

ACS Service Descriptions

Quoted Services

Service group/Activities included	Basis of charging	Service Descriptions
Design related services	\$/hour	Includes design services, the provision of specific information, certification, and review related to power services. - Business Hours At customer or retailer's request At customer or retailer's request
Connection applications	\$/hour	Includes assessing any connection applications (including, but not limited to PV, generation and load), undertaking planning studies and associated technical analysis. - Business Hours At customer or retailer's request
Access permits, oversights and facilitation	\$/hour	Includes issuing access permits or clearances to work for an authorised person on or near distribution systems (LV and HV), confined spaces and switch rooms, substations and the like. - Business Hours At customer or retailer's request
Notices of arrangement and completion notices	\$/hour	Includes the requirement to perform administrative work required by a local council to provide written evidence that arrangements required to supply electricity to a development are in place. A completion notice may also be required when a customer/developer requires documentation confirming progress of work. - Business Hours At customer or retailer's request
Network related property services	\$/hour	Includes the property tenure services related to deeds of agreement, indemnity deeds, leases, easements and other property tenure rights linked to connection or relocation. - Business Hours At customer or retailer's request
Site establishment services	\$/hour	<ul style="list-style-type: none"> Includes liaising with AEMO (or NT equivalent) and market participants to establish a NMI in markets systems for new or existing premises where AEMO (or NT equivalent) requires a new NMI and the validation and uploading of network load data. Activities include but not limited to: Site establishment including liaising with the AEMO (or NT Equivalent) for market participants to establish NMI's for market systems; Site alteration update and maintenance of NMI and associated data in market systems; NMI extinction, processing a customer's request for permanent disconnection and NMI extinction in market systems; & Confirming or correcting metering or network billing information due to insufficient or incorrect information. - Business Hours At customer or retailer's request
Network safety services	\$/hour	Includes the DNSP providing traffic control services, fitting of tiger tails, tree pruning, and high load escorts. - Business Hours At customer or retailer's request



Network tariff change request	\$/hour	Activities include altering an existing network tariff by conducting load and tariff analysis to ensure the relevant tariff criteria is met. This change request relates to processing IT system changes to reflect a bulk tariff change request such as a large customer with multiple sites. - Business Hours At customer or retailer's request
Planned interruption - customer request	\$/hour	At customer or retailer request, a planned interruption is moved outside business hours. - Business Hours At customer or retailer's request
Performance of a statutory right (access prevented)	\$/hour	Includes a follow up attendance at a customer's premises to perform a statutory right where access was declined or prevented on the initial visit. This includes any costs of arranging security or police services. - Business Hours. At customer or retailer's request
Provision of network related training to third parties	\$/hour	Includes the training of third parties to a level of attainment required to obtain specific distribution network access authorisation to the DNSP's network. This may include demonstrating the necessary competency in the DNSP's electricity safety rules. - Business hours. At customer or retailer's request
Non-standard reporting services	\$/hour	Includes developing meter data provision reporting such as standard data, billing data or load profiles for single requests with more than 5 NMI's. Single data requests with 5 NMI's or less, will be charged the ACS Fee Based charge (Historical Data Request or Standing Data Request) per request. - Business Hours. At customer or retailer's request
Services provided for retailer of last resort event	\$/hour	DNSP may be required to provide a number of services when an ROLR event occurs. This includes preparing a list of affected sites, estimating reads for the ROLR event date, preparing final invoices and extracting customer data. - Business Hours. At customer or retailer's request
Rectification of illegal connections service	\$/hour	Includes work undertaken by the DNSP to investigate and rectify the fraudulent acquisition of energy at a premises; or intentional consumption of energy at those premises otherwise than in accordance with the energy laws. At customer or retailer's request
Network changes at customer or retailer's request	\$/hour	Includes, modifications, relocation, replacement or installation of network assets, at customer or retailer request. At customer or retailer's request
Annual prepayment meter licensing fee*	\$/hour	Technical support fees per annum for training, trouble shooting, staff support for retailers. Software licence charges on-charged according to customer requirements At customer or retailer's request.

* Cost of Prepayment meter software will be on-charged according to customer requirements. Administration labour rate to be used to process cost recovery.

