



Aurora Energy – Distribution Special Services

Special Services Application Guide for Period 4 – 1 July 2010 to 30 June 2011

To apply from 1 July 2010

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CONTACT

This document is the responsibility of the Commercial Management Group within the Network Division of Aurora Energy Pty Ltd (ABN 85 082 464 622). Please contact the indicated owner of the document with any queries or suggestions.

REVIEW DATE

This document is due for review not later than 30 April 2011

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IMPLEMENTATION

Commercial Management – Commercial Team

AUDIT

Periodic audits to establish conformance with this document will be conducted by Aurora's Commercial Management Group.

COMPLIANCE

All Group Managers

DOCUMENT MANAGEMENT

Commercial Management – Commercial Team

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Document History

Date	Version	Comments
5 May 2010	1.0	Original
10 June 2010	1.1	Approved by Network Regulatory Manager
15 June 2010	1.2	Approved by Commercial Manager

1. Application of Network Special Services

1.1. Goods and Service Tax (GST)

The network Special Services listed in this document, unless otherwise stated, are exclusive of GST.

1.2. Time Zones

All times reflected in this document are in the time that applies in the city of Hobart, Tasmania at the date of providing the service.

1.3. Scheduled Day for Service Delivery

The scheduled day for service delivery is that day of the week that the suburb is scheduled to be visited for Energisation, De-energisation or Re-energisation per the Aurora Service Order Calendar Inspection detailed in Schedule 1.

1.4. Inspection

A visual inspection and electrical testing (to AS3000) to test the integrity of the NMI prior to Re-energisation.

1.5. Illegal Connection

A NMI which has been energised without authorisation from Aurora.

1.6. Wasted Visit

Visit to a customer's premises at the Request of the Retailer where the primary work could not be performed for reasons outside of the control of Aurora (eg: access prevented).

1.7. Meter Alterations

Alterations made to an existing NMI to add, remove, exchange, reprogram metering equipment at the request of the Retailer.

1.8. Meter Tests

Testing of a meter for accuracy in accordance with the Tasmanian Electricity Code.

1.9. New Connection

Connection of the supply to a new NMI.

1.10. Supply Abolishment

Permanent removal of a supply line and all the connection equipment to and from the NMI.

1.11. Renewable Energy Connections

Installation of a small generator of less than 5kW.

1.12. Builder's Temporary Connections

Connection of a supply to a new NMI for building purposes. This supply and NMI will be abolished once the building is complete.

1.13. Show & Carnival Temporary Connections

Connection of a NMI on an unmetered supply for a temporary period of time, no longer than 10 business days. The Retailer must supply the abolishment date when requesting the Connection.

1.14. Published Special Services

Published Special Services list the services and service charges offered by Aurora for B2B Service Orders. The agreement to deliver these services to the guarantees are made assuming that there is access to the metering and servicing assets, there are no safety issues associated with the delivery of the service, the Electrical Contractor has performed his/her work to agreed standards, the infrastructure is present and no appointment or Tee/Ups are required.

Aurora's current published Special Services prices can be found on our website at:

http://www.aurora.com.au/electricity_network/network_tariffs/current_network_tariffs.asp

2. Energisation, De-energisation & Re-energisation

This service requires an authorised officer of Aurora to visit a customer's premises to energise, re-energise or de-energise an installation as a result of customer transfers; re-energise or de-energise an installation due to credit; or to perform special readings at an installation.

2.1. Connection Site Visit – No Appointment

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

2.2. Connection Site Visit – Non-Scheduled Visit

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

2.3. Connection Site Visit – Inspection Required

Visit to a customer's premises during normal business hours where no appointment is required on the regular scheduled day for service delivery and the request is received from the retailer before 3:00pm the previous business day. The visit will be required to undertake an inspection and the subsequent energisation of the installation.

2.4. Connection Site Visit – Same Day Premium Service

Visit to a customer's premises during normal business hours where the visit is required on the day of a customer's request and the request is received from the retailer after 11:00am on that day. The visit will be required to energise or de-energise an installation.

2.5. Rectification of Illegal Connection

Visit to a customer's premises during normal business hours where no appointment is required on the regular scheduled day for service delivery and the request is received from the retailer before 3:00pm the previous business day. The visit will be required to rectify an installation that has been illegally connected.

2.6. Transfer of Retailer

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

If the requested work cannot be completed due to an issue at the customer's premises the full charge will apply.

3. Meter Alteration

This service requires an authorised officer of Aurora to visit a customer's premises to undertake works associated with the provision of metering services for type 5, 6 and 7 metering installations.

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

3.1. Tariff Alteration – Single Phase

Visit to a customer's premises during normal business hours to add or modify a single phase metering circuit.

3.2. Tariff Alteration – Three Phase

Visit to a customer's premises during normal business hours to add or modify a three phase metering circuit.

3.3. Reconnect meter

Visit to a customer's premises during normal business hours to reconnect a previously disconnected meter.

3.4. Adjust Time Clock

Visit to a customer's premises during normal business hours to adjust the time period of an existing time clock.

3.5. ERT Metering

Visit to a customer's premises during normal business hours to install or remove an ERT meter.

3.6. Meter Alteration – Wasted Visit

Visit to a customer's premises during normal business hours to undertake a meter alteration where the alteration could not be completed due to issues at the customer's premises.

3.7. Meter Alteration – After Hours Visit

Visit to a customer's premises outside normal business hours to undertake a meter alteration at the customer's premises.

These services will be charged at a minimum rate of 2 hours plus an hourly rate for each additional hour or part thereof of onsite time.

4. Meter Test

This service requires an authorised officer of Aurora to visit a customer's premises to undertake the listed services below. All services to be delivered no later than 15 business days after receiving a retailers service request, unless an alternate date for the service has been agreed. A retailer service request is to be received by 3:00pm on a business day, otherwise it will be deemed to have been received the next business day.

4.1. Meter test – single phase

Visit to a customer's premises during normal business hours to test a single phase meter at the customer's request. No fee will apply if the meter is found to be faulty.

4.2. Meter test – multi phase

Visit to a customer's premises during normal business hours to test a multi phase meter at the customer's request. No fee will apply if the meter is found to be faulty.

4.3. Meter test – Current Transformer

Visit to a customer's premises during normal business hours to test a Current Transformer meter at the customer's request. No fee will apply if the meter is found to be faulty.

4.4. Meter test – wasted visit

Visit to a customer's premises during normal business hours to test a meter at the customer's request where the test could not be completed due to issues at the customer's premises.

4.5. Meter Test – after hours

Visit to a customer's premises, at the request of the retailer, outside normal business hours to undertake the following services:

- meter test – single phase;
- meter test – multi phase; and
- meter test – current transformer.

These services will be charged at a minimum rate of 2 hours plus an hourly rate for each additional hour or part thereof of onsite time.

5. Other Distribution Special Services

A retailer service request, for all services, is to be received by 3:00pm on any business day, otherwise it will be deemed to have been received the next business day.

5.1. New Connection - Installation of Meters and Service Connection

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

5.1.1. Install meters & service

Install permanent meters and service connection at customer's request during normal business hours.

5.1.2. Install meters & service – wasted visit

Visit to a customer's premises during normal business hours to establish supply at the customer's request where the establishment could not be completed due to issues at the customer's premises.

5.1.3. Install additional service span

Install additional span(s) of overhead service to provide New Connection during normal business hours.

5.1.4. Supply Establishment – after hours

Visit to a customer's premises, at the request of the retailer, outside normal business hours to establish supply.

These services will be charged at a minimum rate of 2 hours plus an hourly rate for each additional hour or part thereof of onsite time.

5.2. Supply Abolishment - Removal of Meters and Service Connection

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

5.2.1. Remove meters & service

Remove meters and service connection at customer's request or building demolition during normal business hours.

5.2.2. Remove meters & service – wasted visit

Visit to a customer's premises during normal business hours to abolish supply at the customer's request where the abolishment could not be completed due to issues at the customer's premises.

5.2.3. Supply Abolishment – after hours

Visit to a customer's premises, at the request of the retailer, outside normal business hours to abolish supply.

These services will be charged at a minimum rate of 2 hours plus an hourly rate for each additional hour or part thereof of onsite time.

5.3. Renewable Energy Connection

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

5.3.1. Connection of renewable energy meter

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

5.3.2. Connection of renewable energy meter – wasted visit

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

5.3.3. Renewable Energy Connection – after hours

Visit to a customer's premises, at the request of the retailer, outside normal business hours to connect a renewable energy meter.

These services will be charged at a minimum rate of 2 hours plus an hourly rate for each additional hour or part thereof of onsite time..

5.4. Temporary Builder's Connection

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

5.4.1. Temporary single phase builders supply underground – temporary position

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

5.4.2. Temporary three phase builders supply underground – temporary position

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

5.4.3. Temporary single phase builders supply underground – permanent position

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

5.4.4. Temporary three phase builders supply underground – permanent position

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

5.4.5. Temporary single phase builders supply overhead – temporary position

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

5.4.6. *Temporary three phase builders supply overhead – temporary position*

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

5.4.7. *Temporary single phase builders supply overhead – permanent position*

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

5.4.8. *Temporary three phase builders supply overhead – permanent position*

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

5.4.9. *Temporary builders supply – wasted visit*

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

5.5. Temporary Show & Carnival Connection

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

5.5.1. *Temporary show supply – underground*

Connection of a temporary underground supply for a show or carnival (including subsequent removal of temporary underground supply).

5.5.2. *Temporary show supply – overhead mains*

Connection of a temporary overhead supply for a show or carnival where consumer's mains are to be attached to an existing Aurora pole (including subsequent removal of temporary overhead supply).

5.5.3. *Temporary show supply – overhead service*

Connection of a temporary overhead supply for a show or carnival where an overhead service is required (including subsequent removal of temporary overhead supply).

5.5.4. *Temporary show supply – wasted visit*

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

5.6. Truck Tee-up

Tee-ups are to be requested on an Electrical Works Request (EWR). An attempt to contact the contractor will be made within 2 business days of receiving the EWR from the retailer. Once the tee-up date has been negotiated with the contractor, this date will be known as the "agreed date".

5.6.1. Tee-up – normal hours

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

5.6.2. Tee-up – after hours

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

5.6.3. Tee-up – wasted visit

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

5.7. Miscellaneous Services

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

5.7.1. Open turret

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

5.7.2. Addition/Alteration to the overhead connection point

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

5.7.3. Miscellaneous service – wasted visit

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

6. Definitions

Aurora	Aurora Energy P/L ABN 85 082 464 622. In its capacity as a licensed distribution network service provider within the Tasmanian jurisdiction.
Business Day	A day other than a Saturday, Sunday or a day which is lawfully observed as a public holiday in any part of Tasmania.
Connection Point	In relation to a Customer, the point at which electricity leaves the Distribution System for delivery to the Customer provided that where the Customer's Electrical Installation is not directly connected to the Distribution System, the Connection Point is the point at which the electricity last leaves the Distribution System before being delivered to the Customer, whether or not the electricity passes through facilities owned or operated by another person before being delivered to the Customer.
Contestable Customer Regulations	Electricity Supply (Contestable Customer) Regulations 2005
De-energisation	The de-energisation of an energised NMI.
Distribution Network	The authorised distribution network operated by Aurora Energy under the terms of its license issued by the Tasmanian Energy Regulator.
Distribution Use of System (DUoS)	A charge to a distribution network user for use of the distribution system for the conveyance of electricity.
Energisation	The energisation of a NMI
Embedded Generation	Is a generation unit connected within a distribution system and not having direct access to a transmission system.
ERT Meter	Encode Receive Transmit meter, ie: radio read meter.
ITC	Has the meaning "Individual Tariff Calculation".
Irrigation	The provision of water pumping capability that facilitates primary production.
Load Factor	This is the ratio of a customer's average electrical load divided by the maximum electrical load.
National Electricity Market (or NEM)	As defined in the Tasmanian Electricity Code.
Nominated Demand	The value of electrical demand of the site to which the Specified Demand Network Tariff applies as nominated by the operator of that site to Aurora.
Non Contestable Customer	A customer that is not a contestable customer in accordance with the Contestable Customer Regulations
Obsolete Tariffs	Tariffs that have been superseded but remain in place until such time as they are rescinded or the electrical configuration of a customer's installation is altered.
Published Tariffs	Those Network Tariffs published from time to time, usually annually, by Aurora Energy.
Private Residential Dwelling	A reference to a private residential dwelling is a house, unit, town house or apartment and is a reference to an establishment that, in the reasonable opinion of Aurora Energy is not classifiable under the Australian and New Zealand Standard Industrial Classification (ANZSIC). The ANZSIC system is based on businesses, and it is used to classify businesses. It includes any organisation, which provides goods and services, including companies, non-profit organisations, government departments and enterprises.

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Re-energisation	The energisation of a NMI which has previously been de-energised.
Retailer of Choice	The customer's current or chosen electricity retailer.
Supply Voltage	The nominal voltage measured at the connection point.
Time of Use	A tariff application that has variable rates dependent on the time of day electricity is consumed.
Transmission Use of System	The charges associated with the services provided by a transmission system that are associated with the conveyance of electricity through the transmission system.

7. References

Aurora Energy Published Network Tariff Rates

http://www.aurora.com.au/electricity_network/network_tariffs/current_network_tariffs.asp

Report on Formation and Introduction of Network Tariffs

http://www.aurora.com.au/electricity_network/network_tariffs/current_network_tariffs.asp

Australian Energy Regulator

<http://www.aer.gov.au/>

National Electricity Market Management Company

<http://www.nemmco.com.au/>

Transend Networks Pty Ltd

<http://www.transend.com.au/>

8. Schedule 1

The below table details on which day's services are undertaken in each area.

	Monday	Tuesday	Wednesday	Thursday	Friday
North West	West Coast	West Coast	West Coast	West Coast	West Coast
	Smithton	Smithton	Smithton	Smithton	Smithton
	Burnie	Burnie	Burnie	Burnie	Burnie
	Central Coast	Devonport	Devonport	Devonport	Devonport
	Devonport	Wynyard	Wynyard	Wynyard	Wynyard
	Wynyard	King Island	King Island	King Island	Ulverstone
	King Island	Ulverstone	Ulverstone	Ulverstone	Central Coast
	Strahan	Sheffield	Central Coast	Sheffield	Strahan
	Ulverstone	Sisters Beach	Strahan	Sisters Beach	Port Sorell
	Port Sorell	Stanley	Port Sorell	Stanley	
			Waratah		
			Arthur River		
North	Flinders Island	Flinders Island	Flinders Island	Flinders Island	Flinders Island
	Deloraine	Launceston	Launceston	Launceston	Launceston
	Longford	East Coast North	Deloraine	North East	Georgetown
	Launceston	North East	Georgetown	St Helens	Exeter
		Exeter	Launceston Rural	Lower Midlands	
		St Helens		Longford	
				Midlands Central	
				Fingal Valley	
				Goulds	
South	Sorell Central	Hobart	Bruny Island	Cygnets	Hobart
	Hobart	Huon South	Channel	East Lakes	New Norfolk
	Sorell Rural	Huonville Metro	Derwent Valley	Hobart	Sorell Rural
	Channel	National Park	East Coast South	Huonville Metro	
	Sorell Metro	National Park	Hobart	New Norfolk Central	
	Lower Midlands	New Norfolk	New Norfolk	Sorell Metro	
		Peninsular	Sorell Metro	Sorell Rural	
		Sorell Metro	Sorell Rural		
		Sorell Rural	Swansea		
			West Lakes		