



2018 - Schedule of Charges (effective 1 January 2018)

01.12.17



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1 Introduction

This document sets out the Fee based services, Quoted services, Terms and Conditions and Definitions of Services that apply throughout the United Energy's (UE) area.

The Fee based alternative control service charges represent the maximum charge for the work specified. The Australian Energy Regulator (AER) has approved all fee based charges in this document.

It is not possible to anticipate every type of request that customers will make. In cases where an approved fee based charge does not apply, the Quoted alternative control services process will apply using the approved charge out labour rates in conjunction with relevant materials and plant costs.

UE's preferred policy is for customers to request the services through a retailer and the retailer will be charged accordingly for this service. The payment codes provided are used to reference the Business to Business (B2B) transactions with retailers.

- Section 2 provides the Terms and Conditions of the services offered.
- Sections 3 and 4 outline fee based charges for commonly requested and metering based services (where UE is the metering coordinator).
- Section 5 lists services that due to their customer specific and/or relatively infrequent occurrence are offered to customers on a quoted basis.
- Section 5 lists a schedule of commonly requested services, charges and definitions.
- Section 6 lists services offered to customers on an unregulated basis.
- Section 7 lists metering services offered to customers consuming >160MWh per annum.
- Section 8 provides a schedule for fee based public lighting charges for regulated and contestable light types.
- Section 9 has been incorporated to document fees and charges that are specific to customers where UE is not the customer appointed metering coordinator.



2 Customer Terms and Conditions

The performance of the work is subject to UE's capacity and agreement to undertake the work. Where requests exceed the capacity of our resources it may be necessary to negotiate a delay in performing the works, or arrange for an alternative service provider.

Business hours are between 8:00am to 4:00pm during weekdays.

The fixed prices for after-hours services apply to all other times including weekends and public holidays.

Where work is required to be performed after hours but requires an appointment then the Quoted Service process for after-hours truck by appointment will apply.

For major works on large commercial or industrial installations, blocks of flats and Current Transformer (CT) operated metering the Quoted Services process applies.

Fee based services – are those services for which costs are clear prior to undertaking the service. All Fee based services listed have been approved by the Australian Energy Regulator (AER).

Quoted services – are those services for which costs may vary. For quoted services, the AER has placed a cap on the applicable labour rate. When a charge is recorded as quoted, UE will apply the approved charge out rates.

Customers who wish to deal directly with UE or its approved service providers rather than through a retailer and who do not have an established account, are required to forward payment, or agreement for payment in advance of any works being performed. Additionally they will need to update the associated documentation including any technical prerequisites, for example Electrical Work Request (EWR) or Field Works Order (FWO) and a Certificate of Electrical Safety (CES) that the type of service requested may require.



3 Commonly Requested Fee Based Alternative Control Services and Definitions

Fee based alternative control services are those distribution services provided by a distributor that are regulated and approved by the AER.

The schedule of charges below covers commonly required services by customers and it represents the maximum charge for the work specified. The definitions of the services are provided directly below the schedule.

It is not possible to anticipate every type of request that customers will make. In cases where an approved fee based charge does not apply, quotations will be provided using the appropriate labour rate including relevant materials and plant costs.

After-hours rates will apply for work performed outside of normal business hours which includes weekends and public holidays. Charges for work performed after hours include award overtime and call back provisions.

When a charge is recorded as quoted approved labour rates and award penalty rates apply. Major works on large commercial or industrial installations, blocks of flats and CT operated metering are charged as quoted services.

3.1 New Connection Price (Meter Panel Supplied by Customer)

3.1.1 Where UE is the metering coordinator providing a distribution service

The new connection charge relates to the cost of connecting an individual installation to the distribution network – as distinct from extending the network to enable such connection. Since UE is the metering coordinator, UE will provide the service connection including the metering installation. UE's preferred policy of connection is via a retailer and accordingly the retailer will be charged for this service. If at the time of connection, a licensed electricity retailer has not been nominated, an additional energisation fee (fuse insert) will apply.

Inspection services have been contestable for some time and are not provided. Therefore the cost is not included in the prices quoted below. All new connections must already have an inspection completed and a Certificate of Electrical Safety (CES) provided before connection is made. It is UE's intention to make this charge payable to the nominated retailer or service requestor if a nominated, retailer is not known.

Should a connection be requested to be undertaken after hours, then the after hours truck appointment fee will be charged for the connection.



3.2 Temporary Supplies

3.2.1 General Conditions for a Temporary Supply Connection

A temporary supply may be provided where supply is requested for a limited period, eg. builder's supply. All temporary supplies must be metered, except where specific approval has been given.

A direct metered temporary supply (up to 100A per phase) is provided subject to the following:

- Sufficient supply capacity is available within servicing distance of the desired location.
- Application, Certificate of Electrical Safety (CES) and Electrical Works Request (EWR) must be supplied to the Retailer of choice and the retailer will forward this to UE.
- The customer is responsible for the supply and installation of an approved temporary supply installation in accordance with the mandatory safety requirements of AS/NZS3000:2000 (Wiring Rules) and AS/NZS3012:2003 (Construction and Demolition sites).
- Complies with the requirements of the Service and Installation Rules.
- Larger temporary supplies may be arranged by negotiation under the appropriate offer to connect' procedures.
- Builders Supply Poles cannot be installed in High Bushfire risk areas

The temporary supplies charge is applied according to whether the connection is single phase or multiphase and the timing of the disconnection. Single-phase supplies will continue to be separated from others as they are the most prevalent and also the most economical.

It is UE's intention to make this charge payable to the service requestor (Retailer).

Additional visits to complete work not included on the initial Electrical Work Request form (EWR) will be chargeable at the "Wasted Service Truck Visit fee".



3.2.2 Temporary Supply (Coincident Disconnection) where UE is the metering coordinator

In accordance with established practice, a temporary supply for construction purposes will normally be disconnected in conjunction with the installation of a meter and service connection to the newly constructed building—even though the electrical installation may not be actually energised (i.e. fuse not inserted). This process is termed Coincident Disconnection. The temporary supply will be abolished (i.e. disconnected from the distribution system and the meter removed) after receipt of the request from the retailer for connection of the permanent installation.

3.2.3 Temporary Supply (Independent Disconnection)

In those cases where Coincident Disconnection is not desired the temporary installation will be left connected until specifically requested to disconnect. If an Independent Disconnection is required a Service Truck visit will be charged.

Fee based Alternative Control Services effective as of 1 January 2018						
Commonly Requested Service	Business Hours			After Hours		
	Service Code	Price ex GST	Price inc GST	Service Code	Price ex GST	Price inc GST
New Connections – Where UE is the Metering Coordinator Note: Meter Panel supplied by Customer						
Single Phase single element	SPHCBG	\$473.22	\$520.54	SPHCAG	\$722.70	\$794.97
Single Phase Two Element (off-peak)	SPH2EB	\$473.22	\$520.54	SPH2EA	\$722.70	\$794.97
Three Phase Direct Connected	MPHCBG	\$473.02	\$520.32	MPHCAG	\$722.50	\$794.75
Temporary Supplies (exc inspection) - Coincident Disconnection - Where United Energy is the Metering Coordinator						
Standard Single Phase	TSCSPB	\$473.22	\$520.54	TSCSPA	\$722.70	\$794.97
Multi Phase to 100A	TSCMPB	\$473.02	\$520.32	TSCMPA	\$722.50	\$794.75

3.3 Field Officer Visit

The Field Officers Visit charge relates to non AMI enabled meters and recovers the cost of a specifically requested visit for items such as fuse inserts and removals, disconnection of supply, reconnection of supply after disconnection for non-payment and special meter reading. The charge is based on the average time taken to visit the site and undertake the work. For charges relating to AMI enabled meters refer Section 3.6, Remote AMI Service.

3.3.1 Special Meter Read

This charge applies when a retailer/customer requests a special reading of the meter in addition to the normal scheduled (quarterly or monthly) reading.

The charges apply to each metering installation (i.e. on a per NMI basis). In a multiple occupancy development, where there are a number of metering installations, a separate charge applies to each installation on a per NMI basis.



Fee based Alternative Control Services effective as of 1 January 2018						
Commonly Requested Service	Business Hours			After Hours		
	Service Code	Price ex GST	Price inc GST	Service Code	Price ex GST	Price inc GST
Field Officer Visits						
Special Read (Basic Meter)	SPRDB	\$22.00	\$24.20	n/a	n/a	n/a
Special Read (Interval Meter)	SPRDI	\$22.00	\$24.20	n/a	n/a	n/a

3.3.2 Re-energisation & De-energisation of Existing Premises (<100A)

The reconnection charge assumes that all consumers' electricity supply assets remain at the customer's installation. Other charges may apply if additional work is required to effect reconnection, e.g. Service Vehicle Visit. The after-hours charge makes provision for reconnection by availability of personnel.

Where a reconnection or a disconnection is undertaken at a Point of Attachment above a veranda or a Pole, Service Vehicle Visits rates are charged. Where a reconnection or a disconnection is undertaken at a site over 100A, Service Vehicle Visits rates are charged

Fuse insertion and removal charges apply to requests for either disconnection or reconnection and they are based on the total time on site not exceeding 15 minutes.

Where both disconnection and reconnection are required the charge applies to each visit, that is, two charges apply.

Fee based Alternative Control Services effective as of 1 January 2018						
Commonly Requested Service	Business Hours			After Hours		
	Service Code	Price ex GST	Price inc GST	Service Code	Price ex GST	Price inc GST
Re-energisation & De-energisation of Existing Premises (<100A)						
Re-energise (Fuse Insert)	RECFIB	\$46.86	\$51.55	RECFAH	\$83.15	\$91.47
De-energise (Fuse Removal)	DEENBH	\$46.86	\$51.55	DEENAH	n/a	n/a
Express Move in Re-energise (Fuse Insert)	SPRER	\$70.64	\$77.70	EXREAH	\$130.76	\$143.84
De-energisation point of attachment (pole/pit/premise)	DEENPS	\$362.19	\$398.41	n/a	n/a	n/a

3.4 Service Vehicle Visits

This service is provided to enable a customer to relocate or modify the existing service equipment installed at the premises. The charges are based on the average time taken to undertake the work plus materials used to perform the function.

Due to a significant variation in the work for larger services, their ease of identification and the effect on the averaging process they have been itemised separately to satisfy the user pays test.

These charges apply to all customers and contractor requested work involving a Service Vehicle Visit except emergency and fault calls where the customer is clearly not at fault. Failure to check that the Main or Safety switch is turned 'ON' – after being so advised – would attract a charge.



Fee based Alternative Control Services effective as of 1 January 2018						
Commonly Requested Service	Business Hours			After Hours		
	Service Code	Price ex GST	Price inc GST	Service Code	Price ex GST	Price inc GST
Service Vehicle Visits (without inspection)						
Service Truck - First 30 minutes	TVMINB	\$336.20	\$369.82	TVMINA	\$744.07	\$818.48
Each additional 15 minutes	TVADDB	\$69.52	\$76.47	TVADDA	\$96.41	\$106.05
Truck Visit + 1x additional 15 mins	TVAD1B	\$405.73	\$446.30	TVAD1A	\$840.48	\$924.53
Truck Visit + 2x additional 15 mins	TVAD2B	\$475.25	\$522.78	TVAD2A	\$936.90	\$1,030.59
Truck Visit + 3x additional 15 mins	TVAD3B	\$544.76	\$599.24	TVAD3A	\$1,033.32	\$1,136.65
Truck Visit + 4x additional 15 mins	TVAD4B	\$614.29	\$675.72	TVAD4A	\$1,129.73	\$1,242.70
Truck Visit + 5x additional 15 mins	TVAD5B	\$683.80	\$752.18	TVAD5A	\$1,226.14	\$1,348.75
Truck Visit + 6x additional 15 mins	TVAD6B	\$753.31	\$828.64	TVAD6A	\$1,322.56	\$1,454.82
Wasted Service Truck Visit	WTVBH	\$291.61	\$320.77	WTVAH	\$744.07	\$818.48

3.5 Meter Equipment Test

From time to time, customers may believe that their meter is incorrectly recording the energy used and request a test. This charge is applied for all such testing. However, in the case of proven faulty meters the charge will be waived. The charge applies to a basic on-site test of the metering equipment. Should the meter prove to be within the statutory limits then the customer will be required to meet the cost of testing.

Fee based Alternative Control Services effective as of 1 January 2018						
Commonly Requested Service	Business Hours			After Hours		
	Service Code	Price ex GST	Price inc GST	Service Code	Price ex GST	Price inc GST
Meter Equipment Test						
Single Phase	MTSPFM	\$261.94	\$288.13	n/a	n/a	n/a
Single Phase (each additional meter)	MTSPAD	\$125.69	\$138.26	n/a	n/a	n/a
Multi Phase	MTMPFM	\$261.62	\$287.78	n/a	n/a	n/a
Multi Phase (each additional meter)	MTMPAM	\$125.69	\$138.26	n/a	n/a	n/a

3.6 Remote AMI Services

AMI remote services are metering services that were previously provided through a field officer visit (refer section 7) but can now be offered remotely to customers using AMI or smart meter technology. These charges are regulated and approved by the AER.

Fee based Alternative Control Services effective as of 1 January 2018						
Commonly Requested Service	Business Hours			After Hours		
	Service Code	Price ex GST	Price inc GST	Service Code	Price ex GST	Price inc GST
Remote AMI Services						
Remote Meter Configuration	MECFRM	\$62.48	\$68.73	n/a	n/a	n/a
Remote Special Meter Reading	SPRDRM	\$0.84	\$0.92	n/a	n/a	n/a
Remote Re-Energise	REENRM	\$10.55	\$11.61	n/a	n/a	n/a
Remote de-Energise	DEENRM	\$10.55	\$11.61	n/a	n/a	n/a



4 Alternative Control Services – Metering Services

4.1 Advanced Metering Infrastructure Charges (AMI) <160 MWh

The AER's framework and approach for standard metering services for small customers (those who consume less than 160 MWh per annum) is to regulate these as prescribed services, with the charges for these services set separately to distribution use of system charges.

The schedule below shows charges for AMI metering of single and three phase meters.

Alternative Control Services - Metering Services effective as of 1 January 2018			
AMI Metering Charges (AMI) <160Mwh	Payment Code	Price ex GST \$/meter/annum	Price inc GST \$/meter/annum
Single Phase non off peak meter	1PNOP	\$57.58	\$63.34
Single phase off peak meter *	1POP	\$57.58	\$63.34
Three phase direct connected meter	3DCL	\$64.93	\$71.42
Three phase current transformer connector meter	3CTL	\$68.85	\$75.73

Note: * A single phase off peak accumulation meter has one logical meter for charging but has two physical single phase meters.

4.2 Metering Services (Public Lighting)

The metering data services for public lighting are services provided exclusively to public lighting customers, such as retailers, municipal councils and Vic Roads.

Alternative Control Services - Metering Services effective as of 1 January 2018			
Metering Data Services	Payment Code	Price ex GST \$/light/annum	Price inc GST \$/light/annum
Unmetered Supplies – Public Lighting (Per light)	NUOS	\$1.347	\$1.482



5 Alternative Control services - Quoted

The following is a list of quoted alternative control services as classified by the AER in the final determination. Also listed, is the approved charge out hourly rates for labour and labour plus vehicle.

Note, in some instances such as elective underground servicing where the service would otherwise be overhead the quoted fee is in addition to the normal connection charge. This option is made available to all customers and is usually adopted for aesthetic reasons or where the need to cut trees to provide for an overhead service is not acceptable to the customer.

The provision of an underground service is always subject to the agreement of UE's Responsible Officer. The Electricity Safety Act and Regulations require a consumer's mains to be placed underground in Hazardous Bushfire Risk area.

United Energy Hourly Rates effective as of 1 January 2018						
Hourly Rates	Business Hours			After Hours		
	Service Code	Price ex GST	Price inc GST	Service Code	Price ex GST	Price inc GST
Field worker - one person - BH/AH	n/a	\$128.39	\$141.23	n/a	\$182.34	\$200.57
Field worker - one person plus vehicle - BH/AH	n/a	\$150.51	\$165.56	n/a	\$204.46	\$224.91
Administration - BH	n/a	\$99.20	\$109.12	n/a	n/a	n/a
Senior engineer - BH	n/a	\$189.09	\$208.00	n/a	n/a	n/a
Project planner - BH	n/a	\$189.09	\$208.00	n/a	n/a	n/a



Alternative Controlled Services - Quoted effective as of 1 January 2018						
Service	Business Hours			After Hours		
	Service Code	Price ex GST	Price inc GST	Service Code	Price ex GST	Price inc GST
Rearrangement of network assets at customer request, excluding alteration and relocation of existing public lighting assets	n/a	Quoted	Quoted	n/a	Quoted	Quoted
Supply enhancement at customer request	n/a	Quoted	Quoted	n/a	Quoted	Quoted
Auditing of design and construction	n/a	Quoted	Quoted	n/a	Quoted	Quoted
Specification and design enquiry fees	n/a	Quoted	Quoted	n/a	Quoted	Quoted
Routine connections for customers >100amps	n/a	Quoted	Quoted	n/a	Quoted	Quoted
High load escorts - lifting overhead lines	n/a	Quoted	Quoted	n/a	Quoted	Quoted
Damage to overhead service cables pulled down by high load vehicles	n/a	Quoted	Quoted	n/a	Quoted	Quoted
Emergency recoverable works (that is, emergency works where customer is at fault and immediate action needs to be taken by the DNSP)	n/a	Quoted	Quoted	n/a	Quoted	Quoted
After hours truck by appointment	n/a	n/a	n/a	TAPPAH	Quoted	Quoted
Covering of low voltage mains for safety reasons	n/a	Quoted	Quoted	n/a	Quoted	Quoted
Single Phase 100A up to 5m length	EU100A	Quoted	Quoted	n/a	Quoted	Quoted
Multi Phase 170A up to 5m length	EU170A	Quoted	Quoted	n/a	Quoted	Quoted
Single/Multi Phase - additional metres	ADDCAB	Quoted	Quoted	n/a	Quoted	Quoted
New Connections (UE Metering Coordinator)						
Three Phase 200 CT Metering S Type 0 to 150Kva	CTSTBH	Quoted	Quoted	CTSTAH	Quoted	Quoted
Three Phase 800 CT Metering T Type 150 to 600Kva	CTTTBH	Quoted	Quoted	CTTTAH	Quoted	Quoted
Three Phase 1500 CT Metering W Type 600 to 1500Kva	CTWTBH	Quoted	Quoted	CTWTAH	Quoted	Quoted
New Connections (UE Not Metering Coordinator)						
Three Phase 200 CT Metering S Type 0 to 150Kva	CTSNRB	Quoted	Quoted	CTSNRA	Quoted	Quoted
Three Phase 800 CT Metering T Type 150 to 600Kva	CTTNRB	Quoted	Quoted	CTTNRA	Quoted	Quoted
Three Phase 1500 CT Metering W Type 600 to 1500Kva	CTWNRB	Quoted	Quoted	CTWNRA	Quoted	Quoted
Supply abolishment (Per premise/unit)						
Supply abolishment single Premise	SAB1BH	Quoted	Quoted	n/a	n/a	n/a
Supply abolishment common meter panel 2 to 4 units	SAB4BH	Quoted	Quoted	n/a	n/a	n/a
Supply abolishment common meter panel 5 to 10 units	SAB5BH	Quoted	Quoted	n/a	n/a	n/a
Supply abolishment common meter panel Greater than 10 units	SABGBH	Quoted	Quoted	n/a	n/a	n/a
Supply abolishment CT Metered Sites	SACTBH	Quoted	Quoted	n/a	n/a	n/a



6 Unregulated Services

These services are considered by the AER to be a contestable service and were classified in the final decision as unregulated services. Therefore, these charges are not included under the price control mechanism used to regulate distribution network tariffs, advanced metering infrastructure charges or fee based alternative control services.

6.1 Watchman Lights (Security Lighting)

Watchman lights (Security Lighting) are provided to business customers upon request via a retailer. This fee covers the cost of a security light and all materials including installation.

6.2 Provision of Possum Guards

The fee applies to a customer who requires the provision of a possum guard to a service line. This fee covers the cost of a site visit to determine the requirements, a service truck and crew (based on the average time taken to undertake the work) plus materials used to perform the function.

6.3 Time Switch Adjustment

This fee applies to a customer who requests to have the time switch adjusted however, the fee only applies where it is determined the time switch is set to the incorrect timing. Where the time switch is determined to be set incorrectly or out of time the time switch is adjusted free of charge.

Unregulated Services effective as of 1 January 2018						
Service	Business Hours			After Hours		
	Service Code	Price ex GST	Price inc GST	Service Code	Price ex GST	Price inc GST
Possum Guard fitted to service cables	n/a	\$359.95	\$395.95	n/a	n/a	n/a
Watchman lighting installation	n/a	\$1,755.54	\$1,931.10	n/a	n/a	n/a
Time Switch Adjustment	TSADJG	\$22.00	\$24.20	n/a	n/a	n/a



7 Metering Services Charges >160 MWh

These charges are considered by the AER to be a contestable service and were not classified in the final decision. Therefore these charges are not included under the price control mechanism used to regulate distribution network tariffs or advanced metering infrastructure charges. Metering services for customers who consume more than 160 MWh per annum are contestable services.

Metering services for first tier customers who consume more than 160 MWh per annum are as follows:

Metering Services Charges >160MWh			
United Energy Metering Services Charges >160Mwh effective as of 1 January 2018			
Metering Data Services	Payment Code	Price ex GST \$/meter/annum	Price inc GST \$/meter/annum
Quarterly read meter	MDQG	\$13.85	\$15.24
Monthly read meter	MDMG	\$45.58	\$50.14
Meter Provision Charges	Payment Code	\$/meter/annum	\$/meter/annum
Three phase direct connected meter - 1st Tier	3DCG	\$202.86	\$223.15
Three phase current transformer connected meter - 1st Tier	3CTG	\$360.11	\$396.12
Note: Some customers may have additional single phase meters which will be charged as per <160Mwh prescribed metering charge			



8 Public Lighting Services – Fee Based

There are three distinct public lighting services, and these are subject to different degrees of competition and regulation. The services are:

- The retailing of electricity consumed by public lights;
- The distribution of electricity to public lights through electricity networks;
- The installation, operation, maintenance and replacement of public lights.

Retailing

The retailing of electricity consumed by public lights is subject to competition. Public lighting customers (local government councils and Vic Roads) are able to choose the retailer from which they purchase the electricity used for public lighting, in the same way that they are able to choose their retailer with respect to electricity supply points that are already contestable.

Distribution (Network Charges)

The distribution of electricity is a natural monopoly service and is subject to continuing price regulation by the AER. Network tariffs for public lighting are published on an annual basis. For public lighting customers the unmetered supplies tariff will apply.

Operation, maintenance and replacement of public lights (services)

The AER will continue to treat the operation, maintenance and replacement of public lights as a fee based alternative control service for the purpose of regulating the changes for these services. In November 2017 the AER approved Operational, Maintenance and Replacement charges which apply effective 1 January 2018.

The Public Lighting Code as approved by the AER will specify a default level of service to be provided by distributors to public lighting customers. Distributors and public lighting customers are free to negotiate agreements in which they depart from the provisions of the Code, but the Code will apply in the absence of such an agreement.

The Electricity Safety Act has also been amended to allow councils and Vic Roads to install public lighting infrastructure on public land, subject to conditions. The AER has stated that it will have no role in regulating the installation, operation, maintenance and repair of public lighting assets that are owned by public lighting customers.

8.1 Approved Public Lighting Excluded Service Charges

The public lighting fee based alternative control services are for the operation, maintenance, repair and replacement of public lights in accordance with the Public Lighting Code. The charges are for lights with or without standard fittings.

The following charges have been approved by the AER. These public lighting alternative control service charges apply unless an alternative charge has been agreed in writing with the public lighting customer. The new charges apply from the 1 January 2018.



2018 - Approved Public Lighting Services - Fee Based

The public lighting services fees are for the operation, maintenance, repair and replacement (OMR) of public lights in accordance with the Public Lighting Code. The charges are for lights with or without standard fittings.

The following charges have been approved by the Australian Energy Regulator. These Public Lighting Service Fees apply unless an alternative charge has been agreed with the public lighting customer. The approved charges apply from the 1 January 2018.

Light Type	Excluded Service Charge \$ p.a. (Excl GST)	Excluded Service Charge \$ p.a. (Incl GST)
Fluorescent 2x20 watt	\$73.36	\$80.70
Fluorescent 3x20 watt	\$73.36	\$80.70
Mercury Vapour 50 watt	\$84.17	\$92.59
Mercury Vapour 80 watt *	\$56.87	\$62.56
Mercury Vapour 125 watt	\$84.17	\$92.59
Mercury Vapour 250 watt	\$66.16	\$72.78
Mercury Vapour 400 watt	\$91.61	\$100.77
Mercury Vapour 700 watt	\$91.61	\$100.77
Sodium High Pressure 70 watt	\$124.54	\$136.99
Sodium High Pressure 100 watt	\$83.51	\$91.86
Sodium High Pressure 150 watt	\$75.91	\$83.50
Sodium High Pressure 250 watt	\$72.70	\$79.97
Sodium High Pressure 400 watt	\$91.61	\$100.77
Metal Halide 70 watt	\$102.48	\$112.73
Metal Halide 100 watt	\$102.48	\$112.73
Metal Halide 150 watt	\$102.48	\$112.73
Metal Halide 250 watt	\$98.15	\$107.97
Metal Halide 400 watt	\$98.15	\$107.97
T5 2*14W	\$32.65	\$35.92
T5 2*24W	\$32.65	\$35.92
CF 32W	\$32.65	\$35.92
CF 42W	\$32.65	\$35.92

Note: (a) Where a public lighting customer requires a lighting pole to be powder coated, the incremental cost of the powder coating will be negotiated with the customer. Any disputes in relation to the incremental cost of powder coating should be resolved in accordance with the Public Lighting Code.



9 Metering Coordinator services

As at 1 December 2017, the responsible person role is replaced by the metering coordinator role. UE is the default metering coordinator for types 5, 6 and 7 meters which are installed in residential and small commercial premises consuming up to 160 megawatt hours (MWh) per annum. The services provided in relation to these meters include:

- meter provision – includes purchasing meters and installing these meters at the customer's premise;
- meter maintenance – includes inspecting, testing, maintaining and repairing meters;
- meter replacement – replacement of a meter and associated equipment, at a site with existing metering infrastructure, with a modern equivalent where the meter has reached the end of its economic life;
- meter reading and data services – includes collection, processing, storage and delivery of metering data to other participants for billing and market settlement purposes and the management of the relevant National Meter Identifier (NMI); and
- meter communications – includes maintaining and installing communication devices required to operate the mesh radio network and management of the day to day operation of the meter communications systems including meter data delivery, testing, fault detection, investigation and resolution.

The fee based ancillary services charges that fall under metering include:

- metering exit fees; and
- meter provision charges;
- manual meter reading charge;
- metering coordinator - alternative control services.

The charges for each Metering Coordinator 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.

9.1 AMI Exit Services

An exit fee is to apply when a metering customer chooses to replace an installed regulated meter with a competitively sourced meter.

- An exit fee must be paid by the retailer to the distributor, where the retailer becomes responsible for the metering installation that was previously the responsibility of the distributor.

The AER's final decision for an exit fee has the following components:

- recovery or sunk capital costs (residual asset base value)
- reasonable and efficient costs of removing the metering installation.

Departing customers will be charged the fee when they choose to take their metering services from a competitively provided source. In this instance, the customer's metering charge will no longer be regulated. The corollary is that customers will not pay this fee at all if they continue to receive metering services from their distributor.



Alternative Control Services - Metering Services effective as of 1 January 2018			
	Service Code	Price ex GST	Price inc GST
AMI Exit Service			
Single Phase Single Element Meter	EXISPH	\$387.88	\$426.67
Single Phase Single Element Meter with Contactor	EXISP2	\$392.45	\$431.70
Three Phase Direct Connected Meter	EXI3PH	\$436.60	\$480.26
Three Phase Current Transformer Connected Meter	EXI3CT	\$578.14	\$635.95

9.2 New Connection Price (Meter Panel Supplied by Customer)

9.2.1 Where UE is not the metering coordinator providing a distribution service

A connection service is provided by UE as the electricity distributor, where UE is not the Metering Coordinator. UE is therefore not responsible for the metering.

The new connection charge relates to the cost of connecting an individual installation to the distribution network – as distinct from extending the network to enable such connection. UE's preferred policy of connection is via a retailer and accordingly the retailer will be charged for this service. If at the time of connection, a licensed electricity retailer has not been nominated, an additional energisation fee (fuse insert) will apply.

Inspection services have been contestable for some time and are not provided. Therefore the cost is not included in the prices quoted below. All new connections must already have an inspection completed and a Certificate of Electrical Safety (CES) provided before connection is made. It is UE's intention to make this charge payable to the nominated retailer or service requestor if a nominated, retailer is not known.

Should a connection be requested to be undertaken after hours, then the after hours truck by appointment fee will be charged for the connection.

9.3 Temporary Supplies

9.3.1 General Conditions for a Temporary Supply Connection

A temporary supply may be provided where supply is requested for a limited period, eg. builder's supply. All temporary supplies must be metered, except where specific approval has been given.

A direct metered temporary supply (up to 100A per phase) is provided subject to the following:

- Sufficient supply capacity is available within servicing distance of the desired location.
- Application, Certificate of Electrical Safety (CES) and Electrical Works Request (EWR) must be supplied to the Retailer of choice and the retailer will forward this to UE.
- The customer is responsible for the supply and installation of an approved temporary supply installation in accordance with the mandatory safety requirements of AS/NZS3000:2000 (Wiring Rules) and AS/NZS3012:2003 (Construction and Demolition sites).
- Complies with the requirements of the Service and Installation Rules.
- Larger temporary supplies may be arranged by negotiation under the appropriate offer to connect procedures.
- Builders Supply Poles cannot be installed in High Bushfire risk areas



The temporary supplies charges are applied according to whether the connection is single phase or multiphase and the timing of the disconnection. Single-phase supplies will continue to be separated from others as they are the most prevalent and also the most economical.

It is UE's intention to make this charge payable to the service requestor (Retailer).

Additional visits to complete work not included on the initial Electrical Work Request form (EWR) will be chargeable at the "Wasted Service Truck Visit fee".

9.3.2 Where UE is not the metering coordinator

Where UE is not a metering coordinator, the customer's retailer would be the metering coordinator. In such a situation, the retailer will provide the metering installation and UE will provide the service connection.

9.3.3 Temporary Supply where UE is not the metering coordinator

In cases where UE is not the metering coordinator for metering purposes, the responsibility for UE is servicing and energisation only (excludes meter provision).

Fee based Alternative Control Services effective as of 1 January 2018						
Commonly Requested Service	Business Hours			After Hours		
	Service Code	Price ex GST	Price inc GST	Service Code	Price ex GST	Price inc GST
New Connections – Where UE is not the Metering Coordinator						
Single Phase single element	SPNRPB	\$439.14	\$483.05	SPNRPA	\$722.70	\$794.97
Single Phase Two Element (off-peak)	SP2NRB	\$439.14	\$483.05	SP2NRA	\$722.70	\$794.97
Three Phase Direct Connected	MPNRPB	\$439.14	\$483.05	MPNRPA	\$722.70	\$794.97
Temporary Supplies (exc inspection) - Where United Energy is not the Metering Coordinator. Servicing and Energisation Only Note: Applicable from 1/1/2018						
Standard Single Phase	TSSNRD	\$439.14	\$483.05	TSSNRA	\$722.70	\$794.97
Multi Phase to 100A	TSMNRD	\$439.14	\$483.05	TSMNRA	\$722.70	\$794.97

9.4 Field Officer Visit

The Field Officers Visit charge relates to non AMI enabled meters and recovers the cost of a specifically requested visit for items such as fuse inserts and removals, disconnection of supply, reconnection of supply after disconnection for non-payment and special meter reading. The charge is based on the average time taken to visit the site and undertake the work. For charges relating to AMI enabled meters refer Section 3.6, Remote AMI Service.



9.4.1 Special Meter Read

This charge applies when a retailer/customer requests a special reading of the meter in addition to the normal scheduled (quarterly or monthly) reading.

The charges apply to each metering installation (i.e. on a per NMI basis). In a multiple occupancy development, where there are a number of metering installations, a separate charge applies to each installation on a per NMI basis.

Fee based Alternative Control Services effective as of 1 January 2018						
Commonly Requested Service	Business Hours			After Hours		
	Service Code	Price ex GST	Price inc GST	Service Code	Price ex GST	Price inc GST
Field Officer Visits						
Special Read (Basic Meter)	SPRDB	\$22.00	\$24.20	n/a	n/a	n/a
Special Read (Interval Meter)	SPRDI	\$22.00	\$24.20	n/a	n/a	n/a

9.4.2 Re-energisation & De-energisation of Existing Premises (<100A)

The reconnection charge assumes that all consumers' electricity supply assets remain at the customer's installation. Other charges may apply if additional work is required to effect reconnection, e.g. Service Vehicle Visit. The after-hours charge makes provision for reconnection by availability personnel.

Where a reconnection or a disconnection is undertaken at a Point of Attachment above a veranda or a Pole, Service Vehicle Visits rates are charged. Where a reconnection or a disconnection is undertaken at a site over 100A, Service Vehicle Visits rates are charged.

Fuse insertion and removal charges apply to requests for either disconnection or reconnection and they are based on the total time on site not exceeding 15 minutes.

Where both disconnection and reconnection are required the charge applies to each visit, that is, two charges apply.

Fee based Alternative Control Services effective as of 1 January 2018						
Commonly Requested Service	Business Hours			After Hours		
	Service Code	Price ex GST	Price inc GST	Service Code	Price ex GST	Price inc GST
Re-energisation & De-energisation of Existing Premises (<100A)						
Re-energise (Fuse Insert)	RECFIB	\$46.86	\$51.55	RECFAG	\$83.15	\$91.47
De-energise (Fuse Removal)	DEENBH	\$46.86	\$51.55	DEENAH	n/a	n/a
Express Move in Re-energise (Fuse Insert)	SPRER	\$70.64	\$77.70	EXREAH	\$130.76	\$143.84
De-energisation point of attachment (pole/pit/premise)	DEENPS	\$362.19	\$398.41	n/a	n/a	n/a

9.5 Service Vehicle Visits

This service is provided to enable a customer to relocate or modify the existing service equipment installed at the premises. The charges are based on the average time taken to undertake the work plus materials used to perform the function.

Due to a significant variation in the work for larger services, their ease of identification and the effect on the averaging process they have been itemised separately to satisfy the user pays test.

These charges apply to all customers and contractor requested work involving a Service Vehicle Visit except emergency and fault calls where the customer is clearly not at fault. Failure to check that the Main or Safety switch is turned 'ON' – after being so advised – would attract a charge.



9.5.1 Service Vehicle Visits where UE is not the metering coordinator

In the event that a service vehicle is requested to attend a fault at a customer premise and the source of the fault is the meter for which UE is not responsible then following fees will apply;

Fee based Alternative Control Services effective as of 1 January 2018						
Commonly Requested Service	Business Hours			After Hours		
	Service Code	Price ex GST	Price inc GST	Service Code	Price ex GST	Price inc GST
Service Vehicle Visits (without inspection)						
Service Truck - First 30 minutes	TVMNB	\$336.20	\$369.82	TVMINA	\$744.07	\$818.48
Each additional 15 minutes	TVADDB	\$69.52	\$76.47	TVADDA	\$96.41	\$106.05
Truck Visit + 1x additional 15 mins	TVAD1B	\$405.73	\$446.30	TVAD1A	\$840.48	\$924.53
Truck Visit + 2x additional 15 mins	TVAD2B	\$475.25	\$522.78	TVAD2A	\$936.90	\$1,030.59
Truck Visit + 3x additional 15 mins	TVAD3B	\$544.76	\$599.24	TVAD3A	\$1,033.32	\$1,136.65
Truck Visit + 4x additional 15 mins	TVAD4B	\$614.29	\$675.72	TVAD4A	\$1,129.73	\$1,242.70
Truck Visit + 5x additional 15 mins	TVAD5B	\$683.80	\$752.18	TVAD5A	\$1,226.14	\$1,348.75
Truck Visit + 6x additional 15 mins	TVAD6B	\$753.31	\$828.64	TVAD6A	\$1,322.56	\$1,454.82
Wasted Service Truck Visit	WTVBH	\$291.61	\$320.77	WTVAH	\$744.07	\$818.48

9.6 Meter Equipment Test

From time to time, customers may believe that their meter is incorrectly recording the energy used and request a test. This charge is applied for all such testing. However, in the case of proven faulty meters the charge will be waived. The charge applies to a basic on-site test of the metering equipment. Should the meter prove to be within the statutory limits then the customer will be required to meet the cost of testing.

9.6.1 Meter equipment test where UE is not the metering coordinator

In the event that a service vehicle is requested to attend a fault at a customer premise and the source of the fault is the meter for which UE is not responsible then following fault establishment fees shall apply. These fees are in addition to applicable service truck visit fees.

Fee based Alternative Control Services effective as of 1 January 2018						
Commonly Requested Service	Business Hours			After Hours		
	Service Code	Price ex GST	Price inc GST	Service Code	Price ex GST	Price inc GST
Meter Equipment Test						
Single Phase	MTSPFM	\$261.94	\$288.13	n/a	n/a	n/a
Single Phase (each additional meter)	MTSPAD	\$125.69	\$138.26	n/a	n/a	n/a
Multi Phase	MTMPFM	\$261.62	\$287.78	n/a	n/a	n/a
Multi Phase (each additional meter)	MTMPAM	\$125.69	\$138.26	n/a	n/a	n/a



9.7 Remote AMI Services

AMI remote services are metering services that were previously provided through a field officer visit (refer section 7.3, Field Officer Visits) but can now be offered remotely to customers using AMI or smart meter technology. These charges are regulated and approved by the AER.

Fee based Alternative Control Services effective as of 1 January 2018						
Commonly Requested Service	Business Hours			After Hours		
	Service Code	Price ex GST	Price inc GST	Service Code	Price ex GST	Price inc GST
Remote AMI Services						
Remote Meter Configuration	MECFRM	\$62.48	\$68.73	n/a	n/a	n/a
Remote Special Meter Reading	SPRDRM	\$0.84	\$0.92	n/a	n/a	n/a
Remote Re-Energise	REENRM	\$10.55	\$11.61	n/a	n/a	n/a
Remote de-Energise	DEENRM	\$10.55	\$11.61	n/a	n/a	n/a