



## **Excluded Services: Prices, Definitions and Policy**

*Applicable from 1 January 2010*

**Powercor Australia**  
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Melbourne 3000

*Under clauses 10.3 and 11.1 of their distribution licences, distributors must offer to provide certain services, including excluded services, for a charge and on terms and conditions that are fair and reasonable. The Essential Services Commission regulates the maximum charge for such services set by distributors. However, customers may negotiate an alternate charge for an alternate level of service. For some services, there may be alternative service providers.*

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## INTRODUCTION

The following prices apply throughout the area served by Powercor Australia. After hours rates will apply for work performed outside of normal Powercor Australia business hours which includes weekends and public holidays. Charges for work performed after hours include award overtime and call back provisions. When a charge is recorded as recoverable works (“RW”), RW rates apply. Major works on large commercial or industrial installations, blocks of flats, and CT operated metering are charged at recoverable work rates and award penalty rates apply. All listed prices have been approved by the Essential Services Commission.

**Table 1: Hours of Operation**

<b>Business Hours</b>	8am-5pm Monday to Friday (excluding public holidays)
<b>After Hours</b>	All other times

Agreement between Powercor Australia and the party responsible for payment for the works is required prior to the delivery of any of these services. This agreement can be via:

- Electrical Works Request (EWR)
- Signed Victorian Electricity Supply Industry (VESI) Field Works Order.

These documents are legally binding agreements to pay the relevant charges.

Prices listed are inclusive of GST. Powercor Australia will issue a “Tax Invoice” for all services provided by Powercor Australia. For further information on Powercor Australia, please refer to [www.powercor.com.au](http://www.powercor.com.au)

Powercor Australia’s ABN is 89 064 651 109.

## 1. CONNECTION

These charges apply to customers moving into new or existing premises or requesting a temporary supply. Prices include all reasonable transport, equipment and labour to connect the installation. Additional charges may apply where augmentation is required to meet the customer's supply. For new premises the price includes a check of the installation for compliance to Service and Installations Rules and other related Connection Standards. It does not include inspection of prescribed works for the purpose of issuing of a CES; this should be organised by a Registered Electrical Contractor (REC).<sup>1</sup> Separate charges will apply for additional truck or field officer visits to complete connection works.

### 1.1 New Premises

These charges apply where a customer or retailer (on a customer's behalf) makes arrangements for a new supply connection at a specified address, except where the supply is for security lighting. This charge also applies where a builder wishes to provide permanent or temporary supply to new properties under construction.

#### 1.1.1 Residential

**Table 2: New Residential Premises Connection Prices**

<b>Connection – Powercor is responsible for metering</b>	<b>Product Code</b>	<b>Business Hours GST inclusive</b>	<b>Product Code</b>	<b>After Hours GST inclusive*</b>
Residential Single Phase Non Off Peak	RSBH	\$194.39	RSAH	\$370.39
Residential Single Phase Off Peak	ROBH	\$263.69	ROAH	\$439.69
Residential Three Phase Direct Connected	RMBH	\$296.69	RMAH	\$472.69
Residential Three Phase CT Connected	RCBH	\$659.69	RCAH	\$835.69
<b>Connection – Powercor is not responsible for meter installation</b>	<b>Product Code</b>	<b>Business Hours GST inclusive</b>	<b>Product Code</b>	<b>After Hours GST inclusive*</b>
Residential Single Phase Non Off Peak	PROBH	\$131.69	PROAH	\$307.69
Residential Single Phase Off Peak	PROFB	\$131.69	PROFA	\$307.69
Residential Three Phase Direct Connected	PRMBH	\$131.69	PRMAH	\$307.69
Residential Three Phase CT Connected	PRCBH	\$131.69	PRCAH	\$307.69

\*After Hours services are offered subject to Service Truck availability.

#### 1.1.2 Non-Residential

**Table 3: New Non-Residential Premises Connection Prices**

<b>Connection – Powercor is responsible for metering</b>	<b>Product Code</b>	<b>Business Hours GST inclusive</b>	<b>Product Code</b>	<b>After Hours GST inclusive*</b>
Non-Residential Single Phase Non Off Peak	NSBH	\$282.27	NSAH	\$403.27
Non-Residential Single Phase Off Peak	NOBH	\$351.57	NOAH	\$472.57
Non-Residential Three Phase Direct Connected	NMBH	\$384.57	NMAH	\$505.57
Non-Residential Three Phase CT Connected	NCBH	\$747.57	NCAH	\$868.57
<b>Connection – Powercor is not responsible for meter installation</b>	<b>Product Code</b>	<b>Business Hours GST inclusive</b>	<b>Product Code</b>	<b>After Hours GST inclusive*</b>
Non-Residential Single Phase Non Off Peak	PNSBH	\$219.57	PNSAH	\$340.57
Non-Residential Single Phase Off Peak	ONSBH	\$219.57	ONSAH	\$340.57
Non-Residential Three Phase Direct	PNMBH	\$219.57	PNMAH	\$340.57

<sup>1</sup> Customers requesting an additional inspection for a CES (Certificate of Electrical Safety) will incur a separate charge. Electrical inspection services are unregulated activities and carried out by Licensed Electrical Inspectors (LEI).

Connected				
Non-Residential Three Phase CT Connected	PNCBH	\$219.57	PNAH	\$340.57*

\*After Hours services are offered subject to Service Truck availability.

## 1.2 Existing Premises

### 1.2.1 Reconnections

This charge applies to customers moving into an existing premise where power is not connected but only re-energisation is required. The charge includes all labour and transport costs. Where a site does not provide reasonable access or where equipment is not in a reasonable state to re-energise supply, the customer will be charged and supply will not be re-energised. Before the service can be provided, the customer may need to undertake rectification works at their own expense.

**Table 4: Reconnection of Existing Premises Prices**

Connection	Product Code	Business Hours GST inclusive	Product Code	After Hours GST inclusive
Existing Premises – Reconnection	CTFE	\$21.97	CTAH	\$159.47

### 1.2.2 New Customers

This charge applies to customers moving into an existing premise where electricity supply is already connected. The charge includes all labour and transport costs. This charge is applied when power is still on and a meter reading is taken. The charge will not be applied when:

- The customer changes retailer on a scheduled read; or
- The customer changes name; and
- No field visit is necessary.

**Table 5: Customer Transfer of Existing Premises Prices**

Connection	Product Code	Business Hours GST inclusive	Product Code	After Hours GST inclusive
Existing Premises – Customer Transfer	CTFE	\$21.97	CTAH	\$159.47

## 1.3 Additional Charges

An additional attendance charge is applied in those situations where Powercor has been to a site and has had to return to complete works that have been delayed due to the fault of the responsible party or their representative. Where an application for supply is made and the site is found to be defective, the charge will be applied to the responsible party or their representative.

## 2. FIELD OFFICER VISIT

Field officer visits apply to a variety of work carried out by Service Providers. The charge applies for each premises attended, including where buildings have multiple premises. These charges cover all single prearranged visits for the following services:

- Requested meter readings
- Fuse removals and/or insertions
- Time switch adjustments for daylight saving changes

### 2.1 Re-energisation after De-energisation for Non-Payment

This charge applies where a supply point is re-energised after a customer has been de-energised for non-payment. This charge assumes that all supply assets remain at the customer's installation when the supply point is de-energised. Other charges may apply if additional work is required; for example, if the installation has been damaged and is unsafe to reconnect.

**Table 6: Reconnection after Disconnection for Non-Payment Prices**

Field Office Visit	Product Code	Business Hours GST inclusive	Product Code	After Hours GST inclusive
Reconnection After Disconnection for Non-Payment	RECF	\$49.44	AHRF	\$159.45

### 2.2 Adjust Time Switch for Daylight Savings

This charge applies where a customer or a customer's retailer requests that the times applying to different meter registers (for example, off peak) be changed.<sup>2</sup>

**Table 7: Adjust Time Switch Prices**

Field Office Visit	Product Code	Business Hours GST inclusive	Product Code	After Hours GST inclusive
Adjust Time Switch	TSWA	\$21.97	-	N/A

### 2.3 Re-energisation and/or De-energisation, Existing Installation, per Visit

This charge applies where a customer or a customer's retailer requests that a supply point is re-energised or de-energised. A supply point for an existing customer may be re-energised where:

- The customer has previously requested that a supply be de-energised temporarily and now wishes the supply to be restored; or
- The customer has been disconnected for non-payment but does not require immediate reconnection and has agreed to wait for a standard reconnection appointment.

<sup>2</sup> Summer Time may be applied upon customer request where:

- Suitable metering is available to enable Summer Time to be applied without cost to the Service Provider; *and*
- The customer agrees to pay the Service Provider to adjust the metering for the Summer Time/Standard Time changeover in accordance with the charge for two Service Truck visits for alterations or two Special Read visits as appropriate. Such charges shall be payable at the time of conversion to Summer Time; *or*
- Data recorder metering equipment is installed and the customer agrees to pay for the additional programming of metering tape translation.

This charge applies for de-energisation and/or re-energisation of fuses less than 100 Amps. If the job requires a second visits or attendance beyond the allotted time, additional charges may apply.

**Table 8: Fuse Removal/Insertion for Electrical Contractor per Visit Prices**

<b>Field Office Visit</b>	<b>Product Code</b>	<b>Business Hours GST inclusive</b>	<b>Product Code</b>	<b>After Hours GST inclusive</b>
Fuse Removal/Insertion per Visit	510025	\$21.97	510026	\$159.47

## **2.4 Special Read**

This charge applies when a Special Meter Read is required outside the scheduled meter reading cycle. Where customers have multiple metering installations, such as farms and villa units, a separate charge applies to each metering installation.

**Table 9: Special Read Prices**

<b>Field Office Visit</b>	<b>Product Code</b>	<b>Business Hours GST inclusive</b>	<b>Product Code</b>	<b>After Hours GST inclusive</b>
Special Reader Visit	FCFE	\$21.97	SRAH	\$159.47

## **2.5 Underground Cable Location**

This charge applies when a field officer is required to assist in the location of an underground cable.

**Table 10: Underground Cable Location Price**

<b>Visit for Underground Cable Location</b>	<b>Product Code</b>	<b>Business Hours GST inclusive</b>	<b>Product Code</b>	<b>After Hours GST inclusive</b>
Visit for Underground Cable Location	510027	\$21.97	510028	\$159.47

### 3. SERVICE TRUCK VISIT

Service truck visit charges apply to all service truck visits requested by customers and contractors except emergency and fault calls, unless the customer is clearly at fault; for example, not checking that main switch or safety switch is on. Service truck charges assume that the truck will be required for no more than one hour and additional charges may apply where additional time is required.

#### 3.1 Service Trucks

##### 3.1.1 Service Truck Visit

**Table 11: Service Truck Visit Price**

<b>Service Truck Visit</b>	<b>Product Code</b>	<b>Business Hours GST inclusive</b>	<b>Product Code</b>	<b>After Hours GST inclusive</b>
Service Truck Visit	STV	\$170.20	AHTV	\$340.70

##### 3.1.2 Wasted Service Truck Visit

Charges apply to all service truck visits requested by a customer or contractor and attended by the distributor where the truck arrives to find the customer or contractor is not ready for the scheduled work or truck attendance is not required. 24 hours notice is required to cancel a truck appointment otherwise the wasted truck visit price will apply.

**Table 12: Wasted Truck Visit Price**

<b>Service Truck Visit</b>	<b>Product Code</b>	<b>Business Hours GST inclusive</b>	<b>Product Code</b>	<b>After Hours GST inclusive</b>
Wasted Service Truck Visit	WTVF	\$142.75	WTVF	\$142.75

#### 4. ELECTIVE UNDERGROUND SERVICES

This charge applies where a customer with an existing overhead service requests an underground service. The charge excludes all civil works, reinstatement, cables and conduits.

**Table 13: Elective Underground Servicing on Existing Installations**

<b>Elective Underground Servicing</b>	<b>Product Code</b>	<b>Business Hours GST inclusive</b>	<b>Product Code</b>	<b>After Hours GST inclusive</b>
Supply up to 100A	510601	\$572.57	-	RW
Supply between 100A – 197A	510602	\$707.83	-	RW

## 5. COVERING OF LOW VOLTAGE MAINS

This charge usually applies where builders request coverage of powerlines close to a construction site for safety reasons. There charge applied will depend on the type of line being covered; street mains (two wires or all wire) or service cables. There are two components to each charge category; a fixed charge for installation of the temporary cover, one month's rental and removal of the cover and a variable charge for each additional month of cover rental.

**Table 14: Temporary Cover for Low Voltage Mains Price**

Temporary Cover (including one month rental)	Product Code	Business Hours GST inclusive	Product Code	After Hours GST inclusive
Temporary Cover of LV Mains – Two Wire Cover	510044	\$461.26	510045	\$648.26
Temporary Cover of LV Mains – All Wire Cover	510046	\$626.02	510047	\$879.02
Temporary Cover for LV Mains – Service Cable	510048	\$296.51	510049	\$417.51

**Table 15: Materials Rental Price for Temporary Covers for Each Additional Month**

Materials for Each Additional Month (per wire per span)	Product Code	Business Hours GST inclusive	Product Code	After Hours GST inclusive
Material Rental – Two Wire Cover	510644	\$38.50	-	N/A
Material Rental – All Wire Cover	510646	\$82.50	-	N/A
Material Rental – Service Cable	510648	\$9.90	-	N/A

**6. SERVICE CABLE PULLED DOWN BY HIGH LOADS**

This charge applies to overhead service cables damaged by high loads. The charge will be waived if it is demonstrated that the overhead cable did not have the required clearance height at the time of construction.

**Table 16: Price for Service Cable Pulled Down by High Load**

<b>Service Cable</b>	<b>Product Code</b>	<b>Business Hours GST inclusive</b>	<b>Product Code</b>	<b>After Hours GST inclusive</b>
Single Phase	510050	\$245.80	510051	\$377.79
Multi Phase	510052	\$372.73	510053	\$493.73

## **7. PUBLIC LIGHTING**

Charges apply to public lighting services provided to public lighting customers for the purpose of lighting public places in accordance with the Public Lighting Code. The following services are included:

- Operation of public lighting assets; including handling enquiries and complaints about public lighting and dispatching crews to repair public lighting assets
- Maintenance, repair and replacement of public lighting assets
- Services for lights with or without standard fittings

Charges apply unless an alternative charge has been negotiated and agreed in writing between the distributor and the public lighting customer.

The provision of new or additional public lighting or alteration or relocation of public lighting assets is not included in the charges listed in table 17. These services are charged under public lighting augmentation works. Separate charges apply where a public lighting customer requests evaluation of non-standard public lighting fittings.

Please refer to table 17 for Public Lighting Operation, Maintenance and Replacement prices.

**Table 17: Public Lighting Operation, Maintenance & Replacement Prices**

Public Lighting Type	Product Code							Annual \$ charge GST Incl
	1/3 Share	2/3 Share	1/10 Share	9/10 Share	2/10 Share	8/10 Share	Full Share	
Compact Fluorescent T5 (2 X 14W)	510667	510671	510675	510679	510730	510751	510662	\$31.37
Compact Fluorescent T5 (2 X 24W) <sup>1</sup>	510668	510672	510676	510680	510731	510753	510664	\$31.54
Compact Fluorescent CF42 / CF32 <sup>1</sup>	510669	510673	510677	510681	510732	510754	510665	\$30.76
Replacement luminaire <sup>2</sup>	510670	510674	510678	510682	510733	510755	510666	\$36.74
Fluorescent 20 watt	510414	510416	510551	510570	510713	510734	510412	\$105.69
Fluorescent 40 watt	510415	510417	510552	510571	510714	510735	510413	\$105.69
Mercury vapour 50 watt	510080	510089	510555	510572	510715	510736	510071	\$52.84
Mercury vapour 80 watt	510081	510090	510556	510573	510716	510737	510072	\$38.02
Mercury vapour 125 watt	510082	510091	510557	510574	510717	510738	510073	\$51.33
Mercury vapour 250 watt	510083	510092	510558	510575	510718	510739	510074	\$58.25
Mercury vapour 400 watt	510084	510093	510559	510576	510719	510740	510075	\$67.44
Mercury vapour 700 watt	510523	510530	510560	510577	510720	510741	510509	\$101.93
Sodium low pressure 90 watt	510524	510531	510561	510578	510721	510742	510512	\$101.44
Sodium low pressure 180 watt	510525	510532	510562	510579	510722	510743	510514	\$101.44
Sodium high pressure 150 watt	510085	510094	510563	510580	510723	510744	510076	\$75.14
Sodium high pressure 250 watt	510086	510095	510564	510581	510724	510745	510077	\$76.64
Sodium high pressure 400 watt	510087	510096	510565	510582	510725	510746	510078	\$101.93
Incandescent 100 watt	510526	510533	510566	510583	510726	510747	510516	\$105.69
Incandescent 150 watt	510527	510534	510567	510584	510727	510748	510520	\$105.69
Metal halide 250 watt	510528	510535	510568	510585	510728	510749	510521	\$101.93
Metal halide 400 watt	510529	510536	510569	510586	510729	510750	510522	\$101.93

<sup>1</sup> Price is Commercial rate and is not approved by the Australian Energy Regulator (AER).

<sup>2</sup> Avoided Cost and Written Down Value, this is a once off payment to settle the residual value where a compact florescent is used to replace an existing light. It does not include the program cost to roll out energy efficient lights, this is a negotiated fee.

## 8. METER PROVISION

### 8.1 Meter Provision >160MWh

This charge applies to customers with an annual consumption greater than 160MWh who do not have a metering installation that has the capability of a type 1, 2, 3 or 4 installation.

**Table 18: Meter Provision Price >160MWh**

Meter Provision	Product Code	Business Hours GST inclusive	Product Code	After Hours GST inclusive
2- or 3-Phase Direct Connected	510701	\$179.77	-	N/A
3-Phase CT Connected	510702	\$309.12	-	N/A

### 8.2 Meter Data Services >160MWh

This charge applies for meter reading, data exchange, data aggregation, data estimation, data validation, data substitution and data forwarding for customers with an annual consumption greater than 160MWh who do not have a metering installation that meets the requirements of a type 1, 2, 3 or 4 installation.

**Table 19: Meter Data Services Price >160MWh**

Meter Data Service	Product Code	Business Hours GST inclusive	Product Code	After Hours GST inclusive
Monthly Read (per NMI per annum)	N/A	\$43.11	-	N/A
Quarterly read (per NMI per annum)	N/A	\$15.28	-	N/A

**Note:** Meter Data Services are charged based on the number of days elapsed since the last bill. This is used to calculate a charge as a proportion of the annual fee, thus there is no product code for these services. Rates shown are maximum values for this charge.

### 8.3 Provision of a Non-Standard Meter

This charges applies where Powercor Australia is the Responsible Person for meter reading and a customer or retailer (on a customer's behalf) requests a non-standard meter for an installation with an annual consumption less than 160MWh. A non-standard meter is a meter that the distributor does not ordinarily install and the retailer / customer makes a specific direct payment for all or part of the metering equipment.

**Table 20: Provision of a Non-Standard Meter**

Meter Provision	Product Code	Business Hours (Truck Visit) GST inclusive	Product Code	After Hours (Truck Visit) GST inclusive
Provision of a Non-Standard Meter	-	RW	-	RW

**9. METER INVESTIGATION [EQUIPMENT TEST]**

This charge applies where a customer or a customer’s retailer requests that the Service Provider investigate the metering at a given supply point. A need to investigate a supply point can arise in two distinct situations:

- Where a customer raises a request with their retailer to investigate a meter fault; or
- Where a retailer has grounds for an investigation

Payment is received in advance of the test. Payment will be refunded to the customer if the meter proves to be outside the statutory limits.

**Table 21: Meter Equipment Test Price**

<b>Meter Equipment Test</b>	<b>Product Code</b>	<b>Business Hours GST inclusive</b>	<b>Product Code</b>	<b>After Hours GST inclusive</b>
Single Phase	MT1P	\$170.12	-	N/A
Single Phase – Each Additional Meter	MA1P	\$65.81	-	N/A
Multi Phase	MTMP	\$252.51	-	N/A
Multi Phase – Each Additional Meter	MAMP	\$87.73	-	N/A

## 10. PROVISION OF A SYNCHRONISING SERVICE

This charge applies where a customer or a customer's retailer requests the Service Provider to provide a synchronising service. A synchronising service allows customers' own time/load control equipment to synchronise with the type 5 meter time by providing a time signal output from the type 5 meter.

A synchronising service may be performed when a customer requires a load, other than storage water heating in a single phase domestic installation, to be synchronised to off peak times of the network tariff at the time of installation. If the Synchronising Service is not installed in conjunction with other metering work an additional charge will be levied for a service truck visit. Additional charges may apply where the metering equipment is not a standard type 5 meter.

The meter contacts are only providing a signalling output for synchronisation and are not to be used for load breaking purposes; output wiring will be fitted with 1A fusing. The Customer must provide load breaking contactors to the controlled load in their own switchboard.

**Table 22: Price of Providing New or Replacing an Existing Synchronising Service**

<b>Provision of Synchronising Service</b>	<b>Product Code</b>	<b>Business Hours GST inclusive</b>	<b>Product Code</b>	<b>After Hours GST inclusive</b>
Provision of Synchronising Service (service truck visit not required)	SS	\$53.55	-	RW