



United Energy 2024/25 Pricing



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1. Introduction

This document provides network pricing information for the period 1 July 2024 to 30 June 2025.

1.1 Our business

We are one of the most efficient and reliable electricity distribution networks in Australia. As one of Victoria's five electricity distributors, we own and manage assets that deliver electricity to more than 700,000 homes and businesses across south-east Melbourne and the Mornington Peninsula.

In servicing Victoria, our primary responsibility is planning, building, operating and maintaining the 'poles and wires' — a strategic community asset and core component of Victoria's energy infrastructure. We seek to do this in a safe, reliable, efficient and prudent manner.

We connect residential and commercial customers to a safe and reliable electricity supply. Our key activities include:

- maintaining network safety and reliability to meet the current power supply needs of our customers
- extending and upgrading the network so that the future power supply needs of customers are met when required
- operating the network on a day-to-day basis
- connecting new customers to the network
- maintaining the public lighting system
- providing metering services.

FIGURE 1 UNITED ENERGY GEOGRAPHY



1.2 2024/25 Network and metering charges




Network tariffs cover the cost of transporting electricity to and from our customers' homes or businesses.

Metering tariffs cover the cost of the meter installation, maintenance and meter data services.

We pass network and metering charges on to electricity retailers, who recover these costs from customers via electricity bills.

Our network tariffs can be grouped into the following tariff classes

FIGURE 2 TARIFF CLASSES

	Tariff class	Supply voltage	Maximum demand
	Residential	< 1 kV	N/A
	Small and medium business	< 1 kV	< 120 kVA
	Large low voltage	< 1 kV	> 120 kVA
	High voltage	1 kV – 66 kV	N/A
	Sub-transmission	≥ 66 kV	N/A

2. Network charges

2.1 Network tariff schedules

TABLE 1 NETWORK TARIFF 2024/25

Network Tariff 2024/25	Code	PFIT	Fixed*	Demand Charges				Usage		
				Rolling peak	Summer incentive	Summer	Non-Summer	Anytime	Peak	Off-peak
			c/day	c/kVA/day	c/kVA/day	c/kW/day	c/kW/day	c/kWh	c/kWh	c/kWh
Residential Single Rate	LVS1R	FLVS1R	26.02	-	-	-	-	9.25	-	-
Residential ToU	URTOU	FURTOU	26.02	-	-	-	-	-	17.39	4.33
Residential Demand	RESKW1R	FRESKW1R	26.02	-	-	36.72	11.87	4.49	-	-
Dedicated Circuit	LVDED	-	-	-	-	-	-	-	-	2.54
Small Business single rate	LVM1R	FLVM1R	42.46	-	-	-	-	10.29	-	-
Small Business ToU	LVTOU	FLVTOU	42.46	-	-	-	-	-	16.41	3.64
Small Business Demand	LVMKW1R	FLVMKW1R	42.46	-	-	63.55	25.98	5.84	-	-
Unmetered supplies	UnMet	-	-	-	-	-	-	-	16.64	4.78
Large low voltage 1	LVKVATOU 1	-	-	29.34	35.09	-	-	-	3.37	1.61
Large low voltage 2	LVKVATOU 2	-	-	29.34	35.09	-	-	-	3.37	1.61
High Voltage 1	HVKVATOU 1	-	-	16.96	22.16	-	-	-	2.65	1.28
High Voltage 2	HVKVATOU 2	-	-	16.96	22.16	-	-	-	2.65	1.28
Sub-transmission	SUBTKVATOU	-	-	4.55	13.37	-	-	-	1.77	0.88

Notes:

* Includes JSA charges

- For more details, please refer to the Tariff Criteria section in the Pricing information.
- 5MS does not change or have any impacts on our network tariffs
- All time of use energy and demand measurements are adjusted for DST, that is, all measurements are based on local time. Exception is the unmetered supply tariff (UNMET) where the tariff is based on Australian Eastern Standard Time (AEST).

2.2 Tariff trials

TABLE 2 TRIAL TARIFFS 2024/25 PROPOSED TARIFFS

Trial Network Tariff 2024/25	Code	Available to new customers	Fixed	Usage - IMPORT				Usage - EXPORT			Demand
				Critical	Peak	Off-peak	Saver	Peak	Off-peak	Saver	Jul-Jun
			c/day	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	c/kWh	\$/kW/month
Residential daytime saver	URDS	Yes	26.02	-	17.11	6.10	-	-	-	-	-
Community battery time of use	LVNDBB	Yes	45.00	-	25.00	-	- 1.50	- 1.00	-	-	-
Distributor LV battery	LVDBB	Yes	0.80	-	-	-	-	-	-	-	-
Pole-top battery	LVPTBB	No	-	500.00	14.40	3.70	-	-	-	-	-
Generator trial tariff	GT	-	-	-	2.00	2.00	-	-	-	-	8.00

Notes:

- ‘Import’ is electricity flows from the network to the customer, ‘export’ is electricity flows from the customer back to the network
- Residential daytime saver and community battery peak period is 4pm-9pm, saver period is 10am-3pm, off-peak is all other times, from Monday to Sunday. Time band from 3pm to 4pm is considered off-peak
- Community battery negative values are a tariff rebate. Community battery peak period is 4pm-9pm, saver period is 10am-3pm, off-peak is all other times, from Monday to Sunday. Time band from 3pm to 4pm is considered off-peak
- Distributor-owned community battery rate is per kWh of contracted capacity
- Generator storage tariff kW demand charge is based on the highest 30-minute demand measured over the last 12 months for only 4-9pm or only 11am-4pm, every day of year, local time
- Trial tariffs do not attract JSA (PFIT recovery) charges
- All trial tariffs above are in local time
- All our trial tariffs will end on 30 June 2026 and be replaced with approved network tariffs

Generator tariff:

- Available to generation site which only uses ancillary power (such as a solar or wind farm) or generation and storage site (such as a battery or battery and solar farm)
- It is not intended to be used for loads which are co-located with generation or storage, for instance an EV charging station with a battery

- Can be connected to any voltage level in the distribution network. Additionally, following existing trial tariffs will continue to run:

Residential daytime saver:

- Available to any residential customer with an AMI meter
- Retailer can opt a residential customer in and out of the trial tariff at any time
- Customer numbers will be capped at 1% of distribution revenue which is approximately 14,000 customers.

Community battery time of use:

- Applies to any battery-only site with a capacity of no more than 240 kVA connected to the low voltage network where the battery is not owned by the distributor
- Required to be metered by an AMI or COMMS (type 1-4) meter depending on the size of the battery
- Any community battery that is assigned to this tariff will remain on this tariff until 30 June 2026

Distributor owned community battery:

- Applies to any new battery-only site with a capacity of no more than 240 kVA connected to the low voltage network where the battery is owned by United Energy
- Required to be metered by an AMI or COMMS (type 1-4) meter depending on the size of the battery
- Any community battery that is assigned to this tariff will remain on this tariff until 30 June 2026

2.3 Indicative network pricing schedule for 2025/26

TABLE 3 INDICATIVE NETWORK PRICES 2025/26

Indicative Network Tariff 2025/26	Code	Fixed	Demand Charges				Usage		
			Jul-Jun	Dec-Mar	Dec-Mar	Apr-Nov	Anytime	Peak	Off-peak
		c/day	c/kVA/day	c/kVA/day	c/kW/day	c/kW/day	c/kWh	c/kWh	c/kWh
Residential Single Rate	LVS1R	27.40	-	-	-	-	10.00	-	-
Residential ToU	URTOU	27.40	-	-	-	-	-	18.81	4.69
Residential Demand	RESKW1R	27.40	-	-	39.59	12.85	4.83	-	-
Dedicated Circuit	LVDED	-	-	-	-	-	-	-	2.77
Small Business single rate	LVM1R	43.84	-	-	-	-	11.13	-	-
Small Business ToU	LVTOU	43.84	-	-	-	-	-	17.78	3.96
Small Business Demand	LVMKW1R	43.84	-	-	68.38	28.08	6.30	-	-
Unmetered supplies	UnMet	-	-	-	-	-	-	17.99	5.21
Large low voltage 1	LVKVATOU 1	-	31.89	36.84	-	-	-	3.60	1.73
Large low voltage 2	LVKVATOU 2	-	31.89	36.84	-	-	-	3.60	1.73
High Voltage 1	HVKVATOU 1	-	18.29	23.27	-	-	-	2.81	1.36
High Voltage 2	HVKVATOU 2	-	18.29	23.27	-	-	-	2.81	1.36
Sub-transmission	SUBTKVATOU	-	4.89	14.04	-	-	-	1.85	0.93

2.4 Tariff criteria - tariff eligibility for new and existing customers

This section is organised by tariff class and provides a brief description of the current tariffs. All times are local times unless specified otherwise.

United Energy may periodically review that customers are assigned to the correct tariff. Affected retailers will be notified of any intended tariff transfers in advance.

All customers who apply for supply upgrades to three-phase as well as households installing or upgrading PV solar, or battery will be moved to the TOU tariff. This will occur without any B2B Service Order requests or notifications and MSATS will be updated accordingly.

TABLE 4 TARIFFS AVAILABLE TO NEW AND EXISTING RESIDENTIAL CUSTOMERS IN 2024/25

Tariff type	Tariff Code	Status ¹	Supply voltage	Energy / Demand threshold	Standing	Anytime energy	Peak energy	Off-peak energy	Summer demand ²	Non-summer demand
					c/day	c/kWh	c/kWh	c/kWh	\$/kW/month	\$/kW/month
ToU	URTOU	Default	< 1kV	N/A	✓		all days 3pm-9pm	non-peak times		
Single rate	LVS1R	Opt-in			✓	✓				
Demand	RESKW1R ³	Opt-in			✓	✓			workdays 3pm-9pm	workdays 3pm-9pm
Dedicated circuit	LVDED ⁴	Opt-in							✓	

Notes:

- Customers must be residential
- All times are local times
- **URTOU** is the default residential tariff for greenfield new connections, new or upgraded solar or battery installations, three-phase upgrades and customers with a dedicated electric vehicle charger with a specified capacity or charging rate of 3.6kW or greater. This will occur without any B2B Service Order requests or notifications and MSATS will be updated accordingly.

¹ Default tariff available to new connections. Opt-in tariffs available to re-assignments only.

² Summer is from 1st December to 31st March (inclusive). Demand is measured at monthly maximum kW value.

³ Available to customers with a single, single element AMI or MRIM meter. The demand calculation will apply to consumption on the General Power & Light circuits. The dedicated circuit will not contribute to the demand reading and will be separately tarified per the appropriate dedicated circuit tariff such as LVDED.

⁴ Requires a separately metered dedicated circuit controlled by UE by means of time switch or other means connected to a controlled electric hot water service and/or storage space heating. Available for new connections and for re-assignments.

TABLE 5 TARIFFS AVAILABLE TO NEW AND EXISTING SMALL AND MEDIUM COMMERCIAL CUSTOMERS IN 2024/25

Tariff type	Tariff Code	Status ¹	Supply voltage	Energy / Demand threshold	Standing	Anytime energy	Peak energy	Off-peak energy	Summer demand ²	Non-summer demand
					c/day	c/kWh	c/kWh	c/kWh	\$/kW/month	\$/kW/month
ToU	LVTou	default below 40MWh pa (otherwise Opt-in)	< 1kV	< 160MWh pa	✓		workdays 9am-9pm	Non-peak times		
Single rate	LVM1R	Opt-in		< 40MWh pa	✓	✓				
Demand	LVMKW1R ³	Default above 40MWh pa (otherwise Opt-in)		<120kVA	✓	✓			workdays 10am-6pm	workdays 10am-6pm
Dedicated circuit	LVDED ⁴	Opt-in		N/A						
Unmetered supplies	UNMET ⁵	Open		N/A			workdays 7am-11pm	Non-peak times		

Notes:

- Customers must not be residential
- All times are local times except for **UNMET**
- **LVTou** is the default small business tariff for greenfield new connections, new or upgraded solar or battery installations, three-phase upgrades and customers with a dedicated electric vehicle charger with a specified capacity or charging rate of 3.6kW or greater. This will occur without any B2B Service Order requests or notifications and MSATS will be updated accordingly.

¹ Default tariff available to new connections. Opt-in tariffs available to re-assignments only.

² Summer is from 1st December to 31st March (inclusive). Demand is measured at monthly maximum kW value.

³ Available to customers with a single, single element AMI or MRIM meter.

⁴ Requires a separately metered dedicated circuit controlled by United Energy by means of time switch or other means connected to a controlled electric hot water service and/or storage space heating. Available for new connections and for re-assignments.

⁵ Available to unmetered supplies only.

TABLE 6 TARIFFS AVAILABLE TO NEW AND EXISTING LARGE COMMERCIAL CUSTOMERS IN 2024/25

Tariff type	Tariff Code	Status	Supply voltage	Demand threshold	Minimum chargeable rolling demand	Peak energy	Off-peak energy	12-month rolling demand ²	Summer incentive demand ¹
					kVA / month	c/kWh	c/kWh	\$/kVA/month	\$/kVA/month
Low Voltage large	LVkVATOU1	Default	< 1kV	≥ 120 kVA demand or ≥ 200amps per phase	120	workdays 7am-7pm	Non-peak times	workdays 7am-7pm	workdays 1-4pm
Low Voltage large	LVkVATOU2	Default	< 1kV	≥ 120 kVA demand or ≥ 200amps per phase	120	workdays 7am-7pm	Non-peak times	workdays 7am-7pm	workdays 4-7pm
High Voltage	HVkVATOU1	Default	1kV-66KV	N/A	500	workdays 7am-7pm	Non-peak times	workdays 7am-7pm	workdays 1-4pm
High Voltage	HVkVATOU2	Default	1kV-66KV	N/A	500	workdays 7am-7pm	Non-peak times	workdays 7am-7pm	workdays 4-7pm
Sub-transmission	SUBTKVATOU	Default	≥ 66kV	N/A	5,000	workdays 7am-7pm	Non-peak times	workdays 7am-7pm	workdays 4-7pm

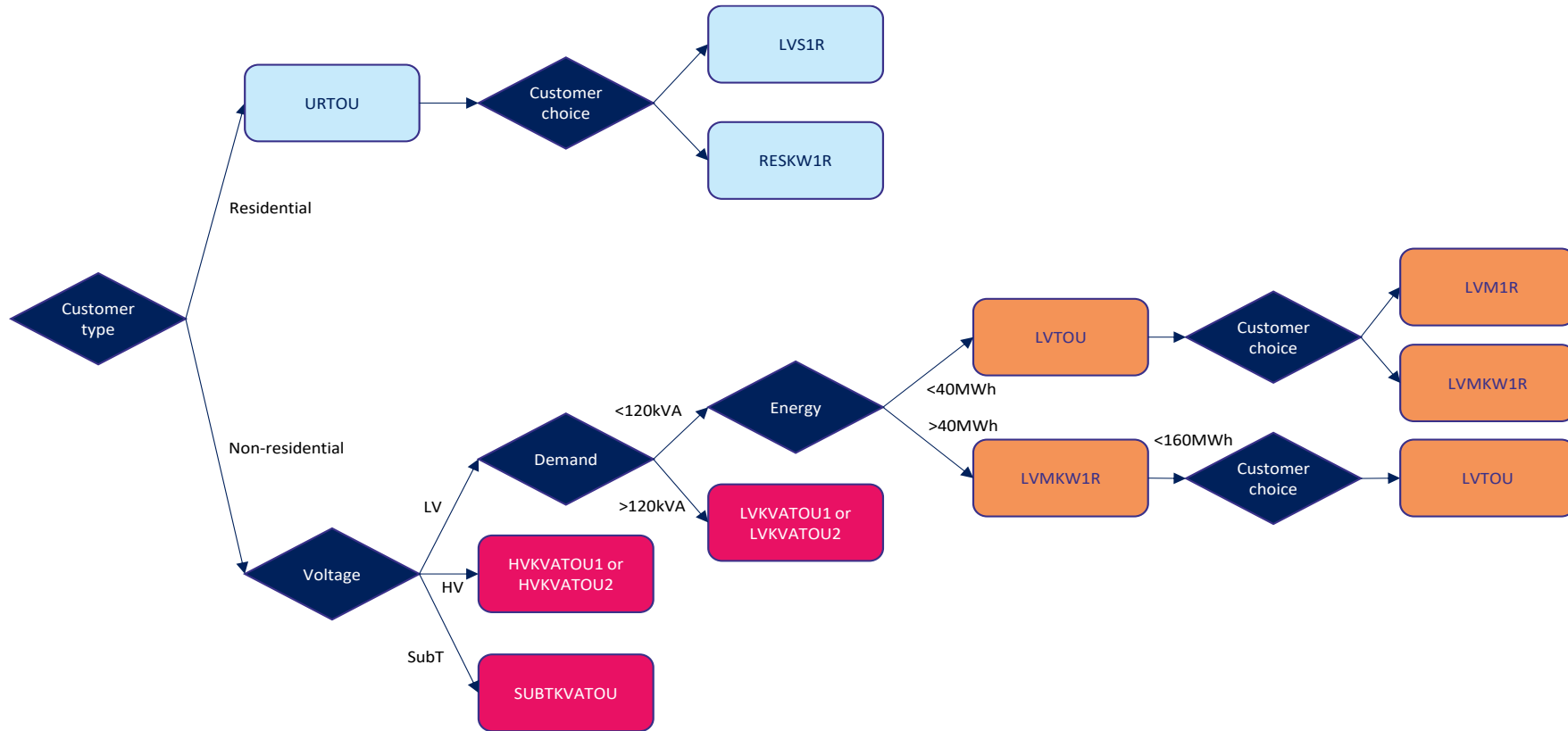
Notes:

- Tariffs available to customers with Type 1-4 meters measuring kW and kVA
- All times are local times.

¹ Summer is from 1st December to 31st March (inclusive). Summer incentive demand kVA is measured at monthly maximum kW value.

² Rolling demand kVA is measured at maximum kW value in previous 12 months period. Minimum thresholds apply as per table above.

FIGURE 3 TARIFF DECISION TREE



Please refer to each individual tariff criteria for eligibility.

2.5 Further information on kVA demand

The following section outlines the kVA tariff policy which involves the calculation of maximum demand charges which applies to large low voltage, high voltage and sub-transmission customers.

2.5.1 Calculation of the kVA demand tariff for a monthly bill

TABLE 7 CALCULATION OF THE KVA DEMAND TARIFF FOR MONTHLY BILL

Tariff components	Calculation
12-month rolling demand charge	Cents per kVA x 12 month rolling maximum kVA at maximum kW x days / 100
Summer incentive demand charge	Cents per kVA per day x summer incentive kVA at maximum kW x days / 100
Peak usage charge	Cents per peak kWh x peak kWh in month / 100
Off peak usage charge	Cents per off-peak kWh x off-peak kWh in month / 100

2.5.2 Rolling demand maximum kVA

kVA 30-minute maximum demand is calculated as:

$$kVA = \sqrt{kW^2 + kVA_r^2}$$

Where

kW = maximum kWh in a 30-minute period over the prior 12 months x 2

kVA_r = kVA_rh in the corresponding 30-minute period x 2

Maximum 30-minute kW is measured between 7am and 7pm local time on workdays over the prior 12 months.

Minimum chargeable demand of 120kVA for low voltage large customers, 500kVA for high voltage customers and 5,000kVA for sub-transmission customers.

If there is a full 12-month history of the customer’s consumption data, the rolling 12-month maximum kVA demand will take effect immediately looking back 12 months.

Demand for greenfield sites will be measured from energisation date to the end date of the bill, until 12 months of history is available when it will revert to a 12-month rolling demand.

2.5.3 Summer incentive demand kVA

Summer incentive KVA is the maximum monthly 30-minute kVA for the December to March months (measured as kVA at maximum kW per billing period). There is no charge for the other eight months of the year. Maximum monthly kVA is based on a fixed either a 1-4pm or 4-7pm measurement period on each workday of the applicable months. Each customer will be assigned to one of these two measurement periods.

2.5.4 Peak and off-peak usage

Peak usage is kWh usage between 7am and 7pm local time on workdays.

Off-peak usage is kWh usage at all other times.

2.5.5 Demand exclusions

The exclusion of temporary increases in demand from the 12-month rolling maximum demand charged to the customer at a supply point will be considered at our discretion. For example, if there is a specific, short-term need, such as commissioning a new plant. The customer must apply in advance for a temporary increase in demand to be excluded from the supply point’s 12-month rolling maximum demand charge.

Large customers that have moved into a premise will automatically continue to have their maximum demand charge based on the 12-month rolling maximum demand. If a customer wishes to exclude the previous customer’s demand, they will need to apply to us.

2.5.6 Applying for a tariff change

Residential, small business and medium business

- Retailers may submit a tariff change request which will be granted if the customer satisfies the relevant tariff threshold.
- The preferred method of requesting us to change a tariff is via B2B service order type: Supply Service Works, sub-type Tariff Change. Requests can be automatically processed by using the following inputs in the Special Instructions field for the service order.

Tariff changes with an effective date in the past

- Please add the text TAPPLY in the special instructions if you would like the tariff changed as at a date in the past. This will be a date as at the latest Retailer transfer date, limited to 10 business days ago. This means that the effective date will not be more than 10 business days in the past but would be changed on a transfer date within this period

Tariff changes with an effective date today

- Please add the text SAPPLY in the special instructions if you would like the tariff changed as at the request date. This means that the tariff will be changed with an effective date which is the same as the day you sent the request.

2.5.7 Large businesses

- Please refer all kVA demand based network tariff change requests to our Major Accounts team by emailing our inbox: MajorAccounts-JE@ue.com.au
- Customers can opt into the full tariff and will remain on that tariff until 30 June 2026
- Any tariff change requests to move away from or on to the tariffs listed below are to be referred to the Major Accounts Team.

2.5.8 Criteria to move away from kVA demand tariff

Option 1 – Limiting Supply Capacity

We will require confirmation that the load for the connection point is/has been limited to 200 amps per phase to ensure the site cannot exceed a demand greater than 120 kVA. The load can be limited by a Supply Capacity Control Device (SCCD) or other types of load limiting devices. If an SCCD exists, an electrician may be required to attend to limit the amps. We will require a copy of the Certificate of Electrical Safety (CES) as evidence of the works completed on site.

Option 2 – “opt out” of Network Demand Tariff (Tariff code LVTOU)

To opt a customer out of a network demand tariff, the following criteria must be satisfied:

- A customer’s aggregate consumption must be less than 160MWh per annum
- A customer must apply directly to a retailer to opt-out via written or oral notice
- The retailer must supply a copy of customer’s Retailer invoice confirming a demand component is being charged

2.5.9 Power factor correction

Customers installing power factor correction equipment will need to be cognisant of their obligations under the Victorian Electricity Distribution Code to keep harmonic distortion and power factor within prescribed levels. Power factor correction equipment has the potential to exacerbate harmonic distortion and can cause a leading power factor during times of low demand if the equipment is not designed properly.

If a customer installs power factor correction equipment, they may apply for their 12-month rolling maximum demand to be calculated from the date of commissioning of the equipment. This will only be granted where there is an observable improvement in power factor. Seasonal demand profiles will also be taken into account.

3. Alternative control services

Alternative control services are regulated services we offer that are customer initiated or requested and are directly recovered from customers seeking the service ¹.

Alternative control services are:

- ancillary network services
- public lighting services
- metering coordinator services.

All prices are exclusive of GST.

Business hours and after hours

Table 8 demonstrates the differences between business and after hours

TABLE 8 OVERVIEW OF BUSINESS AND AFTER HOURS

Hours of Operation	Details
Business hours	8am-5pm Monday to Friday (excluding public holidays)
After hours	All other times and only where resources are available

We endeavour to perform all alternative control services within business hours, however if a circumstance arises where after hours activities are required, this work can only be undertaken where resources are available.

The following sections list and describe the various charges classified as ancillary network services which apply throughout the area served by us. Ancillary network services are non-routine types of services which are provided to individual customers on an 'as needs' basis. Ancillary network services are divided into two subclasses:

- fee based
- quoted services.

One of the two 'failed field visit' charges (refer 3.1.11 and 3.1.12) is applied in situations where we have arrived at the site to undertake works, however the crew are unable to complete the work due to circumstances that are the responsibility of the customer (i.e. restricted access, contractor not ready, customer equipment not in reasonable state or the site is defective etc.). When the issue(s) have been resolved another request will need to be raised and the service charge will apply.

3.1 Fee based services

Fee based services are activities which are charged on a per activity basis.

3.1.1 New Connection - where we are the metering coordinator

A combined connection and metering service is provided by us as both the electricity distributor and the metering coordinator. We are therefore responsible for the metering.

This charge applies when:

- a customer with a supply point with fuses less than 100 amps moves into a new premises and requests supply and metering. Different charges apply depending on whether the meter is single or multi-phase direct connected (DC)
- a customer with a supply point with fuses greater than 100 amps moves into a new premises and requests supply and current transformer (CT) metering.

The charge applies where a request is made for a new supply connection at a specified address, including unmetered supply sites but excluding the supply is for security lighting (also known as watchman lighting).

- Different charges apply depending on whether the service is provided during or after business hours.

This charge also applies where a builder wishes to provide permanent or temporary supply to new properties under construction. On occasions when a 'builder's temporary supply' is installed and subsequently replaced with a permanent supply, each new connection is considered a distinct site visit and separate new connection charges are applied:

- the first to the builder for establishing a new connection for which the builder uses supply for construction purposes
- second new connection charge to the customer for connecting the supply. This charge includes the removal/disconnection of the overhead service/underground cable and meter supplying the temporary supply pole where applicable.

A failed field visit (complex task) is applied when we are unable to complete the task.

3.1.2 New Connection - where we are not the metering coordinator

We also provide a new connection service where we are not the metering coordinator. The only difference between this charge and the 'new connection – where we are the metering coordinator' charge is that we are not responsible for the metering.

A failed field visit (complex task) is applied when we are unable to complete the task.

3.1.3 Meter/NMI/site investigation

This charge applies when a request is received to investigate the metering/connection at a given supply point. This request may be initiated by either the retailer or a customer. Different charges apply depending on whether the service is provided during or after business hours.

A failed field visit (complex task) is applied when we are unable to complete the task.

3.1.4 Manual de-energisation

A disconnection (includes disconnections for non-payment) charge applies when a request for fuses less than 100 amps are de-energised by a field visit. The service requires that all supply assets remain at the customer's installation.

If at the time of disconnection, it is discovered that the installation has been damaged or is defective and will be unsafe to energise, other charges may be applicable once the defect is repaired. These charges will be based on the nature of the works required.

Where the request for disconnection is received by us before 3pm, the disconnection will occur within 2 business days or the earliest permissible day thereafter.

In a normal instance a de-energisation is performed by a special reader. However, there are scenarios where an isolation is required, and accordingly an isolation charge will be applied (see 'isolation of supply or reconnection, excluding HV (single)' and 'isolation of supply and reconnection after isolation, excluding HV (same day)'). Some examples where an isolation may be required include:

- no access to distribution equipment - metering and main fuse, including a veranda restricting access to the main fuse
- no isolation point, necessitating disconnection at the pole

- multiple national metering identifiers (NMI) fused at a common isolation point
- CT metered site
- isolation point in restricted area – substation
- safety disconnection for non-prescribed electrical works
- special reader is not available after hours and an alternative time is not acceptable to the customer.

A failed field visit (simple task) is applied when we are unable to complete the task; however, if an isolation is required and we are unable to complete the task, a failed field visit (complex task) is applied.

3.1.5 Manual re-energisation

A re-energisation charge applies when a request is received to re-energise a supply point for fuses less than 100 amps by a field visit. Two options for re-energisation are available:

- manual re-energisation (same day)—where the request is received and carried out on the same day
- manual re-energisation (incl. customer transfer)—where the request is received one day and carried out on a different day.

If the re-energisation is required on the same day and we receive the request before 3pm, the 'manual re-energisation (same day)' charge will be applied and the reconnection will occur that day.

If the re-energisation is required for the next business day and we receive the request before 3pm on the previous business day the 're-energisation (incl. customer transfer)' charge is applied.

The charge will not be applied when:

- the customer changes retailer on a scheduled read
- the customer changes name.

The same conditions and applications of the isolation charges or failed field visit charges apply as for the 'manual de-energisation' charge above.

3.1.6 Isolation of supply or reconnection, excluding HV (single)

This charge applies when a customer (or the customer's contractor) is doing works at the site and requests a temporary isolation of supply to allow the customer and/or contractor to perform the planned work on the customer's assets (or work close the assets, or for other safety reasons).

The charge also applies when the customer (or the customer's contractor) requests a reconnection of supply after the isolation, on different date or after hours. Additional types of isolations that are included under this charge are (for example): requests for disconnection at the point of supply (i.e. pole or pit) and service line isolations in association with No Go Zone applications.

The charge does not apply to any isolations or reconnections of high-voltage (HV) assets.

Different charges apply depending on whether the service is provided during or after business hours.

A failed field visit (complex task) is applied when we are unable to complete the task.

3.1.7 Isolation of supply and reconnection after isolation, excluding HV (same day)

This charge applies when a customer (or the customer's contractor) requires: 1) a temporary isolation of supply to enable works on the customer's asset (or the near the asset or for other safety reasons), as well as 2) reconnection of supply after the works are done, to be carried out on the same day (during business hours) and the exact same site.

In this case, the customer (or the customer's contractor) must pre-arrange both an isolation of supply and a reconnection of the same point of supply at the time of requesting services, and the works must be planned for the same day during business hours. For example, when an electrician is carrying out works at a site and

requires a temporary isolation at a certain time of the day and pre-arranges the reconnection an hour later (or any other time within the business hours of the same day), this charge applies.

Any other isolation and reconnection requests, or if any of the works are carried out after hours, should be charged using the single isolation and reconnection charge. The charge does not apply to any isolations or reconnections of HV assets.

A failed field visit (complex task) is applied when we are unable to complete the task.

3.1.8 Standard alteration

This charge is for alterations that are standard in nature, including but not limited to the following services:

- install or remove controlled load
- move meter to new position
- relocate point of attachment or service
- replace meter panel
- re-route mains to new pit
- upgrade maximum demand or change supply capacity control.

If multiple of the above services are required for the customer's alteration, this would be deemed a complex alteration.

Different charges apply depending on whether the service is provided during or after business hours.

A failed field visit (complex task) is applied when we are unable to complete the task.

3.1.9 Complex alteration

This charge is for alteration services of a complex nature, including but not limited to the following services:

- change overhead to underground
- change to group metering panel
- upgrade phase
- CT metering services.

It also includes multiple services during the same site visit, for example a customer requests a metering panel replacement and moving a meter to a new position in the same visit.

Different charges apply depending on whether the service is provided during or after business hours.

A failed field visit (complex task) is applied when we are unable to complete the task.

3.1.10 Installation of possum guards

The fee applies to a customer who requires the provision of a possum guard to a service line.

A failed field visit (complex task) is applied when we are unable to complete the task.

3.1.11 Failed field visit (complex tasks)

This charge applies when the customer (or the customer's contractor) requests a certain type of service, however, when the crew arrive at the site, they are unable to complete the work due to circumstances that are the responsibility of the customer (i.e. restricted access, contractor not ready, etc.). The charge applies when the following services were requested and the crew were unable to complete work:

- new connections and/or abolishments
- any isolation or reconnection after isolation
- any alterations (standard or complex)

- any CT meter works.

Different charges apply depending on whether the failed field visit was during or after business hours.

3.1.12 Failed field visit (simple tasks)

This charge applies when the following services have been requested by the customer (or the customer’s contractor), however, when the crew arrive at the site, they are unable to complete the work due to circumstances that are the responsibility of the customer (i.e. restricted access, contractor not ready, etc.):

- meter/NMI investigation
- manual re-energisation or manual de-energisation
- any meter accuracy test or meter reading (see section 3.4 on metering coordinator services).

3.1.13 Product reference tables - fee based ancillary network services

TABLE 9 FEE BASED ANCILLARY NETWORK SERVICES (GST EXCLUSIVE)

Section reference	Alternative control service	Product code	Business hours, \$	Product code	After hours, \$
New connection where we are the metering coordinator					
B.1.1	Single phase	SPHCBG	598.87	SPHCAG	937.36
B.1.1	Multi-phase DC	MPHCBG	598.87	MPHCAG	937.36
B.1.1	Multi-phase CT	BCCCTB	2,078.73	BCCCTA	3,253.70
New connection where we are not the metering coordinator					
B.1.2	Single phase	SPNRPB	555.75	SPNRPA	937.36
B.1.2	Multi-phase DC	MPNRPB	555.75	MPNRPA	937.36
B.1.2	Multi-phase CT	BCNCTB	1,896.85	BCNCTA	3,253.70
All other charges					
B.1.3	Meter/NMI/site investigation	MNSIB	331.51	MNSIA	580.13
B.1.4	Manual de-energisation	DEENBH	59.30	N/A	N/A
B.1.4	Manual re-energisation (incl. customer transfer)	RECFIB	59.30	RECFAG	103.79
B.1.5	Manual re-energisation (same day)	SPRER	89.39	N/A	N/A
B.1.6	Isolation of supply or reconnection, excluding HV (single)	SVIRSB	380.46	SVISRA	665.79
B.1.7	Isolation of supply and reconnection after isolation, excluding HV (same day)	SVIRDB	699.95	N/A	N/A
B.1.8	Standard alteration	SVSAB	657.43	SVSAA	1,150.52
B.1.9	Complex alteration	SVCAB	817.13	SVCAA	1,429.97
B.1.10	Installation of possum guards	POSGRD	455.08	N/A	N/A
B.1.11	Failed field visit (complex tasks)	SVFVB	369.04	SVFVA	645.81
B.1.12	Failed field visit (simple tasks)	SVFFB	27.85	N/A	N/A

3.2 Quoted Ancillary Network services

Quoted ancillary network services are charges levied on a time and materials basis where the services are highly variable.

All quoted services are based on the greater of actual hours worked or minimum chargeable hours, multiplied by the approved labour rates plus contractor service and materials used. Labour rates on which quotes are based on include:

- administration
- field
- technical

- engineer
- senior engineer.

Labour is billable based on business and after hour rates.

The quoted services we provide are outlined in the table below.

TABLE 10 QUOTED SERVICES WE PROVIDE

Quoted services	Description
Complex supply abolishment	This charge applies when a customer requests permanent removal of our supply assets on a complex site. For example, when supply is directly from a sub-station, when the abolishment requires a design to be completed safely, or when the supply is more than 100 amps.
Rearrangement of network assets at customer request, excluding public lighting assets	This charge applies when a customer requests capital work for which the prime purpose is to satisfy a customer requirement other than new or increased supply, other than where Guideline 14 applies. For example, a customer requests a removal or relocation of service to allow work on private installation.
Audit design and construction	This charge applies when either a third party requests or we deem it necessary to review, approve or accept work undertaken by a third party. Examples include: <ul style="list-style-type: none"> • customer provided buildings, conduits or ducts used to house our electrical assets • customer provided connection facilities including switchboards used in the connection of an electricity supply to their installation • any electrical distribution work completed by our approved contractor that has been engaged by a customer • provision of system plans and system planning scopes, for designers engaged by the customer • reviewing and/or approving plans submitted by designers engaged by the customer.
Specification and design enquiry	This charge applies when design or network planning is required to fairly assess the costs so that an offer can be issued to a customer. Examples include: <ul style="list-style-type: none"> • the route of the network extension required to reach the customer's property • the location of other utility assets • environmental considerations including tree clearing • obtaining necessary permits from State and Local Government bodies • assessment of design and network planning options • specialist services (which may involve design related activities and oversight/inspection works) where the design or construction in is non-standard, technically complex or environmentally sensitive and any enquiries related to distributor assets.
Elective undergrounding	This charge applies when a customer could receive an overhead service but requests an underground service, other than where Guideline 14 applies. For example, a customer requests an underground service where we would consider it safe and prudent to install an overhead service.
High load escorts—surveying and lifting overhead lines	This charge applies when a third party requires safe clearance of overhead lines to allow high load vehicles to pass along roads. This includes surveying and lifting of overhead lines.
High profile antenna installation	This charge applies when customers request to install a high profile antenna to an existing smart meter

Quoted services	Description
No-go zone safety-related services	This charge applies when a customer or third party requests services related to ensuring safety of no-go zone around our assets, including a supply isolation, covering assets with tiger tails and aerial markers, and other related works. For example, a customer/third party is conducting building works at a site near our assets where visual markers (tiger tails) are required for safety.
Reserve feeder maintenance	This charge applies when a customer requests continuity of electricity supply should the feeder providing normal supply to their connection experience interruption. The fee covers the maintenance of the service, it does not include the capital required to implement or replace the service as this is a negotiated connection service
Alteration and relocation of public lighting assets	This charge applies when a customer or a third party requests alteration, rearrangement or relocation of public lighting assets.
New public lighting services including greenfield sites and new light types	This charge applies when a customer or a third party request an installation of new public lighting assets, including new light types and emerging light technologies.
Access to network data - cumbersome requests	This charge applies when a customer or a third party requests electricity network data, including aggregates smart meter data, outside of legislative obligations. For example, a third party requests large quantities of aggregated data outside of our standard practices of legislative obligations. This typically involves aggregating a combination of different meters together, using either the network or other geospatial information.
Complex isolations and alterations, including HV	This charge applies when a customer requests an isolation of supply (e.g. to allow customer and/or contractor to perform maintenance on the customer’s assets, work close to or for safe approach) of HV assets or where there are more complex/larger scale works isolation or alternations. This also includes where works are requested to be perform after hours for multi-occupancy or complex sites. For example, after-hours isolation for customer side works at a large multi-occupancy site, such as a caravan park.
Alterations to the shared distribution network assets	This charge applies when a customer or third party initiates alterations or other improvements to the shared distribution network to enable the third party infrastructure (e.g. NBN Co telecommunications assets) to be installed/altered on the shared distribution network.
Nightwatchman lights	This charge applies when a customer requests to install nightwatchman lights.

A failed field visit (complex task) is applied when we are called to the site and unable to complete the task.

3.2.1 Product reference tables - quoted ancillary network services

TABLE 11 QUOTED SERVICES LABOUR RATES (GST EXCLUSIVE)

Section reference	Labour type	Product code	Business hours, \$/hour	Product code	After hours, \$/hour
3.2	Administration	N/A	111.64	N/A	N/A
3.2	Field	N/A	200.38	N/A	246.67
3.2	Technical	N/A	206.79	N/A	266.74
3.2	Engineer	N/A	181.43	N/A	271.08
3.2	Senior engineer	N/A	237.25	N/A	380.85

Note: (1) Quoted service labour categories are inclusive of allowable overheads

TABLE 12 QUOTED SERVICES PRODUCT CODES (GST EXCLUSIVE)

Section reference	Quoted service	Product codes
3.2	Complex supply abolishment	SACOMP
3.2	Rearrangement of network assets at customer request, excluding public lighting assets	N/A
3.2	Audit design and construction	N/A
3.2	Specification and design enquiry	N/A
3.2	Elective undergrounding	N/A
3.2	High load escorts—surveying and lifting overhead lines	N/A
3.2	High profile antenna installation	HPANIN
3.2	No-go zone safety-related services	HVLVSD/SERCAC
3.2	Reserve feeder maintenance	RESCAP
3.2	Alteration and relocation of public lighting assets	PLMNPR
3.2	New public lighting services including greenfield sites and new light types	NPLSER
3.2	Access to network data - cumbersome requests	ATNMD
3.2	Complex isolations and alterations, including HV	COISAL
3.2	Alterations to the shared distribution network assets	ATSDNA

3.3 Public lighting services

We provide public lighting services for local councils and Victorian Department of Transport. The provision of public lighting services and the respective obligations of our business and public lighting customers are regulated by the Victorian 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.
- The cost of these services is charged to customers through an operation, maintenance, repair and replacement (OM&R) charge per each light.
- All other public lighting services are treated as quoted (see table 12).
- Where a public lighting customer requests the replacement of a light with another light of a different type, then the activities required to fulfil this request fall outside of general OM&R activities. In this circumstance the following charges (rebates) are applied:
 - replacement luminaire – written down value (WDV) recovery (charge)
 - replacement luminaire - avoided costs (rebate).
- The prices for the written down values and avoided cost rebates were included in the AER's final decision public lighting model. For transparency, we have included these prices in our 2023/24 public lighting price list.

3.3.1 Product reference tables - Public lighting OM&R, WDV and avoided cost

TABLE 13 PUBLIC LIGHTING OM&R (GST EXCLUSIVE)

Public lighting charges	\$
Mercury Vapour 80 watt	93.93
Sodium High Pressure 150 watt	144.73
Sodium High Pressure 250 watt	145.64
Fluorescent 2x20 watt	121.16
Fluorescent 3x20 watt	121.16
Mercury Vapour 50 watt	139.00
Mercury Vapour 125 watt	139.00
Mercury Vapour 250 watt	132.52
Mercury Vapour 400 watt	183.49
Mercury Vapour 700 watt	183.49
Sodium High Pressure 70 watt	205.69
Sodium High Pressure 100 watt	159.20
Sodium High Pressure 400 watt	183.49
Metal Halide 70 watt	195.39
Metal Halide 100 watt	195.39
Metal Halide 150 watt	195.39
Metal Halide 250 watt	196.60
Metal Halide 400 watt	196.60
T5 2X14W	53.99
Twin 24w Fluorescent	53.99
32W Compact Fluorescent	53.99
42w Compact Fluorescent	53.99
Category P LED Standard Output	30.72
Category P LED High Output	30.72
Category V LED L1 Standard Output	59.35
Category V LED L2 Medium Output	74.59
Category V L4 LED High Output	78.61
WDV	209.18
Avoided cost	- 32.11

3.4 Unmetered Supplies

Non-contestable unmetered load (NCONUML)

NCONUMLs are different to contestable unmetered loads (type 7 or public lighting) as NCONUML device loads are not predictable and not registered with AEMO on the load table. In Victoria, only streetlight public lighting is permitted to be a contestable unmetered load.

NCONUMLs are permitted, when in the reasonable opinion of the network, the cost of installing, testing and maintaining new metering equipment is likely to exceed the amount paid for the supply and sale of electricity.

The network is not responsible for asset maintenance and supply is for energy use only.

If the network needs to perform maintenance to its assets which the NCONUML is connected to, the customer shall, at its own cost, be responsible for disconnection

Load and Load Profile

Within the National Electricity Market (NEM), the load and load profile for an unmetered device is needed to facilitate billing. In the absence of a network device or sample meter, the customer, retailer and network must agree to a load profile for each device type connected to the network.

Permissible Device Types

The types of devices permitted to be connected as NCONUMLs must be controlled and their load and load patterns must be agreed between the network, customer and the retailer.

3.5 Metering coordinator services

Since 1 December 2017, the responsible person role was replaced by the metering coordinator role. We are the metering coordinator for types 5, 6 and 7 meters. We are responsible for metering coordinator services associated with types 5, 6 and 7 meters which are installed in residential and small commercial premises consuming up to 160 megawatt hours (MWh) per annum. The services provided in relation to these meters include:

- meter provision—includes purchasing meters and installing these meters at the customer's premise
- meter maintenance—includes inspecting, testing, maintaining and repairing meters
- meter replacement—replacement of a meter and associated equipment, at a site with existing metering infrastructure, with a modern equivalent where the meter has reached the end of its economic life
- meter reading and data services—includes collection, processing, storage and delivery of metering data to other participants for billing and market settlement purposes and the management of the relevant NMI
- meter communications—includes maintaining and installing communication devices required to operate the mesh radio network and management of the day-to-day operation of the meter communications systems including meter data delivery, testing, fault detection, investigation and resolution.

One of the two 'failed field visit' charges is applied in situations where we have arrived at the site to undertake works, however the crew are unable to complete the work due to circumstances that are the responsibility of the customer (i.e. restricted access, contractor not ready, customer equipment not in reasonable state or the site is defective etc.). When the issue(s) have been resolved another request will need to be raised and the service charge will apply. The following section details fixed fee ancillary service related to metering.

3.5.1 Meter accuracy test

This charge applies when a request is made to test the accuracy of a meter at a given supply point.

A failed field visit (simple task) is applied when we are unable to complete the task.

3.5.2 Meter accuracy test – additional meters

This charge applies where multiple meters are being tested for accuracy. We will only apply this fee where we have charged the "meter accuracy test" for the first meter tested and we are then testing additional meters at the site on same visit. We will apply this lower charge for each additional meter tested.

3.5.3 Remote meter reconfiguration

The remote reconfiguration charge applies when a request is received to reconfigure a smart meter and has the related infrastructure in place.

3.5.4 Special reading

The special meter reading charge applies when a request for a special meter read is to be performed by a field visit outside the scheduled meter reading cycle. Where customers have multiple metering installations, such as farms and units, a separate charge applies to each meter on the property. This charge is only available during business hours.

3.5.5 Manual meter reading charge – basic or manually read interval meter

charge for manually reading a basic or manually-read interval meter.

A failed field visit (simple task) is applied when we are unable to complete the task.

3.5.6 Meter exit fees

The meter exit fees are charged for each meter at a premises in cases where the customer moves to a competitive meter services provider, or when a site is converted to an embedded network. There is one charge for each of the following types of meter:

- single phase
- three phase DC meter
- three phase CT connected meter
- basic or manually read interval meter.

3.5.7 Product reference tables - metering coordinator services

TABLE 14 CHARGES FOR AMI METERING CHARGES OF SINGLE AND THREE PHASE METERS. (NOMINAL, GST EXCLUSIVE)

AMI metering charges per meter		\$
Single phase single element meter		48.20
Single phase single element meter with contactor		48.20
Three phase direct connected meter		54.34
Three phase current transformer connected meter		57.63

TABLE 15 ANCILLARY SERVICES RELATED TO METERING (NOMINAL, GST EXCLUSIVE)

Section reference	Alternative control service	Product code	Business hours, \$	Product code	After hours, \$
B.4.1	Meter accuracy test	METAB	331.51	METAA	580.13
B.4.2	Meter accuracy test - additional meters	METAAB	159.07	N/A	N/A
B.4.3	Remote meter reconfiguration	MECFRM	79.06	N/A	N/A
B.4.4	Special reading	SPECRD	27.85	N/A	N/A

TABLE 16 METERING EXIT FEES (NOMINAL, GST EXCLUSIVE)

Section reference	Metering exit fees	Product code	\$
B.4.6	Single phase	MEASPB	264.96
B.4.6	Three phase DC	MEA3PB	306.31
B.4.6	Three phase CT	MEACTB	329.24
B.4.6	Basic or MRIM all	MEBMB	52.94

3.6 Reserve feeder services

We provide feeder services to customers on request. The installation of a reserve feeder is paid for by the customer upfront. The charges below are for the ongoing operating and maintenance of reserve feeder

TABLE 17 RESERVED FEEDER CHARGES

Voltage level	Product code	\$/kVA/year
Low voltage	RFLV	9.62
High voltage	RFHV	5.51
Sub-transmission	RFS	0.95

Notes:

- The reserve feeder maintenance charge applies when a customer requests continuity of electricity supply should the feeder providing normal supply to their connection experience interruption.
- The reserve feeder capacity is made available from an alternative feeder that has the available capacity to facilitate the requirements that the customer has nominated. The feeder facilitating reserve capacity may

emanate from another zone substation or an alternative bus from the same zone substation facilitating electricity supply to the substation on the customer site.

- The fee covers the operation and maintenance of the service, it does not include the capital required to implement or replace the service as this is covered in the connection agreement.