

ACS Service Descriptions

Service Group

Service group/Activities included	Basis of charging	Service Descriptions
Connections Services		
Disconnection (and final read)	\$/request	CT Meter and no CT Meter After customer fails to pay After customer moves out
Reconnection	\$/request	CT Meter and no CT Meter After customer pays amount owing After customer moves in
Reconnection - after hours*	\$/request	Reconnection (CT Meter and no CT Meter) after hours After customer fails to pay After customer moves out
Provision of 3 phase service	\$/request	A 3-phase service be installed in place of a single-phase Upgrade of existing site from single phase to three phase At customer's and retailer's request
Standard temporary builder's connection	\$/request	Connection and supply of electricity for the purpose of development of a site Meter is temporary not a permanent meter Established to provide electricity to enable site construction At customer's and retailer's request
Class 3 PV assessment	\$/request	For approval to connect a large embedded generation system to the PWC distribution network, including: <ul style="list-style-type: none"> • Processing the application • Undertaking the engineering assessment, • Developing access agreement and • Issuing of final approval At customer's or retailer's request
De-energisation / Re-energisation		
Temporary disconnection and reconnection	\$/request	Temporary removal of and reinstatement of service line No dismantling required At customer's or retailer's request.
Complex disconnection	\$/request	Physical dismantling: temporary disconnection and reconnection of supply The service is physically dismantled or disconnected at the connection to the network Network connection includes pillar box, pit or pole top Due to action or inaction of the network user or their agent (to be clarified) At customer's or retailer's request.
Remove and reinstate line	\$/request	Temporary removal of and reinstatement of service line Dismantling required At customer's or retailer's request



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Other		
Wasted visit fee	\$/request	Additional costs incurred where service provision could not be undertaken and/or completed as planned Due to action or inaction of a network user or their agent.
After Hours - non reconnections - uplift 1.25 x business hours charge	\$/request	After hours work provided by Power Network Crews M-F after 5:30pm, (excluding reconnections) At customer's or retailer's request
Non Standard Data Service		
Historical data requests	\$/request	Collection, processing and transfer of higher standard energy data per format (from the previous year) Customer's meter data has not been previously provided Includes check of consumption At customer's or retailer's request
Standing data requests	\$/request	Collection, processing and transfer of higher standard energy data (archive data i.e. any year other than the previous year) Customer's meter has not been previously provided At retailer's request
Customer transfers	\$/request	At retailer's request
Network tariff change request	\$/request	At customer's or retailer's request
Miscellaneous services		
Installation of Minor Apparatus	\$/request	The customer contacts Networks and requests the installation of polyloggers The customer is invoiced and upon completion of a set period of time, the polyloggers are removed Data is analysed and report supplied if customer issue

* Requests received by PowerWater after 4:00 pm, for same day services. Subject to availability and safety.

