

Power and Water Corporation
Power Services 2024-25 ACS Network Tariffs

ALTERNATIVE CONTROL SERVICE (ACS) FEE BASED & QUOTED SERVICES

2024-25 ACS Fee Based Services

Service Group	Description*	Charge	2024 25 Price (Ex GST)	2024 25 Price (Inc. GST)
Connection Services				
Provision of 3 phase service	A 3-phase service to be installed in place of a single phase. At customer's or retailer's request.	\$/request	\$2,622.03	\$2,884.23
Standard temporary builder's connection	Connection and supply of electricity for the purpose of development of a site. Meter is temporary (not a permanent meter). At customer's or retailer's request.	\$/request	\$1,116.40	\$1,228.04
Class 1 and 2 PV Service	For processing connections of small PV generation systems to the PWC distribution Network. At customer's or retailer's request.	\$/request	\$178.61	\$196.47
Class 3 PV Assessment	For approval to connect a large, embedded generation system to the PWC distribution network, including: <ul style="list-style-type: none"> •Processing the application; •Undertaking the engineering assessment; •Developing access agreement; and •Issuing of final approval. At customer's or retailer's request	\$/request	\$2,055.08	\$2,260.59
De-energisation/Re-energisation				
Temporary disconnection and reconnection – no dismantling	Temporary removal of and reinstatement of service line - no dismantling required. At customer's or retailer's request.	\$/request	\$660.04	\$726.04
Temporary disconnection and reconnection – physical dismantling	Temporary removal of and reinstatement of service line – physical dismantling required. At customer's or retailer's request.	\$/request	\$2,071.71	\$2,278.88
Complex Disconnection	The service is physically dismantled or disconnected at the connection to the network. Network connection includes pillar box, pit or pole top. Due to action or inaction of the network user or their agent. At customer's or retailer's request.	\$/request	\$757.50	\$833.25

Service Group	Description*	Charge	2024 25 Price (Ex GST)	2024 25 Price (Inc. GST)
Disconnection (and Final Read)	<p>Disconnection (and/or final read) during business hours. Applied:</p> <ul style="list-style-type: none"> After customer fails to pay; or After customer moves out. <p>At retailer's request.</p>	\$/request	\$91.00	\$100.10
Reconnection	<p>Reconnection during business hours. Applied:</p> <ul style="list-style-type: none"> After customer pays outstanding amount owing after being disconnected for non-payment; or After customer moves in. <p>At retailer's request.</p>	\$/request	\$93.35	\$102.69
Reconnection - After Hours **	<p>Reconnection after hours. Applied:</p> <ul style="list-style-type: none"> After customer pays outstanding amount owing after being disconnected for non-payment; or After customer moves in. <p>At retailer's request.</p>	\$/request	\$732.27	\$805.50
Other				
Wasted visit fee	<p>Additional costs incurred where service provision could not be undertaken and/or completed as planned due to action or inaction of a network user or their agent.</p> <p>If the crew are unable to undertake their work, then the lower of either the requested service fee or the wasted fee charge will apply.</p>	\$/request	\$320.41	\$352.45
After Hours - non reconnections - uplift 1.83 x business hours charge	<p>After hours work provided by Power Services' crews.</p> <p>This fee does not apply to reconnections.</p> <p>At customer's or retailer's request.</p>	1.83 x Business Hours Charge (Excluding reconnections)		
Non-Standard Data Services				
Historical data Requests	<p>Collection, processing and transfer of higher standard energy data per format.</p> <p>Includes consumption checks and detailed historical data. Can be provided per NMI or per meter.</p> <p>At customer's or retailer's request.</p>	\$/request	\$176.92	\$194.61
Standing data Requests	<p>Provide NMI standing data as outlined in the Electricity Retail Supply Code, similar to the NMI Discovery Service provided interstate.</p> <p>At incoming retailer's request.</p>	\$/request	\$58.97	\$64.87
Customer transfers	<p>The processing of a customer transfer request as outlined in the Electricity Retail Supply Code.</p> <p>At incoming retailer's request.</p>	\$/request	\$235.89	\$259.48

Service Group	Description*	Charge	2024 25 Price (Ex GST)	2024 25 Price (Inc. GST)
Network tariff change request	Applied when the customer or the customer's representative makes a request for a tariff reassignment, and that reassignment is not the result of an assignment error by Power and Water. At customer's or retailer's request	\$/request	\$58.97	\$64.87
Miscellaneous Services				
Installation of Minor Apparatus	Temporary installation of minor apparatus such as polyloggers. Data analysis and report supplied if required.	\$/request	\$784.45	\$862.90
Meter Service				
Special meter test	Specialised equipment to test meter (in laboratory). At customer's or retailer's request.	\$/request	\$554.12	\$609.53
Exchange or replace meter – three-phase	Exchange or replace a three-phase meter. At customer's or retailer's request.	\$/request	\$434.49	\$477.94
Exchange or replace meter – single-phase	Exchange or replace a single-phase meter. At customer's or retailer's request.	\$/request	\$374.67	\$412.14
Relocation of meter	Relocation of a meter at customer's or retailer's Request.	\$/request	\$578.05	\$635.86
Remove meter	Removal of meter from meter panel at customer's or retailer's request.	\$/request	\$578.05	\$635.86
General meter Inspection	Non-invasive visual only inspection (in field) at customer's or retailer's request.	\$/request	\$267.00	\$293.70
Special meter read - no appointment	Meter read at a customer's request. Outside of the scheduled read cycle. Meter is read within 2 days - no specific time. At customer's or retailer's request.	\$/request	\$61.70	\$67.87
Special meter read - Appointment	Meter read at a customer's request. Outside of the scheduled read cycle. Meter is read at an agreed day and time. At customer's or retailer's request.	\$/request	\$134.58	\$148.04
Meter program Change	Changes to tariff that requires meter reprogramming: <ul style="list-style-type: none"> • Includes prepaid tariff and time of use. At customer's or retailer's request.	\$/request	\$314.85	\$346.34
Install modem on smart ready meter	Install modem on smart ready meter at the customer's or retailer's request.	\$/request	\$314.85	\$346.34
Prepayment Vending Charge	Fee payable per prepayment meter credit update (per transaction). Payable by the retailer.	\$/request	\$0.63	\$0.69

Service Group	Description*	Charge	2024 25 Price (Ex GST)	2024 25 Price (Inc. GST)
Prepayment Meter Support Charge	Retailer initiated prepayment query that does not relate to a system or meter fault that could otherwise have been processed through the prepayment meter portal.	\$/request	\$139.29	\$153.22

* Work is to be undertaken during business hours, Monday to Friday 8am to 4pm, excluding public holidays, unless otherwise stated.

** After hours is Monday to Friday after 4pm, excluding public holidays, and is subject to availability and safety. Work undertaken on public holidays and weekends is treated as a Quoted Service and priced accordingly.

2024-25 ACS Quoted Based Services

Service Group	Description*	Charge	2024 25 Price (Ex GST)	2024 25 Price (Inc. GST)
Quoted Services – Business Hours				
Technical	Covers the cost of labour to conduct technical program of works during business hours at customer or retailer's request.	\$/hour	\$239.27	\$263.20
Administrative	Covers the cost of labour to conduct administrative program of works during business hours at customer or retailer's request.	\$/hour	\$117.95	\$129.75
Communications	Covers the cost of labour to conduct communication program of works during business hours at customer or retailer's request.	\$/hour	\$239.27	\$263.20
Engineering	Covers the cost of labour to conduct engineering program of works during business hours at customer or retailer's request.	\$/hour	\$262.10	\$288.31
Quoted Services – After Hours				
Technical After Hours	Covers the cost of labour to conduct technical program of works during non-business hours at customer or retailer's request.	\$/hour	\$303.45	\$333.80
Administrative After Hours	Covers the cost of labour to conduct administrative program of works during non-business hours at customer or retailer's request.	\$/hour	\$206.41	\$227.05
Communication After Hours	Covers the cost of labour to conduct communication program of works during non-business hours at customer or retailer's request.	\$/hour	\$303.45	\$333.80
Engineering After Hours	Covers the cost of labour to conduct engineering program of works during non-business hours at customer or retailer's request.	\$/hour	\$362.27	\$398.50