



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

*Applicable from 24 April 2009*

**CitiPower**  
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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 CitiPower. After hours rates will apply for work performed outside of normal CitiPower 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>Business Hours (Truck Visit)</b>	7:30am-4:30pm Monday to Friday (excluding public holidays)
<b>After Hours</b>	All other times

Agreement between CitiPower 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. CitiPower will issue a “Tax Invoice” for all services provided by CitiPower. For further information on CitiPower please refer to [www.citipower.com.au](http://www.citipower.com.au)

CitiPower’s ABN is 75 569 155 798.

## 1. CONNECTION

These charges apply to customers moving into new or existing premises. 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 with Service and Installations Rules or 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 supply to properties under construction.

#### 1.1.1 Single Premise

**Table 2: Single Premise Connection Prices**

<b>Connection – CitiPower is responsible for metering</b>	<b>Product Code</b>	<b>Business Hours (Truck Visit) GST inclusive</b>	<b>Product Code</b>	<b>After Hours (Truck Visit) GST inclusive*</b>
Single Phase Non Off Peak	SPBH	\$215.30	SPAH	\$337.25
Single Phase Off Peak	SOBH	\$284.60	SOAH	\$406.55
Three Phase Direct Connected	TDBH	\$423.05	TDAAH	\$630.70
Three Phase CT Connected	CTBH	\$786.05	SMCA	\$993.70
<b>Connection – CitiPower is not responsible for meter installation</b>	<b>Product Code</b>	<b>Business Hours (Truck Visit) GST inclusive</b>	<b>Product Code</b>	<b>After Hours (Truck Visit) GST inclusive*</b>
Single Phase Non Off Peak	PSPBH	\$152.60	PSPAH	\$274.55
Single Phase Off Peak	PSOBH	\$152.60	PSOAH	\$274.55
Three Phase Direct Connected	PTDBH	\$258.05	PTDAH	\$465.70
Three Phase CT Connected	PSMCB	\$258.05	PSMCA	\$465.70

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

#### 1.1.2 Multiple Premises

**Table 3: Multiple Premises Connection Price**

<b>Connection – CitiPower is responsible for metering</b>	<b>Product Code</b>	<b>Business Hours (Truck Visit) GST inclusive</b>	<b>Product Code</b>	<b>After Hours (Truck Visit) GST inclusive*</b>
Single Phase Non Off Peak (each)	MPBH	\$99.95	MPAH	\$117.55
Single Phase Off Peak (each)	MOBH	\$169.25	MOAH	\$186.85
Three Phase Direct Connected (each)	MTBH	\$209.95	MTAH	\$245.10
Three Phase CT Connected (each)	MCTB	\$572.95	MCTA	\$608.10
<b>Connection – CitiPower is not responsible for meter installation</b>	<b>Product Code</b>	<b>Business Hours (Truck Visit) GST inclusive</b>	<b>Product Code</b>	<b>After Hours (Truck Visit) GST inclusive*</b>
Single Phase Non Off Peak (each)	PMPBH	\$37.25	PMPAH	\$54.85

<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).

Single Phase Off Peak (each)	MMOBH	\$37.25	MMOAH	\$54.85
Three Phase Direct Connected (each)	PMTBH	\$44.95	PMTAH	\$80.10
Three Phase CT Connected (each)	PMCTB	\$44.95	PMCTA	\$80.10

\*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	06NH	\$26.20	06AH	\$171.35

### 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	06NH	\$26.20	06AH	\$171.35

## 1.3 Temporary Supplies

### 1.3.1 Temporary Supply (direct connected – building construction supply)

A temporary supply is provided where supply is requested for a known limited period – generally a few weeks but potentially up to 5 years.

A metered temporary supply is provided subject to the following:

- Sufficient supply capacity is available at the pillar, pit or distribution pole and within servicing distance of the desired location; and
- A completed and signed Electrical Work Request, together with the appropriate paperwork from the Registered Electrical Contractor, is lodged with the distributor; and
- The retailer has been notified.

The charge for temporary supplies covers overhead or underground, single-phase or multi-phase supply. All temporary supplies must be metered.

Temporary supplies attract a Temporary Supply charge *plus* the appropriate standard tariff charges for energy consumption (including the supply charge). The charge includes a provision to abolish the temporary supply when a permanent supply is installed (co-incident abolishment). A customer may request that a temporary supply remain connected for up to 12 months after the permanent supply has been installed. A 30 minute truck visit charge applies where the customer requests a separate visit for abolishment (independent abolishment). For large temporary supplies, charges will be negotiated with the Service Provider at recoverable works rates.

### 1.3.2 Single or Multi-Phase Coincident Abolishment

**Table 6: Temporary Connection for Construction Purposes Price**

Connection	Product Code	Business Hours (Truck Visit) GST inclusive	Product Code	After Hours (Truck Visit) GST inclusive
Underground or Overhead, Single or Multi-Phase (Disconnection to coincide with permanent connection)	04NH	\$225.20	04AH	\$461.35

### 1.4 Additional Charges

An additional attendance charge is applied in those situations where CitiPower 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 7: 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	07NH	\$65.90	07AH	\$199.90

### 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 8: Adjust Time Switch Prices**

Field Office Visit	Product Code	Business Hours GST inclusive	Product Code	After Hours GST inclusive
Adjust Time Switch	06NH	\$26.20	06AH	\$171.35

### 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 visit or attendance beyond the allotted time, additional charges may apply.

**Table 9: 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 for Electrical Contractor per Visit	06NH	\$26.20	06AH	\$171.35

## **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, a separate charge applies to each metering installation.

**Table 10: 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	06NH	\$26.20	06AH	\$171.35

### 3. SERVICE TRUCK VISIT

Service truck visit charges apply to all service truck visits requested by customers and contractors. A service truck call-out charge is applied for a site for 15 minutes and an additional charge is incurred for every additional 15 mins on site.

#### 3.1 Service Trucks

##### 3.1.1 Service Truck Visit

**Table 11: Service Truck Visit Price**

Service Truck Visit	Product Code	Business Hours (Truck Visit) GST inclusive	Product Code	After Hours (Truck Visit) GST inclusive
Service Truck call-out (includes the first 15 minutes)	STV	\$143.90	STV	\$351.50
On site rate (for each additional 15 minutes)		\$31.90		\$40.25

##### 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**

Service Truck Visit	Product Code	Business Hours (Truck Visit) GST inclusive	Product Code	After Hours (Truck Visit) GST inclusive
Wasted Service Truck Visit	09NH	\$143.90	09AH	\$351.50

#### 4. ELECTIVE UNDERGROUND SERVICES

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

**Table 13: Elective Underground Servicing Price**

<b>Elective Underground Servicing Excludes all civil works, reinstatement and conduits</b>	<b>Product Code</b>	<b>Business Hours (Truck Visit) GST inclusive</b>	<b>Product Code</b>	<b>After Hours (Truck Visit) GST inclusive</b>
Supply up to 100A	24NH	\$682.15	24AH	\$867.80
Supply up to 170A	26NH	\$1,305.00	26AH	\$1,579.65

**Table 14: Underground Conduits Price**

<b>Elective Underground Servicing</b>	<b>Product Code</b>	<b>Business Hours (Truck Visit) GST inclusive</b>	<b>Product Code</b>	<b>After Hours (Truck Visit) GST inclusive</b>
Conduit Price Per Metre - Supply up to 100A	25	\$7.85/m	25	\$7.85/m
Conduit Price Per Metre - Supply up to 170A	27	\$18.50/m	27	\$18.50/m

## 5. COVERING OF LOW VOLTAGE MAINS

This charge usually applies where builders request coverage of powerlines close to a construction site for safety reasons. The 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.

### 5.1 Provide and Remove Covering on Overhead Low Voltage Lines

**Table 15: Temporary Cover Price for Overhead Low Voltage Lines**

Temporary Cover (per wire per span, including one month rental)	Product Code	Business Hours (Truck Visit) GST inclusive	Product Code	After Hours GST inclusive
Temporary Covers on Overhead Low Voltage Street Mains	28NH	\$645.90	28AH	\$840.35
Temporary Covers on Overhead Low Voltage Service Cable	28NH	\$645.90	28AH	\$840.35

### 5.2 Temporary Cover of Overhead Low Voltage Lines Material Rental Price

**Table 16: Materials Price for Each Additional Month Rental of Temporary Cover**

Materials for Each Additional Month (per wire per span)	Product Code	Business Hours (Truck Visit) GST inclusive	Product Code	After Hours GST inclusive
Street Mains Cover - Material Rental	29	\$47.80	-	N/A
Service Cable Cover - Material Rental	29	\$47.80	-	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 17: Price for Service Cable Pulled Down by High Load**

<b>Service Cable</b>	<b>Product Code</b>	<b>Business Hours (Truck Visit) GST inclusive</b>	<b>Product Code</b>	<b>After Hours (Truck Visit) GST inclusive</b>
Service Cable Pulled Down by High Load	30NH	\$1,172.10	30AH	\$1,327.00

## 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.

**Table 18: Public Lighting Operation, Maintenance & Replacement Prices**

Public Lighting Type	Product Code						Annual \$ charge approved by the Commission GST Inclusive
	1/3 Share	1/2 Share	2/3 Share	1/10 Share	9/10 Share	Full Share	
Compact Fluorescent T5 (2 X 14W)	510687	510691	510695	510699	510703	510683	\$33.08
Compact Fluorescent T5 (2 X 24W) <sup>1</sup>	510688	510692	510696	510670	510704	510684	\$36.54
Compact Fluorescent CF42 <sup>1</sup>	510689	510693	510697	510671	510705	510685	\$31.24
Replacement luminaire <sup>2</sup>	510690	510694	510698	510702	510706	510686	\$80.67
Fluorescent 20 watt	510227	510228	510229	510589	510610	510230	\$89.20
Fluorescent 40 watt	510231	510232	510233	510590	510611	510234	\$89.65
Mercury vapour 50 watt	510262	510263	510264	510592	510612	510265	\$63.66
Mercury vapour 80 watt	510266	510267	510268	510593	510613	510269	\$44.83
Mercury vapour 125 watt	510270	510271	510272	510594	510614	510273	\$70.83
Mercury vapour 250 watt	510274	510275	510276	510595	510615	510277	\$68.51
Mercury vapour 400 watt	510278	510279	510280	510596	510616	510281	\$69.32
Mercury vapour 700 watt	510282	510283	510284	510597	510617	510285	\$101.95
Sodium low pressure 70 watt	510235	510236	510237	510598	510618	510238	\$95.03
Sodium low pressure 100 watt	510239	510240	510241	510599	510619	510242	\$81.90
Sodium low pressure 150 watt	510243	510244	510245	510600	510620	510246	\$80.29
Sodium low pressure 220 watt	-	-	-	510601	510632	510247	\$81.74
Sodium low pressure 250 watt	510248	510249	510250	510602	510621	510251	\$81.55
Sodium low pressure 360 watt	-	510252	-	510629	510633	510253	\$83.18
Sodium low pressure 400 watt	510254	510255	510256	510603	510622	510257	\$89.71
Sodium low pressure 1000 watt	510258	510259	510260	510604	510623	510261	\$161.48
Metal halide 70 watt	510286	510287	510288	510605	510624	510289	\$146.58
Metal halide 100 watt	-	-	-	510630	510634	510290	\$126.05
Metal halide 150 watt	510291	510292	510293	510606	510625	510294	\$126.85
Metal halide 250 watt	510299	510300	510301	510607	510626	510302	\$97.87
Metal halide 400 watt	510303	510304	510305	510608	510627	510306	\$97.87
Metal halide 1000 watt	510307	510308	510309	510609	510628	510310	\$145.98

<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 fluorescent 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.

The provision of new or additional public lighting or alteration or relocation of public lighting assets is not included in the above charges. 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.

## 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 with the capabilities of a type 1, 2, 3 or 4 installation.

**Table 19: Meter Provision Price >160MWh**

Meter Provision	Product Code	Business Hours (Truck Visit) GST inclusive	Product Code	After Hours (Truck Visit) GST inclusive
2- or 3-Phase Direct Connected	510703	\$180.52	-	N/A
3-Phase CT Connected	510704	\$322.75	-	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 20: Meter Data Services Price >160MWh**

Meter Data Service	Product Code	Business Hours (Truck Visit) GST inclusive	Product Code	After Hours (Truck Visit) GST inclusive
Monthly Read (per NMI per annum)	N/A	\$36.69	-	N/A
Quarterly Read (per NMI per annum)	N/A	\$13.09	-	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 charge applies where CitiPower is the Responsible Person for meter reading and a customer or retailer (on a customer's behalf) requests request 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 21: 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 22: Meter Equipment Test Price**

<b>Meter Equipment Test</b>	<b>Product Code</b>	<b>Business Hours (Truck Visit) GST inclusive</b>	<b>Product Code</b>	<b>After Hours (Truck Visit) GST inclusive</b>
Single Phase	18NH	\$120.85	18AH	\$202.10
Single Phase – Each Additional Meter	19NH	\$45.05	19AH	\$166.95
Multi Phase	20NH	\$302.10	20AH	\$406.45
Multi Phase – Each Additional Meter	21NH	\$175.75	21AH	\$321.85

## 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.

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 23: 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)	16	\$83.50	-	RW
Provision of Synchronising Service (service truck visit required)	17	\$240.55	-	RW

## 11. MISCELLANEOUS CHARGES

### 11.1 Emergency and Fault Calls

This charge will only apply to cases where the fault was caused by ISOLATION, FAILURE or OVERLOAD of the customer's equipment. This charge is payable to CitiPower's contractor. Additional charges will apply for any investigation or repair work conducted by the contractor. This work should be supported by written agreement between the customer and CitiPower's contractor and any such agreement will not involve CitiPower.

**Table 24: Price of Emergency and Fault Calls**

<b>Additional fuses</b>	<b>Product Code</b>	<b>Business Hours GST inclusive</b>	<b>Product Code</b>	<b>After Hours GST inclusive</b>
Cost to attend site	15	\$57.10	-	RW