

NETWORK PRICE LIST: ANCILLARY NETWORK SERVICES 2025-2026

Effective 1 July 2025

Version 1.1

Document Amendment History

Version No.	Publication Date	Comments
1.0	15 May 2025	Final Prices.
1.1	21 May 2025	Updated Contact Centre telephone number

Disclaimer

Endeavour Energy may change the information in this document without notice. All changes take effect on the date made by Endeavour Energy.

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ANCILLARY NETWORK SERVICES

1.1 Introduction

In this document “we”, “us”, “our” and “ours” refers to Endeavour Energy; “you”, “your” and “yours” refers to you, the *customer*.

Words in *italics* are explained in your *customer connection contract*. This contract is available for download from our website at:

www.endeavourenergy.com.au

Alternatively, you can obtain a copy by calling our Contact Centre on 131 003.

1.2 Network Price List - Ancillary Network Services (ANS)

Endeavour Energy has compiled this Network Price List to provide you with details of:

- a description of ANS charges payable under your *customer connection contract* for services provided or arranged by us;
- the charges or method of calculation for any installation work done on a *customer's premises*; and
- work incidental to the provision of *customer connection services*.

1.3 Enquiries

If you have any questions in relation to this Network Price List please contact:

network.pricing@endeavourenergy.com.au

or contact our Contact Centre on 131 003.

For specific enquires related to the application of charges in this Network Price List, please refer to the Retail Operations Contact List (ROCL).

1.4 Ancillary network services

Ancillary network services are non-routine services distributors provide to individual customers on an 'as needs' basis.

For the avoidance of doubt, the AER Distribution Determination refers to ancillary network services for which a charge is approved as 'fee-based services'. That is, the fee for the cost of providing the service (labour rates) and the average time to perform the service. These services fees are fixed and apply irrespective of the actual time on-site to perform the service, even if that time varies from the benchmark used in the AER's decision making.

By contrast, quoted services are once-off and specific to a particular customer's request. The cost of these services will depend on the actual time taken to perform the service. With the hourly rate set, the longer it takes the distributor to perform the service, the more the customer will pay.

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1.5 Ancillary network service charges

The AER approved ancillary network service charges for 2025-26 are as follows:

Table 1a: Ancillary network service charges

Service Category	Service	Rate Code	ANS Charges 2025-26 (Ex. GST)	ANS Charges 2025-26 (Inc. GST)
Connection offer service	Connection Offer Service (Basic)	COFE	\$30.40	\$33.44
	Connection Offer Service (Basic) - New	COFN	\$30.40	\$33.44
	Connection Offer Service (Basic) - Solar	COFS	\$30.40	\$33.44
Distributor arranged outage for purposes of replacing meter	Initial Assessment - No access	GSNA	\$248.99	\$273.89
	Isolation Not/Unable to be Completed	GSNS	\$515.85	\$567.44
	Outage Arrangements	GSIC	\$738.25	\$812.08
	Initial Assessment	GSNO	\$382.42	\$420.66
Emergency maintenance of failed metering equipment not owned by the distributor (contestable meters)	Metering Investigation services	MINS	\$282.87	\$311.16
Meter recovery and disposal - type 5 and 6 (legacy meters)	CT Meter Removal & Disposal	MDCT	\$258.02	\$283.82
	WC Meter Disposal	MDWC	\$258.02	\$283.82
Network safety services	De-energising wires for safe approach (e.g. for tree pruning)	DWSA	\$790.76	\$869.84
	Rectification of illegal connections - Per Job	CI03	\$752.34	\$827.57
Network tariff change request	Network tariff change request	NTCR	\$60.79 ¹	\$66.87
Off-peak conversion	Off Peak Conversion site visit (no access)	OPNA	\$139.41	\$153.35
	Off Peak Conversions	DM02	\$148.26	\$163.09
Reconnections/Disconnections	Disconnections or Reconnections (Meter Box)	CDF3	\$129.63	\$142.59
	Disconnections or Reconnections (Meter Load Tail)	DMLT	\$376.92	\$414.61
	Disconnections or Reconnections (Pole Top / Pillar Box)	DS18	\$596.43	\$656.07

¹ Endeavour Energy is reviewing the application of the NTCR fee. The fee will not be charged during this review process. Any decision to apply the fee, including the circumstances under which the fee would be applied, will be communicated with Retailers before coming into effect.

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Service Category	Service	Rate Code	ANS Charges 2025-26 (Ex. GST)	ANS Charges 2025-26 (Inc. GST)
	Disconnections or Reconnections at Meter Box (Site Visit)	CDS3	\$114.81	\$126.29
	Disconnections or Reconnections at Pole Top / Pillar Box - Site Visit	NS18	\$279.08	\$306.99
	Reconnection outside Normal business hours	AC02	\$325.28	\$357.81
	Reconnection of already connected site	MRIR	\$105.16	\$115.68
	Disconnections or Reconnections (Meter Load Tail) -Site Visit ONLY	DVLT	\$185.88	\$204.47
Rectification works to maintain network safety	Vegetation defect management	VGDM	\$218.59	\$240.45
Site establishment services	Error correction due to incorrect information received from Retailers or Metering Providers (no Site Visit)	NINV	\$125.77	\$138.35
	Non market Site Establishment	NMNA	\$12.16	\$13.38
	Site Establishment - Per NMI	NMIA	\$40.53	\$44.58
	Site Establishment assessment that does not result in the allocation of a NMI.	NMII	\$10.14	\$11.15
	Error correction due to incorrect information received from Retailers or Metering Providers (Site Visit)	NPTC	\$121.59	\$133.75
	NMI Extinction	NABO	\$30.40	\$33.44
Special meter reading and testing (legacy meters)	Meter Test Fee - Per Request	MT01	\$557.62	\$613.38
	Meter Test Fee - Site Visit	MT02	\$139.41	\$153.35
	Move in meter reads	MIMR	\$57.90	\$63.69
	Move out meter reads	MOFR	\$57.90	\$63.69
	Special Meter Reads	AM01	\$57.90	\$63.69
	Special Meter Reads - Site Visit	CDH3	\$49.00	\$53.90

Note: Unless otherwise stated, all rates are applicable to work conducted during normal business hours.

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Table 1b: Ancillary network service charges

Service Category	Sub-Service Category	Service	Rate Code	ANS Charges 2025-26 (Ex GST)	ANS Charges 2025-26 (Inc GST)
Access permits, oversight and facilitation	Provision of Access Fee (Standby)	Normal Time - 1 x Visit - Open / Close - 1 hour - Per Job	7000000146	\$185.88	\$204.47
Access permits, oversight and facilitation	Provision of Access Fee (Standby)	Normal Time - Open / Isolate & CSO to close, Open / Close & no isolation - Per Job	7000000147	\$371.75	\$408.93
Access permits, oversight and facilitation	Provision of Access Fee (Standby)	Normal Time - 2 x Visit - Open / Isolate / Close - 2 hours - Per Job	7000000149	\$743.50	\$817.85
Access permits, oversight and facilitation	Provision of Access Fee (Standby)	Overtime - 1 x Visit - Open / Close - 1 hour - Per Job	7000000150	\$325.28	\$357.81
Access permits, oversight and facilitation	Provision of Access Fee (Standby)	Overtime - Visit - Open / Isolate & CSO to close, Open / Close & no isolation - Per Job	7000000151	\$650.57	\$715.63
Access permits, oversight and facilitation	Provision of Access Fee (Standby)	Overtime - 2 x Visit - Open / Isolate / Close - 2 hours - Per Job	7000000153	\$1,301.12	\$1,431.23
Access permits, oversight and facilitation	Access permits, oversight and facilitation	Install & remove HV live line links - One set	7000000166	\$5,300.96	\$5,831.06
Access permits, oversight and facilitation	Access permits, oversight and facilitation	Install & remove HV live line links - Each additional set	7000000167	\$3,397.04	\$3,736.74
Access permits, oversight and facilitation	Access permits, oversight and facilitation	Break & remake HV bonds - One set	7000000168	\$4,079.57	\$4,487.53
Access permits, oversight and facilitation	Access permits, oversight and facilitation	Break & remake HV bonds - Each additional set	7000000169	\$2,297.01	\$2,526.71

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Service Category	Sub-Service Category	Service	Rate Code	ANS Charges 2025-26 (Ex GST)	ANS Charges 2025-26 (Inc GST)
Access permits, oversight and facilitation	Access permits, oversight and facilitation	Break & remake LV bonds - One set	7000000170	\$2,632.20	\$2,895.42
Access permits, oversight and facilitation	Access permits, oversight and facilitation	Break & remake LV bonds - Each additional set	7000000171	\$1,269.97	\$1,396.97
Access permits, oversight and facilitation	Access permits, oversight and facilitation	Install & remove LV live line links - One set	7000000172	\$2,576.48	\$2,834.13
Access permits, oversight and facilitation	Access permits, oversight and facilitation	Install & remove LV live line links - Each additional set	7000000173	\$1,214.25	\$1,335.68
Access permits, oversight and facilitation	Access permits, oversight and facilitation	Connect & disconnect generator to LV OH mains - One generator	7000000174	\$2,470.38	\$2,717.42
Access permits, oversight and facilitation	Access permits, oversight and facilitation	Connect & disconnect generator to LV OH mains - Each additional generator	7000000175	\$1,108.17	\$1,218.99
Access permits, oversight and facilitation	Access permits, oversight and facilitation	Connect & disconnect generator to a padmount / indoor substation - One generator	7000000176	\$2,470.38	\$2,717.42
Access permits, oversight and facilitation	Access permits, oversight and facilitation	Connect & disconnect generator to a padmount / indoor substation - Each additional gen	7000000177	\$1,108.17	\$1,218.99
Access permits, oversight and facilitation	Clearance to Work	Clearance to Work	7000000215	\$2,887.31	\$3,176.04
Access permits, oversight and facilitation	Access Permits	Subdivision - URD - Per Lot	7000000154	\$65.05	\$71.56
Access permits, oversight and facilitation	Access Permits	All Other - Per access authorisation (AA) or authority to work (ATW)	7000000158	\$2,798.68	\$3,078.55

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Service Category	Sub-Service Category	Service	Rate Code	ANS Charges 2025-26 (Ex GST)	ANS Charges 2025-26 (Inc GST)
Access permits, oversight and facilitation	Access permits, oversight and facilitation	Unlocking secured electrical installation - Site visit	7000000620	\$49.00	\$53.90
Access permits, oversight and facilitation	Access permits, oversight and facilitation	Unlocking secured electrical installation - Unlock only	7000000621	\$57.90	\$63.69
Authorisation of ASPs	Authorisation	Authorisation - Renewal	7000000201	\$529.45	\$582.40
Authorisation of ASPs	Authorisation	Authorisation - New	7000000202	\$582.82	\$641.10
Cable spike	Cable ID & Spike	Cable ID & Spike	7000000224	\$743.50	\$817.85
Connection application related services	Administration Fee	Subdivision - URD - Underground - 1-5 lots	7000000263	\$486.35	\$534.99
Connection application related services	Administration Fee	Subdivision - URD - Underground - 6-10 lots	7000000264	\$607.95	\$668.75
Connection application related services	Administration Fee	Subdivision - URD - Underground - 11-40 lots	7000000265	\$851.12	\$936.23
Connection application related services	Administration Fee	Subdivision - URD - Underground - 41+ lots	7000000266	\$972.72	\$1,069.99
Connection application related services	Administration Fee	Subdivision - Non Urban - Underground - 1-5 lots	7000000267	\$364.77	\$401.25
Connection application related services	Administration Fee	Subdivision - Non Urban - Underground - 6-10 lots	7000000268	\$486.35	\$534.99
Connection application related services	Administration Fee	Subdivision - Non Urban - Underground - 41+ lots	7000000270	\$729.54	\$802.49
Connection application related services	Administration Fee	Subdivision - Non Urban - Overhead - 1-5 poles	7000000271	\$486.35	\$534.99
Connection application related services	Administration Fee	Subdivision - Non Urban - Overhead / Underground	7000000272	\$607.95	\$668.75

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Service Category	Sub-Service Category	Service	Rate Code	ANS Charges 2025-26 (Ex GST)	ANS Charges 2025-26 (Inc GST)
Connection application related services	Administration Fee	Subdivision - Non Urban - Overhead - 11+ poles	7000000273	\$1,094.30	\$1,203.73
Connection application related services	Administration Fee	Connection of Load - Non Urban - Overhead - 1-5 poles	7000000278	\$486.35	\$534.99
Connection application related services	Administration Fee	Connection of Load - Non Urban - Overhead - 6-10 poles	7000000279	\$729.54	\$802.49
Connection application related services	Administration Fee	Connection of Load - Non Urban - Overhead - 11+ poles	7000000280	\$972.72	\$1,069.99
Connection Offer Service	Connection Offer Service	Connection Offer Service (Standard)	7000000209	\$415.16	\$456.68
Contestable network commissioning and decommissioning	Substation Commission Fee	Subdivision - URD - Per Lot	7000000160	\$116.27	\$127.90
Contestable network commissioning and decommissioning	Substation Commission Fee	All Other - Asset Relocation, Industrial & Commercial, Non Urban, Public Lighting, URD - Per Substation	7000000164	\$2,283.72	\$2,512.09
Customer requested provision of additional metering/consumption data	Customer Data Request	Customer Data Request	7000000223	\$20.26	\$22.29
Design related services	Design Certification Fee	Subdivision - Non Urban - Underground - 1-5 lots	7000000316	\$185.88	\$204.47
Design related services	Design Certification Fee	Subdivision - Non Urban - Underground - 6-10 lots	7000000000	\$557.62	\$613.38
Design related services	Design Certification Fee	Subdivision - Non Urban - Underground - 11-40 lots	7000000002	\$743.50	\$817.85

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Service Category	Sub-Service Category	Service	Rate Code	ANS Charges 2025-26 (Ex GST)	ANS Charges 2025-26 (Inc GST)
Design related services	Design Certification Fee	Subdivision - Non Urban - Underground - 41+ lots	7000000003	\$743.50	\$817.85
Design related services	Design Certification Fee	Subdivision - Non Urban - Overhead - 1-5 poles	7000000004	\$371.75	\$408.93
Design related services	Design Certification Fee	Subdivision - Non Urban - Overhead - 6-10 poles	7000000005	\$557.62	\$613.38
Design related services	Design Certification Fee	Subdivision - Non Urban - Overhead - 11+ poles	7000000006	\$929.38	\$1,022.32
Design related services	Design Certification Fee	Subdivision - Industrial & Commercial - Underground - 1-10 lots	7000000007	\$557.62	\$613.38
Design related services	Design Certification Fee	Subdivision - Industrial & Commercial - Underground - 11-40 lots	7000000008	\$743.50	\$817.85
Design related services	Design Certification Fee	Subdivision - Industrial & Commercial - Underground - 41 + lots	7000000009	\$1,115.25	\$1,226.78
Design related services	Design Certification Fee	Subdivision - Industrial & Commercial - Overhead - 1-5 poles	7000000010	\$371.75	\$408.93
Design related services	Design Certification Fee	Subdivision - Industrial & Commercial - Overhead - 6-10 poles	7000000011	\$557.62	\$613.38
Design related services	Design Certification Fee	Subdivision - Industrial & Commercial - Overhead - 11+ poles	7000000012	\$929.38	\$1,022.32

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Service Category	Sub-Service Category	Service	Rate Code	ANS Charges 2025-26 (Ex GST)	ANS Charges 2025-26 (Inc GST)
Design related services	Design Certification Fee	Subdivision - URD - Underground - 1-5 lots	7000000312	\$371.75	\$408.93
Design related services	Design Certification Fee	Subdivision - URD - Underground - 6-10 lots	7000000313	\$557.62	\$613.38
Design related services	Design Certification Fee	Subdivision - URD - Underground - 11-40 lots	7000000314	\$929.38	\$1,022.32
Design related services	Design Certification Fee	Subdivision - URD - Underground - 41+ lots	7000000315	\$1,115.25	\$1,226.78
Design related services	Design Certification Fee	Connection of Load - Non Urban - Overhead - 1-5 poles	7000000023	\$371.75	\$408.93
Design related services	Design Certification Fee	Connection of Load - Non Urban - Overhead - 6-10 poles	7000000024	\$557.62	\$613.38
Design related services	Design Certification Fee	Connection of Load - Non Urban - Overhead - 11+ poles	7000000025	\$929.38	\$1,022.32
Design related services	Design Certification Fee	Connection of Load - Indoor Substation, Industrial & Commercial - Per Hour, Phase HV Customer and Transmission	7000000026	\$185.88	\$204.47
Design related services	Design Information Fee	Subdivision - URD - Underground - 1-5 lots	7000000283	\$557.62	\$613.38
Design related services	Design Information Fee	Subdivision - URD - Underground - 6-10 lots	7000000284	\$743.50	\$817.85
Design related services	Design Information Fee	Subdivision - URD - Underground - 11-40 lots	7000000285	\$1,301.12	\$1,431.23

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Service Category	Sub-Service Category	Service	Rate Code	ANS Charges 2025-26 (Ex GST)	ANS Charges 2025-26 (Inc GST)
Design related services	Design Information Fee	Subdivision - URD - Underground - 41+ lots	7000000286	\$1,672.88	\$1,840.17
Inspection services – Private electrical installations and accredited service providers (ASPs)	Inspection of Service Work (Level 1)	Subdivision - URD - Underground - Per Lot (1 - 10)	7000000053	\$92.93	\$102.22
Inspection services – Private electrical installations and accredited service providers (ASPs)	Inspection of Service Work (Level 1)	Subdivision - URD - Underground - Per Lot (11 - 50)	7000000054	\$55.76	\$61.34
Inspection services – Private electrical installations and accredited service providers (ASPs)	Inspection of Service Work (Level 1)	Subdivision - URD - Underground - Per Lot (51 +)	7000000055	\$18.59	\$20.45
Inspection services – Private electrical installations and accredited service providers (ASPs)	Inspection of Service Work (Level 1)	Subdivision - Non Urban - Underground - Per Lot (1 - 10)	7000000063	\$92.93	\$102.22
Inspection services – Private electrical installations and accredited service providers (ASPs)	Inspection of Service Work (Level 1)	Subdivision - Non Urban - Underground - Per Lot (11 - 50)	7000000064	\$55.76	\$61.34
Inspection services – Private electrical installations and accredited service providers (ASPs)	Inspection of Service Work (Level 1)	Subdivision - Non Urban - Underground - Per Lot (51+)	7000000065	\$18.59	\$20.45
Inspection services – Private electrical installations and accredited service providers (ASPs)	Inspection of Service Work (Level 1)	Subdivision - Non Urban - Overhead - Per Pole (1 - 5)	7000000072	\$111.52	\$122.67
Inspection services – Private electrical installations and	Inspection of Service Work (Level 1)	Subdivision - Non Urban - Overhead - Per Pole (6 - 10)	7000000073	\$92.93	\$102.22

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Service Category	Sub-Service Category	Service	Rate Code	ANS Charges 2025-26 (Ex GST)	ANS Charges 2025-26 (Inc GST)
accredited service providers (ASPs)					
Inspection services – Private electrical installations and accredited service providers (ASPs)	Inspection of Service Work (Level 1)	Subdivision - Non Urban - Overhead - Per Pole (11 +)	7000000074	\$74.35	\$81.79
Inspection services – Private electrical installations and accredited service providers (ASPs)	Inspection of Service Work (Level 1)	Subdivision - Non Urban - Overhead - Per Pole Sub	7000000075	\$631.98	\$695.18
Inspection services – Private electrical installations and accredited service providers (ASPs)	Inspection of Service Work (Level 1)	Subdivision - Industrial & Commercial - Overhead - Per Pole (1 - 5)	7000000084	\$111.52	\$122.67
Inspection services – Private electrical installations and accredited service providers (ASPs)	Inspection of Service Work (Level 1)	Subdivision - Industrial & Commercial - Overhead - Per Pole (6 - 10)	7000000085	\$92.93	\$102.22
Inspection services – Private electrical installations and accredited service providers (ASPs)	Inspection of Service Work (Level 1)	Subdivision - Industrial & Commercial - Overhead - Per Pole (11 +)	7000000086	\$74.35	\$81.79
Inspection services – Private electrical installations and accredited service providers (ASPs)	Inspection of Service Work (Level 1)	Subdivision - Industrial & Commercial - Overhead - Per Pole Sub	7000000087	\$650.57	\$715.63
Inspection services – Private electrical installations and accredited service providers (ASPs)	Inspection of Service Work (Level 1)	Subdivision - Industrial & Commercial - Underground - Per Lot (1 - 10)	7000000096	\$92.93	\$102.22
Inspection services – Private electrical installations and	Inspection of Service Work (Level 1)	Subdivision - Industrial & Commercial -	7000000097	\$92.93	\$102.22

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Service Category	Sub-Service Category	Service	Rate Code	ANS Charges 2025-26 (Ex GST)	ANS Charges 2025-26 (Inc GST)
accredited service providers (ASPs)		Underground - Per Lot (11 - 50)			
Inspection services – Private electrical installations and accredited service providers (ASPs)	Inspection of Service Work (Level 1)	Subdivision - Industrial & Commercial - Underground - Per Lot (51+)	7000000098	\$92.93	\$102.22
Inspection services – Private electrical installations and accredited service providers (ASPs)	Inspection of Service Work (Level 1)	Connection of Load - Non Urban - Overhead - Per Pole (1 - 5)	7000000109	\$111.52	\$122.67
Inspection services – Private electrical installations and accredited service providers (ASPs)	Inspection of Service Work (Level 1)	Connection of Load - Non Urban - Overhead - Per Pole (6 - 10)	7000000112	\$92.93	\$102.22
Inspection services – Private electrical installations and accredited service providers (ASPs)	Inspection of Service Work (Level 1)	Connection of Load - Non Urban - Overhead - Per Pole (11 +)	7000000115	\$74.35	\$81.79
Inspection services – Private electrical installations and accredited service providers (ASPs)	Inspection of Service Work (Level 1)	Connection of Load - Non Urban - Overhead - Per Pole Sub	7000000118	\$631.98	\$695.18
Inspection services – Private electrical installations and accredited service providers (ASPs)	Inspection of Service Work (Level 1)	Connection of Load - Industrial & Commercial - Overhead - Per Pole (1 - 5)	7000000123	\$111.52	\$122.67
Inspection services – Private electrical installations and accredited service providers (ASPs)	Inspection of Service Work (Level 1)	Connection of Load - Industrial & Commercial - Overhead - Per Pole (6 - 10)	7000000126	\$92.93	\$102.22
Inspection services – Private electrical installations and	Inspection of Service Work (Level 1)	Connection of Load - Industrial & Commercial -	7000000129	\$74.35	\$81.79

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Service Category	Sub-Service Category	Service	Rate Code	ANS Charges 2025-26 (Ex GST)	ANS Charges 2025-26 (Inc GST)
accredited service providers (ASPs)		Overhead - Per Pole (11+)			
Inspection services – Private electrical installations and accredited service providers (ASPs)	Inspection of Service Work (Level 1)	Connection of Load - Industrial & Commercial - Overhead - Per Pole Sub	7000000132	\$650.57	\$715.63
Inspection services – Private electrical installations and accredited service providers (ASPs)	Inspection of works outside normal working hours	Administration Fee	7000000139	\$60.79	\$66.87
Inspection services – Private electrical installations and accredited service providers (ASPs)	Inspection of works outside normal working hours	Access Permits	7000000141	\$2,788.12	\$3,066.93
Inspection services – Private electrical installations and accredited service providers (ASPs)	Inspection of service work (Level 2 work)	Per NOSW - A Grade	7000000143	\$65.05	\$71.56
Inspection services – Private electrical installations and accredited service providers (ASPs)	Inspection of service work (Level 2 work)	Per NOSW - B Grade	7000000144	\$111.52	\$122.67
Inspection services – Private electrical installations and accredited service providers (ASPs)	Inspection of service work (Level 2 work)	Per NOSW - C Grade	7000000145	\$371.75	\$408.93
Network related property services	Conveyancing Information	Supply of conveyancing information - Per Desk Inquiry	7000000203	\$60.79	\$66.87
Network safety services	Network safety services	Traffic Management to install & remove, break & remake, connect & disconnect	7000000199	\$8,536.88	\$9,390.57

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Service Category	Sub-Service Category	Service	Rate Code	ANS Charges 2025-26 (Ex GST)	ANS Charges 2025-26 (Inc GST)
		excluded distribution services			
Network safety services	Network safety services	Traffic Management to test, terminate and joint excluded distribution services	7000000200	\$7,825.22	\$8,607.74
Notices of arrangement and completion notices	Notification of Arrangement	Subdivision - Industrial & Commercial, Non Urban, URD - Per NOA	7000000041	\$243.18	\$267.50
Notices of arrangement and completion notices	Compliance Certificate	Connection of Load - Industrial & Commercial, Non Urban, URD - Per Compliance Cert	7000000047	\$243.18	\$267.50
Special meter reading and testing (legacy meters)	Type 5-7 Non Standard Meter data Services	Type 5-7 Non Standard Meter data Services	7000000216	\$20.26	\$22.29
Termination of cable at zone substation – distributor required performance	Termination of cable at zone substation – distributor required performance	Zone substation access and supervision for installation of cable(s) for one feeder	7000000178	\$3,901.66	\$4,291.83
Termination of cable at zone substation – distributor required performance	Termination of cable at zone substation – distributor required performance	Protection setting	7000000180	\$5,039.12	\$5,543.03
Termination of cable at zone substation – distributor required performance	Termination of cable at zone substation – distributor required performance	Testing cable prior to commissioning	7000000182	\$5,511.97	\$6,063.17
Termination of cable at zone substation – distributor required performance	Termination of cable at zone substation – distributor required performance	11kV Zone substation circuit breaker cable termination	7000000184	\$5,009.79	\$5,510.77

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Service Category	Sub-Service Category	Service	Rate Code	ANS Charges 2025-26 (Ex GST)	ANS Charges 2025-26 (Inc GST)
Termination of cable at zone substation – distributor required performance	Termination of cable at zone substation – distributor required performance	22kV Zone substation circuit breaker cable termination	7000000186	\$5,284.62	\$5,813.08
Termination of cable at zone substation – distributor required performance	Termination of cable at zone substation – distributor required performance	11kV Padmount/Indoor substation cable termination	7000000188	\$5,761.66	\$6,337.83
Termination of cable at zone substation – distributor required performance	Termination of cable at zone substation – distributor required performance	22kV Padmount/Indoor substation cable termination	7000000190	\$7,344.74	\$8,079.21
Termination of cable at zone substation – distributor required performance	Termination of cable at zone substation – distributor required performance	11kV Pole top termination (UGOH) and bonding to OH	7000000192	\$7,119.54	\$7,831.49
Termination of cable at zone substation – distributor required performance	Termination of cable at zone substation – distributor required performance	22kV Pole top termination (UGOH) and bonding to OH	7000000193	\$8,262.27	\$9,088.50
Termination of cable at zone substation – distributor required performance	Termination of cable at zone substation – distributor required performance	11kV Straight through joint	7000000195	\$5,509.29	\$6,060.22
Termination of cable at zone substation – distributor required performance	Termination of cable at zone substation – distributor required performance	22kV Straight through joint	7000000197	\$5,858.04	\$6,443.84

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1.6 Labour Rates

The AER approved maximum hourly rates (including on-costs and overhead) for quoted service charges for 2025-26 are as follows:

Table 2: Labour rates

Classification	ANS hourly labour rates 2025-26	ANS hourly labour rates 2025-26
	(Ex. GST)	(Inc. GST)
Business Hours		
Admin Support	\$121.59	\$133.75
Technical Specialist R2	\$185.88	\$204.47
EO 7/Engineer	\$276.77	\$304.45
Field Worker R4	\$179.38	\$197.32
Senior Engineer	\$251.56	\$276.72
Engineering Manager	\$335.41	\$368.95
Field Worker R4 (Outdoor)	\$204.17	\$224.59
Technical Specialist R2 (Outdoor)	\$210.68	\$231.75
After Hours		
Admin Support	\$212.78	\$234.06
Technical Specialist R2	\$325.28	\$357.81
EO 7/Engineer	\$484.35	\$532.79
Field Worker R4	\$313.92	\$345.31
Senior Engineer	\$440.22	\$484.24
Engineering Manager	\$586.98	\$645.68
Field Worker R4 (Outdoor)	\$357.31	\$393.04
Technical Specialist R2 (Outdoor)	\$368.69	\$405.56

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1.7 Quoted Services

Prices for quoted services are based on the quantities of labour and materials required, with the quantities dependent on a particular task. Prices for quoted services are determined at the time of a customer's enquiry and reflect the individual requirements of the customer's service request.

The AER approved the following quoted services for the 2024-25 to 2028-29 regulatory period.

Table 3: List of Quoted Services & Hourly Rate

Service	Rate Code	ANS hourly labour rates 2025-26 (Ex. GST)	ANS hourly labour rates 2025-26 (Inc. GST)
Customer Interface co-ordination for contestable works	7000000210	\$276.77	\$304.45
Administration - Connection of Load - Industrial & Commercial	7000000276	\$121.59	\$133.75
Administration - Connection of Load - Non Urban - Underground	7000000277	\$121.59	\$133.75
Administration - Connection of Load - URD	7000000275	\$121.59	\$133.75
Administration - Other - Asset Relocation	7000000281	\$121.59	\$133.75
Administration - Other - Public Lighting	7000000282	\$121.59	\$133.75
Administration - Subdivision - Industrial & Commercial	7000000274	\$121.59	\$133.75
Customer initiated Asset Relocations - network safety	7000000217	\$276.77	\$276.77
Design Certification - Asset Relocation - Designer	7000000028	\$276.77	\$304.45
Design Certification - Asset Relocation - Engineer	7000000027	\$276.77	\$304.45
Design Certification - Connection of Load - Industrial & Commercial - <= 200A/Phase (LV)	7000000013	\$276.77	\$304.45
Design Certification - Connection of Load - Industrial & Commercial - <= 700A/Phase (LV)	7000000014	\$276.77	\$304.45
Design Certification - Connection of Load - Industrial & Commercial - > 700A/Phase (LV)	7000000015	\$276.77	\$304.45
Design Certification - Connection of Load - Industrial & Commercial - HV Customer	7000000016	\$276.77	\$304.45
Design Certification - Connection of Load - Industrial & Commercial - Transmission	7000000017	\$276.77	\$304.45
Design Certification - Connection of Load - Multi-Dwelling - <= 20 units	7000000019	\$276.77	\$304.45
Design Certification - Connection of Load - Multi-Dwelling - <= 40 units	7000000020	\$276.77	\$304.45
Design Certification - Connection of Load - Multi-Dwelling - <= 5 units	7000000018	\$276.77	\$304.45
Design Certification - Connection of Load - Multi-Dwelling - > 40 units	7000000021	\$276.77	\$304.45

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Service	Rate Code	ANS hourly labour rates 2025-26 (Ex. GST)	ANS hourly labour rates 2025-26 (Inc. GST)
Design Certification - Connection of Load - Non Urban - Underground	7000000022	\$276.77	\$304.45
Design Certification - Public Lighting - Designer	7000000030	\$276.77	\$304.45
Design Certification - Public Lighting - Engineer	7000000029	\$276.77	\$304.45
Design Information - Asset Relocation - Designer	7000000309	\$276.77	\$304.45
Design Information - Asset Relocation - Engineer	7000000308	\$276.77	\$304.45
Design Information - Connection of Load - Industrial & Commercial - <= 200A/Phase (LV)	7000000289	\$276.77	\$304.45
Design Information - Connection of Load - Industrial & Commercial - <= 700A/Phase (LV)	7000000290	\$276.77	\$304.45
Design Information - Connection of Load - Industrial & Commercial - > 700A/Phase (LV)	7000000291	\$276.77	\$304.45
Design Information - Connection of Load - Industrial & Commercial - HV Customer	7000000292	\$276.77	\$304.45
Design Information - Connection of Load - Industrial & Commercial - Transmission	7000000293	\$276.77	\$304.45
Design Information - Connection of Load - Multi-Dwelling - <= 20 units	7000000295	\$276.77	\$304.45
Design Information - Connection of Load - Multi-Dwelling - <= 40 units	7000000296	\$276.77	\$304.45
Design Information - Connection of Load - Multi-Dwelling - <= 5 units	7000000294	\$276.77	\$304.45
Design Information - Connection of Load - Multi-Dwelling - > 40 units	7000000297	\$276.77	\$304.45
Design Information - Connection of Load - Non Urban - I&C - <= 200A/Phase (LV)	7000000298	\$276.77	\$304.45
Design Information - Connection of Load - Non Urban - I&C - <= 700A/Phase (LV)	7000000299	\$276.77	\$304.45
Design Information - Connection of Load - Non Urban - I&C - > 700A/Phase (LV)	7000000300	\$276.77	\$304.45
Design Information - Connection of Load - Non Urban - I&C - HV Customer	7000000301	\$276.77	\$304.45
Design Information - Connection of Load - Non Urban - I&C - Transmission	7000000302	\$276.77	\$304.45
Design Information - Connection of Load - Non Urban - Multi-Dwelling - <= 20 units	7000000304	\$276.77	\$304.45
Design Information - Connection of Load - Non Urban - Multi-Dwelling - <= 40 units	7000000305	\$276.77	\$304.45

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Service	Rate Code	ANS hourly labour rates 2025-26 (Ex. GST)	ANS hourly labour rates 2025-26 (Inc. GST)
Design Information - Connection of Load - Non Urban - Multi-Dwelling - <= 5 units	7000000303	\$276.77	\$304.45
Design Information - Connection of Load - Non Urban - Multi-Dwelling - > 40 units	7000000306	\$276.77	\$304.45
Design Information - Connection of Load - Non Urban - Single Residential	7000000307	\$276.77	\$304.45
Design Information - Public Lighting - Designer	7000000311	\$276.77	\$304.45
Design Information - Public Lighting - Engineer	7000000310	\$276.77	\$304.45
Design Information - Subdivision - Industrial & Commercial	7000000288	\$276.77	\$304.45
Design Information - Subdivision - Non Urban	7000000287	\$276.77	\$304.45
Design Re-certification - Asset Relocation - Designer	7000000038	\$276.77	\$304.45
Design Re-certification - Asset Relocation - Engineer	7000000037	\$276.77	\$304.45
Design Re-certification - Connection of Load - Industrial & Commercial	7000000034	\$276.77	\$304.45
Design Re-certification - Connection of Load - Non Urban	7000000035	\$276.77	\$304.45
Design Re-certification - Connection of Load - URD	7000000036	\$276.77	\$304.45
Design Re-certification - Public Lighting - Designer	7000000040	\$276.77	\$304.45
Design Re-certification - Public Lighting - Engineer	7000000039	\$276.77	\$304.45
Design Re-certification - Subdivision - Industrial & Commercial	7000000031	\$276.77	\$304.45
Design Re-certification - Subdivision - Non Urban	7000000032	\$276.77	\$304.45
Design Re-certification - Subdivision - URD	7000000033	\$276.77	\$304.45
Inspection of Service Work (Level 1) - Asset Relocation - Asset Relocation - Underground - (Engineer) + travel time	7000000136	\$204.17	\$224.59
Inspection of Service Work (Level 1) - Asset Relocation - Asset Relocation - Underground - (Inspector) + travel time	7000000135	\$204.17	\$224.59
Inspection of Service Work (Level 1) - Connection of Load - Industrial & Commercial - Underground - (Engineer) + travel time	7000000122	\$204.17	\$224.59
Inspection of Service Work (Level 1) - Connection of Load - Industrial & Commercial - Underground - (Inspector) + travel time	7000000121	\$204.17	\$224.59
Inspection of Service Work (Level 1) - Connection of Load - Non Urban - Underground - (Engineer) + travel time	7000000108	\$204.17	\$224.59
Inspection of Service Work (Level 1) - Connection of Load - Non Urban - Underground - (Inspector) + travel time	7000000107	\$204.17	\$224.59

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Service	Rate Code	ANS hourly labour rates 2025-26 (Ex. GST)	ANS hourly labour rates 2025-26 (Inc. GST)
Inspection of Service Work (Level 1) - Connection of Load - URD - Underground - (Engineer) + travel time	7000000106	\$204.17	\$224.59
Inspection of Service Work (Level 1) - Connection of Load - URD - Underground - (Inspector) + travel time	7000000105	\$204.17	\$224.59
Inspection of Service Work (Level 1) - Public Lighting - Public Lighting - Underground - (Engineer) + travel time	7000000138	\$204.17	\$224.59
Inspection of Service Work (Level 1) - Public Lighting - Public Lighting - Underground - (Inspector) + travel time	7000000137	\$204.17	\$224.59
Inspection of Service Work (Level 1) - Subdivision - URD - Underground + travel time	7000000062	\$204.17	\$224.59
Inspection of works outside normal working hours (overtime surcharge) <i>[Applied in addition to normal time Inspection of Service Work]</i>	7000000140	\$153.14	\$168.45
Investigation, review & implementation of remedial actions associated with ASP's connection work.	7000000211	\$204.17	\$224.59
Private inspection of privately owned low voltage or high voltage network infrastructure (i.e. privately owned distribution infrastructure before the meter).	7000000218	\$204.17	\$224.59
Reinspection Fee (Level 1 & Level 2 work)	7000000142	\$204.17	\$224.59
Services involved in obtaining deeds of agreement in relation to property rights associated with contestable connections work	7000000214	\$185.88	\$204.47
Fitting of tiger tails (Labour) - Per Hour	7000000258	\$204.17	\$224.59
Fitting of tiger tails (Material) - Weekly Hire	7000000259	\$7.09	\$7.80
High load escorts - Per Hour	7000000260	\$204.17	\$224.59
High load escorts - Preliminary study		\$204.17	\$224.59
Provision of service crew / additional crew - Per Hour	7000000261	\$204.17	\$224.59
Compliance Certificate - Connection of Load - Industrial & Commercial - Per hour for early cert	7000000050	\$121.59	\$133.75
Compliance Certificate - Connection of Load - Non Urban - Per hour for early cert	7000000051	\$121.59	\$133.75
Compliance Certificate - Connection of Load - URD - Per hour for early cert	7000000052	\$121.59	\$133.75
Notification of Arrangement - Subdivision - Industrial & Commercial - Per hour for early notification	7000000044	\$121.59	\$133.75
Notification of Arrangement - Subdivision - Non Urban - Per hour for early notification	7000000045	\$121.59	\$133.75

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Service	Rate Code	ANS hourly labour rates 2025-26 (Ex. GST)	ANS hourly labour rates 2025-26 (Inc. GST)
Notification of Arrangement - Subdivision - URD - Per hour for early notification	7000000046	\$121.59	\$133.75
Planned interruption - customer requested	7000000219	\$185.88	\$204.47
Training services to ASPs	7000000220	\$185.88	\$204.47
Services provided in relation to a Retailer of Last Resort (ROLR) event	7000000227	Quoted basis	Quoted basis
Carrying out planning studies and analysis relating to distribution (including subtransmission and dual function assets) connection applications - COMPLEX JOBS	7000000205	\$276.77	\$304.45
Carrying out planning studies and analysis relating to distribution (including subtransmission and dual function assets) connection applications - SIMPLE JOBS	7000000204	\$185.88	\$204.47
Preliminary Enquiry Service - COMPLEX JOBS	7000000213	\$276.77	\$304.45
Preliminary Enquiry Service - SIMPLE JOBS	7000000212	\$185.88	\$204.47
Augmentations - Design and build costs (of shared network) beyond distributor standards	7000000221	Quoted basis	Quoted basis
Premise connection assets - Part design and build costs beyond distributor standards	7000000222	Quoted basis	Quoted basis
Emergency meter maintenance - In hours	EMIH	\$185.88	\$204.47
Emergency meter maintenance - After hours	EMAH	\$325.28	\$357.81
Security Escort	DCNS	\$121.59	\$133.75
Pole Holds		Quoted basis	Quoted basis
Customer Data Request - Other		Quoted basis	Quoted basis
Unlocking secured electrical installation - Unlock and relock		Quoted basis	Quoted basis

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1.8 ANS Definitions

Table 4a: ANS Definitions

Fee Type	Fee Category	Rate Code	Definition
Site Establishment Services	Site Establishment - Per NMI	NMIA	Site establishment, including liaising with the Australian Energy Market Operator (AEMO) or market participants for the purpose of establishing NMIs in market systems, for new premises or for any existing premises for which AEMO requires a new NMI and for validation of and updating network load data. This includes processing and assessing requests for a permanently unmetered supply device.
	Non-market Site Establishment	NMNA	Creating a NMI for non-market purposes (eg. NBN node/kiosks).
	Site Establishment assessment that does not result in the allocation of a NMI.	NMII	Conducting preliminary assessment following a NMI request that indicates NMI cannot (yet) be provided.
	Error correction due to incorrect information received from Retailers or Metering Providers (Site Visit)	NPTC	A site visit to confirm/correct metering or billing information due to incorrect or insufficient information from the retailer or metering provider. May be charged in addition to system work (NINV) where a site visit is also required.
	Error correction due to incorrect information received from Retailers or Metering Providers (no Site Visit)	NINV	System work to confirm/correct metering or billing information due to incorrect or insufficient information from the retailer or metering provider.
	NMI Extinction	NABO	NMI extinction, processing extinction of a NMI in market systems.
Connection Offer Services	Connection Offer Service (Basic) - Existing	COFE	Upgrade to existing: A basic connection service is provided to customers that require a small load or micro embedded generator connection where the provision of the service involves minimal or no network augmentation.

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Fee Type	Fee Category	Rate Code	Definition
	Connection Offer Service (Basic) - New	COFN	New: A basic connection service is provided to customers that require a small load or micro embedded generator connection where the provision of the service involves minimal or no network augmentation.
	Connection Offer Service (Basic) - Solar	COFS	Solar: A basic connection service is provided to customers that require a small load or micro embedded generator connection where the provision of the service involves minimal or no network augmentation.
Off Peak Conversions	Off Peak Conversions	DM02	The alteration of the off-peak (controlled load) meter at a customer's premises for the purpose of changing the hours of the meter's operation.
	Off Peak Conversion – site visit (no access)	OPNA	A site visit to a customer's premises for the purpose of actioning a request, complaint or enquiry about the customer's off peak service but was unable to complete because the customer no longer has an off peak service or the off peak service is not controlled by a device owned by Endeavour Energy. This fee is applicable when the Metering Provider who removed Endeavour Energy's control load device does not inform us of the removal via a Notification of Metering Works.
Network Safety Services	Rectification of illegal connections – per job	CI03	Work undertaken by DNSP, to the property of DNSP or to the property of another person in order to: <ul style="list-style-type: none"> Rectify damage; or Prevent injury to persons or property. resulting from conduct that constitutes an offence under Part 6, division 1 of the Electricity Supply Act. For example, to rectify an unauthorised connection to Endeavour Energy's distribution system. Note: the supply would be left disconnected until the customer employed their own electrical contractor/ASP to rectify any faulty wiring or equipment which had been interfered with e.g. full replacement of customer's mains.
	De-energising wires for safe approach (e.g. for tree pruning)	DWSA	De-energising wires for safe approach (e.g. for tree pruning)
	Meter Test Fee - Per Request	MT01	The testing of a meter at the request of a customer or retailer. It excludes metering installation types 1 to 4,

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Fee Type	Fee Category	Rate Code	Definition
Special meter reading and testing (legacy meters)			<p>the testing of which is an unregulated distribution service.</p> <p>If the meter test is undertaken on premises serviced by more than one meter associated with the NMI, the following applies:</p> <ul style="list-style-type: none"> if the meter test reveals that all of the meters associated with the NMI are operating satisfactorily, Endeavour Energy will only levy one charge for the provision of the service; or if the meter test reveals that one or more of the meters associated with the NMI are not operating satisfactorily, Endeavour Energy will not levy any charge for the provision of the service.
	Meter test Fee - Site Visit	MT02	Work unable to be completed through no act or omission of Endeavour Energy.
	Move In Meter Reads	MIMR	A site visit where a Retailer has requested re-energisation although the site is already energised. These services are in addition to the special meter reading, disconnection/reconnection and testing services (which are charged as separate ancillary network service fees).
	Move Out Meter Reads	MOFR	A request from a Retailer to obtain a final read. These services are in addition to the special meter reading, disconnection/ reconnection and testing services (which are charged as separate ancillary network service fees).
	Special Meter Reads	AM01	<p>This service has the same meaning as the meaning given to the expression 'special meter reading' in the AEMO Metrology Procedure: Part A National Electricity Market.</p> <p>It excludes any special meter reading of metering installation types 1 to 4, which is an unregulated distribution service, but subject to a 'light-handed' form of control under Independent Pricing and Regulatory Tribunal of NSW (IPART) Rule 2004/1 Regulation of Excluded Distribution Services; and applies in each of the following circumstances:</p> <ul style="list-style-type: none"> where a customer or a retail supplier requests Endeavour Energy to undertake a special meter read, (but does not apply where the special meter read was requested solely to verify the accuracy of a scheduled meter read and the special meter read reveals that the scheduled meter read was inaccurate or in error). <p>A charge will not be levied for this service ('special meter reading') where the service reveals that a</p>

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Fee Type	Fee Category	Rate Code	Definition
			<p>scheduled meter reading was inaccurate (as outlined above).</p> <p>A special meter read may also be charged if a "Reconnection" service order is raised by a Retail supplier for a site that is already energised in an attempt to avoid paying for the special meter read.</p>
	Special Meter Reads - Site Visit	CDH3	<p>This service has the same meaning as the meaning given to the expression 'special meter reading' in the AEMO Metrology Procedure: Part A National Electricity Market.</p> <p>It excludes any special meter reading of metering installation types 1 to 4, which is an unregulated distribution service, but subject to a 'light-handed' form of control under Independent Pricing and Regulatory Tribunal of NSW (IPART) Rule 2004/1 Regulation of Excluded Distribution Services; and applies in each of the following circumstances:</p> <ul style="list-style-type: none"> • where Endeavour Energy attends at a customer's premises for the sole purpose of discharging Endeavour Energy's obligation to read the customer's meter within the period specified by law (but not where Endeavour Energy merely chooses to read the customer's meter without being under a legal obligation to do so) and on attending the customer's premises Endeavour Energy is unable (through no act or omission of Endeavour Energy), to gain access to the meter; or • where Endeavour Energy and the customer agree on an appointed time at which Endeavour Energy may attend the customer's premises to enable Endeavour Energy to discharge our legal obligation referred to in the above paragraph and when Endeavour Energy attended at the customer's premises at the appointed time Endeavour Energy (through no act or omission of Endeavour Energy), was unable to gain access to the customer's meter.
Reconnections / Disconnections	Disconnections or Reconnections (Meter Box)	CDF3	<p>A site visit to a customer's premises for the purpose of disconnecting the customer's supply of electricity for breach by the customer of a customer supply contract or a customer connection contract, or where a retailer has requested that the supply to the customer to be disconnected.</p> <p>Your Retailer will request a preferred disconnection method. However, the actual disconnection method may vary in specific situations, depending on the meter type and access. Where the preferred disconnection method is unavailable the disconnection method used</p>

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Fee Type	Fee Category	Rate Code	Definition
			<p>will be at Endeavour Energy's discretion and will involve one of the following methods:</p> <ul style="list-style-type: none"> • rotate plug in meter; or • turn off and sticker covering main switch; or • service fuse removal. <p>If your Retailer has indicated that the disconnection method is at our discretion then we will attempt to disconnect at the meter box when your Retailer provides one of the following disconnection reason:</p> <ul style="list-style-type: none"> • Customer Requested • Move Out • Non-Payment (DNP) • Unauthorised Usage (DNI) • Breach of Contract • Other <p>This fee will be charged for the disconnection and then again for any subsequent reconnection (or vice versa).</p>
	Disconnections or Reconnections (Meter Load Tail)	DMLT	<p>A site visit to a customer's premises for the purpose of disconnecting the customer's supply of electricity for breach by the customer of a customer supply contract or a customer connection contract, or where a retailer has requested that the supply to the customer to be disconnected.</p> <p>Your Retailer will request a preferred disconnection method. However, the actual disconnection method may vary in specific situations. Where the preferred disconnection method is unavailable the disconnection method used will be at Endeavour Energy's discretion, for example de-energised at the fuse. The fee associated with the actual disconnection method performed will be applied for this service.</p> <p>This fee will be charged for the disconnection and then again for any subsequent reconnection (or vice versa).</p>
	Disconnections or Reconnections at Meter Box (Site Visit)	CDS3	<p>A site visit to a customer's premises for the purpose of disconnecting the customer's supply at the request of a Retailer based on the customer's breach of a Customer Supply Contract or for breach of Endeavour Energy's Connection Contract, or due to customer moving out and Retailer requests site to be de-energised.</p> <p>Disconnection may not occur due to a number of reasons, such as, but not limited to the following:</p> <ul style="list-style-type: none"> • Customer has paid retail bill; or • Breach of customer connection contract has been rectified; or • Unable to access main switch board or metering; or • Safety of installation or Endeavour Energy's employee; or

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Fee Type	Fee Category	Rate Code	Definition
			<ul style="list-style-type: none"> Late cancellation by Retailer; or Change of customer or Retailer for the NMI. <p>A site visit to a customer's premises for the purpose of performing the reconnection component of the service where the reconnection cannot be completed due to a number of reasons but not limited to the following:</p> <ul style="list-style-type: none"> Breach of customer connection contract has not been rectified; or Unable to access main switch board or metering; or Safety of installation or Endeavour Energy's employee; or Late cancellation by Retailer. <p>This fee will be charged for the disconnection and then again for any subsequent reconnection (or vice versa).</p>
	Reconnections outside normal business hours	AC02	<p>a) The provision of the reconnection component of the services described in "Disconnections (Meter Box)" or "Meter Load Tail") between the hours of 4.00pm and 5.00pm on a working day, at the request of a customer; or</p> <p>b) The connection of electricity to a new customer between the hours of 4.00pm and 5.00pm on a working day at the request of the customer.</p> <p>For reasons of Occupational Health & Safety, any reconnection in accordance with section a), or any connection as in accordance section b), are only available at a meter box.</p>
	Disconnections or Reconnections (Pole Top / Pillar Box)	DS18	<p>A site visit to a customer's premises for the purpose of disconnecting the customer's supply of electricity for breach by the customer of a customer supply contract or a customer connection contract, or where a retailer has requested that the supply to the customer to be disconnected.</p> <p>Your retailer will indicate this disconnection method when the supply to a customer is to be disconnected, where the customer has denied access to the meter or had prior to the visit, reconnected supply without authorisation by Endeavour Energy following a previous disconnection.</p> <p>If your Retailer has indicated that the disconnection method is at our discretion then we will attempt to disconnect at the pole top or pillar box when your Retailer provides one of the following disconnection reason:</p> <ul style="list-style-type: none"> Illegal Usage

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Fee Type	Fee Category	Rate Code	Definition
			<ul style="list-style-type: none"> No Access Safety Defect <p>This fee will be charged for the disconnection and then again for any subsequent reconnection (or vice versa).</p>
	Disconnections or Reconnection at Pole Top / Pillar Box - Site Visit	NS18	<p>A site visit to a customer's premises for the purpose of disconnecting the customer's supply at the request of a Retailer based on the customer's breach of a Customer Supply Contract or for breach of Endeavour Energy's Connection Contract. Disconnection may not occur due to a number of reasons, such as, but not limited to the following:</p> <ul style="list-style-type: none"> Customer has paid retail bill; or Breach of customer connection contract has been rectified; or Safety of installation or Endeavour Energy's employee; or Late cancellation by Retailer; or Change of customer or Retailer for the NMI. <p>This fee will be charged for the disconnection and then again for any subsequent reconnection (or vice versa).</p>
	Reconnection of already connected site	MRIR	Actioning a reconnection request at a site Endeavour Energy has not previously disconnected.
	Disconnections or Reconnections (Meter Load Tail) -Site Visit ONLY	DVLT	<p>Reconnection and/or disconnection at meter load tail not completed due to factors outside of Endeavour Energy's control (e.g. no access, incorrect/insufficient board labelling, job cancelled etc.)</p> <p>This fee will be charged for the disconnection and then again for any subsequent reconnection (or vice versa).</p>
Distributor arranged outage for purposes of replacing meter	Isolation Completed - Outage Arrangements	GSIC	<p>A site visit to a customer's premises by Endeavour Energy to perform the temporary group isolation(s) as requested from a Retailer. This fee is applicable on a per isolation basis, triggered upon completion of scheduled isolation, including for sites/group isolations that may require multiday outages (for example, multiple NMIs and more than 10 meters).</p> <p>Where Endeavour Energy is required to perform the group isolation, Endeavour Energy will only be present to perform the isolation at the scheduled start time, and return to the site at, or prior to, the scheduled end time to re-energise to the MPD and other premises.</p> <p>This fee will be applicable once the site isolation has commenced by Endeavour Energy, including in situations where meters have been replaced but other</p>

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Fee Type	Fee Category	Rate Code	Definition
			<p>meter replacement(s) on the scheduled isolation date have not been, such as, but not limited to the following:</p> <ul style="list-style-type: none"> • Meter Provider/s fails to complete the meter change and/or MPD installation; or • Meter Provider/s fails to attend a scheduled outage; or • Late change or cancellation by Retailer.
	<p>Isolation Not/Unable to be Completed</p> <p><i>Labelled in AER decision as “Other party fails to arrive”</i></p>	GSNS	<p>After the initial assessment and notification has been completed, a site visit to a customer’s premises to perform the temporary isolation as requested from a Retailer.</p> <p>The fee will be charged when Endeavour Energy has attended the site to perform the isolation but has not commenced or completed the isolation due to a number of reasons, such as, but not limited to the following:</p> <ul style="list-style-type: none"> • Unable to access main switch board or metering; or • Safety of installation or Endeavour Energy’s employee; or • Meter Provider/s fails to attend at the scheduled date/time; or • Meter Provider/s unable to complete meter exchange • Job cannot proceed due to a site defect; or • Impacted life support customer requests for the temporary isolation to not go ahead; or • Late change or cancellation by Retailer.
	<p>Initial Assessment</p> <p><i>Labelled in AER decision as “Notification only”</i></p>	GSNO	<p>An initial assessment for the purpose of identifying and notifying impacted customers for a temporary group isolation where the request is cancelled before attending site to complete the temporary isolation due to a number of reasons, such as, but not limited to the following:</p> <ul style="list-style-type: none"> • Retailer is no longer the customer’s retailer on the agreed date for the temporary isolation; or • Late change or cancellation by Retailer. <p>This fee is also applicable if we determine that the retailer is the retailer for all impacted customers.</p>
	<p>Initial Assessment - No access</p> <p><i>Labelled in AER decision as “No access”</i></p>	GSNA	<p>An initial assessment (scoping) for the purpose of identifying and notifying impacted customers for a temporary group isolation request from a Retailer.</p> <p>This fee will be charged once the initial assessment has been completed, including in instances when Endeavour Energy is not required to complete the isolation due to a number of reasons, such as, but not limited to the following:</p>

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Fee Type	Fee Category	Rate Code	Definition
			<ul style="list-style-type: none"> • Unable to access main switch board or metering; or • Safety of installation or Endeavour Energy's employee; or • Group isolation is not required; or • Job cannot proceed due to a site defect; or • Metering Provider is able to undertake the isolation; or • Late change or cancellation by Retailer.
Meter recovery and disposal - type 5 and 6 (legacy meters)	CT Meter Removal & Disposal	MDCT	Disposing Type 5 or 6 CT meters or the CT which should have been disposed of by the party who removed the meter or CT
	WC Meter Disposal	MDWC	Disposing Type 5 or 6 whole current meters which should have been disposed of by the party who removed the meter.
Emergency Maintenance of failed metering equipment not owned by distributor (contestable meters)	Metering Investigation services	MINS	<p>Requests raised to investigate a meter installation. This fee will be charged for each investigation per meter.</p> <p>Investigations made include, but is not limited to the following:</p> <ul style="list-style-type: none"> • possible cross wiring • incorrect label information • Meter bypass installations
Rectification works to maintain network safety	Vegetation defect management	VGDM	Issues identified by the distributor and work involved in managing and resolving pre-summer bush fire inspection customer vegetation defects or aerial mains where the customer has failed to do so.
Network Tariff Change Request	Network tariff change request	NTCR	Endeavour Energy is reviewing the application of the NTCR fee. The fee will not be charged during this review process. Any decision to apply the fee, including the circumstances under which the fee would be applied, will be communicated with Retailers before coming into effect.

ANCILLARY NETWORK SERVICES

Table 4b: ANS Definitions

Ancillary Network Service	Definition
Administration Fee	<p>Work of an administration nature (not including work of an administrative nature described in service - Notice of Arrangement or Authorisation of ASPs), including the processing of contestable work where the customer is lawfully required to pay for the work.</p> <p>This may include without limitation:</p> <ul style="list-style-type: none"> • Processing customer applications; • Project administration; • Record keeping; • Processing fees, reimbursements and bonds; • Processing design documentation; • Liaising with customers via contact channels; and • Updating enterprise systems
Design Information Fee	<p>The provision of necessary technical information to enable an ASP to prepare a design drawing and submit it for certification.</p> <p>This may include without limitation:</p> <ul style="list-style-type: none"> • Deriving the estimated loading on the system, technically known as the ADMD (After Diversity Maximum Demand). This estimate depends on such factors as the number of customers served and specific features of the customer's demand; • Provision of technical drawings; • Provision and maintenance of systems necessary to facilitate ASP electronic access to data and information; • Specifying asset technical and functional requirements; • Determining electrical supply requirements; and • Nominating network connection points.

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Ancillary Network Service	Definition
Design Certification Fee	<p>DNSP is required to check and certify ASP designs for safety, technical or operational compliance.</p> <p>This may include without limitation:</p> <ul style="list-style-type: none"> • Certify that the design information / project definition have been incorporated in the design; • Certify easement and earthing requirements; • Considering design issues, including checking for over-design and mechanisms to permit work on high voltage systems without disruption to customer's supply; • Certify that funding details for components in the scope of works are correct; • Certify that there are no obvious errors that depart from design standards and specifications; • Certify that shared assets are not over-utilised to minimise developer's connection costs and that all appropriate assets have been included in the design; • Audit design calculations such as voltage drop calculations, conductor clearance (stringing) calculations etc; • Certify that a bill of materials has been submitted; • Check and certify that an environmental assessment has been submitted by an accredited person; • Check asset valuation documentation; and • Check design package contents.
Design Re-certification Fee	<p>DNSP is required to recheck a design initially found to be not certifiable, except where the modifications to a design are of a trivial or minor nature.</p>
Notification of Arrangement / Compliance Certificate	<p>Work of an administrative nature performed by a DNSP where a local council requires evidence in writing from a DNSP that all necessary arrangements have been made to supply electricity to a development.</p> <p>This may include without limitation a:</p> <ul style="list-style-type: none"> • Notification of Arrangement (NoA); or • Compliance Certificate <p>involving:</p> <ul style="list-style-type: none"> • Receiving and checking linen plans and 88B Instruments; • Checking and recording easement details; • Preparing records for conveyance officers; • Liaising with developers; • Checking duct declarations, linen plans and 88B instruments; • Confirming the works are completed in accordance with the DNSP's requirements.
Inspection Fee	<p>The inspection by a DNSP in accordance with the Accredited of Service Provider Scheme of work undertaken by a Level 1 ASP, for the purpose of ensuring the quality of assets to be handed over to the DNSP.</p>

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Ancillary Network Service	Definition
Reinspection Fee (Level 1 & Level 2 work)	The re-inspection by a DNSP of work (other than Customer Installation work) undertaken by an ASP accredited to perform Level 1 or Level 2 work, for the reason that on first inspection the work was found to be not satisfactory.
Inspection of service work (Level 2 work)	The inspection by a DNSP, in accordance with the Accredited of Service Provider Scheme of work undertaken by a Level 2 ASP, for the purpose of ensuring the quality of assets to be handed over to the DNSP.
Provision of Access Fee (Standby)	The provision of access to switchrooms, substations and the like to an ASP who is accompanied by a distributor's staff member.
Access Permits	<p>This service fee includes High Voltage access and may include without limitation:</p> <ul style="list-style-type: none"> • Access to the low voltage network (e.g. direct distributors); • Researching and documenting the request for access including a site visit as required; • Documenting the actual switching process; • Programming the work; • Control room activities; • Fitting and removing of access permit / authority earths; • The actual switching of the High Voltage network including travel costs; • Identification of any customers who will be interrupted; • Low voltage switching and paralleling of substations that permits high voltage work without disrupting supply to other customers; • Excludes provision of MG and Live Line to maintain supply. These are services in addition and covered by another quoted service; • Cable ID, stab, cut and phase; • Reinstatement network and testing; and • Travel costs. <p>This activity may be commonly referred to as system switching.</p>

ANCILLARY NETWORK SERVICES

Ancillary Network Service	Definition
Contestable Substation Commission Fee	<p>The commissioning by a DNSP of a new substation and includes:</p> <ol style="list-style-type: none"> 1) all necessary commissioning checks and tests prior to, during and after energising the substation via the high voltage switchgear; 2) closing the low voltage circuit breaker, links or fuses; 3) the setting or resetting of protection equipment; and 4) updating of engineering systems including the labelling of the network to comply with the asset numbering standards and safety requirements. <p>Basic commissioning involves energising a set of high voltage fuses and testing and operating a set of low voltage fuses and links.</p> <p>An Access Permit in addition may be required to gain access to the network in order to undertake the commissioning.</p>
Excluded Distribution Services	<p>There are some aspects of the customer funded connection works that are not contestable either for reasons of network security or employee/customer safety or because no other supplier has come forward to provide the service.</p> <p>These services may include without limitation:</p> <ul style="list-style-type: none"> • Terminate cable at zone substations and first joint out from the zone substation (and associated traffic control measures). • Interruption avoidance measures for contestable work planned electricity supply interruptions substation (and associated traffic control measures). • Specialised work involving live line techniques and switching for the purpose of maintaining supply to existing customers <p>Further information regarding the application of Excluded Distribution Services is provided in section 1.8 below.</p>
Authorisation (New & Renewal)	<p>The annual authorisation by DNSP of individual employees or sub-contractors of an ASP to carry out work on or near DNSP's distribution and sub transmission system.</p> <p>For new and renewed authorisations, this may include without limitation:</p> <ul style="list-style-type: none"> • Verification that the applicant has undertaken the necessary safety training (electrical safety rules, rescue, resuscitation etc) within the last 12 months; • Verification that the applicant has been deemed competent by their employer / manager; • The issue of authorisation cards; and • Administration support directly related to Authorisation. <p>For new authorisations this may include:</p> <ul style="list-style-type: none"> • Training / assessment in the DNSP's electrical safety rules; • Access authority recipient training /assessment;

ANCILLARY NETWORK SERVICES

Ancillary Network Service	Definition
	<ul style="list-style-type: none"> • Training / assessment on the unique aspects of the network, standards, and procedures; and • Conducting interviews and in-field audits.
Conveyancing Information	The provision of information regarding the availability of supply, presence of Endeavour Energy equipment, power lines and like information for property conveyancing purposes undertaken without any physical inspection of a site, other than the provision of information or the answering of inquiries relating to any matter under freedom of information legislation.
Planning Studies – relating to distribution connection applications	<p>This service involves undertaking necessary planning studies and associated technical analysis to help determine suitable/feasible connection options for further consideration by proponents. This service applies mainly to large loads and generators where suitable connection options are not necessarily obvious and may result in potentially significant impacts on DNSP's existing network development strategies and augmentation requirements.</p> <p>For some projects, a technical assessment of a nominated option may need to be explored to ensure sufficient cost and timing certainty for an applicant and to help underpin subsequent connection offers. A detailed report, or reports, are provided as agreed and form a basis for the customer's final proposal.</p>
Connection Offer Service (Basic or Standard)	<p>Basic connection offer services are provided to customers that require a small load or micro embedded generator connection where no network upgrades are required. These types of connections are typically suited for single residential, small commercial or small multi-occupant developments.</p> <p>Standard connection offer services are provided to customers that require network upgrades or extensions to accommodate new connections or asset relocations. Standard connection services typically relate to larger multi-occupant developments, sub-divisions, commercial and industrial developments as well as rural customers who require network augmentation work.</p>

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Ancillary Network Service	Definition
Customer interface co-ordination for contestable works	<p>This service is required where customer developments may require a high level of DNSP involvement in order to coordinate a range of inputs to help establish the development. This usually occurs on projects with the following characteristics:</p> <ul style="list-style-type: none"> • Multiple components. For example, relocation and connection works associated with the one development, or works ≤ 11 kV and works at higher voltages. • Projects with scheduling challenges such as rapid deployment requirements or constrained timeframes for particular tasks. • Multiple and/or conflicting works to be undertaken in tandem or cooperation with other services or utilities. • Projects where there are significant inter-relationships between capital and contestable works which would benefit from coordination. <p>The form of this service includes, but is not limited to, attendance at internal and external project meetings in accordance with the needs of particular customers. The nature of the project would determine the skill level of the assigned officer and the required.</p>
Investigation, review & implementation of remedial actions associated with ASP's connection work	<p>The investigation, review and implementation of remedial actions associated with contestable connection works leading to corrective and disciplinary action of an ASP due to unsafe practices, substandard workmanship or other serious circumstances that impact upon ongoing Authorisation as an Accredited Service Provider to the DNSP.</p>
Preliminary Enquiry Service (Simple or Complex)	<p>Providing prospective connection applicants with specific information and advice in relation to the connection process and requirements associated with establishing a new or altered connection or a relocation of existing network assets. This service is for initial advice and excludes more detailed investigations/advice which may subsequently be required from Strategic Planning Studies and Analysis and Process Facilitation.</p> <p>This service includes an initial site inspection and preparation of a written response addressing the issue(s) queried by the applicant. It may also include an initial customer meeting where requested.</p>

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Ancillary Network Service	Definition
Services involved in obtaining deeds of agreement in relation to property rights associated with contestable connections work	<p>Services related to the acquisition of land interests over, and access to, DNSP assets associated with contestable connection works. New assets being connected to the network may be positioned on land not legally accessible to the DNSP. To ensure the DNSP has appropriate tenure and access to these new assets into the future, a land interest is established in advance of connecting the new assets to facilitate the necessary execution of formal arrangements that create appropriate easement or lease arrangements to be registered on the land title deed.</p> <p>Services provided in relation to obtaining land interests for property rights associated with contestable connection works, including processes associated with obtaining registered leases and easements for land on which DNSP assets are located (i.e. those assets assigned or “gifted” to DNSPs on electrification). These property rights are necessary in order to ensure that the DNSP is able to carry out ongoing maintenance in relation to its assets.</p>
Clearance to Work	<p>This may include without limitation:</p> <ul style="list-style-type: none"> • Researching and documenting the request for the Clearance to Work (may require a site visit); • Operate the Low Voltage network including travel costs; • Identification of all customers who will be interrupted for ASP to notify; • Excludes provision of MG to maintain supply. These are services in addition and covered by a quoted service; and • Reinstate network and testing. <p>Note: An Access Permit is required when the LV is controlled by operation of a switch located within an electrical station or distribution centre. Therefore, a clearance to work to access a LV direct distributor is covered by the basic fee of the Access Permit service.</p>
Fitting of Tiger Tails	Installation of temporary covering (known as ‘torapoli pipes’ or ‘tiger tails’) on overhead mains and service lines. Note: This does not include the installation of temporary covers by certain ASPs in association with their contestable work, in accordance with their Service Provider Authorisation, which is contestable work.
High Load Escorts	Temporary relocation of overhead mains for high vehicular loads and high load escorts.
Provision of service crew / additional crew	The provision of Endeavour Energy resources at the request of a third party.
Recovery of debt collection costs	Costs incurred, including bank fees, when a network customer or ASP’s cheque for the payment of network-related services is dishonoured.

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Ancillary Network Service	Definition
Type 5-7 Non Standard Meter data Services	<p>This service is to provide energy consumption requested by a customer or a customer's authorised representative. The energy consumption will be provided in the standard format.</p> <p>This fee will be levied where the service is requested more than four times in any 12 month period.</p> <p>Additional fee may be levied where the service is requested by a customer's authorised representative for more than one customer per request (i.e. bulk request).</p>
Franchise CT Meter Install	<p>This service is to provide the installation for the Franchise Current Transformer (CT) meter to the customer.</p> <p>The fee will be levied to the customer who requested the CT meter installation service. The fee only includes the labour component involved in providing this service.</p> <p>From 1 December 2017 this service will no longer be provided due to the Power of Choice rule change. Customers should contact their Retailer for the installation or upgrade of meters.</p>
ROLR	<p>Services provided in relation to a Retailer of Last Resort (RoLR) event per NMI. The DNSP is required to perform a number of services as a DNSP when a RoLR event occurs. These include:</p> <ul style="list-style-type: none"> • preparing lists of affected sites, and reconciling data with AEMO listings; • handling in-flight transfers; • identifying open service orders raised by the failed Retailer and determining actions to be taken in relation to those service orders; • arranging estimate reads for the date of the RoLR event and providing data for final NUoS bills in relation to affected customers; • preparing final invoices for NUoS and miscellaneous charges for affected customers; • preparing final debt statements; • extracting customer data, providing it to the RoLR and handling subsequent enquiries; • handling adjustments that arise from the use of estimate reads; • assist the Retailer with the provision of network tariffs to be applied and the customer move in process; and • administration of any 'ROLR cost recovery scheme distributor payment determination'.
Cable ID & Spike	Confirmation of identified de-energised cable prior to conducting work.
Planned interruption - customer requested	Where the customer requests to move a planned interruption and agrees to fund the additional cost of performing this distribution service outside of normal business hours.
Private Inspection	Private inspection of privately owned low voltage or high voltage network infrastructure (i.e. privately owned distribution infrastructure before the meter).

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Ancillary Network Service	Definition
Training Services to ASPs	Training services provided to third parties that result in a set of learning outcomes that are required to obtain a distribution network access authorisation specific to a distributor's network (e.g. HV training, protection training, working near lines, switching courses).
Customer initiated Asset Relocations	Relocation of assets that form part of the distribution network in circumstances where the relocation was: <ul style="list-style-type: none">• initiated by a third party (including a customer); and• could impact the safety or security of the network.
Unlocking secured electrical installation - Site visit	Scheduled attendance to provide third-party access to an electrical installation secured by a DNSP locking system. This service applies if the officer arrives onsite and the MP or other requesting party does not show up within the allotted time or attendance was not actually required.
Unlocking secured electrical installation - Unlock only	Scheduled attendance to provide third-party access to an electrical installation secured by a DNSP locking system. This service applies if the MP or other requesting party arrives within the allotted time and does not require the field officer to remain on site or to relock upon job completion. This fee may also be charged if a defect or other reason preventing planned work from being performed at the installation is immediately identified and the field officer is required to relock.

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1.9 Additional Information for Excluded Distribution Charges

Table 5: Additional Information for Excluded Distribution Services

Excluded Distribution Service	Definition
Zone substation access and supervision for installation of cable(s) for one feeder	Endeavour Energy to provide access & supervision only to facilitate installation of cable(s) for one feeder by Level 1 ASP into zone substation to switchgear suitable for termination
Protection setting	<ul style="list-style-type: none"> Cost for one 11/22kV feeder only. The cost is only applicable for a new feeder being connected to a circuit breaker. Endeavour Energy to fund protection setting works for existing feeders.
Testing cable prior to commissioning	Cost for one cable only.
Zone substation 11kV circuit breaker cable termination	Cost for jointing one termination only. All other work by Level 1 ASP including installation of cable suitable for termination.
Zone substation 22kV circuit breaker cable termination	Cost for jointing one termination only. All other work by Level 1 ASP including installation of cable suitable for termination.
Padmount/Indoor 11kV substation cable termination	Cost for jointing one termination only. All other work by Level 1 ASP including installation of cable suitable for termination.
Padmount/Indoor 22kV substation cable termination	Cost for jointing one termination only. All other work by Level 1 ASP including installation of cable suitable for termination.
Pole top 11kV termination (UGOH) and bonding to OH	Cost for jointing and bonding (provided OH available to bond to at time of termination) one termination only. All other work by Level 1 ASP including installation of earth electrode, HV cable and earth cable suitable for installation and cable guard.
Pole top 22kV termination (UGOH) and bonding to OH	Cost for jointing and bonding (provided OH available to bond to at time of termination) one termination only. All other work by Level 1 ASP including installation of earth electrode, HV cable and earth cable suitable for installation and cable guard.
11kV Straight through joint	Cost for jointing one STJ only. All other work by Level 1 ASP including cables to be installed suitable for jointing and joint pit excavation and restoration.
22kV Straight through joint	Cost for jointing one STJ only. All other work by Level 1 ASP including cables to be installed suitable for jointing and joint pit excavation and restoration.
Connect & disconnect generator to a padmount/indoor substation	Where two generators are to be connected/disconnected to the network in the same isolation area, one to LV OH mains and one to a padmount/indoor substation, the cost is to be apportioned as one generator connected to LV OH mains and the additional generator connected to a padmount/indoor substation.
Notes: <ul style="list-style-type: none"> Costs inclusive of GST and are for services carried out during normal working hours & outside normal working hours. Costs do not include traffic control which is not an excluded service. Cancellation of services (including traffic control arranged by Endeavour Energy) will not be charged for if cancelled due to wet weather. 	