



Aurora Energy – Distribution Special Services

**Prices for the provision of Distribution Special Services for the period
1 July 2009 until 30 June 2010**

Version 1.0
June 2009

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CONTACT

This document is the responsibility of the Commercial Management Group within the Network Division of Aurora Energy Pty Ltd. (ABN 85 082 464 622)

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GST

All rates and prices in this document do not include GST.

1 Distribution Special Services

1.1 Energisation, De-energisation and Re-energisation

- Connection site visit – no appointment \$33.40

Visit to a customer's premises during normal business hours where no appointment is required on the regular scheduled day for service delivery and the request is received before 3:00pm the previous business day. The visit will be required to energise or de-energise an installation; energise or de-energise due to credit; or to perform special readings.

- Connection site visit – non-scheduled visit \$107.80

Visit to a customer's premises during normal business hours where the visit is required on the day of a customer's request and the request is received before 11:00am on that day or on a day that is not a scheduled visit day and the request is received before 3:00pm the previous business day. The visit will be required to energise or de-energise an installation.

- Connection site visit – inspection required \$132.10

Visit to a customer's premises during normal business hours where an inspection is required prior to energisation.

- Connection site visit – same day premium service \$194.00

Visit to a customer's premises where the visit is to occur the same day but requested after 11:00am on that day. The visit will be required to energise or de-energise an installation.

- Rectification of Illegal Connection \$286.00

Visit to a customer's premises during normal business hours to rectify an installation that has been illegally connected. Price does not include the cost to repair damaged equipment.

- Transfer of Retailer \$0.00

Transfer of a NMI to a new Retailer effective the same date of the scheduled meter reading where no site visit is required or communications are installed.

1.2 Meter Alteration

All services to be delivered no later than 10 business days of receiving retailer service request, unless an alternate date for the service has been agreed. A retailer service request is to be received by 3:00pm on any business day, otherwise it will be deemed to have been received the next business day.

- Tariff alteration – single phase \$124.80
Visit to a customer’s premises during normal business hours to add or modify a single phase metering circuit.
- Tariff alteration – three phase \$124.80
Visit to a customer’s premises during normal business hours to add or modify a three phase metering circuit.
- Reconnect meter \$88.40
Visit to a customer’s premises during normal business hours to reconnect a previously disconnected meter.
- Adjust time clock \$90.10
Visit to a customer’s premises during normal business hours to adjust the time period of an existing time clock (eg daylight savings).
- Install/remove ERT metering \$182.00
each additional meter \$156.00
Visit to a customer’s premises during normal business hours to install or remove an ERT meter.

1.3 Meter Test

All services to be delivered no later than 15 business days of receiving retailer service request, unless an alternate date for the service has been agreed. A retailer service request is to be received by 3:00pm on a business day, otherwise it will be deemed to have been received the next business day.

- Meter test – single phase \$202.70
Visit to a customer’s premises during normal business hours to test a single phase meter at the customer’s request. No fee will apply if the meter is found to be faulty.
- Meter test – multi phase \$405.30
Visit to a customer’s premises during normal business hours to test a multi phase meter at the customer’s request. No fee will apply if the meter is found to be faulty.

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- Meter test – Current Transformer \$326.55
Visit to a customer's premises during normal business hours to test a Current Transformer meter at the customer's request. No fee will apply if the meter is found to be faulty.
- Meter test – wasted visit \$68.15
Visit to a customer's premises during normal business hours to test a meter at the customer's request where the test could not be completed due to issues at the customer's premises.

1.4 Supply Establishment - Installation of Meters and Service Connection

Service to be delivered no later than 10 business days of receiving retailer service request, unless an alternate date of installation has been agreed:

- Install meters & service \$0.00
Install permanent meters and service connection at customer's request during normal business hours.
- Install meters & service – wasted visit \$117.60
Visit to a customer's premises during normal business hours to establish supply at the customer's request where the establishment could not be completed due to issues at the customer's premises.

1.5 Supply Abolishment - Removal of Meters and Service Connection

Service to be delivered no later than 5 business days of receiving retailer service request, unless an alternate date of removal has been agreed:

- Remove meters & service \$178.50
Remove meters and service connection at customer's request or building demolition during normal business hours.
- Remove meters & service – wasted visit \$117.60
Visit to a customer's premises during normal business hours to abolish supply at the customer's request where the abolishment could not be completed due to issues at the customer's premises.

1.6 Renewable Energy Connection

Service to be delivered no later than 10 business days of receiving retailer service request unless an alternate date of installation has been agreed:

- Connection of renewable energy meter \$126.00

Supply and install single phase dual register basic import/export metering equipment at a customer premises during normal business hours.

- Connection of renewable energy meter – wasted visit \$68.15

Visit to a customer's premises during normal business hours to install renewable energy meter where the installation could not be completed due to issues at the customer's premises.

1.7 Temporary Builder's Connection

All services to be delivered no later than 10 business days of receiving retailer service request, unless an alternate date of installation has been agreed:

- Temporary single phase builders supply underground – temporary position \$250.10

Connection of a single phase underground builders supply in a temporary position to be removed when permanent supply connected.

- Temporary three phase builders supply underground – temporary position \$295.55

Connection of a three phase underground builders supply in a temporary position to be removed when permanent supply connected.

- Temporary single phase builders supply underground – permanent position \$136.45

Connection of a single phase underground builders supply in a permanent position.

- Temporary three phase builders supply underground – permanent position \$181.90

Connection of a three phase underground builders supply in a permanent position.

- Temporary single phase builders supply overhead – temporary position \$684.75

Connection of a single phase overhead builders supply in a temporary position to be removed when permanent supply connected.

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- Temporary three phase builders supply overhead – temporary position \$856.55
Connection of a three phase overhead builders supply in a temporary position to be removed when permanent supply connected.
- Temporary single phase builders supply overhead – permanent position \$457.20
Connection of a single phase overhead builders supply in a permanent position.
- Temporary three phase builders supply overhead – permanent position \$629.05
Connection of a three phase overhead builders supply in a permanent position.
- Temporary builders supply – wasted visit \$117.60
Visit to a customer’s premises during normal business hours to install a temporary builders supply at the customer’s request where the installation could not be completed due to issues at the customer’s premises.

1.8 Temporary Show & Carnival Connection

All services to be delivered no later than 10 business days of receiving retailer service request, unless an alternate date of installation has been agreed:

- Temporary show supply – underground \$250.10
Connection of a temporary underground supply for a show or carnival (including subsequent removal of temporary underground supply).
- Temporary show supply – overhead mains \$278.25
Connection of a temporary overhead supply for a show or carnival where consumer’s mains are to be attached to an existing Aurora pole (including subsequent removal of temporary overhead supply).
- Temporary show supply – overhead service \$684.75
Connection of a temporary overhead supply for a show or carnival where an overhead service is required (including subsequent removal of temporary overhead supply).

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- Temporary show supply – wasted visit \$117.60

Visit to a customer's premises during normal business hours to install a temporary show supply at the customer's request where the installation could not be completed due to issues at the customer's premises.

1.9 Truck Tee-up

Tee-ups are to be requested on an Electrical Works Request (EWR). An attempt to contact the contractor will be made within 2 business days of receiving the EWR from the retailer. The tee-up date will be arranged for action within 15 business days of receipt of retailer request, unless an alternate date for the tee-up has been agreed. If the Electrical Contractor requests a Tee-up date outside the 15 business days that date will become the agreed date

- Tee-up – normal hours \$651.00

Contractor requested tee-up with service connections crew whilst undertaking work at customer's installation during normal business hours.

- Tee-up – after hours \$1,494.15

Contractor requested tee-up with service connections crew whilst undertaking work at customer's installation after normal business hours.

- Tee-up – wasted visit \$117.60

Contractor requested tee-up with service connections crew where service connections crew are not required once on site.

1.10 Miscellaneous Services

All services to be delivered no later than 10 business days of receiving service request, unless an alternate date for the service has been agreed:

- Open turret \$102.25

Open turret or cabinet for electrical contractor installing or altering customer's mains during normal business hours.

- Addition/Alteration to the overhead connection point – \$145.00

Disconnect and reconnect service connection for addition/alteration for the connection point

- Miscellaneous service – wasted visit \$68.15

Contractor requested miscellaneous service with service connections crew where service connections crew are not required once on site.