

## 1 Overview

Alternative control services (ACS) are regulated services we offer that are customer initiated or requested and are directly recovered from customers seeking the service. ACS services can be broadly divided into:

- metering services
- public lighting services
- ancillary network services.

Our new regulatory control period commences on 1 July 2021 and from this date new Alternative Control Service (ACS) fixed fee and quoted fee charges will apply for certain services. On 30 April 2021 the Australian Energy Regulator (AER) made a final determination on the ACS charges structure and charges.

This document outlines:

- the changes approved by the AER
- the structure of the charges
- provides detail on the meaning of each charge applicable from 1 July 2021, as well as the product code and charge value.

Please note for all ACS services, the charge applied will be as per the date the works are completed, regardless of when the service was requested. For example, if the service request was received on or before 30 June 2021 and the work is completed on or after 1 July 2021, the new ACS charge effective from 1 July 2021 will be applied.

We endeavour to perform all alternative control services within business hours, however if a circumstance arises where after hours activities are required, this work can only be undertaken where resources are available.

Table 1 provides the overview of business and after hours.

All prices are exclusive of GST.

Table 1 Definition of business and after hours

Hours of operation	
Business hours	8am-5pm Monday to Friday (excluding public holidays) <sup>(1)</sup>
After hours	All other times and only where resources are available <sup>(1)</sup>

Note: (1) Times for de-energisation of existing connections and re-energisation differ from these times

Section 2 of this document sets out the ACS fixed-fee charges applying from 1 July 2021.

Section 3 of this document provides a description of the ACS quoted services from 1 July 2021.

## 2 ACS fixed fee charges

The table below outlines the new fixed fee ACS structure for United Energy of 1 July 2021.

Table 2 ACS fee structure and charges

Service	Change as of 1 July 2021	Description of service	Product code	Business hours, \$	Product code	After hours, \$
<b>New connection where we are the metering coordinator</b>						
Single phase	Change of price	A combined connection and metering service is provided by us as both the electricity distributor and the Metering Coordinator. We are therefore responsible for the metering. This charge applies when a customer with a supply point with fuses less than 100 amps requiring single phase metering moves into a new premises and requests supply. Different charges apply depending on whether the service is provided during or after business hours.	SPHCBG	505.50	SPHCAG	791.22
Multi-phase DC	Change of price	A combined connection and metering service is provided by us as both the electricity distributor and the Metering Coordinator. We are therefore responsible for the metering. This charge applies when a customer with a supply point with fuses less than 100 amps requiring multi-phase direct connect metering moves into a new premises and requests supply. Different charges apply depending on whether the service is provided during or after business hours.	MPHCBG	505.50	MPHCAG	791.22
Multi-phase CT	Change of price	A combined connection and metering service is provided by us as both the electricity distributor and the Metering Coordinator. We are therefore responsible for the metering. This charge applies when a customer with a supply point with fuses greater than 100 amps and requiring multi-phase CT Metering moves into a new premises and requests supply. Different charges apply depending on whether the service is provided during or after business hours.	BCCCTB	1,754.65	BCCCTA	2,746.44

Service	Change as of 1 July 2021	Description of service	Product code	Business hours, \$	Product code	After hours, \$
<b>New connection where we are not the metering coordinator</b>						
Single phase	Change of price	A connection service is provided by us as the electricity distributor, where we are not the Metering Coordinator. We are therefore not responsible for the metering. Therefore the charges do not include the costs for installing a meter. This charge applies when a customer with a supply point with fuses less than 100 amps requiring single phase metering moves into a new premises and requests supply. Different charges apply depending on whether the service is provided during or after business hours.	SPNRPB	469.10	SPNRPA	791.22
Multi-phase DC	Change of price	A connection service is provided by us as the electricity distributor, where we are not the Metering Coordinator. We are therefore not responsible for the metering. Therefore the charges do not include the costs for installing a meter. This charge applies when a customer with a supply point with fuses less than 100 amps requiring multiphase Direct Connected Metering moves into a new premises and requests supply. Different charges apply depending on whether the service is provided during or after business hours.	MPNRPB	469.10	MPNRPA	791.22
Multi-phase CT	Change of price	A connection service is provided by us as the electricity distributor, where we are not the Metering Coordinator. We are therefore not responsible for the metering. Therefore the charges do not include the costs for installing a meter. This charge also applies when a customer with a supply point with fuses greater than 100 amps and requiring multi-phase CT Metering moves into a new premises and requests supply. Different charges apply depending on whether the service is provided during or after business hours.	BCNCTB	1,601.13	BCNCTA	2,746.44
<b>Other</b>						
Meter/NMI/site investigation	New charge	This charge applies when a request is received to investigate the metering/connection at a given supply point. The customer is able to initiate this request through their retailer.	MNSIB	279.82	MNSIA	489.68

Service	Change as of 1 July 2021	Description of service	Product code	Business hours, \$	Product code	After hours, \$
<b>Meter equipment test</b>						
Meter accuracy test	New charge	This charge applies when a request is made to test the accuracy of a meter at a given supply point.	METAB	279.82	METAA	489.68
Meter accuracy test - additional meters	New charge	This charge applies where multiple meters are being tested for accuracy. We will only apply this fee where we have charged the "meter accuracy test" for the first meter tested and we are then testing additional meters at the site on same visit. We will apply this lower charge for each additional meter tested.	METAAB	134.27	N/A	N/A
<b>Re-energisation and de-energisation</b>						
Manual re-energisation (including customer transfer)	Change of price	This charge applies when a request is received to re-energise a supply point not on the same day for fuses less than 100 amps by a field visit, where the request is received by 3pm the previous day.	RECFIB	50.06	RECFAG	87.60
Manual re-energisation (same day)	Change of price	This charge applies when a request is received to re-energise a supply point on the same day for fuses less than 100 amps by a field visit, where the request is received before 3pm that day.	SPRER	75.45	N/A	N/A
Manual de-energisation	Change of price	This charge applies when a request is received to de-energise (including disconnections for non-payment) a supply for fuses less than 100 amps by a field visit.	DEENBH	50.06	N/A	N/A

Service	Change as of 1 July 2021	Description of service	Product code	Business hours, \$	Product code	After hours, \$
<b>Service vehicle visits</b>						
Isolation of supply or reconnection, excluding HV (single)	New charge	This charge applies when a customer (or the customer's contractor) is doing works at the site and requests a temporary isolation of supply to allow the customer and/or contractor to perform the planned work on the customer's assets (or work close the assets, or for other safety reasons). The charge also applies when the customer (or the customer's contractor) requests a reconnection of supply after the isolation, on different date or after hours. Additional types of isolations that are included under this charge are (for example): requests for disconnection at the point of supply (i.e. pole or pit) and service line isolations in association with No Go Zone applications. The charge does not apply to any isolations or reconnections of high-voltage (HV) assets.	SVIRSB	321.14	SVISRA	562.00
Isolation of supply and reconnection after isolation, excluding HV (same day)	New charge	This charge applies when a customer (or the customer's contractor) requires: 1) a temporary isolation of supply to enable works on the customer's asset (or the near the asset or for other safety reasons), as well as 2) reconnection of supply after the works are done, to be carried out on the same day (during business hours) and the exact same site.  In this case, the customer (or the customer's contractor) must pre-arrange both an isolation of supply and a reconnection of the same point of supply at the time of requesting services, and the works must be planned for the same day during business hours. For example, when an electrician is carrying out works at a site and requires a temporary isolation at a certain time of the day, and pre-arranges the reconnection an hour later (or any other time within the business hours of the same day), this charge applies.  Any other isolation and reconnection requests, or if any of the works are carried out after hours, should be charged using the single isolation and reconnection charge. The charge does not apply to any isolations or reconnections of high-voltage (HV) assets.	SVIRDB	590.83	N/A	N/A

Service	Change as of 1 July 2021	Description of service	Product code	Business hours, \$	Product code	After hours, \$
Standard alteration	New charge	<p>This charge is for alteration services that are standard in nature, including but not limited to the following services:</p> <ul style="list-style-type: none"> <li>• install or remove controlled load</li> <li>• move meter to new position</li> <li>• relocate point of attachment or service</li> <li>• replace meter panel</li> <li>• re-route mains to new pit</li> <li>• upgrade maximum demand or change supply capacity control.</li> </ul> <p>If multiple of the above services are required for the customer's alteration, this would be deemed a complex alteration.</p>	SVSAB	554.93	SVSAA	971.15
Complex alteration	New charge	<p>This charge is for alteration services of a complex nature, including but not limited to the following services:</p> <ul style="list-style-type: none"> <li>• change overhead to underground</li> <li>• change to group metering panel</li> <li>• upgrade phase.</li> </ul> <p>It also includes multiple services during the same site visit, for example a customer requests a metering panel replacement and moving a meter to a new position in the same visit, as well as any services (other than meter accuracy test) that involve a CT meter.</p>	SVCAB	689.74	SVCAA	1,207.04
Installation of possum guards	New charge	The fee applies to a customer who requires the provision of a possum guard to a service line.	POSGRD	384.14	N/A	N/A
Failed field visit (complex tasks)	New charge	<p>This charge applies when the customer (or the customer's contractor) requests a certain type of service, however, when the crew arrive at the site they are unable to complete the work due to circumstances that are the responsibility of the customer (i.e. restricted access, contractor not ready, etc.). The charge applies when the following services were requested and the crew were unable to complete work:</p> <ul style="list-style-type: none"> <li>• New connections and/or abolishments</li> <li>• Any isolation or reconnection after isolation</li> <li>• Any alterations (simple or complex).</li> </ul>	SVFVB	311.51	SVFVA	545.13

Service	Change as of 1 July 2021	Description of service	Product code	Business hours, \$	Product code	After hours, \$
Failed field visit (simple tasks)	New charge	This charge applies when the following services have been requested by the customer (or the customer's contractor), however, when the crew arrive at the site they are unable to complete the work due to circumstances that are the responsibility of the customer (i.e. restricted access, contractor not ready, etc.): <ul style="list-style-type: none"> <li>• Any meter/NMI investigation or meter accuracy test</li> <li>• Any meter reading</li> <li>• Any manual re-energisation or manual de-energisation.</li> </ul>	SVFFB	23.51	N/A	N/A
<b>Remote AMI Services</b>						
Remote meter reconfiguration	Change of price	The remote reconfiguration charge applies when a request is received to reconfigure a smart meter and has the related infrastructure in place.	MECFRM	66.74	N/A	N/A
<b>Special reads</b>						
Special reading	Change of price	The special meter reading charge applies when a request for a special meter read is to be performed by a field visit outside the scheduled meter reading cycle. Where customers have multiple metering installations, such as farms and units, a separate charge applies to each meter on the property.	SPECRD	23.51	N/A	N/A
<b>Manual meter reading charge</b>						
Basic or manually-read interval meter	Change of price	A charge for manually reading a basic or manually-read interval meter. These represent a small number of legacy meters still on our network.	MRDBI	23.51	N/A	N/A

Service	Change as of 1 July 2021	Description of service	Product code	Business hours, \$	Product code	After hours, \$
<b>Meter exit fees</b>						
Single phase	Change of price	The meter exit fee is charged for each single phase meter at a premises in cases where the customer moves to a competitive meter services provider.	MEASPB	264.00	NA	NA
Three phase direct connected meter	Change of price	The meter exit fee is charged for each three phase direct connected meter at a premises in cases where the customer moves to a competitive meter services provider.	MEA3PB	310.34	NA	NA
Three phase CT connected meter	Change of price	The meter exit fee is charged for each three phase CT meter at a premises in cases where the customer moves to a competitive meter services provider.	MEACTB	336.05	NA	NA
Basic or MRIM	Change of price	The meter exit fee is charged for each basic or MRIM meter at a premises in cases where the customer moves to a competitive meter services provider.	MEBMB	44.71	NA	NA

Source: United Energy



### 3 ACS quoted services

ACS quoted services are charges levied on a time and materials basis where the services are highly variable. All quoted services are based on the greater of actual hours worked or minimum chargeable hours, multiplied by the approved labour rates (refer table 4) plus contractor service and materials used.

The quoted services we provide are outlined in the table below.

**Table 3** Quoted services descriptions

Quoted services	Description	Product code
Complex supply abolishment	This charge applies when a customer requests permanent removal of our supply assets on a complex site. For example, when supply is directly from a sub-station, when the abolishment requires a design to be completed safely. or when the supply is more than 100 amps.	SACOMP
Rearrangement of network assets at customer request, excluding public lighting assets	This charge applies when a customer requests capital work for which the prime purpose is to satisfy a customer requirement other than new or increased supply, other than where Guideline 14 applies. For example, a customer requests a removal or relocation of service to allow work on private installation.	N/A
Audit design and construction	This charge applies when either a third party requests or we deem it necessary to review, approve or accept work undertaken by a third party. Examples include: <ul style="list-style-type: none"> <li>customer provided buildings, conduits or ducts used to house our electrical assets</li> <li>customer provided connection facilities including switchboards used in the connection of an electricity supply to their installation</li> <li>any electrical distribution work completed by our approved contractor that has been engaged by a customer</li> <li>provision of system plans and system planning scopes, for designers engaged by the customer reviewing and/or approving plans submitted by designers engaged by the customer.</li> </ul>	N/A
Specification and design enquiry	This charge applies when design or network planning is required to fairly assess the costs so that an offer can be issued to a customer. Examples include: <ul style="list-style-type: none"> <li>Assessing the route of the network extension required to reach the customer's property</li> <li>Assessing the location of other utility assets</li> <li>Assessing environmental considerations including tree clearing</li> <li>obtaining necessary permits from State and Local Government bodies</li> <li>assessment of design and network planning options</li> <li>specialist services (which may involve design related activities and oversight/inspection works) where the design or construction in is non-standard, technically complex or environmentally sensitive and any enquiries related to distributor assets.</li> </ul>	N/A
Elective undergrounding	This charge applies when a customer could receive an overhead service but requests an underground service, other than where Guideline 14 applies. For example, a customer requests an underground service where we would consider it safe and prudent to install an overhead service.	N/A
High load escorts– surveying and lifting overhead lines	This charge applies when a third party requires safe clearance of overhead lines to allow high load vehicles to pass along roads. This includes surveying and lifting of overhead lines.	N/A

Quoted services	Description	Product codes
High profile antenna installation	This charge applies when customers request to install a high profile antenna to an existing smart meter.	HPANIN
No-go zone safety-related services	This charge applies when a customer or third party requests services related to ensuring safety of no-go zone around our assets, including a supply isolation, covering assets with tiger tails and aerial markers, and other related works. For example, a customer/third party is conducting building works at a site near our assets where visual markers (tiger tails) are required for safety.	HVLVSD/SERCAC
Reserve feeder maintenance	This charge applies when a customer requests continuity of electricity supply should the feeder providing normal supply to their connection experience interruption. The fee covers the maintenance of the service, it does not include the capital required to implement or replace the service as this is a negotiated connection service.	RESCAP
Alteration and relocation of public lighting assets	This charge applies when a customer or a third party requests alteration, rearrangement or relocation of public lighting assets.	PLMNPR
New public lighting services including greenfield sites and new light types	This charge applies when a customer or a third party request an installation of new public lighting assets, including new light types and emerging light technologies.	NPLSER
Access to network data - cumbersome requests	This charge applies when a customer or a third party requests electricity network data, including aggregates smart meter data, outside of legislative obligations. For example, a third party requests large quantities of aggregated data outside of our standard practices of legislative obligations. This typically involves aggregating a combination of different meters together, using either the network or other geospatial information, and takes more than 10 hours to complete.	ATNMD
Complex isolations and alterations, including HV	This charge applies when a customer requests an isolation of supply (e.g. to allow customer and/or contractor to perform maintenance on the customer's assets, work close to or for safe approach) of HV assets or where there are more complex/larger scale works isolation or alternations. This also includes where works are requested to be perform after hours for multi-occupancy or complex sites. For example, after-hours isolation for customer side works at a large multi-occupancy site, such as a caravan park.	COISAL
Alterations to the shared distribution network assets	This charge applies when a customer or third party initiates alterations or other improvements to the shared distribution network to enable the third party infrastructure (e.g. NBN Co telecommunications assets) to be installed/altered on the shared distribution network.	ATSDNA
Nightwatchman lights	This charge applies when a customer requests to install nightwatchman lights.	WTCHLG

**Table 4** Quoted services labour rates applicable from 1 July 2021

<b>Labour type</b>	<b>Product code</b>	<b>Business hours, \$</b>	<b>Product code</b>	<b>After hours, \$</b>
Administration	N/A	94.24	N/A	N/A
Field	N/A	169.14	N/A	208.22
Technical	N/A	174.55	N/A	225.16
Engineer	N/A	153.15	N/A	228.82
Senior engineer	N/A	200.26	N/A	321.48

Note: (1) Quoted service labour categories are inclusive of allowable overheads