

# Ancillary services – Fee-based services application and price guide

For the 2024-2029 regulatory  
control period

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Public



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V 1.0	9/05/2024	LD	Initial document
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TasNetworks acknowledges the palawa (Tasmanian Aboriginal community) as the original owners and custodians of lutruwita (Tasmania). TasNetworks, acknowledges the palawa have maintained their spiritual and cultural connection to the land and water. We pay respect to Elders past and present and all Aboriginal and Torres Strait Islander peoples.

# Contents

<b>1.</b>	<b>Introduction</b>	<b>5</b>
<b>2.</b>	<b>Application of fee-based services tariffs</b>	<b>7</b>
2.1	TasNetworks	7
2.2	Goods and services tax (GST)	7
2.3	Fee based service charges	7
2.4	Time zones	7
2.5	Scheduled day for service delivery	7
2.6	Request process	7
2.7	Business day	8
2.8	Field operational hours	8
2.9	After hours fees	8
2.10	Invoicing process	8
2.11	Connection and alteration fee based services	8
<b>3.</b>	<b>Assigning and reassigning customers to fee-based service tariff classes</b>	<b>9</b>
3.1	Assigning customers to fee-based service tariffs	9
3.2	Reassignment of customers to fee-based service tariffs	9
<b>4.</b>	<b>Retail contract termination, de-energisation, re-energisation, energisation and special meter reads</b>	<b>10</b>
4.1	General conditions	10
4.2	Site visit – no appointment	10
4.3	Site visit – no appointment (special read)	11
4.4	Site visit – non-scheduled visit	11
4.5	Site visit – same day premium service	11
4.6	Site visit – after hours	11
4.7	Site visit – credit action or site issues	11
4.8	Site visit – credit action pillar box/pole top	11
4.9	Site visit – current transformer (CT) metering	12
4.10	Site visit – pillar box/pole top	12
4.11	Site visit – pillar box/pole top wasted visit	12
4.12	Transfer of retailer	12
<b>5.</b>	<b>Meter testing</b>	<b>13</b>
5.1	Meter test – single phase	13

5.2	Meter test – multi-phase	13
5.3	Meter test – current transformer	13
5.4	Meter test – after hours	13
5.5	Meter test – wasted visit	14
<b>6.</b>	<b>Tee-up/appointment</b>	<b>15</b>
6.1	Tee-up/appointment	15
6.2	Tee-up/appointment – after hours	15
6.3	Tee-up/appointment – no truck – after hours	15
6.4	Traffic Control	15
<b>7.</b>	<b>Miscellaneous services</b>	<b>16</b>
7.1	Open turret	16
7.2	Alteration to unmetered supply	16
7.3	Meter relocation (TasNetworks meter)	16
7.4	Administration	16
7.5	Network tariff change	16
7.6	Emergency maintenance contestable meters	17
7.7	Emergency maintenance contestable meters – after hours	17
7.8	Meter recovery and disposal	17
7.9	Miscellaneous service	17
7.10	Miscellaneous service – after hours	17
7.11	Miscellaneous service – wasted visit	17
<b>8.</b>	<b>Basic connection establishment charges</b>	<b>18</b>
8.1	Creation of a National Metering Identifier (NMI)	18
8.2	Overhead service, single span – single phase	18
8.3	Overhead service, single span – multi-phase	18
8.4	Underground service with turret/cabinet – single phase	19
8.5	B3.Underground service with turret/cabinet – multi-phase	19
8.6	Underground service with pole mounted fuse – single phase	19
8.7	Underground service with pole mounted fuse – multi-phase	19
8.8	Basic connection establishment– after hours	19
8.9	Connection establishment wasted visit	19
<b>9.</b>	<b>Temporary disconnection/ reconnection charges</b>	<b>20</b>
9.1	Disconnect/reconnect overhead service – single-phase	20
9.2	Disconnect/reconnect overhead service for – multi-phase	20

9.3	Temporary disconnect/reconnect	20
9.4	Temporary disconnect/reconnect – reconnect only	20
9.5	Temporary disconnect/reconnect – after hours	20
9.6	Temporary disconnect/reconnect – wasted visit	21
<b>10.</b>	<b>Basic connection alteration</b>	<b>22</b>
10.1	Connection alteration – overhead single-phase	22
10.2	Connection alteration – overhead multi-phase	22
10.3	Connection of new consumer mains to an existing installation – underground single phase to TasNetworks’ pole	23
10.4	Connection of new consumer mains to an existing installation – underground multi-phase to turret	23
10.5	Connection of new consumer mains to an existing installation – underground multi-phase to TasNetworks’ pole	23
10.6	Augment single phase overhead service to multi-phase supply	24
10.7	Augment multi-phase overhead service to single-phase supply	24
10.8	Augment single phase overhead service to underground supply (turret)	24
10.9	Augment multi-phase overhead service to underground supply (turret)	24
10.10	Augment single phase overhead service to underground supply (TasNetworks’ pole)	25
10.11	Augment multi-phase overhead service to underground supply (TasNetworks’ pole)	25
10.12	Basic connection alteration – after hours	25
10.13	Basic connection – wasted visit	25
<b>11.</b>	<b>Supply abolishment</b>	<b>26</b>
<b>12.</b>	<b>Procedure for reviewing complaints and disputes</b>	<b>27</b>
12.1	Internal procedure for reviewing objections	27
12.2	Objection not resolved to satisfaction of customer under internal review process	27
<b>13.</b>	<b>Fee based services charges for 2024-25</b>	<b>28</b>
<b>14.</b>	<b>Schedule 1: TasNetworks’ service area calendar</b>	<b>32</b>
14.1	North West	33
14.2	North	33
14.3	South	33
<b>16.</b>	<b>Glossary</b>	<b>35</b>

# 1. Introduction

This *2024-2029 Ancillary Services – Fee Based Services Application and Price Guide* outlines TasNetworks' terms and conditions for the provision of fee-based services and applies for the period 1 July 2024 to 30 June 2029.

Fee based services are those services provided by TasNetworks where the service is, in general, provided for the benefit of a single customer rather than uniformly supplied to all customers, which means that the cost of providing that service is recovered from that customer, rather than the wider customer base. These services are provided upon request and are typically initiated by way of a service order received from a retailer on behalf of their customer or through submission of an electrical works request (**EWR**) and connection application form (when applicable).

For these services, instead of setting a revenue cap for TasNetworks, as is the case with the provisions of standard control (general network) services, the Australian Energy Regulatory (**AER**) caps the prices that TasNetworks can charge.

The installation and replacement of meters was previously a commonly utilised fee-based service. However, changes in the National Electricity Rules (**Rules**) mean that since 1 December 2017 TasNetworks no longer installs new meters or replaces existing meters. TasNetworks will continue to provide some metering services for its existing stock of meters, until those meters are replaced with advanced meters by retailers, as part of the reforms to metering arrangements that commenced in December 2017. But the installation of new meters or replacement of faulty meters is no longer a service provided by TasNetworks.

The service levels provided by TasNetworks for fee-based services are shown in Table 1. For further information please read TasNetworks' Service and Installation Rules<sup>1</sup>.

**Table 1: Service levels for fee-based services**

Service category	Service level
<b>Retail contract termination, energisation, de-energisation, re-energisation and special meter reads</b>	Services will be performed on the scheduled date requested by the retailer, providing they do not involve any changes to the network, are submitted on a day the locality where the customer is located is due to be serviced (as per Schedule 1) and there is no minimum notification period required for an outage.
<b>Meter test</b>	All meter testing will be delivered within 15 business days of receiving a retailer's service order, unless otherwise agreed.
<b>Tee-up/appointment</b>	TasNetworks personnel will attend on-site on the date and/or time agreed with the customer or third party requesting their attendance. Any service associated with a tee-up will be delivered on an agreed date rather than the timeframes indicated against the service category.

<sup>1</sup> See *Service and Installation Rules v8.4 (September 2023)*

Service category	Service level
<b>Miscellaneous service</b>	Miscellaneous services will be delivered within 10 business days of receiving a retailer's service order, unless otherwise agreed.
<b>Connection establishment</b>	Where an alteration to the network is not required, connection establishment will be delivered within 10 business days <sup>2</sup> from receipt of a valid Business to Business Electronic Request ( <b>B2B</b> ) service order from the customer's retailer, following the approval of a basic connection application and receipt of a valid EWR from the customer's electrical contractor.
<b>Temporary disconnection/reconnection</b>	Temporary disconnections/reconnections will be delivered on a date agreed with the relevant parties.
<b>Basic connection alteration</b>	Where an alteration to the network is not required, a basic connection alteration will be delivered within 10 business days <sup>2</sup> from receipt of a valid B2B service order (where applicable), following the approval of a valid connection application (if required) and a valid EWR from the customer's electrical contractor, providing a tee-up is not required.

<sup>2</sup> These timeframes do not include the installation of metering as this task is not TasNetworks' responsibility. The retailer can advise on timeframes for metering installation

## 2. Application of fee-based services tariffs

### 2.1 TasNetworks

All references to TasNetworks within this *2024-2029 Ancillary Services – Fee Based Services Application and Price Guide*, unless otherwise stated, are to TasNetworks in its capacity as a licensed distribution network service provider in the Tasmanian region of the National Electricity Market (**NEM**) only.

### 2.2 Goods and services tax (GST)

Unless stated otherwise, the metering services tariffs published by TasNetworks are exclusive of GST.

### 2.3 Fee based service charges

The fee based service charges within this Guide are calculated in accordance with the AER's Final Distribution Determination for TasNetworks<sup>3</sup>.

### 2.4 Time zones

Tasmania is part of the Australian Eastern Time (**AEST**) zone. All times in this document refer to Tasmanian local time.

### 2.5 Scheduled day for service delivery

A scheduled day for service delivery is a day of the week that a particular locality is scheduled to be visited by TasNetworks personnel for the purposes of undertaking services such as retail contract termination, energisation, de-energisation, re-energisation, credit action or special meter reads, as per the service area calendar detailed in Schedule 1 of this Guide.

### 2.6 Request process

TasNetworks' service order process aligns with jurisdictional business-to-business (**B2B**) service order procedures. A B2B service order from a retailer is required for the provision of most fee-based services.

Connections and alterations to the network may be initiated by the customer by means of TasNetworks' application process for basic connection services and will also require the lodgement and acceptance by TasNetworks of a EWR by a licensed electrical contractor. Information on the connection and alteration application process can be found on TasNetworks' website using the below link:

<https://www.tasnetworks.com.au/connections-help>

Applications can be submitted via TasNetworks' Connections Portal at:

<https://connections.tasnetworks.com.au/account/login>

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<sup>3</sup> Refer [AER - Final decision - TasNetworks Distribution 2024-29 - TasNetworks-Ancillary Services Model- Dec 22 | Australian Energy Regulator \(AER\)](#)



## 2.7 Business day

A business day is any day other than a Saturday, Sunday or a day which is a gazetted public holiday in any part of mainland Tasmania.

## 2.8 Field operational hours

TasNetworks' field operational hours are the hours between 7:30 am and 4:20 pm on a business day.

## 2.9 After hours fees

After hours fees apply where part or all of the work or travel associated with a service falls outside field operational hours.

## 2.10 Invoicing process

TasNetworks is responsible for managing the fee-based services charging process. This is typically done via the Service Order Management system using the applicable product codes. In these situations, the charges will be issued in compliance with the jurisdictional distribution billing B2B protocols, and the services will be invoiced via the customer's retailer. In some cases, however, TasNetworks may invoice a customer or third party directly.

## 2.11 Connection and alteration fee based services

TasNetworks' connection and alteration fee-based services, which can be found at TasNetworks' website<sup>4</sup>, sets out the connection and alteration services offered by TasNetworks. The agreement to deliver these services, as outlined in this Guide, is undertaken when:

- there is no minimum notification period required for an outage;
- there is unhindered access to the metering and connection servicing assets;
- there are no safety issues associated with the delivery of the service;
- the electrical contractor has performed work to agreed standards; and
- the network infrastructure required to facilitate delivery of the service is present.

Note: the installation of new meters is no longer performed by TasNetworks.

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<sup>4</sup> See [Fees - connections and alterations - TasNetworks](#)

# 3. Assigning and reassigning customers to fee-based service tariff classes

## 3.1 Assigning customers to fee-based service tariffs

A fee-based service is considered to be a tariff class under the Rules. The Rules require TasNetworks to describe how customers are assigned to tariff classes.

TasNetworks assigns customers to fee-based service tariff classes on the basis of the fee-based service selected. Customers are assigned into one of the following fee-based service tariff classes:

- retail contract termination, de-energisation, re-energisation, energisation and special meter reads;
- meter testing;
- tee-up;
- miscellaneous services;
- connection establishment;
- temporary disconnection/reconnection; and
- basic connection alteration.

Customers may be assigned to at least one fee-based service tariff class. Assignment to fee-based service tariff classes is based on the type of service provided.

## 3.2 Reassignment of customers to fee-based service tariffs

Customers will not be reassigned to a different fee-based service class for the provision of a fee based service.

## 4. Retail contract termination, de-energisation, re-energisation, energisation and special meter reads

### 4.1 General conditions

These services require an authorised officer of TasNetworks to visit a customer's premises to undertake a retail contract termination, de-energisation, re-energisation, and energisation or perform a special meter read (basic meters only). Special meter reads will only be performed on basic type 6 meters owned by TasNetworks. Unless otherwise advised by TasNetworks, these services will be performed on the scheduled date requested by the retailer with the exception of de-energisations, which are undertaken in a manner consistent with Rule 111 of the National Electricity Retail Rules (**NERR**). De-energisation without consultation with the customer will occur on a regular scheduled day for service delivery.

Unless specified, the services will be scheduled in the most efficient manner within TasNetworks' work schedule. If a service is required to be performed at a specified time, it will be treated as a tee-up service request. Section 7 of this document outlines the fees associated with tee-up services.

Unless specified, the customer will not be consulted prior to the work being undertaken. If customer consultation is required, the service will be treated as a tee-up service request.

Retailer service orders received after 3:00 pm on any business day will be deemed to have been received the next business day. The cut off for same day connection before they are deemed to be after hours is 3:00 pm.

A scheduled day for service delivery is a day that the area in which the customer's premises are located is normally serviced by TasNetworks.

In accordance with rule 111 of the NERR, protected periods apply to de-energisations, during which de-energisations are not permitted. The protected periods are:

- a business day before 8:00 am or after 3:00 pm; or
- a Friday or the day before a public holiday; or
- a weekend or a public holiday; or
- the days between 20 December and 31 December (inclusive).

De-energisations that are requested to occur within a protected period will not be performed until that period has concluded, in accordance with rule 111 of the NERR, unless requested by the customer.

### 4.2 Site visit – no appointment

If no appointment is required, visits to customer premises during field operational hours to perform de-energisations, re-energisations, or energisations, will be undertaken on the regular scheduled day for service delivery in the locality in question.

### 4.3 Site visit – no appointment (special read)

If no appointment is required, visits to customer premises during field operational hours to perform special reads, will be undertaken on the regular scheduled day for service delivery in the locality in question.

### 4.4 Site visit – non-scheduled visit

Where no appointment is required, visits to customer premises for the purposes of performing de-energisations, re-energisations or energisations that are undertaken during field operational hours but requested to be carried out on a day that is not a regular scheduled day for service delivery will be treated as a non-scheduled site visit. Visits to customer premises to perform re-energisations during field operational hours where the visit is required on the same day as the retailer's request will also be treated as a non-scheduled site visit if the request is received by TasNetworks before 11:00 am on that day.

### 4.5 Site visit – same day premium service

Visits to customer premises during field operational hours to perform a re-energisation or energisation, where no appointment is required but the visit is required on the same day as a retailer's request, will be classified as a same day premium service if the request from the retailer is received by TasNetworks after 11:00 am, and prior to 3:00 pm on that day. Requests received after 3:00 pm are treated as a Site visit – after hours.

### 4.6 Site visit – after hours

Visits to customer premises to perform a re-energisation or energisation where no appointment is required, the visit is required on the day of the customer's request and has been requested after 3pm will be classified as an after-hours site visit.

### 4.7 Site visit – credit action or site issues

Visits to a customer's premises during field operational hours due to a credit issue or a request from a retailer that the site be de-energised without consultation with the customer, where no appointment is required and the requested date is on a day that is a regular scheduled day for service delivery, are classified as a site visit for the purposes of credit action or site issues.

Protected periods (as defined by the NERR) will apply in respect to this fee-based service.

The fee for this service does not include costs which may apply for the repair of damaged equipment.

### 4.8 Site visit – credit action pillar box/pole top

Visits to a customer's premises during field operational hours to perform a de-energisation due to a credit issue, other than at the distribution point of attachment, switchboard isolation fuse or disconnect switch, where no appointment is required, and the visit occurs on the regular scheduled day are classified as a pillar box/pole top credit action site visit.

Protected periods (as defined by the NERR) will apply in respect to this fee-based service.

The fee for this service does not include costs which may apply for the repair of damaged equipment.

## 4.9 Site visit – current transformer (CT) metering

Visits to a customer's premises during field operational hours on a scheduled service delivery day to de-energise or re-energise a site where current transformer metering is in use are classified as current transformer (CT) metering site visit.

## 4.10 Site visit – pillar box/pole top

Pillar box/pole top site visits refer to a visit to a customer's premises during field operational hours to de-energise the site by means other than the point of attachment, switchboard isolation fuse or disconnect switch, without consultation with the customer and where no appointment is required.

Protected periods (as defined by the NERR) will apply in respect to this fee-based service.

## 4.11 Site visit – pillar box/pole top wasted visit

This service applies to visits to a customer's premises during field operational hours to undertake a Site visit – pillar box/pole top where the service could not be completed due to issues at the customer's premises.

## 4.12 Transfer of retailer

The transfer of premises from one retailer to another retailer where the meter read date for those premises is effective as per the meter reading schedule will not incur a fee if no site visit is required.

A transfer of premises to another retailer which involves a site visit or is requested for a date other than the scheduled meter read date will incur a site visit fee.

## 5. Meter testing

Meter testing services involve a visit to a customer's premises by an authorised officer of TasNetworks to undertake the testing of a TasNetworks owned meter(s) at the request of a retailer.

All services are to be delivered within 15 business days of TasNetworks' receipt of a completed retailer's service order, unless an alternative date for the service has been agreed.

Service orders received from retailers after 3:00 pm on any business day will be deemed to have been received on the next business day.

If a service is required to be performed at a specified time it will be treated as a tee-up service. Section 7 of this document outlines the fees associated with tee-up services. If customer consultation is required an additional tee-up service will be charged.

The charges for meter testing are applied per meter tested, as opposed to per electrical installation. The retailer is to provide details of the meter(s) for testing. If no details are received by TasNetworks regarding the specific meter(s) to be tested at a customer's premises, it will be assumed that all meters at the site are to be tested and charges will be applied to the testing of each meter.

No meter testing fee will apply if a meter is found to be faulty.

Where the provision of a meter testing service is unable to be undertaken due to issues at the customer's premises that are outside the control of TasNetworks, a Meter test – wasted visit fee may be charged.

### 5.1 Meter test – single phase

This service refers to a visit to a customer's premises during field operational hours to test a single-phase meter at the request of a retailer, where no appointment is required.

### 5.2 Meter test – multi-phase

This service refers to a visit to a customer's premises during field operational hours to test a multi-phase meter at the request of a retailer, where no appointment is required.

### 5.3 Meter test – current transformer

This service refers to a visit to customer premises during field operational hours where no appointment is required, to test a current transformer (CT) meter at the request of the retailer.

### 5.4 Meter test – after hours

This service refers to a visit to a customer's premises, undertaken outside field operational hours at the request of the retailer and where no appointment is required, to undertake the following services:

- meter test – single phase; or
- meter test – multi-phase; or
- meter test – CT.

## 5.5 Meter test – wasted visit

This service refers to a visit to a customer's premises during field operational hours to test a meter at the request of the retailer where the test could not be completed due to issues at the customer's premises.

A Meter test – after hours fee will also be charged where a visit to test a meter at the request of the retailer occurs outside of field operational hours and could not be completed due to issues at the customer's premises.

## 6. Tee-up/appointment

A tee-up occurs when a customer's electrical contractor, retailer or third-party requests that a TasNetworks service be provided at a nominated location at a specified date and / or time. Alternatively, a tee-up is required when a customer would like to consult at a specified date and / or time with TasNetworks personnel.

Where another service has been requested with a tee-up, the service will be provided on the negotiated tee-up date and the time limits referenced in this document no longer apply.

Tee-ups relating to services listed in all Sections other than Section 6 are to be requested by a retailer through the standard B2B process. A tee-up requested by an electrical contractor should be made via a EWR and will be invoiced by TasNetworks directly to the electrical contractor.

Tee-ups will be arranged following TasNetworks' receipt of all required documentation. TasNetworks will attempt to contact the party requesting the tee-up service within five business days of receipt of the required documentation. If contact cannot be made after three attempts, TasNetworks will request the customer's retailer to confirm the request for a tee-up service via B2B processes.

It should be noted that tee-up charges are in addition to the charges for the relevant service.

### 6.1 Tee-up/appointment

This service involves a tee-up with a TasNetworks crew where the appointment occurs during field operational hours.

### 6.2 Tee-up/appointment – after hours

This service applies to a tee-up with a TasNetworks crew where part of the work or travel time relating to the appointment falls outside field operational hours and the work to be completed requires attendance by a crew with a truck.

### 6.3 Tee-up/appointment – no truck – after hours

This service involves a tee-up with a TasNetworks crew where part of the work or travel time associated with the appointment falls outside field operational hours and the work to be completed does not require a crew with a truck.

### 6.4 Traffic Control

This service applies for the engagement of TasNetworks' traffic control contractor, in conjunction with the completion of another fee-based service, to ensure the safety of TasNetworks team members and the community, for example when service conductor is installed over a roadway.

It should be noted that the traffic control charge is in addition to the tee-up service.



## 7. Miscellaneous services

The following services fall into the category of miscellaneous services, which includes a range of services that require an authorised officer of TasNetworks to visit a customer's premise, as well as several administrative services which are provided without the need for a site visit.

All services will be delivered within 10 business days of TasNetworks' receipt of a service order unless an alternate date for the service has been agreed.

For all Miscellaneous services, if a service order is not received by 3:00 pm on a business day it will be deemed to have been received the next business day.

Unless specified, the services will be scheduled in the most efficient manner within TasNetworks' work schedule. If a service is required to be performed at a specified time it will be treated as a tee-up service. Section 7 of this document outlines the fees associated with tee-up services.

Unless specified, the customer will not be consulted by TasNetworks prior to the work being undertaken. If customer consultation is required, the service will be treated as a tee-up service.

Where the provision of a Miscellaneous service is unable to be undertaken due to issues at the premise that are outside the control of TasNetworks, a Miscellaneous service – wasted visit fee may be charged.

### 7.1 Open turret

This service involves a visit to a customer's premises to open a turret or cabinet during field operational hours. A tee-up will be required for this service.

### 7.2 Alteration to unmetered supply

This service involves a visit to a customer's premises during field operational hours to add or remove a load on an existing unmetered supply site, where no appointment is required.

### 7.3 Meter relocation (TasNetworks meter)

This service involves a visit to a customer's premises during field operational hours to relocate an existing TasNetworks metering position to a new location where the point of attachment has not altered position, and where no appointment is required.

### 7.4 Administration

An administration charge will be levied when office work is required to be performed to complete a task requested by, or as a result of an error made by, a customer or service provider that is not described elsewhere in this Guide.

### 7.5 Network tariff change

This service applies to a change of network tariff where no site visit is required, and only administrative actions are involved.

## 7.6 Emergency maintenance contestable meters

This service applies to visits to a customer's premises during operational hours to rectify a fault on an external metering provider's equipment or where an outage has been caused by the metering provider and TasNetworks has to restore power to the customer's premises.

## 7.7 Emergency maintenance contestable meters – after hours

This service applies to a visit to a customer's premises outside operational hours to rectify a fault on an external metering provider's equipment or where an outage has been caused by the metering provider and TasNetworks has to restore power to the customer's premises.

## 7.8 Meter recovery and disposal

This service applies to visits to a customer's premises during operational hours to remove and dispose of type 5 or 6 meters at the request of the metering provider.

## 7.9 Miscellaneous service

This service applies to visits to a customer's premises during field operational hours at the request of a retailer, to perform a service that is not described elsewhere in this Guide, and that does not meet the definition of a quoted service, where no appointment is required.

## 7.10 Miscellaneous service – after hours

This service applies to visits to a customer's premises outside field operational hours to perform any of the above-mentioned miscellaneous services which has been requested by a retailer, where no appointment is required.

## 7.11 Miscellaneous service – wasted visit

Visits to a customer's premises during field operational hours for the purposes of providing a requested Miscellaneous service where the service could not be completed due to issues on site, or where the crew was not required once on site will be classified as a Miscellaneous service – wasted visit and attract the appropriate fee.

A Miscellaneous service – after hours fee will also be charged where part of the work or travel time associated with a wasted visit falls outside field operational hours and the work could not be completed due to issues on site or where the crew was not required once on site.

## 8. Basic connection establishment charges

The connection establishment charges described below are for basic connection services that require TasNetworks to visit a customer's premises to establish a new customer connection. The connection service is in accordance with the customer's approved application to connect. Applications to connect must be lodged via TasNetworks Connections Portal<sup>5</sup>

Where the connection requires the installation of multiple spans of overhead service wire the connection is classed as a negotiated service and this section will not be applied. The customer will be required to follow TasNetworks' negotiated connection process and will have their charges determined in accordance with that process.

If no alterations to the network are required, basic connection services will be delivered within 10 business days of the receipt of a valid service order from the customer's retailer, unless an alternate date for the service has been agreed with TasNetworks. TasNetworks will also require a valid connection application and a valid EWR from the customer's electrical contractor before progressing with the work.

All services requiring a cross-over service pole will be delivered within 50 business days of TasNetworks' receipt of a valid connection application unless an alternate date for the service has been agreed. Further information, including our Electricity Connection Contract – Standard Terms & Conditions and connection types can be found on our website<sup>6</sup>.

Connections that require mid-span services are not included as a fee based service and will be assessed and costed as per TasNetworks' Ancillary Services – Quoted Services Application and Price Guide.

### 8.1 Creation of a National Metering Identifier (NMI)

This service applies to the administrative activities associated with the creation of a National Metering Identifier

### 8.2 Overhead service, single span – single phase

This service applies to the installation of a single span of single-phase overhead service wire (off a pole) and the associated service fuse. If a cross-over service pole is required, this service is classified as a connection type B12, otherwise it is a connection type B1.

### 8.3 Overhead service, single span – multi-phase

This service involves the installation of a single span of multi-phase overhead service wire (off a pole) and associated service fuses. If a cross-over service pole is required this service is a connection type B13, otherwise it is a connection type B2.

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<sup>5</sup> See <https://connections.tasnetworks.com.au/account/login>

<sup>6</sup> See <https://www.tasnetworks.com.au/Connections/Fees#newconnections>

## 8.4 Underground service with turret/cabinet – single phase

This service involves the installation of a single-phase underground service connecting a customer's consumer mains to the fuse located in a TasNetworks turret or cabinet. This service is a connection type B3.

## 8.5 B3.Underground service with turret/cabinet – multi-phase

This service involves the installation of a multi-phase underground service connecting a customer's consumer mains to the fuses located in a TasNetworks turret or cabinet. This service is a connection type B3M.

## 8.6 Underground service with pole mounted fuse – single phase

This service involves the installation of a single-phase underground service connecting the customer's consumer mains to a fuse located on a TasNetworks pole. This service is a connection type B4, except if a cross-over service pole is required and then this service is a connection type B14.

## 8.7 Underground service with pole mounted fuse – multi-phase

This service involves the installation of a multi-phase underground service connecting the customer's consumer mains to the fuses located on a TasNetworks pole. This service is a connection type B5, except if a cross-over service pole is required and this service is a connection type B15.

## 8.8 Basic connection establishment– after hours

This service involves a visit to a customer's premises outside field operational hours for the purposes of providing a basic connection service. This relates to all the connection services listed in this section.

## 8.9 Connection establishment wasted visit

This service applies to visits to a customer's premises to provide a basic connection service where the connection could not be completed due to issues at the site. This relates to all connection services listed in this section.

## 9. Temporary disconnection/ reconnection charges

This service requires TasNetworks to visit a customer's premises to temporarily isolate an existing supply. Where multiple NMIs are affected, a Group Isolation is required and is not treated as a fee-based service. This will be assessed and costed as per TasNetworks' *2024-2029 Ancillary Services – Quoted Services Application and Price Guide*.

### 9.1 Disconnect/reconnect overhead service – single-phase

This service involves a visit to a customer's premises during field operational hours to disconnect and reconnect an existing TasNetworks' single span of single-phase overhead service wire. This service is a connection alteration type BA7.

### 9.2 Disconnect/reconnect overhead service for – multi-phase

A visit to a customer's premises during operation hours to disconnect and reconnect an existing TasNetworks' single span of multi-phase overhead service wire. This service is a connection alteration type BA8.

### 9.3 Temporary disconnect/reconnect

This service involves a visit to a customer's premises during field operational hours to perform a temporary disconnection and reconnection that are both performed on the same day. This does not include the removal of a service wire and is for isolation only. An additional administrative fee may be charged if the reconnection occurs on a different day to the disconnection.

### 9.4 Temporary disconnect/reconnect – reconnect only

This service involves a visit to a customer's premises during field operational hours to perform a reconnection only on the same day a TasNetworks accredited Electrical Contractor has isolated the supply. The TasNetworks accredited Electrical Contractor must arrange for a tee-up prior to performing this service. The appropriate tee-up charges will apply in addition this service.

### 9.5 Temporary disconnect/reconnect – after hours

This service involves a visit to a customer's premises outside field operational hours to perform temporary isolation.

## 9.6 Temporary disconnect/reconnect – wasted visit

This service involves a visit to a customer's premises during field operational hours for the purposes of providing a requested temporary isolation where the service could not be completed due to issues on site or where the crew was not required once on site.

# 10. Basic connection alteration

These services require TasNetworks to visit a customer's premises to alter or augment a customer's connection to the distribution network where that connection is categorised as a basic connection alteration service.

In a number of instances the basic connection alteration services will require TasNetworks to interrupt the supply of electricity to the customer's premises.

Basic connection alterations will be delivered within 10 business days of TasNetworks receiving a valid B2B service order (where applicable) or the receipt of both an approved connection application (where required) and valid EWR, unless an alternate date for the service has been agreed.

If the connection point has moved, and the existing service wire is long enough to reach the new connection point and remain compliant with relevant standards, the existing overhead service wire may be re-used.

In some circumstances a service may involve more than one type of basic connection service. For example, a job may require new consumer mains and an alteration to a connection.

Where an Electrical Contractor is altering the connection such as:

- Changing supply, for example, overhead to underground;
- Changing supply phases, for example, single phase to multi-phase (where multi-phase is available); or
- Moving the connection to a different TasNetworks' asset

TasNetworks requires the lodgement of a connection application<sup>7</sup>, an EWR alone is not sufficient.

The connection types referred to in this section have been included to assist customers link the description of the services offered to those used in the application to connect and the fees that are listed on our website<sup>8</sup>

## 10.1 Connection alteration – overhead single-phase

This service involves a visit to a customer's premises during field operational hours for a single-phase connection alteration following an alteration to the customer's installation. The customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided. This service is a connection augmentation type BA9 or BA13.

## 10.2 Connection alteration – overhead multi-phase

This service involves a visit to a customer's premises during field operational hours for a multi-phase connection alteration following an alteration to the customer's installation. The customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided. This service is a connection augmentation type BA10 or BA14. Connection of new consumer mains to an existing installation – underground single phase to turret.

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<sup>7</sup> See <https://connections.tasnetworks.com.au/account/login>

<sup>8</sup> See <https://www.tasnetworks.com.au/Connections/Fees#newconnections>



This service involves a visit to a customer's premises during field operational hours for connection of new single phase consumer mains to the existing TasNetworks' distribution network following an alteration to the customer's installation.

The customer's supply of electricity will be interrupted by TasNetworks while this basic connection alteration service is being provided. This service is a connection augmentation type BA15.

### **10.3 Connection of new consumer mains to an existing installation – underground single phase to TasNetworks' pole**

This service involves a visit to a customer's premises during field operational hours for connection of new single phase consumer mains to the existing TasNetworks' distribution network following an alteration to the customer's installation.

The customer's supply of electricity will be interrupted by TasNetworks while the basic connection alteration service is being provided. This service is a connection augmentation type BA17.

### **10.4 Connection of new consumer mains to an existing installation – underground multi-phase to turret**

This service involves a visit to a customer's premises during field operational hours for connection of new multi-phase consumer mains to the existing TasNetworks' distribution network following an alteration to the customer's installation.

The customer's supply of electricity will be interrupted by TasNetworks while this basic connection alteration service is being provided. This service is a connection augmentation type BA16.

### **10.5 Connection of new consumer mains to an existing installation – underground multi-phase to TasNetworks' pole**

This service involves a visit to a customer's premises during field operational hours for connection of new multi-phase consumer mains to the existing TasNetworks' distribution network following an alteration to the customer's installation. This service is a connection augmentation type BA18.

The customer's supply of electricity will be interrupted by TasNetworks while this basic connection alteration service is being provided.



## 10.6 Augment single phase overhead service to multi-phase supply

This service involves a visit to a customer's premises during field operational hours to disconnect and remove existing single span of single phase overhead service wire and the associated service fuses and connect new single span of multi-phase overhead service wire and associated service fuse to the existing TasNetworks' distribution network.

The customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided. This service requires a connection application to be lodged with TasNetworks. This service is a connection augmentation type BA2.

## 10.7 Augment multi-phase overhead service to single-phase supply

This service involves a visit to a customer's premises during field operational hours to disconnect and remove existing single span of multi-phase overhead service wire and the associated service fuses and connect new single span of single phase overhead service wire and associated service fuse to the existing TasNetworks' distribution network.

The customer's supply of electricity will be interrupted by TasNetworks while this basic connection alteration service is being provided. The existing multi-phase overhead service wire will be removed and not re-used.

This service requires a connection application to be lodged with TasNetworks. This service is a connection augmentation type BA1.

## 10.8 Augment single phase overhead service to underground supply (turret)

This service involves a visit to a customer's premises during field operational hours to disconnect and remove existing single span of single-phase overhead service wire and the associated service fuse and connect new single phase underground consumer mains to the fuse located in an existing TasNetworks' turret or cabinet. The customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided. Customers also requiring the installation of a TasNetworks' turret or cabinet will be required to follow TasNetworks' negotiated connection process and will have their charges determined in accordance with that process. This service requires a connection application to be lodged with TasNetworks. This service is a connection augmentation type BA3.

## 10.9 Augment multi-phase overhead service to underground supply (turret)

This service involves a visit to a customer's premises during field operational hours to disconnect and remove existing single span of multi-phase overhead service wire and the associated service fuses and connect new multi-phase underground consumer mains to the fuses located in an existing TasNetworks' turret or cabinet. The customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided. Customers also requiring the installation of an TasNetworks turret or cabinet will be required to follow TasNetworks' negotiated connection process and will have their charges determined in accordance with that process. This service requires a

connection application to be lodged with TasNetworks. This service is a connection augmentation type BA4.

## 10.10 Augment single phase overhead service to underground supply (TasNetworks' pole)

This service involves a visit to a customer's premises during field operational hours to disconnect and remove existing single span of single-phase overhead service wire and the associated service fuse and connect new single phase underground consumer mains to a fuse located on a TasNetworks' pole. The customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided. This service requires a connection application to be lodged with TasNetworks. This service is a connection augmentation type BA5.

## 10.11 Augment multi-phase overhead service to underground supply (TasNetworks' pole)

This service involves a visit to a customer's premises during field operational hours to disconnect and remove existing single span of multi-phase overhead service wire and the associated service fuses and connect new multi-phase underground consumer mains to the fuses located on a TasNetworks' pole. The customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided. This service requires a connection application to be lodged with TasNetworks. This service is a connection augmentation type BA6.

## 10.12 Basic connection alteration – after hours

This service involves a visit to a customer's premises outside field operational hours to perform a basic connection alteration. This relates to the connection services listed in this section including connection augmentation types BA1, BA2, BA3, BA4, BA5, BA6, BA9, BA10, BA13, BA14, BA15, BA16, BA17 or B18.

## 10.13 Basic connection – wasted visit

This service applies to site visits undertaken by TasNetworks to provide a basic connection service where the connection could not be completed due to issues at the site.

# 11. Supply abolishment

These services involve an authorised officer of TasNetworks visiting a customer's premises to undertake the abolishment of the customer's connection. This service will be delivered within 10 business days on receipt of a valid service order from a customer's retailer.

TasNetworks no longer charges a fee for a basic supply abolishment for de-energised connections. A basic supply abolishment covers the removal of one space of service conductor and associated metering. The customer will not be consulted by TasNetworks prior to the work being undertaken. If more than a single service span connection is to be abolished, additional costs and timeframes will apply.

If a site is deemed to be active (energised), a valid retailer supply abolishment service order is required in order for a supply to be abolished and the relevant site visit service fee for de-energisation will be applied.

# 12. Procedure for reviewing complaints and disputes

TasNetworks will ensure that all complaints and disputes are dealt with in accordance with its standard complaints and dispute resolution policy and procedures. TasNetworks' dispute resolution policy is reviewed annually and published on TasNetworks' website.

## 12.1 Internal procedure for reviewing objections

Where TasNetworks receives written notification that a customer has an objection to the proposed fee-based service tariff assignment or reassignment, the following additional procedures will be followed.

TasNetworks may consult with the customer's retailer during the process of undertaking a review.

TasNetworks will undertake the following internal review process:

- the customer's written objection will be reviewed by TasNetworks;
- additional information provided by the customer (and/or the customer's retailer) will be considered;
- TasNetworks will determine the tariff assignment that should apply;
- the proposed tariff assignment will be reviewed and approved by the Head of Regulation; and
- the customer (and/or customer's retailer) will be notified in writing of the tariff assignment review outcomes within 15 business days of receipt of the customer's written objection.

## 12.2 Objection not resolved to satisfaction of customer under internal review process

If the customer's objection to the fee-based service is not resolved to their satisfaction, the customer is entitled to seek resolution through the following avenues after applying TasNetworks' internal review process as detailed above:

- if the resolution of the dispute is within the jurisdiction of the Energy Ombudsman Tasmania, the customer is entitled to escalate the matter to the Energy Ombudsman Tasmania; or
- the customer is entitled to seek a decision from the AER via the dispute resolution process available under Part L of Chapter 6 of the Rules.

# 13. Fee based services charges for 2024-25

The charges for the provision of for fee based service charges for the period 1 July 2024 to 30 June 2025 are presented in the tables below.

<b>Retail contract termination, de-energisation, re-energisation, and special meter reads</b>	<b>Rate (\$)</b>
Site visit - no appointment	90.00
Site visit - no appointment - special read	56.90
Site visit - non-scheduled visit	148.69
Site visit - same day premium service	207.26
Site visit - after hours	386.43
Site visit - credit actions or site issues	161.72
Site visit – credit actions pillar box/pole top	346.29
Site visit – current transformer (CT) metering	152.51
Site visit – pillar box/pole top	346.29
Site visit – pillar box/pole top – wasted visit	203.49

<b>Meter testing</b>	<b>Rate (\$)</b>
Meter test - Single phase	358.16
Meter test - Multi phase	538.52
Meter test – current transformer (CT)	597.35
Meter test - After hours	1,064.34
Meter test - Wasted visit	99.11

<b>Tee-up/appointment</b>	<b>Rate (\$)</b>
Tee-up/Appointment	185.82
Tee-up/Appointment – after hours	835.47

<b>Tee-up/appointment</b>	<b>Rate (\$)</b>
Tee-up/Appointment – no truck – after hours	424.02
Traffic Control	172.90

<b>Miscellaneous services</b>	<b>Rate (\$)</b>
Open turret	153.30
Alteration to unmetered supply	276.02
Meter relocation	223.79
Administration	50.70
Network tariff change	9.05
Emergency maintenance contestable meters	131.96
Emergency maintenance contestable meters after hours	442.61
Meter recovery and disposal	124.68
Miscellaneous service	144.31
Miscellaneous service – after hours	669.59
Miscellaneous service – wasted visit	111.86

<b>Basic connection establishment charges</b>	<b>Rate (\$)</b>
Creation of a NMI	45.27
Overhead service, single span - single phase	799.66
Overhead service, single span - multi phase	1,043.25
Underground service in turret/cabinet - single phase	211.14
Underground service in turret/cabinet - multi phase	274.08
Underground service with pole mounted fuse - single phase	568.22
Underground service with pole mounted fuse - multi phase	748.88
Basic connection – after hours	1,358.85

<b>Basic connection establishment charges</b>	<b>Rate (\$)</b>
Connection establishment - wasted visit	294.73

  

<b>Temporary disconnection/reconnection charges</b>	<b>Rate (\$)</b>
Disconnect/reconnect overhead service - single phase	577.10
Disconnect/reconnect overhead service - multi phase	698.26
Temporary disconnect/reconnect	572.77
Temporary disconnect/reconnect – reconnect only	388.86
Temporary disconnect/reconnect – after hours	1,108.17
Temporary disconnect/reconnect – wasted visit	302.32

  

<b>Basic connection alteration</b>	<b>Rate (\$)</b>
Connection alteration – overhead single phase	446.89
Connection alteration – overhead multi phase	568.05
Connection of new consumer mains to an existing installation – underground single phase to turret	254.36
Connection of new consumer mains to an existing installation – underground single phase to TasNetworks' pole	563.71
Connection of new consumer mains to an existing installation – underground multi phase to turret	319.27
Connection of new consumer mains to an existing installation – underground multi phase to TasNetworks' pole	684.87
Augment single phase overhead service to multi phase supply	1,091.51
Augment multi phase overhead service to single phase supply	819.80
Augment single phase overhead service to underground supply (turret)	511.69
Augment multi phase overhead service to underground supply (turret)	693.21
Augment single phase overhead service to underground supply (TasNetworks' pole)	672.72

Basic connection alteration	Rate (\$)
Augment multi phase overhead service to underground supply (TasNetworks' pole)	853.39
Basic connection alteration – after hours	1,434.79
Basic connection wasted visit	295.81



# 14. Schedule 1: TasNetworks' service area calendar

Table 2 details on which day's services are undertaken in each area. Areas marked with an asterisk are "Daily Services Areas".

**Table 2: Scheduled Day for Service**

	Monday	Tuesday	Wednesday	Thursday	Friday
<b>North west</b>	*Greater North West Coast	*Greater North West Coast	*Greater North West Coast	*Greater North West Coast	*Greater North West Coast
		West Coast	Hellyer	West Coast	
		Cape	North West Tip	Granville	
		Barrington	Gunns Plains	Cape	Gunns Plains
		The Nut	Cradle Valley	Barrington	
<b>North</b>	*Greater Launceston	*Greater Launceston	*Greater Launceston	*Greater Launceston	*Greater Launceston
	Northern Midlands	North East Tip	East Tamar	Northern Midlands	West Tamar
	Meander Valley	Scottsdale	Meader Valley	Scottsdale	East Tamar
		West Tamar		Midlands	
		Goulds Country		Fingal	
		East Coast		East Coast	
		Freycinet			
<b>South</b>	*Greater Hobart	*Greater Hobart	*Greater Hobart	*Greater Hobart	*Greater Hobart
	South Arm	Western Huon	Bruny Island	Derwent Valley	Channel
	Southern Midlands	West Lakes	Southern Midlands	Strathgordon	South Arm
	Inner East Coast	Derwent Valley	East Lakes	Southern Huon	Peninsula
	Southern East Coast	Peninsula	Southern East Coast	Huon	
	Huon	Channel			

The following information has been provided to assist customers in understanding the service area groupings in the above table. Each service area lists suburbs that represent the borders of the service area and includes any location between those suburbs.

## 14.1 North West

- \*Greater North West Coast – Wynyard to Port Sorell
- West Coast – Tullah to Queenstown
- Cape – Table Cape to Sisters Beach to Meunna
- Barrington – Sassafras to Kimberley to Acacia Hills to West Kentish
- The Nut – Cowrie Point to Smithton
- Hellyer – Hellyer Gorge to Corinna
- North West Tip – Arthur River to Woolnorth
- Gunns Plains – Wilmot to Riana
- Cradle Valley – Cradle Mountain
- Granville – Granville Harbour

## 14.2 North

- \*Greater Launceston – Launceston and surrounding suburbs
- Northern Midlands – Ross to Bishopsbourne
- Meander Valley – Carrick to Mole Creek
- North East Tip – Waterhouse to Musselroe Bay
- Scottsdale – Scottsdale region
- West Tamar – Rosevears to Greens Beach
- East Tamar – Dilston to George Town to Pipers Brook
- Goulds Country – Goulds Country region
- East Coast – St Helens to St Marys
- Freycinet – Coles Bay
- Fingal – Fingal Valley region

## 14.3 South

- \*Greater Hobart – Hobart and surrounding suburbs
- South Arm – Opossum Bay to Sandford
- Southern Midlands – Oatlands to Tea Tree
- Inner East Coast – Mount Seymour to Levendale

- Southern East Coast – Little Swanport to Orford
- Western Huon – Lonnvale
- West Lakes – Liawenee to Osterley
- Derwent Valley – Ouse to Maydena
- Peninsula – Copping to White Beach
- Channel – Cygnet to Verona Sands to Snug
- Bruny Island – Bruny Island
- East Lakes – Arthurs Lake to Miena
- Strathgordon – Strathgordon
- Southern Huon – Raminea to Hastings
- Huon – Dover to Allens Rivulet to Lower Wattle Grove

# 16. Glossary

Term/Acronym	Description
<b>AEMO</b>	Australian Energy Market Operator.
<b>AER</b>	Australian Energy Regulator.
<b>AEST</b>	Australian Eastern Time.
<b>B2B</b>	Business to business electronic requests.
<b>B2B service orders</b>	AEMO's B2B procedure service order process which is the communication procedures between retailers and service providers.
<b>Basic metering services</b>	Reading services for accumulation meters or unmetered supplied as defined in the Rules.
<b>Business day</b>	A day other than a Saturday, Sunday or a day which is a gazetted public holiday in any part of mainland Tasmania.
<b>Charges</b>	For service means the constituent elements of the charge.
<b>Connection point</b>	In relation to a customer, the point at which electricity leaves the TasNetworks distribution network for delivery to the customer's premises.
<b>CT</b>	Current transformer.
<b>Customer</b>	A person to whom TasNetworks provides regulated services.
<b>De-energisation</b>	The de-energisation of an energised electrical installation.
<b>Distribution Determination</b>	AER, Final Decision, TasNetworks distribution determination, 2019-20 to 2023-24, April 2019 (see <a href="https://www.aer.gov.au/networks-pipelines/determinations-access-arrangements/tasnetworks-determination-2019-24/final-decision">https://www.aer.gov.au/networks-pipelines/determinations-access-arrangements/tasnetworks-determination-2019-24/final-decision</a> ).
<b>Distribution network</b>	As defined in the Electricity Supply Industry Act 1995 (Tas).
<b>Electrical contractor</b>	A person or company licensed as an electrical contractor under the Occupational Licensing Act 2005 (Tas).
<b>Energisation</b>	The energisation of an electrical installation.
<b>Energy Ombudsman</b>	As defined in the Energy Ombudsman Act 1998 (Tas).
<b>EWR</b>	Electrical Works Request.

Term/Acronym	Description
<b>Field operational hours</b>	Between 7:30 am and 4:20 pm on a business day.
<b>GST</b>	Goods and services tax.
<b>Illegal connection</b>	An electrical installation that has been energised without authorisation from TasNetworks.
<b>Interval metering services</b>	Reading services for interval meters – types 1 – 5 as defined in the Rules and provision of other services.
<b>Meter alterations</b>	Alterations made to an existing electrical installation to add, remove, exchange, reprogram metering equipment at the request of the retailer.
<b>Meter tests</b>	Testing of a meter to ensure that the components, accuracy and testing of the installation complies with the requirements of the Rules.
<b>NEM</b>	National Electricity Market.
<b>NERR</b>	National Energy Retail Rules.
<b>New connection</b>	Connection of the supply to a new electrical installation.
<b>NMI</b>	National Metering Identifier
<b>Protected period</b>	A period in which a de-energisation cannot be undertaken in accordance with NERR provisions.
<b>Re-energisation</b>	The energisation of an electrical installation which has previously been de-energised.
<b>Renewable energy connections</b>	Installation of a small generator of less than 10 kW per phase.
<b>Retail contract termination</b>	The ending of a Standard Retail Contract pursuant to Section 70 of the NERR.
<b>Rules</b>	National Electricity Rules.
<b>TasNetworks</b>	Unless otherwise stated means Tasmanian Networks Pty Ltd ABN 24 167 357 299 in its capacity as a distributor licensed by the Tasmanian Economic Regulator in the state of Tasmania.
<b>Tee-up</b>	Service provision at a nominated location at a specified date and/or time.



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Ancillary services – Fee-based services application and price guide

**Public**