

# Power and Water Corporation Power Services 2026-27 ACS Network Tariffs

## Alternative Control Service (ACS) fee based and quoted services

### General notes about service timing

These notes apply to the service fees and quoted services listed in this document, unless a table row states otherwise.

**Business-hours work:** Work is undertaken during business hours, Monday to Friday, 8am to 4pm, excluding public holidays, unless otherwise stated.

**After-hours work:** After-hours work is Monday to Friday after 4pm, excluding public holidays, and is subject to availability and safety. Work undertaken on public holidays and weekends is treated as a quoted service and priced accordingly.

## 2026-27 ACS fee based services

Table 1: Connection services — 2026–27 ACS fee-based services

Service	Description and conditions	Charge	2026-27 Price (Ex GST)	2026-27 Price (Inc. GST)
<b>Provision of 3 phase service</b>	A 3-phase service to be installed in place of a single phase. At customer's or retailer's request.	\$/request	\$2,848.77	\$3,133.65
<b>Standard temporary builder's connection</b>	Connection and supply of electricity for the purpose of development of a site. Meter is temporary (not a permanent meter). At customer's or retailer's request.	\$/request	\$1,212.94	\$1,334.23
<b>Class 1 and 2 PV service</b>	For processing connections of small PV generation systems to the PWC distribution Network. At customer's or retailer's request.	\$/request	\$194.05	\$213.46
<b>Class 3 PV assessment</b>	For approval to connect a large, embedded generation system to the PWC distribution network, including: <ul style="list-style-type: none"> <li>• Processing the application;</li> <li>• Undertaking the engineering assessment;</li> <li>• Developing access agreement; and</li> <li>• Issuing of final approval.</li> </ul> At customer's or retailer's request	\$/request	\$2,232.80	\$2,456.08

**Table 2: De-energisation and re-energisation services — 2026–27 ACS fee-based services**

Service	Description and conditions	Charge	2026-27 Price (Ex GST)	2026-27 Price (Inc. GST)
<b>Temporary disconnection and reconnection – no dismantling</b>	Temporary removal of and reinstatement of service line - no dismantling required. At customer's or retailer's request.	\$/request	\$717.12	\$788.83
<b>Temporary disconnection and reconnection – physical dismantling</b>	Temporary removal of and reinstatement of service line – physical dismantling required. At customer's or retailer's request.	\$/request	\$2,250.86	\$2,475.95
<b>Complex disconnection</b>	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. At customer's or retailer's request.	\$/request	\$823.00	\$905.30
<b>Disconnection (and Final Read)</b>	Disconnection (and/or final read) during business hours. Applied: After customer fails to pay; or After customer moves out. At retailer's request.	\$/request	\$98.87	\$108.76
<b>Reconnection</b>	Reconnection during business hours. Applied: After customer pays outstanding amount owing after being disconnected for non-payment; or After customer moves in. At retailer's request.	\$/request	\$101.42	\$111.56
<b>Reconnection - after hours</b>	Reconnection after hours. Applied: After customer pays outstanding amount owing after being disconnected for non-payment; or After customer moves in. At retailer's request.	\$/request	\$795.59	\$875.15

**Table 3: Other services — 2026–27 ACS fee-based services**

Service	Description and conditions	Charge basis	2026-27 Price (Ex GST)	2026-27 Price (Inc. GST)
<b>Wasted visit fee</b>	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. If the crew are unable to undertake their work, then the lower of either the requested service fee or the wasted fee charge will apply.	\$/request	\$348.12	\$382.93
<b>After-hours non-reconnections</b>	After-hours work provided by Power Services' crews. This fee does not apply to reconnections. At customer's or retailer's request.	1.83 x business-hours charge, excluding reconnections	Calculated fee	Calculated fee

**Table 4: Non-standard data services — 2026–27 ACS fee-based services**

Service	Description and conditions	Charge	2026-27 Price (Ex GST)	2026-27 Price (Inc. GST)
<b>Historical data requests</b>	Collection, processing and transfer of higher standard energy data per format. Includes consumption checks and detailed historical data. Can be provided per NMI or per meter. At customer's or retailer's request.	\$/request	\$192.22	\$211.44
<b>Standing data requests</b>	Provide NMI standing data as outlined in the Electricity Retail Supply Code, similar to the NMI Discovery Service provided interstate. At incoming retailer's request.	\$/request	\$64.07	\$70.48

Service	Description and conditions	Charge	2026-27 Price (Ex GST)	2026-27 Price (Inc. GST)
<b>Customer transfers</b>	The processing of a customer transfer request as outlined in the Electricity Retail Supply Code. At incoming retailer's request.	\$/request	\$256.29	\$281.92
<b>Network tariff change request</b>	Applied when the customer or the customer's representative makes a request for a tariff reassignment, and that reassignment is not the result of an assignment error by Power and Water. At customer's or retailer's request	\$/request	\$64.07	\$70.48

**Table 5: Miscellaneous services — 2026–27 ACS fee-based services**

Service	Description and conditions	Charge	2026-27 Price (Ex GST)	2026-27 Price (Inc. GST)
<b>Installation of minor apparatus</b>	Temporary installation of minor apparatus such as polyloggers. Data analysis and report supplied if required.	\$/request	\$852.28	\$937.51

**Table 6: Meter services — 2026–27 ACS fee-based services**

Service	Description and conditions	Charge	2026-27 Price (Ex GST)	2026-27 Price (Inc. GST)
<b>Special meter test</b>	Specialised equipment to test meter (in laboratory). At customer's or retailer's request.	\$/request	\$602.04	\$662.24
<b>Exchange or replace meter – three-phase</b>	Exchange or replace a three-phase meter. At customer's or retailer's request.	\$/request	\$472.07	\$519.28

Service	Description and conditions	Charge	2026-27 Price (Ex GST)	2026-27 Price (Inc. GST)
<b>Exchange or replace meter – single-phase</b>	Exchange or replace a single-phase meter. At customer's or retailer's request.	\$/request	\$407.07	\$447.78
<b>Relocation of meter</b>	Relocation of a meter at customer's or retailer's Request.	\$/request	\$628.04	\$690.84
<b>Remove meter</b>	Removal of meter from meter panel at customer's or retailer's request.	\$/request	\$628.04	\$690.84
<b>General meter inspection</b>	Non-invasive visual only inspection (in field) at customer's or retailer's request.	\$/request	\$290.09	\$319.10
<b>Special meter read - no appointment</b>	Meter read at a customer's request. Outside of the scheduled read cycle. Meter is read within 2 days - no specific time. At customer's or retailer's request.	\$/request	\$67.04	\$73.74
<b>Special meter read - appointment</b>	Meter read at a customer's request. Outside of the scheduled read cycle. Meter is read at an agreed day and time. At customer's or retailer's request.	\$/request	\$146.22	\$160.84
<b>Meter program change</b>	Changes to tariff that requires meter reprogramming: Includes prepaid tariff and time of use. At customer's or retailer's request.	\$/request	\$342.07	\$376.28
<b>Install modem on smart ready meter</b>	Install modem on smart ready meter at the customer's or retailer's request.	\$/request	\$342.07	\$376.28
<b>Prepayment Vending Charge</b>	Fee payable per prepayment meter credit update (per transaction). Payable by the retailer.	\$/request	\$0.68	\$0.75
<b>Prepayment Meter Support Charge</b>	Retailer initiated prepayment query that does not relate to a system or meter fault that could otherwise have been processed through the prepayment meter portal.	\$/request	\$151.34	\$166.47

## 2026-27 ACS quoted services

Table 7: Business-hours quoted services — 2026–27 ACS quoted services

Service	Description and conditions	Charge	2026-27 Price (Ex GST)	2026-27 Price (Inc. GST)
<b>Technical</b>	Covers the cost of labour to conduct technical program of works during business hours at customer or retailer's request.	\$/hour	\$259.96	\$285.96
<b>Administrative</b>	Covers the cost of labour to conduct administrative program of works during business hours at customer or retailer's request.	\$/hour	\$128.15	\$140.97
<b>Communications</b>	Covers the cost of labour to conduct communication program of works during business hours at customer or retailer's request.	\$/hour	\$259.96	\$285.96
<b>Engineering</b>	Covers the cost of labour to conduct engineering program of works during business hours at customer or retailer's request.	\$/hour	\$284.76	\$313.24

**Table 8: After-hours quoted services — 2026–27 ACS quoted services**

Service	Description and conditions	Charge	2026-27 Price (Ex GST)	2026-27 Price (Inc. GST)
<b>Technical — after hours</b>	Covers the cost of labour to conduct technical program of works during non-business hours at customer or retailer's request.	\$ /hour	\$329.70	\$362.67
<b>Administrative — after hours</b>	Covers the cost of labour to conduct administrative program of works during non-business hours at customer or retailer's request.	\$ /hour	\$224.26	\$246.69
<b>Communication — after hours</b>	Covers the cost of labour to conduct communication program of works during non-business hours at customer or retailer's request.	\$ /hour	\$329.70	\$362.67
<b>Engineering — after hours</b>	Covers the cost of labour to conduct engineering program of works during non-business hours at customer or retailer's request.	\$ /hour	\$393.59	\$432.95