



POWER NETWORKS

2018-19 Alternative Control Charges

June 2018

Power and Water Corporation

2018-19 Alternative Control Services Fee Based Charges

Classification /Service	Service Description	2018-19 incl GST
Disconnection and Reconnection		
Reconnection CT	Reconnection after a customer has been disconnected due to failure to pay (CT Meter) - Business Hours only	\$345.00
Reconnection 3 phase & single phase	Reconnection after a customer has been disconnected due to failure to pay (no CT Meter) - Business Hours only	\$97.00
After hours call out	Additional charge for services carried out after hours at the request of the customer (2 person crew, 2 hours minimum)	\$684.00
Remove and reinstate cable - single phase	Temporary removal and reinstatement of service cable at the customer's request (single phase) - Business Hours only	\$517.00
Remove and reinstate cable - 3 phase	Temporary removal and reinstatement of service cable at the customer's request (3 phase) - Business Hours only	\$621.00
Fault Response - Not PWC Networks' Equipment		
Additional Crew per person - per hour (BH)	Where an additional crew member is required at a service call for health, safety or security reasons (per person per hour) - Business Hours	\$172.00
Additional Crew per person - per hour (AH)	Where an additional crew member is required at a service call for health, safety or security reasons (only applies where a crew of three or more is required, per person per hour, minimum 2 hours) - After Hours	\$228.00
Attending Loss of Supply	Where Power Networks attends a location but concludes that it is the customer's installation that is at fault - Business Hours	\$259.00
After hours call out	Additional charge for services carried out after hours at the request of the customer (2 person crew, 2 hours minimum)	\$684.00
Fee-Based Metering Services		
Exchange Or Replace Meter (CT)	Exchange meter for another meter of the same type at the customer's request (per meter) (CT) - Business Hours only	\$552.00
Exchange Or Replace Meter 3 phase & single phase	Exchange meter for another meter of the same type at the customer's request (per meter), 3 phase or single phase (No CT) - Business Hours only	\$276.00
General Meter Inspection	General metering inspection is required to check a reported or suspected fault, undertaken at the customer or retailer's request. This charge only applies if no fault is found with the meter - Business Hours only	\$155.00
Meter Program Change	Meter reprogramming carried out on site at customer's request to support their or their retailers selected tariff arrangements e.g. PV or time of use (per meter) - Business Hours only	\$190.00

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Smart Meter Program Change	Smart Meter reprogramming carried out at customer's request to support their selected tariff arrangements e.g. PV or time of use (per meter, no site visit required) - Business Hours only	\$43.00
Photovoltaic (PV) Installation Charge (single phase)	Supply and install single phase PV meter at customer's request (where existing meter is not compatible) - Business Hours only	\$574.00
Photovoltaic (PV) Installation Charge (3 Phase)	Supply and install 3 phase PV meter at customer's request (where existing meter is not compatible) - Business Hours only	\$789.00
Pillar Box, Pit or Pole Top	De-energisation by a physical disconnection of the service mains at the connection to the network - Business Hours only	\$310.00
Prepayment Meter Installation	Installation of Prepayment Meter at customer or retailer's request - Business Hours only	\$484.00
Provision of a Permanent 3 Phase Service	Provision of a permanent service at the customer's request (if single phase only is determined as necessary based on predicted load), up to 30m cabling, overhead only, No CT - Business Hours only	\$1,702.00
Relocation of Meter	Relocation of meter after customer has relocated meter panel (undertaken at the customer or retailer's request) - Business Hours only	\$276.00
Temporary Removal of Supply	De-energisation and Re-energisation at the fuse, meter or switchboard (undertaken at the customer or retailer's request) - Business Hours only	\$379.00
Remove Meter	Permanent removal of connection point (meter) from meter panel - Business Hours only	\$379.00
Replacement of meter due to tampering or damage by a customer (prepayment)	Replacement of prepayment meter due to tampering or damage by a customer - Business Hours only	\$628.00
Replacement of meter due to tampering or damage by a customer (3 phase)	Replacement of 3 phase meter due to tampering or damage by a customer - Business Hours only	\$588.00
Replacement of meter due to tampering or damage by a customer (single phase)	Replacement of single phase meter due to tampering or damage by a customer - Business Hours only	\$420.00
After hours call out	Additional charge for services carried out after hours at the request of the customer (2 person crew, 2 hours minimum)	\$684.00
Special Meter Read	Reading of meter at customer's request - Business Hours only	\$69.00
Special Meter Test	Testing of meter at customer's request - Business Hours only	\$362.00

Classification /Service	Service Description	2018-19 incl GST
Temporary Disconnection - Low Voltage - No Dismantling (Overhead)	Temporary disconnection and reconnection of supply, with no dismantling of service required - Business Hours	\$414.00
SMART meter installation - single phase	Installation of a single phase SMART Meter at the customer's request - Business Hours only	\$484.00
SMART meter installation - 3 phase	Installation of a 3 phase SMART Meter at the customer's request (No CT) - Business Hours only	\$652.00
Installation of minor equipment to the network		
Installation of Minor Apparatus	Installation and removal of polyloggers - Business Hours only	\$552.00
Non-Standard Data Services		
Meter Data Processing Services - Higher Standard (Previous Year)	Collection, processing and transfer of higher standard energy data (from the previous year) for customers than would otherwise be provided - retailer or customer requested - Business Hours only. Fee applies per dataset, per format of data.	\$259.00
Provision of Standard Data	Provision of Current Year billing data (standard) or load profiles (where available) to customers or retailers, per dataset, per format of data.	\$172.00
Non-Standard Reporting Services (minimum charge)	Development and routine provision of meter data reporting services to external agencies (up to 4 hours per instance / request).	\$690.00
Complex Non-Standard Reporting Services (hourly rate)	Development and routine provision of complex or value-added meter data reporting services to external agencies, including data interpretation and analysis (per hour).	\$172.00
Prepayment vending charge	Fee Payable per prepayment meter credit update (per transaction).	\$0.33
Prepayment meter support charge	Retailer initiated prepayment query that does not relate to a system or meter fault - Labour charge per 15 minutes or part thereof during Business Hours only.	\$47.00
Travel Costs		
Travel Costs - Rural	Labour cost for travel to areas more than 100km from depot - Business Hours (per person, per km, only applies where total distance travelled exceeds 200km round trip)	\$1.72
Travel Costs - Rural AH	Labour cost for travel to areas more than 100km from depot - After Hours (per person, per km, only applies where total distance travelled exceeds 200km round trip)	\$2.28

Notes:

1. All charges are GST inclusive.
2. Business Hours: Monday to Friday – 6am to 3pm; After Hours: Monday to Friday – 3pm to 6am and Saturdays. After hours services are only available where Power Networks has the resources available to complete the work. Work carried out on Sundays or Public Holidays may attract additional fees.
3. After hours charges are in addition to the relevant business hour charge.
4. Charges may still be applied if work is not completed due to the action or inaction of the customer, customer's representative, or retailer.