

Power and Water Corporation Power Services 2023-24 Network Tariffs

ALTERNATIVE CONTROL SERVICE (ACS) FEE BASED & QUOTED SERVICES

2023-24 ACS Fee Based Services

Service Group	Description*	Charge	2023-24 Price (Ex GST)	2023-24 Price (Inc. GST)
Connection Services				
Provision of 3 phase service	A 3-phase service to be installed in place of a single phase. At customer's or retailer's request.	\$/request	\$1,660.00	\$1,826.00
Standard temporary builder's connection	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	\$779.34	\$857.27
Class 1 and 2 PV Service	For processing connections of small PV generation systems to the PWC distribution Network. At customer's or retailer's request.	\$/request	\$103.32	\$113.65
Class 3 PV Assessment	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	\$/request	\$1,407.53	\$1,548.28
De-energisation/Re-energisation				
Temporary disconnection and reconnection – no dismantling	Temporary removal of and reinstatement of service line - no dismantling required. At customer's or retailer's request.	\$/request	\$338.98	\$372.88
Temporary disconnection and reconnection – physical dismantling	Temporary removal of and reinstatement of service line – physical dismantling required. At customer's or retailer's request.	\$/request	\$873.67	\$961.04
Complex Disconnection	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	\$370.45	\$407.50

Service Group	Description*	Charge	2023-24 Price (Ex GST)	2023-24 Price (Inc. GST)
Disconnection (and Final Read)	<p>Disconnection (and/or final read) during business hours. Applied:</p> <ul style="list-style-type: none"> After customer fails to pay; or After customer moves out. <p>At retailer's request.</p>	\$/request	\$64.15	\$70.57
Reconnection	<p>Reconnection during business hours. Applied:</p> <ul style="list-style-type: none"> After customer pays outstanding amount owing after being disconnected for non-payment; or After customer moves in. <p>At retailer's request.</p>	\$/request	\$64.15	\$70.57
Reconnection - After Hours **	<p>Reconnection after hours. Applied:</p> <ul style="list-style-type: none"> After customer pays outstanding amount owing after being disconnected for non-payment; or After customer moves in. <p>At retailer's request.</p>	\$/request	\$119.16	\$131.08
Other				
Wasted visit fee	<p>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.</p> <p>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.</p>	\$/request	\$181.72	\$199.89
After Hours - non reconnections - uplift 1.23 x business hours charge	<p>After hours work provided by Power Services' crews.</p> <p>This fee does not apply to reconnections.</p> <p>At customer's or retailer's request.</p>	% uplift applied against primary charge		
Non Standard Data Services				
Historical data Requests	<p>Collection, processing and transfer of higher standard energy data per format.</p> <p>Includes consumption checks and detailed historical data. Can be provided per NMI or per meter.</p> <p>At customer's or retailer's request.</p>	\$/request	\$233.59	\$256.95
Standing data Requests	<p>Provide NMI standing data as outlined in the Electricity Retail Supply Code, similar to the NMI Discovery Service provided interstate.</p> <p>At incoming retailer's request.</p>	\$/request	\$51.66	\$56.83
Customer transfers	<p>The processing of a customer transfer request as outlined in the Electricity Retail Supply Code.</p> <p>At incoming retailer's request.</p>	\$/request	\$206.62	\$227.28

Service Group	Description*	Charge	2023-24 Price (Ex GST)	2023-24 Price (Inc. GST)
Network tariff change request	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	\$51.66	\$56.83
Miscellaneous Services				
Installation of Minor Apparatus	Temporary installation of minor apparatus such as polyloggers. Data analysis and report supplied if required.	\$/request	\$740.01	\$814.01
Meter Service				
Special meter test	Specialised equipment to test meter (in laboratory). At customer's or retailer's request.	\$/request	\$354.71	\$390.18
Exchange or replace meter – three phase	Exchange or replace a three phase meter. At customer's or retailer's request.	\$/request	\$782.54	\$860.79
Exchange or replace meter - single phase	Exchange or replace a single phase meter. At customer's or retailer's request.	\$/request	\$655.13	\$720.64
Relocation of meter	Relocation of a meter at customer's or retailer's Request.	\$/request	\$370.45	\$407.50
Remove meter	Removal of meter from meter panel at customer's or retailer's request.	\$/request	\$370.45	\$407.50
General meter Inspection	Non-invasive visual only inspection (in field) at customer's or retailer's request.	\$/request	\$166.00	\$182.60
Special meter read - no appointment	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	\$42.18	\$46.40
Special meter read - Appointment	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	\$91.23	\$100.35
Meter program Change	Changes to tariff that requires meter reprogramming: <ul style="list-style-type: none"> Includes prepaid tariff and time of use. At customer's or retailer's request.	\$/request	\$191.49	\$210.64
Prepayment Vending Charge	Fee payable per prepayment meter credit update (per transaction). Payable by the retailer.	\$/request	\$0.57	\$0.63
Prepayment Meter Support Charge	Retailer initiated prepayment query that does not relate to a system or meter fault that could	\$/request	\$78.64	\$86.50

Service Group	Description*	Charge	2023-24 Price (Ex GST)	2023-24 Price (Inc. GST)
	otherwise have been processed through the prepayment meter portal.			

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

** After hours 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.

2023-24 ACS Quoted Based Services

Service Group	Description*	Charge	2023-24 Price (Ex GST)	2023-24 Price (Inc. GST)
Quoted Services				
Design related services	Includes design services, the provision of specific information, certification, and review related to power services. Business Hours at customer or retailer's request.	\$/hour	\$184.41	\$202.85
Connection applications	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.	\$/hour	\$184.41	\$202.85
Access permits, oversights and facilitation	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.	\$/hour	\$184.41	\$202.85
Notices of arrangement and completion notices	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.	\$/hour	\$103.32	\$113.65
Network related property services	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.	\$/hour	\$103.32	\$113.65
Site establishment services	Includes liaising with AEMO (or NT equivalent) and market participants to establish a NMI in markets systems for new or existing premises where AEMO	\$/hour	\$103.32	\$113.65

Service Group	Description*	Charge	2023-24 Price (Ex GST)	2023-24 Price (Inc. GST)
	<p>(or NT equivalent) requires a new NMI and the validation and uploading of network load data.</p> <p>Activities include but not limited to:</p> <ul style="list-style-type: none"> • 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; or • NMI extinction, processing a customer's request for permanent disconnection and NMI extinction in market systems; and • Confirming or correcting metering or network billing information due to insufficient or incorrect information. <p>Business Hours at customer or retailer's request.</p>			
Network safety services	<p>Includes the DNSP providing traffic control services, fitting of tiger tails, tree pruning, and high load escorts.</p> <p>Business Hours at customer or retailer's request.</p>	\$/hour	\$157.25	\$172.98
Network tariff change request	<p>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.</p> <p>Business Hours at customer's or retailer's request.</p> <p>Where Power and Water has made an error in tariff assignment, we will correct the assignment free of charge, and this charge will not be applied.</p>	\$/hour	\$103.32	\$113.65
Planned interruption - customer request	<p>A planned interruption is moved outside business hours.</p> <p>Business Hours at customer's or retailer request.</p>	\$/hour	\$157.25	\$172.98
Performance of a statutory right (access prevented)	<p>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.</p> <p>Business Hours at customer or retailer's request.</p>	\$/hour	\$157.25	\$172.98
Provision of network related training to third parties	<p>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</p>	\$/hour	\$103.32	\$113.65

Service Group	Description*	Charge	2023-24 Price (Ex GST)	2023-24 Price (Inc. GST)
	necessary competency in the DNSP's electricity safety rules. Business hours at customer or retailer's request.			
Non-standard reporting services	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.	\$/hour	\$103.32	\$113.65
Services provided for retailer of last resort event	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.	\$/hour	\$103.32	\$113.65
Rectification of illegal connections service	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. Business Hours at customer or retailer's request.	\$/hour	\$157.25	\$172.98
Network changes at customer or retailer's request	Includes, modifications, relocation, replacement or installation of network assets, at customer or retailer request. Business Hours at customer or retailer's request.	\$/hour	\$157.25	\$172.98
Annual prepayment meter licensing fee **	Technical support fees per annum for training, trouble shooting, staff support for retailers. Software licence charges on-charged according to customer requirements. Business Hours at customer or retailer's request.	\$/hour	\$103.32	\$113.65

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