HY 2021 – Schedule of Charges (effective 1 January 2021)

18.11.20

TABLE OF CONTENTS

1 INTRODUCTION....3
2 NETWORK TARIFF SCHEDULE....4
3 ALTERNATIVE CONTROL SERVICE CHARGES....5
1.1. Fee based services....5
1.2. Quoted services....9
1.3. Public lighting services....10
1.4. Metering coordinator services....12
1.5. Metering services....17
4 UNREGULATED SERVICES....18
A. TARIFF CHARGING WINDOWS....19
B. GLOSSARY....24

1 Introduction

This document sets out the services and charges that apply throughout the [United Energy] distribution area.

The Australian Energy Regulator (AER) has approved all charges in this document, except unregulated charges.

The document includes the following categories:

- Network tariffs - cover the cost of transporting electricity from the generator through the transmission and distribution networks to homes or businesses. Network tariffs also recover jurisdictional scheme costs which are currently limited to the Premium Feed-in Tariff.
- Alternative control services – fee-based, quoted, public lighting and metering-related charges; and
- Unregulated services.

All prices are exclusive of GST.

2 Network tariff schedule

Schedule of Network Use of System (NUoS) Tariffs (incl JUoS - PFIT Pass Through Charge)

1 January 2021 (GST Exclusive)

Network Tariff and Jurisdictional Charge HY 2021	Code	PFIT	Available to new customers	Fixed	Juris. (PFIT recovery)	Demand Charges				Usage			Summer Time of Use Tariffs			Non-Summer Time of Use Tariffs			
						Rolling peak	Summer incentive	Summer	Non-Summer	Anytime	Peak	Off-peak	Pk	Sh	Opk	Pk - Block1	Pk - Block2	Sh	Opk
				c/day	c/day	c/kVA/day	c/kW/day or c/kVA/day	c/kW/day	c/kW/day	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh
Low voltage small 1 rate	LVS1R	FLVS1R	Yes	10.950	5.450	-	-	-	-			-	7.670	-		7.670	-	-	
Low voltage small 2 rate	LVS2R		No	15.920	5.450	-	-	-	-			1.800	12.650	-		12.650	-	-	
Time of Day	TOD	FTOD	Yes	10.950	5.450	-	-	-	-			2.790	14.720	6.930		14.720	-	6.930	
Time of Day 9pm off-peak	TOD9	FTOD9	Yes	10.950	5.450	-	-	-	-			3.420	16.010	8.880		16.010	-	8.880	
Time of Day Flexible	TODFLEX	FTODFLEX	Yes	10.950	5.450	-	-	-	-			3.430	15.330	6.150		15.330	-	6.150	
Low voltage KW 1 rate	RESKW1R	FRESKW1R	Yes	-	5.450	-	-	29.010	12.360			-	3.110	-		3.110	-	-	
Winter Energy Tariff	WET2Step		No	10.950	5.450	-	-	-	-			-	7.690	-		7.690	1.860	-	
Dedicated circuit *	LVDed *		Yes	-	-	-	-	-	-			1.730	-	-		-	-	-	
Low voltage medium 1 rate	LVM1R	FLVM1R	Yes	16.430	5.450	-	-	-	-			-	9.270	-		9.270	-	-	
Low voltage medium 2 rate 5 day	LVM2R5D		No	25.330	5.450	-	-	-	-			1.740	11.740	-		11.740	-	-	
Low voltage medium 2 rate 7 day	LVM2R7D		No	26.950	5.450	-	-	-	-			1.410	10.020	-		10.020	-	-	
Low voltage KW time of use	LVkWTOU		No	-	5.450	-	45.540	-	-			1.690	9.290	-		9.290	-	-	
Low voltage KW time of use - HOT	LVkWTOUH	FLVkWTOU-HOT	No	-	5.450	-	64.260	-	-			1.340	7.230	-		7.230	-	-	
Time of Use	TOU	FTOU	Yes	-	5.450	-	37.120	-	-			2.030	8.710	-		8.710	-	-	
Low voltage large 1 rate	LVL1R		No	16.430	5.450	-	-	-	-			-	7.860	-		7.860	-	-	
Low voltage large 2 rate	LVL2R		No	22.340	5.450	-	-	-	-			1.680	11.590	-		11.590	-	-	
Low Voltage Medium kW Time of Use (Opt-in)	LVMKWTOU		No	-	5.450	-	-	43.930	29.270			-	3.880	-		3.880	-	-	
Low Voltage Medium kW 1 rate (Mandatory)	LVMKW1R	FLVMkW1R	Yes	-	5.450	-	-	43.520	29.000			-	3.850	-		3.850	-	-	
Unmetered supplies	UnMet		Yes	-	-	-	-	-	-			1.380	9.770	-		9.770	-	-	
Low voltage large KVA time of use	LVkVATOU		Yes	-	5.450	17.460	25.440	-	-			1.040	2.290	-		2.290	-	-	
High voltage KVA time of use	HVkVATOU		Yes	-	5.450	13.170	16.250	-	-			0.640	1.380	-		1.380	-	-	
Subtransmission KVA time of use	SubTkVATOU		No	-	5.450	5.360	6.690	-	-			0.290	0.820	-		0.820	-	-	

* Tariff only available in conjunction with the LVS1R tariff for new connections.
Summer rates (energy and demand) apply for period 1st November to 31st March (except for RESKW1R, LVMKWTOU, LVMKW1R which apply summer rates from 1st December to 31st March; and TODFLEX which follows daylight savings periods).
Non-summer rates (energy and demand) apply for period 1st April to 31st October (except for RESKW1R, LVMKWTOU, LVMKW1R which apply non-summer rates from 1st April to 30th November; and TODFLEX which follows daylight savings periods).
PFIT (Premium Feed-In Tariff) is defined by an "F" added to the front of an existing distribution tariff ie. FTOD. PFIT tariffs are closed to new connections.

For DUoS, TUoS and JUoS rates please refer to United Energy's HY 2021 Pricing Proposal available on UE's website (www.unitedenergy.com.au).

3 Alternative Control Service Charges

1.1. Fee based services

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.

1.1.1. New Connection Price (Meter Panel Supplied by Customer)

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.

1.1.2. Temporary Supplies

General Conditions for a Temporary Supply Connection

A temporary supply may be provided where supply is requested for a limited period, e.g. 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".

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.

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 2021				
	Business Hours		After Hours	
Commonly Requested Service	Service Code	Price ex GST	Service Code	Price ex GST
New Connections – Where UE is the Metering Coordinator Note: Meter Panel supplied by Customer				
Single Phase single element	SPHCBG	$499.36	SPHCAG	$762.63
Single Phase Two Element (off-peak)	SPH2EB	$499.36	SPH2EA	$762.63
Three Phase Direct Connected	MPHCBG	$499.15	MPHCAG	$762.42
Temporary Supplies (exc inspection) - Coincident Disconnection - Where United Energy is the Metering Coordinator				
Standard Single Phase	TSCSPB	$499.36	TSCSPA	$762.63
Multi Phase to 100A	TSCMPB	$499.15	TSCMPA	$762.42

1.1.3. 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.

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 2021				
	Business Hours		After Hours	
Commonly Requested Service	Service Code	Price ex GST	Service Code	Price ex GST
Field Officer Visits				
Special Read (Basic Meter)	SPRDB	$23.22	n/a	n/a
Special Read (Interval Meter)	SPRDI	$23.22	n/a	n/a

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 2021				
	Business Hours		After Hours	
Commonly Requested Service	Service Code	Price ex GST	Service Code	Price ex GST
Re-energisation & De-energisation of Existing Premises (<100A)				
Re-energise (Fuse Insert)	RECFIB	$49.45	RECFAG	$87.74
De-energise (Fuse Removal)	DEENBH	$49.45	DEENAH	n/a
Express Move in Re-energise (Fuse Insert)	SPRER	$74.54	EXREAH	$137.98
De-energisation point of attachment (pole/pit/premise)	DEENPS	$382.19	n/a	n/a

1.1.4. 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 2021				
	Business Hours		After Hours	
Commonly Requested Service	Service Code	Price ex GST	Service Code	Price ex GST
Service Vehicle Visits (without inspection)				
Service Truck - First 30 minutes	TVMINB	$354.77	TVMINA	$785.17
Each additional 15 minutes	TVADDB	$73.36	TVADDA	$101.74
Truck Visit + 1x additional 15 mins	TVAD1B	$428.14	TVAD1A	$886.91
Truck Visit + 2x additional 15 mins	TVAD2B	$501.51	TVAD2A	$988.67
Truck Visit + 3x additional 15 mins	TVAD3B	$574.86	TVAD3A	$1,090.41
Truck Visit + 4x additional 15 mins	TVAD4B	$648.22	TVAD4A	$1,192.14
Truck Visit + 5x additional 15 mins	TVAD5B	$721.58	TVAD5A	$1,293.87
Truck Visit + 6x additional 15 mins	TVAD6B	$794.92	TVAD6A	$1,395.63
Wasted Service Truck Visit	WTVBH	$307.72	WTVAH	$785.17

1.1.5. 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 2021				
	Business Hours		After Hours	
Commonly Requested Service	Service Code	Price ex GST	Service Code	Price ex GST
Meter Equipment Test				
Single Phase	MTSPFM	$276.41	n/a	n/a
Single Phase (each additional meter)	MTSPAD	$132.63	n/a	n/a
Multi Phase	MTMPFM	$276.07	n/a	n/a
Multi Phase (each additional meter)	MTMPAM	$132.63	n/a	n/a

1.1.6. 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 2021				
	Business Hours		After Hours	
Commonly Requested Service	Service Code	Price ex GST	Service Code	Price ex GST
Remote AMI Services				
Remote Meter Configuration	MECFRM	$65.93	n/a	n/a
Remote Special Meter Reading	SPRDRM	$0.89	n/a	n/a
Remote Re-Energise	REENRM	$11.13	n/a	n/a
Remote de-Energise	DEENRM	$11.13	n/a	n/a

1.2. Quoted services

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 2021				
	Business Hours		After Hours	
Hourly Rates	Service Code	Price ex GST	Service Code	Price ex GST
Field worker - one person - BH/AH	n/a	$135.49	n/a	$192.42
Field worker - one person plus vehicle - BH/AH	n/a	$158.82	n/a	$215.75
Support staff	n/a	$104.68	n/a	n/a
Skilled electrical worker (office-based)	n/a	$199.53	n/a	n/a

Alternative Controlled Services - Quoted effective as of 1 January 2021				
	Business Hours		After Hours	
Service	Service Code	Price ex GST	Service Code	Price ex GST
Rearrangement of network assets at customer request, excluding alteration and relocation of existing public lighting assets	n/a	Quoted	n/a	Quoted
Supply enhancement at customer request	n/a	Quoted	n/a	Quoted
Auditing of design and construction	n/a	Quoted	n/a	Quoted
Specification and design enquiry fees	n/a	Quoted	n/a	Quoted
Routine connections for customers >100amps	n/a	Quoted	n/a	Quoted
High load escorts - lifting overhead lines	n/a	Quoted	n/a	Quoted
Damage to overhead service cables pulled down by high load vehicles	n/a	Quoted	n/a	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	n/a	Quoted
After hours truck by appointment	n/a	n/a	TAPPAH	Quoted
Covering of low voltage mains for safety reasons	n/a	Quoted	n/a	Quoted
Elective underground service where an existing overhead service exists	n/a	Quoted	n/a	Quoted
New Connections (UE Metering Coordinator)				
Three Phase 200 CT Metering S Type 0 to 150Kva	CTSTBH	Quoted	CTSTAH	Quoted
Three Phase 800 CT Metering T Type 150 to 600Kva	CTTTBH	Quoted	CTTTAH	Quoted
Three Phase 1500 CT Metering W Type 600 to 1500Kva	CTWTBH	Quoted	CTWTAH	Quoted
New Connections (UE Not Metering Coordinator)				
Three Phase 200 CT Metering S Type 0 to 150Kva	CTSNRB	Quoted	CTSNRA	Quoted
Three Phase 800 CT Metering T Type 150 to 600Kva	CTTNRB	Quoted	CTTNRA	Quoted
Three Phase 1500 CT Metering W Type 600 to 1500Kva	CTWNRB	Quoted	CTWNRA	Quoted
Supply abolishment (Per premise/unit)				
Supply abolishment single Premise	SAB1BH	Quoted	n/a	n/a
Supply abolishment common meter panel 2 to 4 units	SAB4BH	Quoted	n/a	n/a
Supply abolishment common meter panel 5 to 10 units	SAB5BH	Quoted	n/a	n/a
Supply abolishment common meter panel Greater than 10 units	SABGBH	Quoted	n/a	n/a
Supply abolishment CT Metered Sites	SACTBH	Quoted	n/a	n/a

1.3. Public lighting services

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 2020.

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.

1.3.1. Approved Public Lighting 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 2021 for the January 2021 – June 2021 period.

Light Type	Excluded Service Charge $ for the HY (Excl GST)
Fluorescent 2x20 watt	$40.45
Fluorescent 3x20 watt	$40.45
Mercury Vapour 50 watt	$46.40
Mercury Vapour 80 watt	$31.35
Mercury Vapour 125 watt	$46.40
Mercury Vapour 250 watt	$37.79
Mercury Vapour 400 watt	$52.33
Mercury Vapour 700 watt	$52.33
Sodium High Pressure 70 watt	$68.67
Sodium High Pressure 100 watt	$44.67
Sodium High Pressure 150 watt	$40.61
Sodium High Pressure 250 watt	$41.53
Sodium High Pressure 400 watt	$52.33
Metal Halide 70 watt	$54.82
Metal Halide 100 watt	$54.82
Metal Halide 150 watt	$54.82
Metal Halide 250 watt	$56.06
Metal Halide 400 watt	$56.06
T5 2*14W	$15.30
T5 2*24W	$15.30
CF 32W	$15.30
CF 42W	$15.30

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.

1.3.2. Commercial Public Lighting Charges

The LED light types do not have AER approved OMR charges. Accordingly, United Energy agrees to allow the installation of these light types on the UE network subject to a public lighting customer entering into a contract. Commercial OMR charge will apply until such time as an AER approved OMR charge is issued. The commercial charge below applies from 1 January 2021 for the January 2021 – June 2021 period.

Energy Efficient Light Type	Commercial Charge $ for the HY (Excl GST)
Category P LED Standard Output	$10.27
Category P LED High Output	$10.27
Category V LED Standard Output - L1	$23.85
Category V LED Medium Output - L2 (equivalent to 250W HPS)	$29.98
Category V LED High Output - L4 (equivalent to 400W HPS)	$31.59

1.4. 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.

1.4.1. 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 2021		
AMI Exit Service	Service Code	Price ex GST
Single Phase Single Element Meter	EXISPH	$341.74
Single Phase Single Element Meter with Contactor	EXISP2	$351.67
Three Phase Direct Connected Meter	EXI3PH	$387.89
Three Phase Current Transformer Connected Meter	EXI3CT	$505.76

1.4.2. New Connection Price (Meter Panel Supplied by Customer)

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.

1.4.3. Temporary Supplies

General Conditions for a Temporary Supply Connection

A temporary supply may be provided where supply is requested for a limited period, e.g. 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".

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.

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 2021				
	Business Hours		After Hours	
Commonly Requested Service	Service Code	Price ex GST	Service Code	Price ex GST
New Connections – Where UE is not the Metering Coordinator				
Single Phase single element	SPNRPB	$463.40	SPNRPA	$762.63
Single Phase Two Element (off-peak)	SP2NRB	$463.40	SP2NRA	$762.63
Three Phase Direct Connected	MPNRPB	$463.40	MPNRPA	$762.63

1.4.4. 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.

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 2021				
	Business Hours		After Hours	
Commonly Requested Service	Service Code	Price ex GST	Service Code	Price ex GST
Field Officer Visits				
Special Read (Basic Meter)	SPRDB	$23.22	n/a	n/a
Special Read (Interval Meter)	SPRDI	$23.22	n/a	n/a

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 2021				
	Business Hours		After Hours	
Commonly Requested Service	Service Code	Price ex GST	Service Code	Price ex GST
Re-energisation & De-energisation of Existing Premises (<100A)				
Re-energise (Fuse Insert)	RECFIB	$49.45	RECFAG	$87.74
De-energise (Fuse Removal)	DEENBH	$49.45	DEENAH	n/a
Express Move in Re-energise (Fuse Insert)	SPRER	$74.54	EXREAH	$137.98
De-energisation point of attachment (pole/pit/premise)	DEENPS	$382.19	n/a	n/a

1.4.5. 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.

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 2021				
	Business Hours		After Hours	
Commonly Requested Service	Service Code	Price ex GST	Service Code	Price ex GST
Service Vehicle Visits (without inspection)				
Service Truck - First 30 minutes	TVMINB	$354.77	TVMINA	$785.17
Each additional 15 minutes	TVADDB	$73.36	TVADDA	$101.74
Truck Visit + 1x additional 15 mins	TVAD1B	$428.14	TVAD1A	$886.91
Truck Visit + 2x additional 15 mins	TVAD2B	$501.51	TVAD2A	$988.67
Truck Visit + 3x additional 15 mins	TVAD3B	$574.86	TVAD3A	$1,090.41
Truck Visit + 4x additional 15 mins	TVAD4B	$648.22	TVAD4A	$1,192.14
Truck Visit + 5x additional 15 mins	TVAD5B	$721.58	TVAD5A	$1,293.87
Truck Visit + 6x additional 15 mins	TVAD6B	$794.92	TVAD6A	$1,395.63
Wasted Service Truck Visit	WTVBH	$307.72	WTVAH	$785.17

1.4.6. 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.

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 2021				
	Business Hours		After Hours	
Commonly Requested Service	Service Code	Price ex GST	Service Code	Price ex GST
Meter Equipment Test				
Single Phase	MTSPFM	$276.41	n/a	n/a
Single Phase (each additional meter)	MTSPAD	$132.63	n/a	n/a
Multi Phase	MTMPFM	$276.07	n/a	n/a
Multi Phase (each additional meter)	MTMPAM	$132.63	n/a	n/a

1.4.7. 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 2021				
	Business Hours		After Hours	
Commonly Requested Service	Service Code	Price ex GST	Service Code	Price ex GST
Remote AMI Services				
Remote Meter Configuration	MECFRM	$65.93	n/a	n/a
Remote Special Meter Reading	SPRDRM	$0.89	n/a	n/a
Remote Re-Energise	REENRM	$11.13	n/a	n/a
Remote de-Energise	DEENRM	$11.13	n/a	n/a

1.5. Metering services

1.5.1. 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 for the January 2021 – June 2021 period.

Alternative Control Services - Metering Services effective as of 1 January 2021		
AMI Metering Charges (AMI) <160Mwh	Payment Code	Price ex GST $/meter/HY
Single Phase non off peak meter	1PNOP	$24.41
Single phase off peak meter *	1POP	$24.41
Three phase direct connected meter	3DCL	$27.53
Three phase current transformer connecter meter	3CTL	$29.19

1.5.2. 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.

United Energy Metering Data Services Charges effective as of 1 January 2021		
Metering Data Services	Payment Code	Price ex GST $/light/annum
Unmetered Supplies – Public Lighting (Per light)	NUOS	$1.3901

1.5.3. 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 160MWh per annum are as follows:

United Energy Metering Services Charges >160MWh effective as of 1 January 2021		
Metering Data Services	Payment Code	Price ex GST $/meter p.a.
Quarterly read meter	MDQG	$14.32
Monthly read meter	MDMG	$47.11
Meter Provision Charges	**Payment Code**	**Price ex GST $/meter p.a.**
Three phase direct connected meter - 1st Tier	3DCG	$209.64
Three phase current transformer connected meter - 1st Tier	3CTG	$372.15
Note: Some customers may have additional single phase meters which will be charged as per <160MWh prescribed metering charge		

4 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.

Watchman Lights (Security Lighting)

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

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.

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 2021				
	Business Hours		After Hours	
Service	Service Code	Price ex GST	Service Code	Price ex GST
Possum Guard fitted to service cables	POSGRD	$379.99	n/a	n/a
Watchman lighting installation	WTCHLG	$1,834.04	n/a	n/a
Time Switch Adjustment	TSADJG	$23.22	n/a	n/a

A. Tariff charging windows

Week days: Monday, Tuesday, Wednesday, Thursday, Friday

Weekends: Saturday, Sunday

Work days: Week days excluding public holidays

Figure A.1 Low voltage residential charging windows

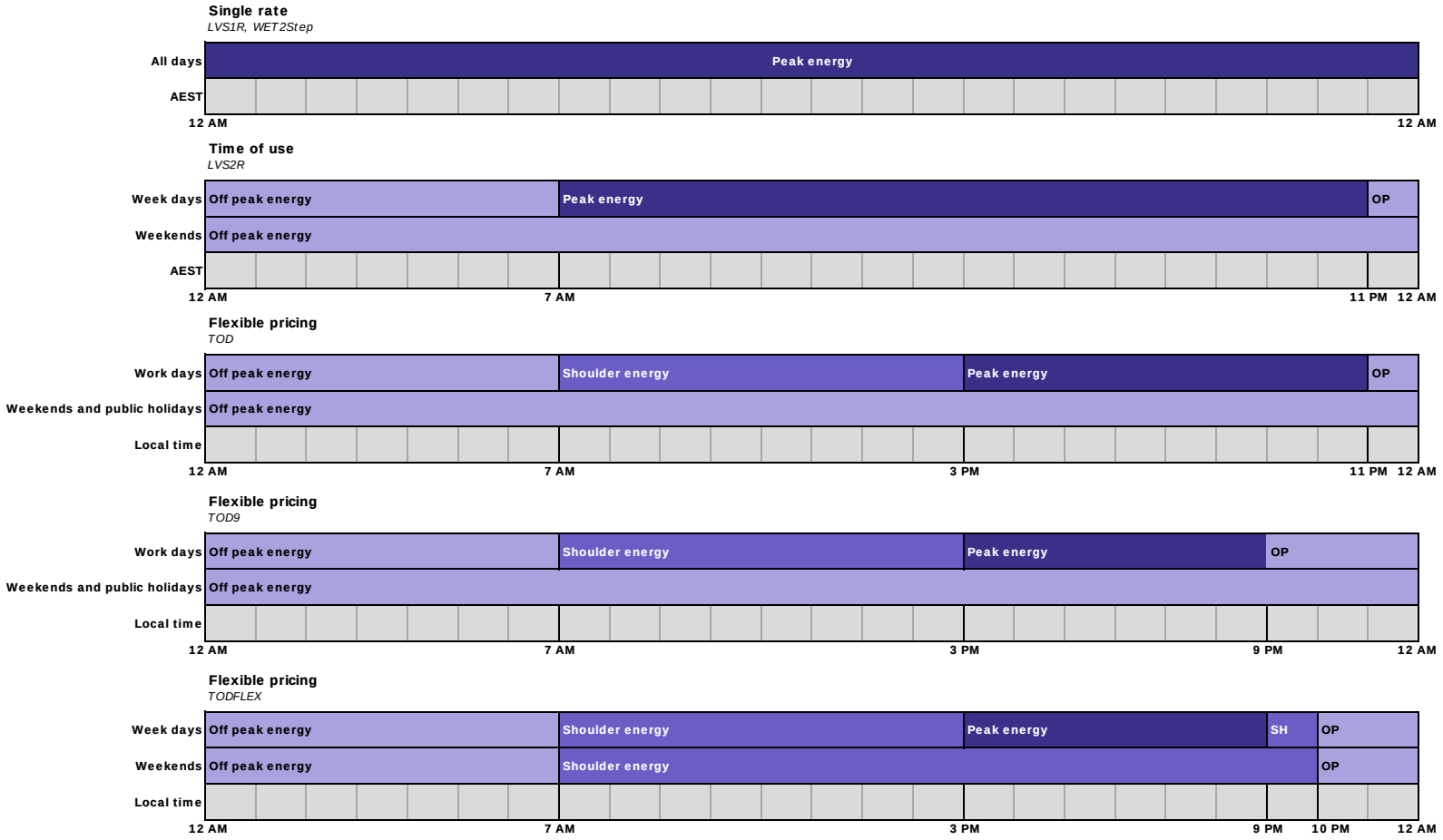

Figure A.1 Low voltage residential charging windows (continued)

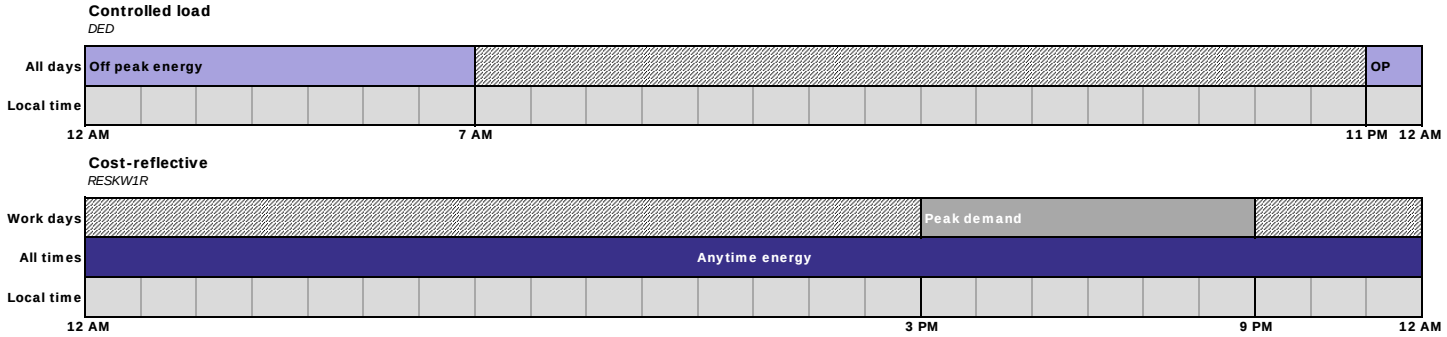

Figure A.2 Low voltage small business charging windows

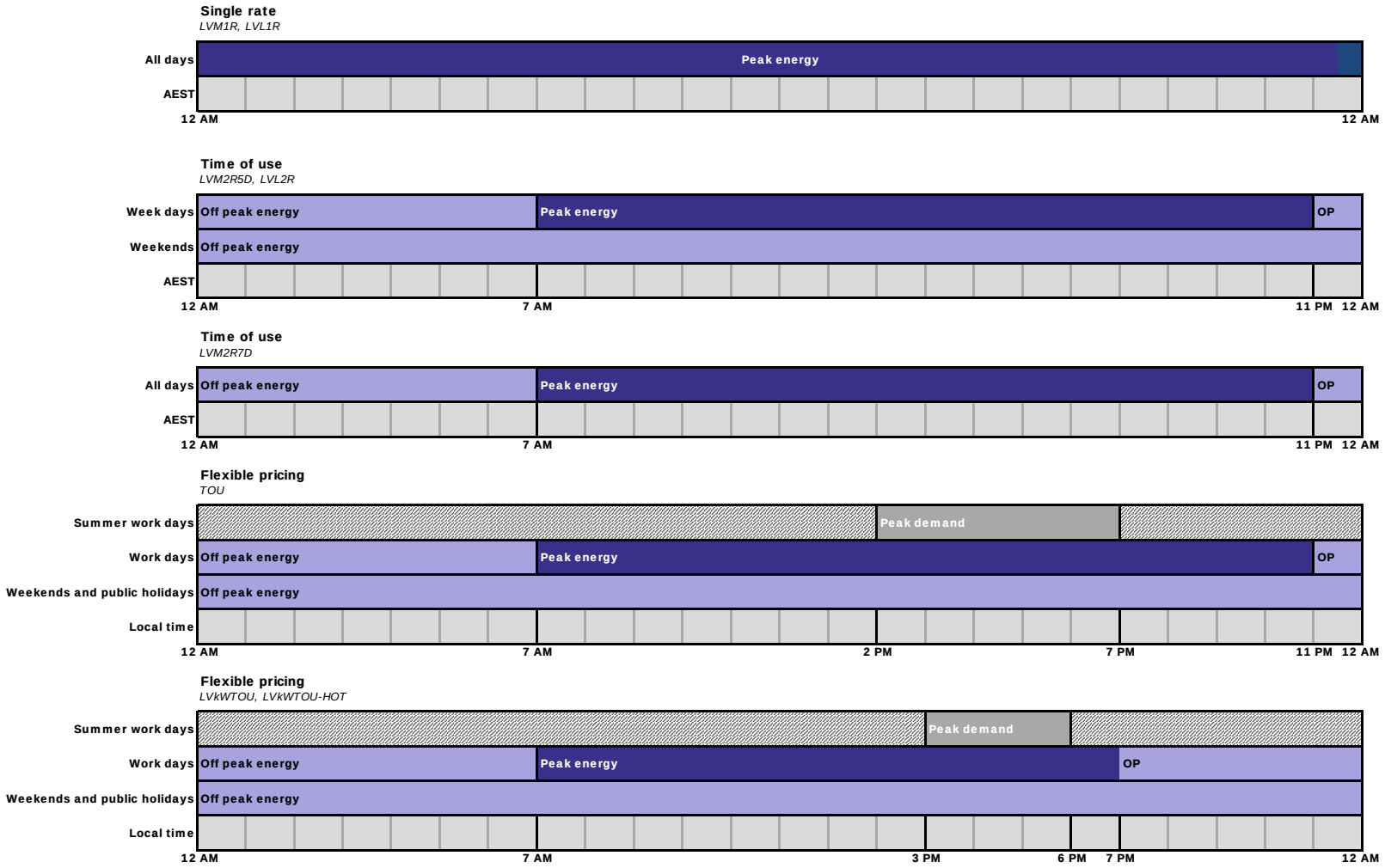

Figure A.2 Low voltage small business charging windows (continued)

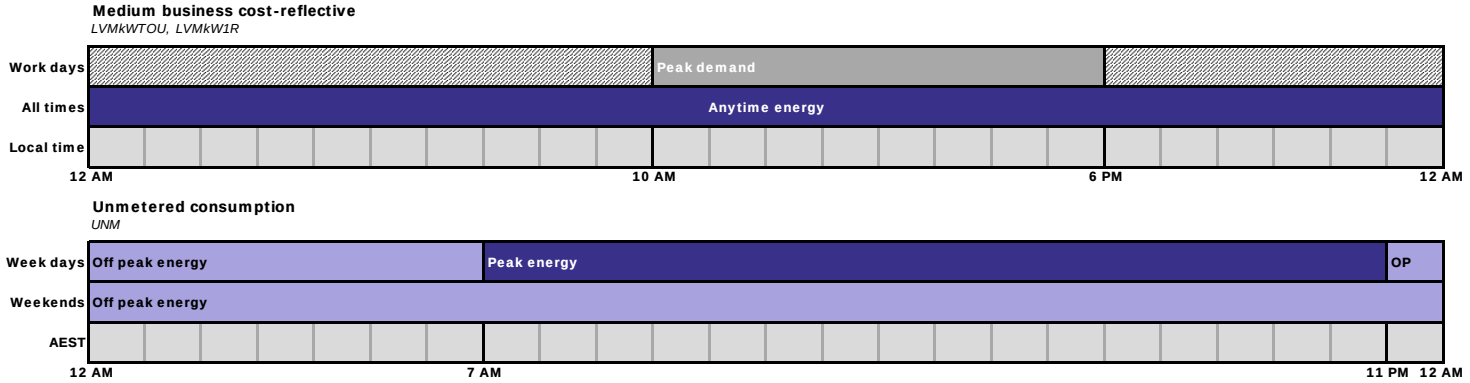

Figure A.3 Large commercial customers charging windows

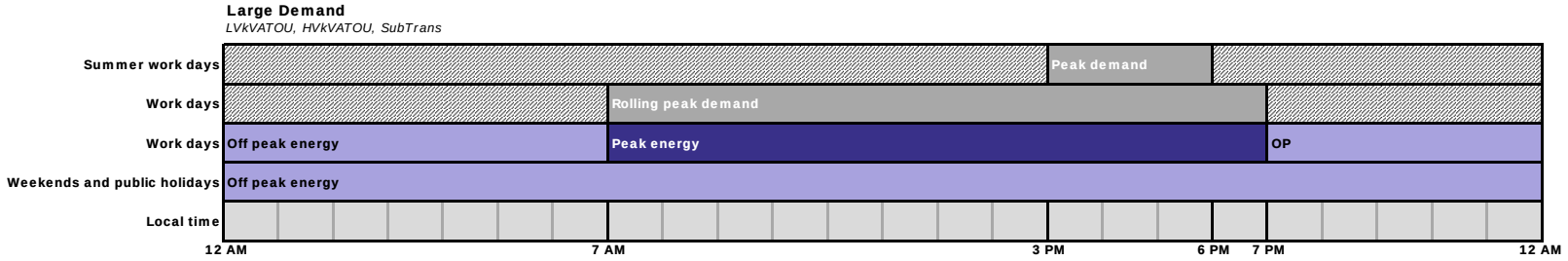

Figure A.4 Seasonal windows

Single rate - Residential and Commercial

LVS1R, WET2Step, LVM1R, LVL1R

Season	Non-summer				Summer					Non-summer		
Month	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun

Time of use - Residential and Commercial

LVS2R, LVM2R5D, LVM2R7D, LVL2R, DED, UNMET

Season	Non-summer				Summer					Non-summer		
Month	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun

Flexible - Residential and Commercial

TOD, TOD9, TOU, LVkWTOU, LVkWTOU-HOT, LVkVATOU, HVkVATOU, SubTrans

Season	Non-summer				Summer					Non-summer		
Month	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun

Flexible - Residential

TODFLEX

Seasons aligned to daylight saving

Season	Non-summer				Summer					Non-summer		
Month	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun

Cost-reflective tariffs - Residential and Commercial

RESKW1R, LVMKWTOU, LVMKW1R

Season	Non-summer					Summer				Non-summer		
Month	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun

B. GLOSSARY

Term	Definition
AEST	Australian Eastern Standard Time is 10 hours ahead of UTC
Active Market Interval Read Meter	A meter that records energy use over short intervals and communicates the data to the energy supplier and is operating in the national energy market as an interval meter
AMI	Advanced Metering Infrastructure
CES	Certificate of Electrical Safety
Controlled Load	The DNSP controls the hours in which the supply is made available
DUoS	Distribution use of system
Final decision	The Australian Energy Regulator's final decision determination 2016 to 2020, May 2016
FiT	Feed in Tariff
Guideline 14	Electricity Industry Guideline 14, Provision of Services by Electricity Distributors, 13 April 2004
JUoS	Jurisdictional scheme use of system
kVA, MVA	Kilovolt amperes and Megavolt amperes, units of instantaneous total electrical power demand. Usually the peak demand is referenced. See also PF for the relationship between power demand quantities
kVAr, MVAr	Kilovolt amperes (reactive) and Megavolt amperes (reactive) units of instantaneous reactive electrical power demand. Usually the peak demand is referenced.
kW, MW	Kilowatt and Megawatt, units of instantaneous real electrical power demand. Usually the peak demand is referenced.
kWh, MWh	Kilowatt hour and Megawatt hour, units of electrical energy consumption
Local Time	Daylight saving time in accordance with the Victorian Government's requirements
Low voltage (LV)	Equipment or supply at a voltage of 220 V single phase or 415 V, three phase
NMI	National Meter Identifier
NUoS	Network use of system. The utilisation of the total electricity network in the provision of electricity to consumers (NUoS = DUoS + TUoS + JUoS)
OMR	Operation, maintenance and replacement
PFiT	Premium Feed-in tariff
Rules	Australian Energy Market Commission, National Electricity Rules (NER)
ToU	Tariff whereby charges (energy or demand) vary depending on time
Transmission Network	The assets and service that enable generators to transmit their electrical energy to population centres
TUoS	Transmission Use of System

Term	Definition
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