection work



ASP 3 –

designs the ‘poles and wires’ network

Some of our partners and large customers interact with us regularly to request ANS. For example, our ASP 1 and ASP 3 partners frequently request ANS. Retailers also frequently request certain ANS on behalf of household and small business customers – for example, services related to a customer’s meter.²



1.3 Our engagement on ANS to date

For the 2019-24 period we made extensive changes to our ANS – including simplifying our fees for these services to better reflect how we deliver them and reducing the number of distinct services from 148 to 108.

For the 2024-29 period, we are reviewing our list of services and fees again, to ensure they align with our customers’ and partners’ needs, are fair and transparent, and reflect our costs to provide the service. Engaging with our communities and listening to their feedback is an important part of this process. We are keen to hear how they feel about our ANS and our delivery of these services, and where we need to improve.

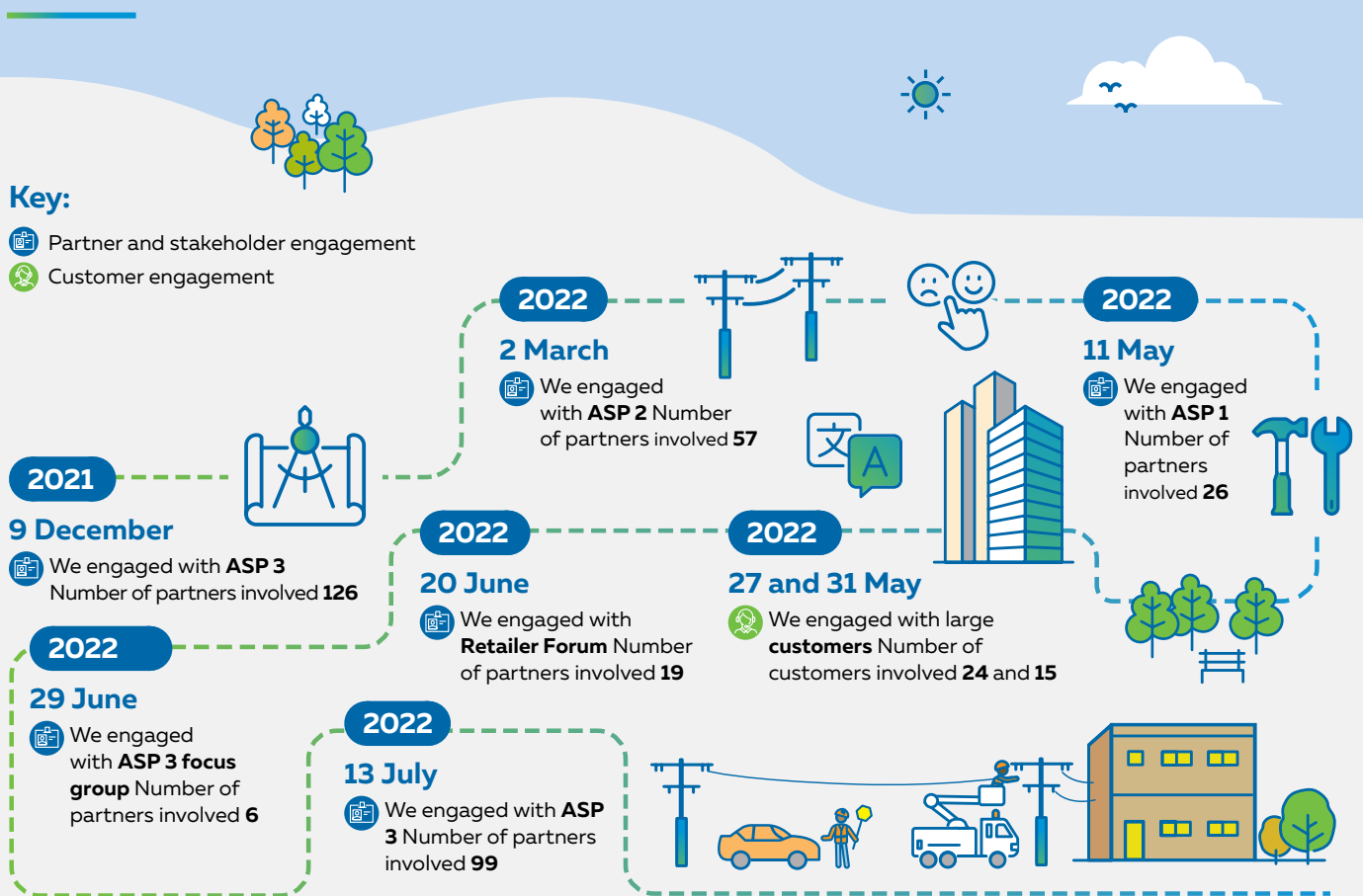
As **Section 1.2** discussed, most of our customers rarely if ever use our ANS. And if they do, the service is often requested by a retailer or ASP on their behalf. This makes it difficult to engage with the customers who ultimately pay for and benefit from these services. For this reason, we are focusing our engagement on our customers and partners who regularly request ANS.

A summary of our engagement to date is shown in **Figure 3**.

² We provide ANS including special meter reads and disconnection/reconnection to accumulation and interval meters installed on the network. These meters are being replaced by advanced meters, which means the volume of these services will reduce over the 2024-29 period.

Figure 3:

Our ANS engagement journey to date



Glossary • ASP Accredited service provider.



1.4 What does the rest of this paper cover

The rest of this consultation paper explains our current thinking on our ANS for 2024-29, and seeks your feedback:



Section 2 outlines what we are hearing through our engagement on ANS, and our potential responses



Section 3 explains how you can provide feedback on these potential responses, and how we will use your feedback



Appendix 1 provides a full list of our current ANS and the changes we are considering for the 2024-29 period



2 What we are hearing and our potential responses

In our engagement on ANS to date, we have heard that the customers and delivery partners who interact with us regularly on ANS want us to improve our service delivery. They want the experience of requesting an ANS and moving through the process required to get the job done to be simpler, easier and more efficient. Price certainty is also important to them – and they want this certainty as early in the process as possible.

In response to this feedback, and our ongoing review of our current ANS and fees, we are considering making a range of changes to improve our services and service delivery in this area.

We think these changes will make our ANS pricing more visible and transparent, our list of ANS and associated fees simpler and easier to understand, and our processes more efficient.

Figure 4 outlines the specific feedback we have heard to date and what we are considering in response. The sections that follow provide more information on the changes we are considering in relation to our ANS pricing and key pricing components.

Figure 4 What we are hearing on our ancillary network services, and what we are considering in response

	What we have heard to date...	We are considering...	For our customers, this would mean...
<p>Pricing (Large customers, ASPs, Retailers)</p>	<p>Price certainty is important</p>	<p>Reviewing the ANS fee list and identify where quoted fees could be converted to fixed fees</p>	<p>ANS prices are more accessible and transparent, and total costs known earlier in the process</p>
	<p>For new connections, indicative costs of the whole job should be provided at an earlier stage in the process</p>	<p>Investigating the possibility of providing 'typical' average costs as well as a low to high range for common types of connection projects, prior to the official quote stage</p>	
	<p>Individual service elements included in our quotes should be more accurate and comprehensive of all costs - including overtime hours and rates if overtime is expected</p>	<p>More frequent review of completed jobs to better inform assumptions and improve accuracy for future quotes</p>	
	<p>The list of ANS fees should be simpler and more transparent</p>	<p>Proposing that some fees are removed or combined (see Figure 8 for more detail)</p> <p>Publishing the ANS fee lists on our website where links to ANS are provided</p> <p>Publishing customer/partner specific listings of ANS on our website, rather than only one full list</p> <p>Updating ANS descriptions and definitions so they are clearer</p>	<p>Shorter price lists that include only the ANS relevant to them, making them simpler and easier to understand</p> <p>Clearer service descriptions, so it is easier to understand which fees may apply to different situations</p>
<p>Service delivery (ASP 3)</p>	<p>For customer-funded contestable projects, the connection process should be made easier</p>	<p>Creating dedicated strategic engagement resources to work with large businesses (building on the creation of a dedicated inbox for technical connection enquiries in FY22)</p> <p>Migrating service delivery onto a central CRM platform to enable ANS delivery progress to be visible to the customer, improve communications, and provide a choice for digital self-service options</p> <p>Improving our customer service metrics related to the delivery time for these projects</p>	<p>A simpler and easier process for customer-funded contestable projects, leading to:</p> <ul style="list-style-type: none"> • Improved service delivery • Quicker response times • Better visibility of progress • Fewer cancellations of scheduled outages for contestable connections and asset relocations
	<p>ASP 3s should have direct access to our network data at no additional cost – particularly technical data for new connections (substation rating and maximum demand) – like offered by other distributors</p>	<p>Replacing our current network data platform (Web GIS) to improve the functionality and enable us to provide partners with different levels of access to data</p>	<p>ASP 3s would be able to directly access specific network data, when they need it, resulting in cost and time savings</p>

2.1 Potential pricing changes

The AER determines the maximum price we can charge for each ANS for the first year of the 5-year regulatory period, and how we may change this price over the remaining 4 years. The maximum price only includes the costs the AER considers to be reasonable.

We are not yet in a position to forecast our costs for the 2024-29 period. However, we are considering some changes in the structure of our prices for some services.

We currently provide 108 distinct ANS with either a fixed or quoted price³ (Figure 5). Where feasible, we provide both a fixed and quoted fee for a service. In these cases, the fixed fee applies to jobs deemed 'simple' (based on the time typically required), and the quoted fee applies to 'complex' jobs.

Figure 5 Fixed and quoted fees

Fixed fees	<ul style="list-style-type: none">• Are applied to services where delivery involves a consistent level of effort each time (e.g. special meter reading)• Are based on the average time required to deliver the service and the hourly rates for each category of Ausgrid staff involved in delivery
Quoted fees	<ul style="list-style-type: none">• Are applied to services where the delivery time varies significantly, depending on the size and complexity the work involved (e.g. complex access permits)• Are based on the estimated time required to deliver the service, and the labour rates and estimated hours for each category of Ausgrid staff involved in delivery

Our aim is to have an appropriate mix of fixed and quoted fees to provide price certainty for as many ANS as possible, while also allowing us to fairly recover the costs of complex jobs that require differing levels of effort. As a result, for the 2024-29 period, we are considering introducing a small number of new ANS and increasing the proportion of services for which a fixed fee is offered.

Overall, we are considering having 112 discrete ANS – an increase of 4 compared to the current number. Of these services, 67 would have a fixed fee and 44 a quoted fee. This increases the proportion of fixed fee services from 52% to 60%. The fee for ASP material sales would continue to be based on material price plus overhead margin.

Figure 8 summarises the ANS fee changes we are considering and the reason for these changes. Appendix 1 provides the full list of the ANS we are considering for 2024-29, highlighting the changes relative to the current list.

Consultation question 1:

- Have we got an appropriate mix of fixed/quoted fees?



³ We also offer ASP material sales. The price of this ancillary network service is based on the material purchase price plus an overhead margin to cover additional costs including storage and handling expenses.

2.2 Potential increase in labour rates

Almost all ANS fees are based on labour rates. As part of its determination process, the AER reviews the reasonableness of these labour rates, including benchmarking them against the rates used by other network businesses and the wider industry.

Figure 6 shows the hourly labour rates currently used in calculating our maximum fees. These rates are inclusive of on-costs and overheads. **Figure 7** shows the adjustments for on-costs⁴ and overheads.⁵

Figure 6 Labour rates used for ANS fees in 2022–23

Labour classification	Hourly labour rate (ex GST) \$
Administration (R1)	114.69
Technical specialist (R2)	172.02
Engineer/Senior Engineering officer (R3)	215.03
Field worker (R4)	165.78
Senior Engineer (R5)	236.52
Engineering Manager (R6)	286.58

Figure 7 Shared cost adjustment factors included in hourly rates for ANS fees in 2022–23

Labour classification	On-costs %	Overheads %
Administration (R1)		53.7
Technical specialist (R2)		52.4
Engineer/Senior Engineering officer (R3)	52.23	62.9
Field worker (R4)		84.4
Senior Engineer (R5)		50.8
Engineering Manager (R6)		54.9

⁴ On-costs represent additional costs of labour to the business including leave entitlements (annual leave, long service leave, sick leave and public holidays) as well as other labour related costs such as superannuation, workers compensation and payroll tax. The on-cost percentage is applied to an average 'raw' (salary paid) labour rate.

⁵ Overheads represent indirect costs attributed to providing a service including supervisory and management costs, customer service and billing, communications and information technology, property and fleet costs and other corporate costs such as finance and planning. The overhead percentage is applied to a combined 'raw' labour rate and on-cost total.

As **Section 2.1** noted, we have not yet forecast our costs for providing ANS over 2024–29. However, we are seeing significant cost pressure on labour rates, driven by labour shortages in the utilities sector. These pressures are expected to continue through the 2024–29 period, driven by 2 main factors:

- Workforce shortages associated with Australia's closed borders during the first years of the COVID-19 pandemic; and
- Increased demand for skilled labour caused by high levels of investment in the utilities sector; electricity-related engineering construction is forecast to be 48% higher in 2029 than 2021.⁶

In light of this, we think our ANS labour rates are likely to increase in the 2024–29 period. Together with the other NSW network businesses – Endeavour Energy and Essential Energy – we have obtained an independent review of ANS labour costs. The review indicates that some of our labour rates are below the median for comparable skills in NSW.

Consultation question 2:

- What should we consider when proposing our labour rates for the 2024–29 period?

2.3 Overtime rates

Currently the overtime rate is 75% above the normal labour rate, based on a simple average of time and a half and double time. The overtime rate applies for work outside of 7:30am and 4:30pm on working days, when the work outside these hours is requested by a customer or for reasons outside of our control such as road occupancy license requirements⁷ for high traffic roads.

We are not considering changes to the way we apply overtime rates for work delivered after hours.

Consultation question:

- Do you have any feedback on the approach to charging for overtime work?

⁶ BIS Oxford Economics, Electricity-Related Labour, Materials & Land Escalation Forecasts To 2028/29, Preliminary Report, p 3.

⁷ Road occupancy consists of any activity likely to impact on the operational efficiency of the road network. Road occupancy licences for State roads within the Sydney region are managed and issued by the Transport Management Centre on behalf of Roads and Maritime Services (RMS) or by RMS in other regions.

Figure 8 Possible changes to list of ANS and fee type

Service	Change	Reason	Fee type
Metering and related ANS			
Distributor arranged outage for purpose of replacing metering – simple complete	Combine with distributor arranged outage for purpose of replacing metering – site visit only	Simplify list and increase transparency of total cost. A site visit fee is charged in conjunction with simple complete fee	Fixed
Type 5/6 meter test	Change from quoted fee to 2 fixed fees – a lower fee for simple and a higher fee for complex	Improve transparency and price certainty	Fixed
Facilitation of metering-related works supporting advanced meter roll-out	New service and fee	Recover costs of additional activity expected for DNSPs following AEMC review to facilitate advanced meter roll-out	Quoted
Distributor arranged outage for purpose of replacing metering – additional activities	New service and fee	Recover costs of other tasks relating to distributor arranged outages for metering not covered by the specific services now listed as fixed fees	Quoted
Distributor arranged outage for replacing a meter – additional charge where requested outside normal business hours (weekday)	New service and fee	Recover higher costs of outages requested by the customer after normal business hours on weekdays. A fixed fee is proposed which will be a better financial outcome for customer than applying overtime rate	Fixed
Distributor arranged outage for replacing a meter – additional charge where requested outside normal business hours (weekend)	New service and fee	Recover higher costs of outages requested by the customer outside normal business hours on weekends. A fixed fee is proposed which will be a better financial outcome for customer than applying overtime rate	Fixed
Disconnection visit (site visit only)	Change from quoted fee to fixed fee	More price certainty	Fixed
Disconnection completed	Change from quoted fee to fixed fee	More price certainty	Fixed
Disconnection visit (disconnection completed – technical/ advanced)	Change from quoted fee to fixed fee	More price certainty	Fixed
Type 5 and 6 CT testing	Change from quoted fee to fixed fee	More price certainty	Fixed
Type 5 and 6 CT recovery	Change from quoted fee to fixed fee	More price certainty	Fixed
Distributor arranged outage for purpose of replacing metering – no access	Update description and change from quoted fee to fixed fee	More clarity on what the service is for; more price certainty	Fixed
Distributor arranged outage for purpose of replacing metering – not completed – 2nd visit	Update description and change from quoted fee to fixed fee	More clarity on what the service is for; more price certainty	Fixed
Distributor arranged outage for purpose of replacing metering – complex complete	Update description and change from quoted fee to fixed fee	More clarity on what the service is for; more price certainty	Fixed

Continued

Service	Change	Reason	Fee type
Network tariff change request (bulk transfer requests requested by customer)	Update description and change from fixed fee to quoted fee	A fixed fee per National Metering Identifier (NMI) transferred is not reflective of cost for a bulk transfer. A quoted fee for bulk transfers based on estimated hours of effort is a better outcome for customer	Quoted
Reconnection outside normal business hours	Update description	More clarity on what the service is for. Only reconnections are performed outside business hours	Fixed
Design Related Services			
Public lighting minor capital works	New service and fee	Quoted fee to recover administration, design, technical assessment costs relating to public lighting minor capital works	Quoted
Network safety			
Provision of service/additional crew	Remove service and fee	Not required as another ANS covers this service	
De-energisation of wires for safe approach	Remove service and fee	Not required as another ANS covers this service	
Rectification of network related customer fault	Remove service and fee	Not required	
High load route assessment	New service and fee	Majority of enquiries regarding high load do not require an escort (separate quoted service). The fixed fee is to cover time spent assessing/advising the appropriate route to a customer	Fixed
Investigation fee for voltage fluctuations at customer premises where no network fault found	New service and fee	The fixed fee is to cover costs in performing an investigation of a voltage fluctuation where no network fault is found	Fixed
Access permits, facilitation and oversight			
Development application approvals	New service and fee	This is a non-routine service provided to individual customers on an as needs basis only but not currently charged as an ANS	Fixed
Simple network access permit, clearance to work or notification to work	Update description	More clarity on what the service is for. Broadened description to include notification for works	Fixed
Complex network access permit or clearance to work	Update description	More clarity on what the service is for. The addition of 'network access' more clearly defines the service	Quoted
Network access permit or clearance to work – cancellation – simple	Update description	More clarity on what the service is for. The addition of 'network' more clearly defines the service	Fixed

Continued

Service	Change	Reason	Fee type
Network access permit or clearance to work – cancellation - complex	Update description	More clarity on what the service is for. The addition of 'network' more clearly defines the service	Fixed
Facilitation of activities within clearances of distributor and transmission assets	Update description	More clarity on what the service is for. This service applies to transmission as well as distribution assets	Quoted
Inspections			
Network compliance activities – Level 1 ASP works	Update description	More clarity on what the service is for	Quoted
Notification of arrangements			
Notification of arrangements	Update description	More clarity on what the service is for	Fixed
Notification of arrangements	Update description	More clarity on what the service is for	Quoted
ASP authorisations			
ASP level 1/2 – individual authorisation – initial	Update description, set one lower fee for levels 1 & 2	Simpler, easier to understand list	Fixed
ASP level 1/2 – individual authorisation – maintain	Update description, set same lower fee for levels 1 & 2	Simpler, easier to understand list	Fixed
ASP level 2 – company authorisation – initial	Update description and reduce fee	Simpler, easier to understand list	Fixed
ASP level 1/2 – company authorisation – maintain	Update description, set same lower fee for levels 1 & 2	Simpler, easier to understand list	Fixed
ASP level 1 – company authorisation – initial	Update description and reduce fee	Simpler, easier to understand list	Fixed
Training			
Training – 5 to 9 participants	Remove service and fee	Replace with a standard half-day or full-day rate, to simplify	Fixed
Training – 10 to 14 participants	Remove service and fee	Replace with a standard half-day or full-day rate, to simplify	Fixed
Training – 15 or more participants	Remove service and fee	Replace with a standard half-day or full-day rate, to simplify	Fixed
Network-related access/compliance training – half day	New service and fee	Simpler, easier to understand	Fixed
Network-related access/compliance training – full day	New service and fee	Simpler, easier to understand	Fixed
Security lighting			
Small – monthly charge (first 2 years)	Remove service and fee	Not required	Fixed
Medium – monthly charge (first 2 years)	Remove service and fee	Not required	Fixed

Continued

Service	Change	Reason	Fee type
Large – monthly charge (first 2 years)	Remove service and fee	Not required	Fixed
Small – monthly charge (LED)	New service and fee	Introduce new pricing for LED security lights	Fixed
Medium – monthly charge (LED)	New service and fee	Introduce new pricing for LED security lights	Fixed
Large – monthly charge (LED)	New service and fee	Introduce new pricing for LED security lights	Fixed
Small – monthly charge (Legacy lights)	Update description	Simpler, easier to understand	Fixed
Medium – monthly charge (Legacy lights)	Update description	Simpler, easier to understand	Fixed
Large – monthly charge (Legacy lights)	Update description	Simpler, easier to understand	Fixed

Consultation question 3:

- Do the proposed changes meet your needs? Are there any more changes you think we should make?





3 Providing feedback on this paper

We welcome all feedback on this consultation paper, whether in response to the consultation questions included in the paper and summarised below, or on any topic you would like to share a perspective on.

You can provide feedback to us directly:

- By emailing us at yoursay@ausgrid.com.au; or
- Via the yoursay.ausgrid.com.au website

We request your feedback by close of business **7 October 2022**. Mark any information you do not wish to be published as confidential.

We will also schedule forums to discuss and share feedback in September and October 2022.

3.1 Summary of consultation questions

1. Have we got an appropriate mix of fixed/quoted fees?
2. What should we consider when proposing our labour rates for the 2024–29 period?
3. Do you have any feedback on the approach to charging for out of hours work?
4. Do the proposed changes meet your needs? Are there any more changes you think we should make?

3.2 How we will use your feedback

We will consider all comments we receive to inform the development of our 2024-29 regulatory proposal, which we will submit to the AER on 31 January 2023.

Figure 9 sets out the timetable for our 2024-29 regulatory reset. **Figure 10** outlines how you can find out more and share your views on this paper.

Figure 9 Regulatory proposal timeline

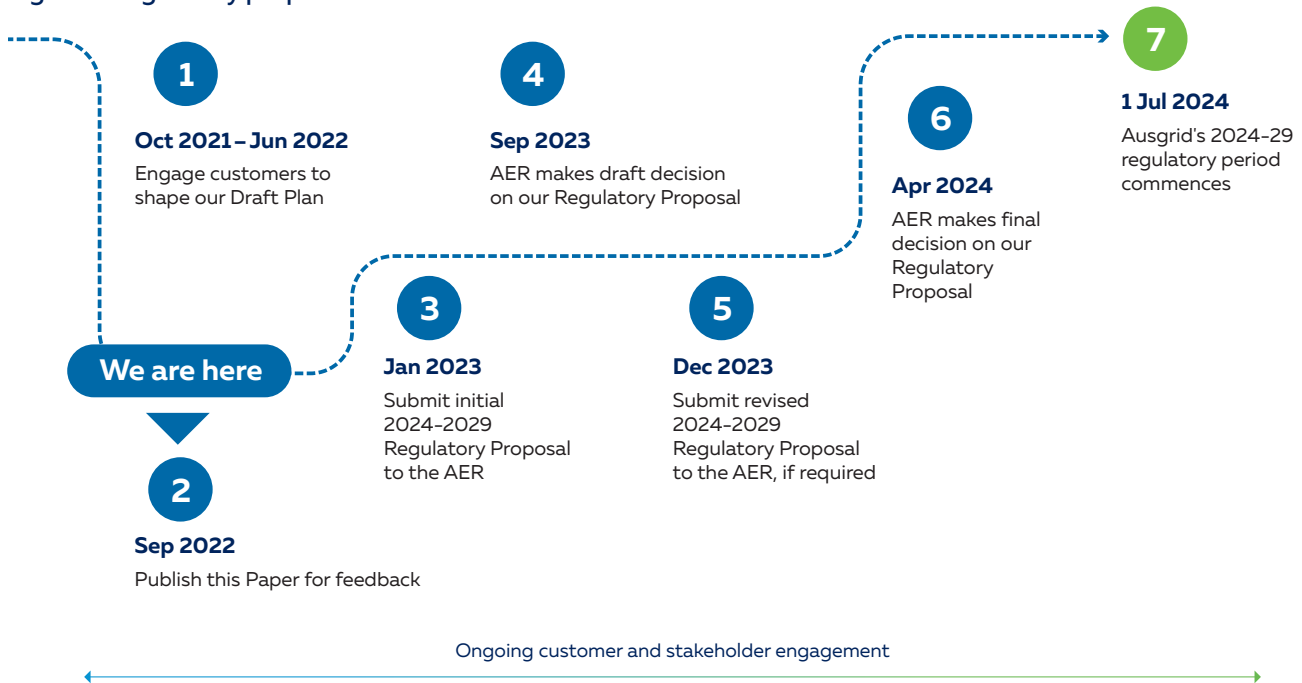
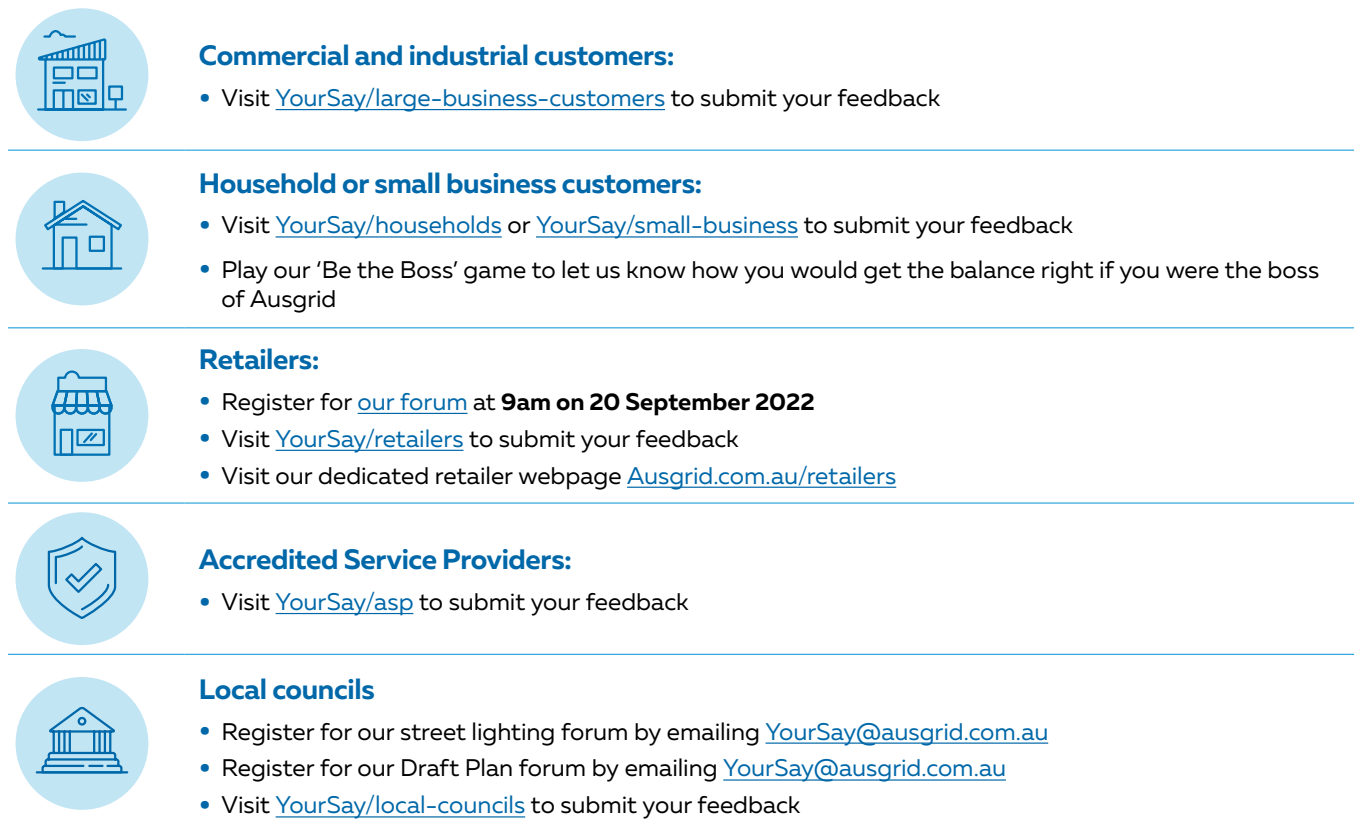
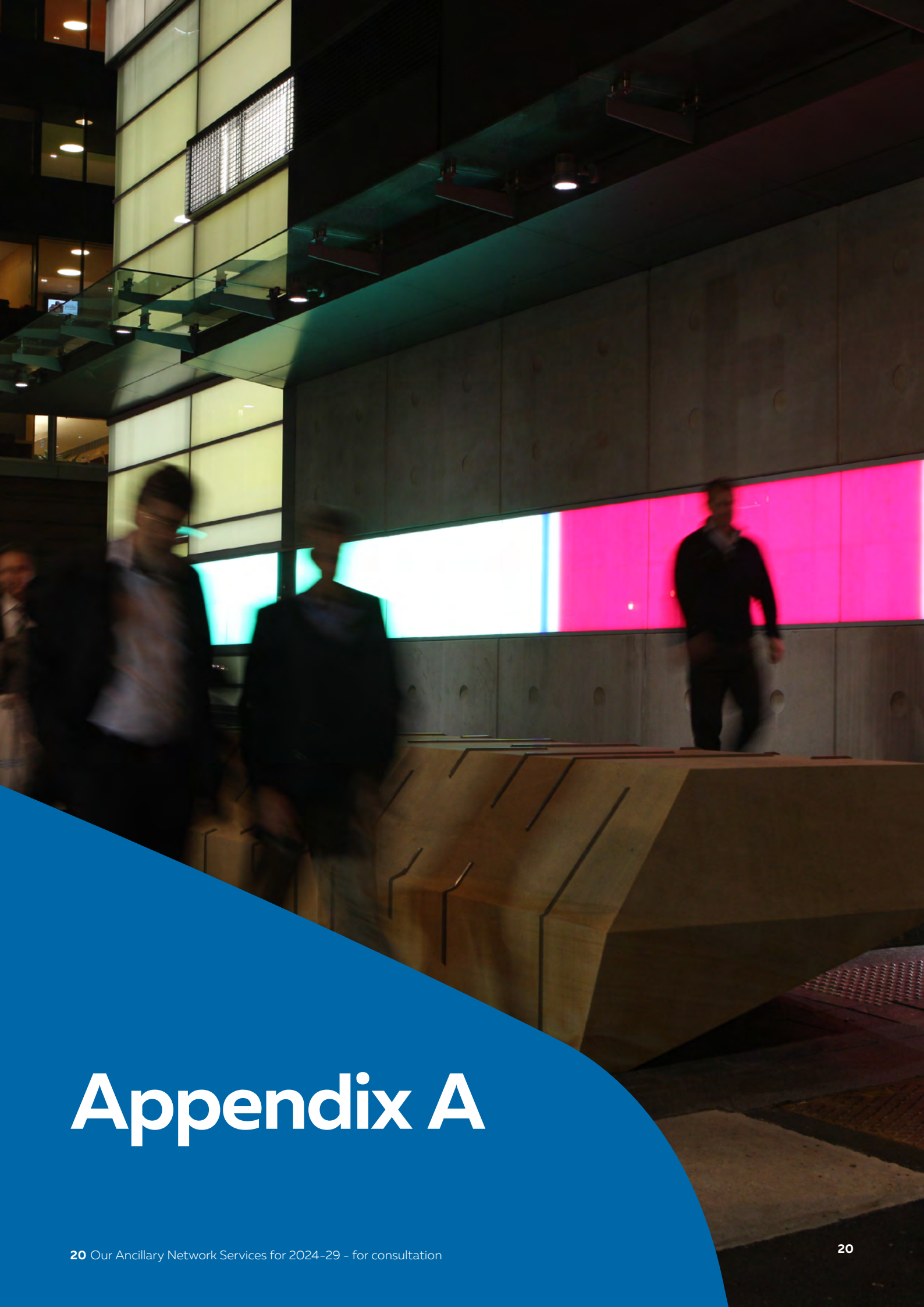


Figure 10 Opportunities to find out more and share your views on our ANS consultation paper





Appendix A

Appendix A

Full list of ANS we are considering for 2024-29, with potential changes marked up

Blue text in table shows potential marked up changes

Figure 11: Proposed fee changes

Services	Type	Units
Metering and related ancillary network services (fixed fees)		
Metering site establishment	Fixed	per service
Special meter reading	Fixed	per service
Type 5-6 meter test – simple	Fixed Quoted	per service hour
Type 5-6 meter test – complex	Fixed	per service
Type 5-7 non-standard meter data services	Fixed	per service
Emergency maintenance of failed metering equipment no owned by the network	Fixed	per service
Off peak conversion	Fixed	per service
Disconnection visit (site visit only)	Fixed Quoted	per service hour
Disconnection completed	Fixed Quoted	per service hour
Disconnection (disconnection completed – technical / advanced)	Fixed Quoted	per service hour
Pillar / pole top disconnection completed	Fixed	per service
Pillar / pole top site visit	Fixed	per service
Reconnection / disconnection outside normal business hours	Fixed	per service
Recovery of debt collection costs – dishonoured transactions	Fixed	per service
Attendance at customers' premises to perform a statutory right where access is prevented	Fixed	per service
Vacant property disconnection	Fixed	per service
Vacant property site visit	Fixed	per service
Distributor arranged outage for purpose of replacing metering – no access	Fixed	per service
Distributor arranged outage for purpose of replacing metering – Simple complete	Fixed	per service
Distributor arranged outage for purpose of replacing metering – not complete – 2nd visit	Fixed	per service
Distributor arranged outage for purpose of replacing metering – Complex complete	Fixed Quoted	per service hour
Distributor arranged outage for purpose of replacing metering – site visit only	Quoted	per hour
Distributor arranged outage for replacing a meter – additional charge where requested outside normal business hours (weekday)	Fixed	per service
Distributor arranged outage for replacing a meter –additional charge where requested outside normal business hours (weekend)	Fixed	per service
Correction of metering and market billing data	Fixed	per service
Final read after type 5 meter equipment removed	Fixed	per service

continued

Services	Type	Units
Type 5 and 6 CT testing	Fixed Quoted	per service hour
Type 5 and 6 CT recovery	Fixed Quoted	per service hour
Metering site alteration	Fixed	per service
NMI extinction	Fixed	per service
Metering and related ancillary network services (quoted fees)		
Network tariff change request (Bulk transfer requested by customer)	Quoted Fixed	per hour service
Maintenance and testing of customer access points	Quoted	per hour
Distributor arranged outage for purpose of replacing metering – additional activities (R4)	Quoted	per hour
Facilitation of metering related works supporting advanced meter roll-out (R4)	Quoted	per hour
Design related services		
Administration of contestable works – general	Fixed	per service
Administration of Contestable Works – additional	Quoted	per hour
Administration of pioneer schemes	Fixed	per service
Design information – simple	Fixed	per service
Design information – standard / complex	Quoted	per hour
Design information – asset creation	Fixed	per asset
Design certification – general	Fixed	per service
Design certification – other	Quoted	per hour
Public lighting minor capital works	Quoted	per hour
Connection application related services		
Technical assessment – applications or relocations	Fixed	per service
Preliminary enquiry	Quoted	per hour
Connection offer – basic	Fixed	per service
Connection offer – standard	Fixed	per service
Connection offer – negotiated	Quoted	per hour
Planning studies	Quoted	per hour
Site inspection	Fixed	per service
Technical support – permanently unmetered supply (PUMS)	Quoted	per hour
Registered participant support	Quoted	per hour
Contestable network commissioning and decommissioning		
Commissioning asset – simple	Fixed	per service
Commissioning asset – standard	Fixed	per service
Commissioning assets – complex	Quoted	per hour
Decommissioning assets	Quoted	per hour
Access permit, oversight and facilitation services		
Simple network access permit, clearance to work or notification to work	Fixed	per service
Complex network access permit or clearance to work	Quoted	per hour
Network access permit – cancellation – simple	Fixed	per service
Network access permit – cancellation – complex	Fixed	per service
Install / remove overhead network earths	Quoted	per hour

continued

Services	Type	Units
Access – standby person	Quoted	per hour
Access – confined space entry permit	Quoted	per hour
Process and project facilitation	Quoted	per hour
Specialist services	Quoted	per hour
Facilitation of activities within clearance of distribution and transmission assets	Quoted	per hour
Development application approvals	Fixed	per service
Notificationes of arrangements		
Notificatione of arrangements	Fixed	per service
Notificatione of arrangements	Quoted	per hour
Network related property services		
Property tenure	Quoted	per hour
Network safety service and security		
Rectification of illegal connections	Quoted	per hour
Provision of service/additional crew	Quoted	per hour
Fitting of tiger tails	Quoted	per hour
High load escorts	Quoted	per hour
Temporary power	Quoted	per hour
Bush fire mitigation works	Quoted	per hour
Neutral integrity test	Quoted	per hour
De-energisation of wires for safe approach	Quoted	per hour
Rectification of network-related customer fault	Quoted	per hour
11kV cable termination at zone substation	Quoted	per hour
Termination of a sub-transmission cable at a zone substation	Quoted	per hour
Complex customer-initiated asset relocation	Quoted	per hour
Traffic control	Quoted	per hour
Substation disconnect and reconnect	Quoted	Per hour
High load route assessment	Fixed	per service
Investigation fee of voltage fluctuations at customer premises where no network fault found	Fixed	per service
Inspection services		
Network compliance activities construction – Level 1 ASP works	Quoted	per hour
Re-inspection – level 1 ASP works	Quoted	per hour
Level 2 ASP works (NOSW) – A Grade	Fixed	per NOSW
Level 2 ASP works (NOSW) – B Grade	Fixed	per NOSW
Level 2 ASP works (NOSW) – C Grade	Fixed	per NOSW
Re-inspection – ASP level 2 works	Quoted	per hour
Investigate, review and implement remedial actions associated with ASP's connection works	Quoted	per hour
Service size > 100A and mandatory inspections	Quoted	per CCEW
Re-inspection of electrical contractor works	Quoted	per hour

continued

Services	Type	Units
Authorisation of ASPs		
ASP Level 1/2 – individual authorisation – initial or Additional Authorisation-Session	Fixed	per service
ASP Level 1/2 – individual authorisation – maintain Renewal or Additional-Company to Existing Authorisation	Fixed	per service
ASP Level 1 – company authorisation – initial	Fixed	per service
ASP Level 1 – Company re-authorisation (Annual fee)	Fixed	per service
ASP Level 2 – company initial authorisation – initial	Fixed	per service
ASP Level 1/2 – Re- company authorisation (Annual fee) – maintain	Fixed	per service
ASP Level 2 – Additional authorisation	Fixed	per service
ASP Level 3 – authorisation/re-authorisation (biennial fee)	Fixed	per service
Consultancy and review services		
Engineering consultancy	Quoted	per hour
Approved materials list application	Quoted	per hour
Training		
Training – 5 to 9 participants	Fixed	per service
Training – 10 to 14 participants	Fixed	per service
Training – 15 or more participants	Fixed	per service
Network-related access/compliance training – half day	Fixed	per person
Network-related access/compliance training – full day	Fixed	per person
Complex training	Quoted	per hour
ASP Material Sales		
ASP material sales	Purchase price and support costs adjustment	
Security Lighting-Lighting Solutions (Security Lighting)		
Small – installation cost	Fixed	per service
Medium – installation cost	Fixed	per service
Large – installation cost	Fixed	per service
Legacy lights		
Small – monthly charge (first 2 years)	Fixed	per service
Small – monthly charge (post 2 years)	Fixed	per service
Medium – monthly charge (first 2 years)	Fixed	per service
Medium – monthly charge (post 2 years)	Fixed	per service
Large – monthly charge (first 2 years)	Fixed	per service
Large – monthly charge (post 2 years)	Fixed	per service
LED lights		
Small – monthly charge	Fixed	per service
Medium – monthly charge	Fixed	per service
Large – monthly charge	Fixed	per service

Glossary

Accumulation meters – record total electricity usage at a point of time as opposed to when it was used. Customers who have these meters are charged the same amount for the electricity that they use, regardless of when they used it.

Advanced meters – also known as smart meters, are remotely read by the retailer appointed as the customer’s metering data provider. Energy consumption data is recorded in either 5 or 30min intervals.

ANS – ancillary network services. Non-routine services provided to individual customers on an ‘as needed/customer requested’ basis.

ASPs – accredited service providers. Accredited to perform contestable work on NSW electricity distribution network and can be engaged by individuals or businesses who need to connect to the network. There are three levels of accreditation:

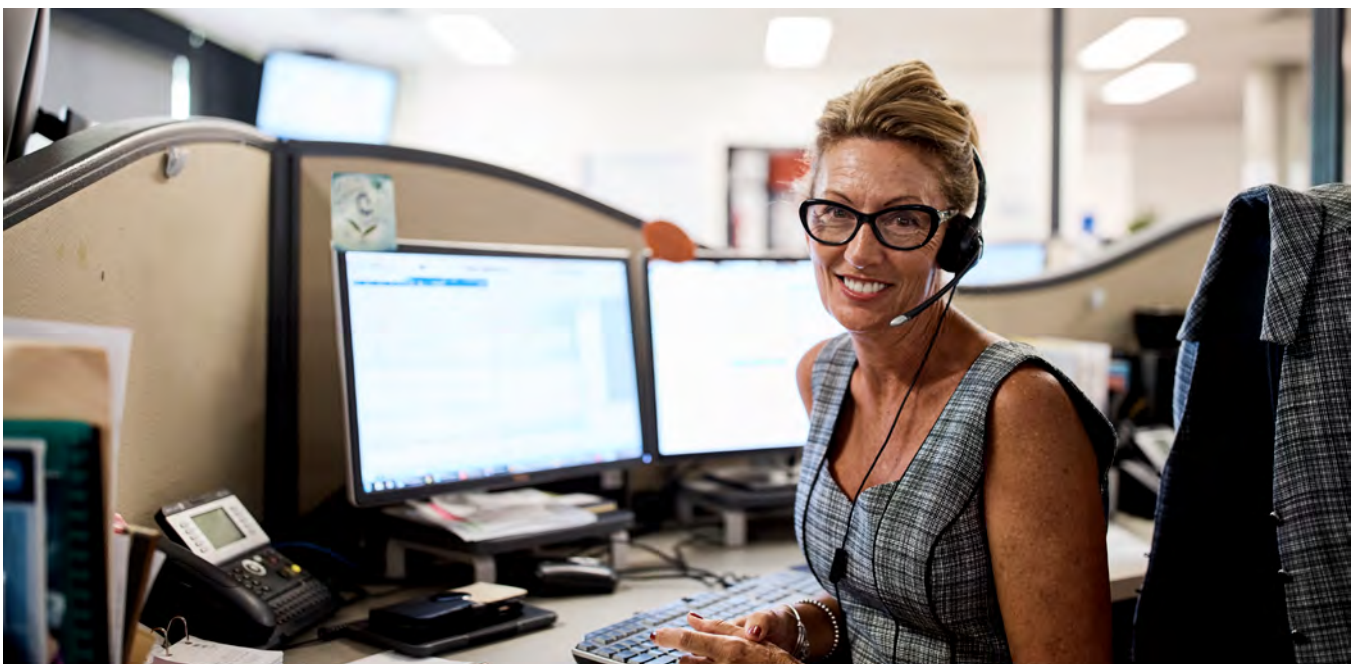
- ASP 1 – constructs new or makes changes to the existing ‘poles and wires’ network
- ASP 2 – completes service wire and cable connection work
- ASP 3 – designs the ‘poles and wires’ network

Contestable – contestable work refers to activities that are provided on a competitive basis. Contestable electrical work on the NSW electricity distribution network must be undertaken by an ASP. Any work to design, construct or install assets that connect a customer’s installation to our electricity network is classified as contestable work.

CCEW – certificate of compliance for electrical work. Electrical contractors must complete a CCEW form for all electrical installation work, or work resulting in an increase in electrical rating. Ausgrid inspects the private electrical wiring work performed by electrical contractors on customers assets to check for compliance with the requirements of Australian Standard AS3000, associated standards and the NSW Service and Installation Rules.

Interval meters – record how much electricity is used every 30 minutes, hence usage can be applied to different times of the day and different rates (if applicable).

NOSW – notification of service work. An ASP 2 must complete a NOSW form for all contestable work as detailed in our publication ES4 Service Provider Authorisation and submit this form to Ausgrid at the completion of work. Ausgrid, in accordance with the NSW Accreditation of Service Providers Scheme, inspects work undertaken by an ASP 2 for the purpose of checking compliance and maintaining an acceptable standard of work. Audit inspections are undertaken as outlined in Ausgrid inspection policies.





For more information, or to make a submission go to:

[YourSay.Ausgrid.com.au](https://www.yoursay.ausgrid.com.au)