Metering application guide

For the 2024-2029 regulatory control period

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

Contents

1.	**Introduction**	**3**
2.	**Metering contestability**	**4**
2.1	Charging structure	4
3.	**Application of metering services tariffs**	**5**
3.1	TasNetworks	5
3.2	Goods and service tax (GST)	5
3.3	Metering services charges	5
3.4	Meter self-read scheme	5
4.	**Assigning and reassigning customers to tariff classes**	**6**
4.1	High voltage installations	6
4.2	Low voltage installations	7
4.3	Final metering services tariffs	7
4.4	Reassignment of metering services tariffs	7
4.5	Changes to connection characteristics	8
5.	**Metering services tariffs for the 2024-2029 regulatory control period**	**9**
6.	**Conditions for metering services tariffs**	**10**
6.1	Domestic low voltage – single phase (T01)	10
6.2	Domestic low voltage – multi phase (T02)	10
6.3	Domestic low voltage – CT meter (T03)	10
6.4	Business low voltage – single phase (T04)	10
6.5	Business low voltage – multi phase (T05)	10
6.6	Business low voltage – CT meter (T06)	10
6.7	Other meters (T09)	11
7.	**Procedure for reviewing complaints and disputes**	**12**
7.1	Internal procedure for reviewing objections	12
7.2	Objection not resolved to satisfaction of customer under internal review process	12
7.3	Final tariff class assignment	12
8.	**2025-26 charges**	**14**
9.	**Glossary**	**15**

1. Introduction

This *2024-2029 Metering Services Application Guide* outlines TasNetworks' tariff terms and conditions for the provision of metering services. This guide applies for the period 1 July 2024 to 30 June 2029.

Metering services are those services relating to the provision and maintenance of standard meters and associated services provided to customers (**basic metering**). This includes the services provided by TasNetworks to customers using Types 6 and 7 metering installations in our role as Metering Provider (**MP**) and Metering Data Provider (**MDP**).

For clarity, the following are not covered by these basic metering services:

- metering services for Type 1 – 4 metering installations; and
- metering to a standard in excess of that required for the billing of customers, at the customer's request.

Further information on TasNetworks' metering services tariffs can be found at TasNetworks' website:

https://www.tasnetworks.com.au/poles-and-wires/pricing/Our-prices

2. Metering contestability

From 1 December 2017, the nature of our involvement in the provision of meters for residential and small business customers changed. The change was a result of alterations made by the Australian Energy Market Commission (**AEMC**) to the regulatory framework applying to metering services.

As a result of those changes, each customer's retailer is responsible (through their chosen metering coordinator) for providing and maintaining advanced meters on a new and replacement basis. TasNetworks will continue to support our existing fleet of Type 6 meters (standard regulated meters), but we are not involved with the provision or reading of newly installed advanced meters.

Regulated metering services are those services relating to the provision, installation (before 1 December 2017) and maintenance of standard meters, and the associated services provided to customers. The type of meter provided depends on the connection characteristics and the network tariff applying to each customer. Because the cost of providing metering services varies depending on the type of metering equipment required, these charges are set separately to other network charges.

2.1 Charging structure

The structure of metering charges has undergone significant change since the previous regulatory period now containing a single capped price set to recover the revenue requirement. The price caps are recover the revenue requirement with a single price, rather than the separate capital and non-capital components from different customer bases as per the approach in the 2019–2024 regulatory control period.

The price caps are set with the expectation that distributors will recover costs from all low voltage customers who have had a legacy meter, instead of an ever-decreasing population of customers with legacy meters. This change reflects the accelerated depreciation of legacy metering with the goal of 100 per cent deployment of advanced meters during the 2024-2029 regulatory control period. The goal of this change to metering charges is to ensure the fiscal protection of potentially vulnerable customers from rising costs. It further ensures no customer is to be worse off during the advanced meter roll out.

3. Application of metering services tariffs

3.1 TasNetworks

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

3.2 Goods and service tax (GST)

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

3.3 Metering services charges

The metering services charges within this *2024-2029 Metering Services Application Guide* are calculated in accordance with the Australian Energy Regulator's (**AER**) final decision on TasNetworks' distribution determination for the 2024-2029 regulatory control period[1].

3.4 Meter self-read scheme

TasNetworks' meter self-read scheme enabled eligible customers to submit their own meter readings online. The scheme has been closed and is no longer available.

[1] https://www.aer.gov.au/documents/aer-final-decision-overview-tasnetworks-2024-29-distribution-and-transmission-revenue-proposal-april-2024

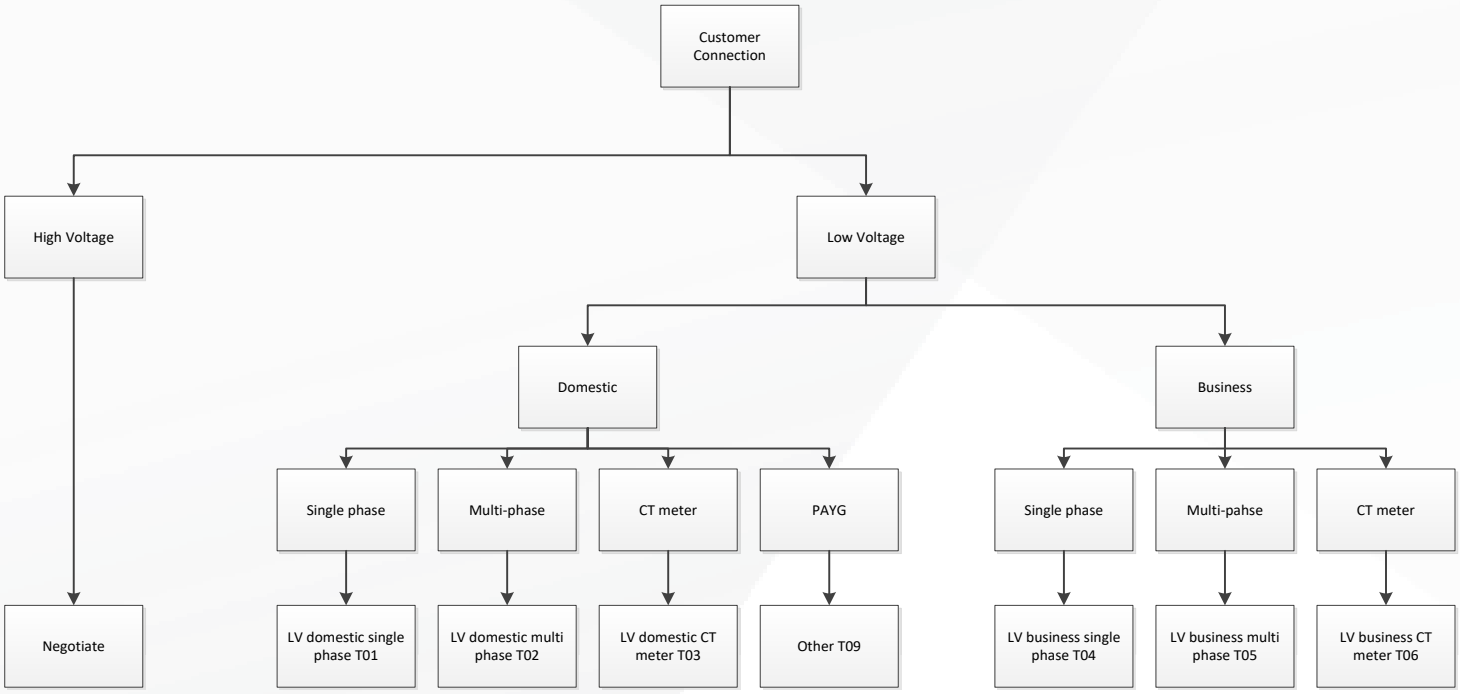
4. Assigning and reassigning customers to tariff classes

TasNetworks is required to describe how customers are assigned to a specific tariff within the suite of available metering services tariffs, and how they may be re-assigned to another tariff and under what circumstances.

TasNetworks assigns customers to metering services tariffs on the basis of the customer's connection characteristics and the network tariff that has been requested by the customer's retailer.

The differentiation is first based on the voltage level of the connection (high voltage (**HV**) exceeds 1,000 V and low voltage (**LV**) does not exceed 1,000 V), then whether the customer is a business or residential customer and then whether they have a single or multi-phase supply, and whether they use current transformer (**CT**) meters. This is shown in Figure 1.

Figure 1: Process to assign customers to metering service tariff



4.1 High voltage installations

TasNetworks' standard charges for the provision of metering services do not apply to high voltage installations. In all instances the provision of high voltage metering services will be negotiated in accordance with the establishment of a metering provider contract between an authorised metering provider and either the customer or the customer's retailer.

4.2 Low voltage installations

Private residential dwellings, units, town houses or apartments are low voltage installations that are premises used wholly or principally for a residential customer. These customers will be assigned to domestic metering services tariffs.

In all other instances the customer will be deemed to be a business customer and will be assigned to business metering services tariffs.

4.2.1 Number of voltage phases

TasNetworks' standard metering services are also classified depending on whether the meter is single or multi-phase and whether the meter requires the installation of low voltage current transformers.

4.3 Final metering services tariffs

TasNetworks' standard metering services are classified into the following seven tariff classes:

- Low voltage domestic – single phase;
- Low voltage domestic – multi-phase;
- Low voltage domestic – CT meter;
- Low voltage business – single phase;
- Low voltage business – multi-phase; and
- Low voltage business – CT meter.
- Other

4.4 Reassignment of metering services tariffs

A change in the applicable network tariff[2] may result in that customer being reassigned to a different metering services tariff. Customers seeking a reassignment of a network tariff must:

a) be eligible for tariff reassignment;

b) provide TasNetworks with one month's written notification; and

c) pay any applicable tariff alteration fee[3].

For the majority of customers, tariff reassignment requests must be made through the customer's retailer, in which case the retailer notifies TasNetworks via a Service Order Request. The exception arises for customers with a separate connection agreement with TasNetworks. In this case the customer's retailer will usually provide only energy-related commercial services, including billing, meaning that in the event of a tariff reassignment the customer will advise TasNetworks directly of their preferred network tariff, rather than their retailer.

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[2] Network tariffs are discussed in TasNetworks' *2024-2029 Network Tariff Application Guide*.

[3] Fees for tariff alterations are discussed in TasNetworks' *2024-2029 Ancillary Services – Fee Based Services Application Guide*.

Where a customer is found to be on an incorrect network tariff, a tariff reassignment will be made:

a) through the customer's retailer, in which case the retailer will notify TasNetworks; or

b) through TasNetworks, in which case TasNetworks will advise the customer's retailer.

Customers that are reassigned to a different network tariff may also be reassigned to a different metering services tariff. TasNetworks will determine the appropriate metering services tariff as part of the network tariff reassignment.

4.5 Changes to connection characteristics

Customers that alter their connection characteristics due to a site alteration may be reassigned to a different metering services tariff even though there is no change in the applicable network tariff. By way of example, should a residential customer install heating that necessitates a connection upgrade from single phase to multi-phase, the customer will be reassigned from the low voltage domestic – single phase to the low voltage domestic – multi-phase metering services tariff.

TasNetworks will determine the appropriate metering services tariff that will apply as part of a site alteration.

5. Metering services tariffs for the 2024-2029 regulatory control period

Table 1 shows the metering services tariff codes that TasNetworks will offer for the 2024-2029 regulatory year.

Table 1: Metering services tariff codes

Description	TasNetworks Code
Low voltage domestic – single phase	T01
Low voltage domestic – multi-phase	T02
Low voltage domestic – CT meter	T03
Low voltage business – single phase	T04
Low voltage business – multi-phase	T05
Low voltage business – CT meter	T06
Other Meters	T09

Section 8 shows TasNetworks' metering services tariffs.

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6. Conditions for metering services tariffs

The following sections outline the additional terms and conditions for each of TasNetworks' metering services tariffs.

6.1 Domestic low voltage – single phase (T01)

This metering services tariff is for low voltage installations at premises used wholly or principally as private residential dwellings with a single phase, whole current, metering service.

A Type 6 meter is the minimum required for installations on this metering services tariff.

6.2 Domestic low voltage – multi phase (T02)

This metering services tariff is for low voltage installations at premises used wholly or principally as private residential dwellings with a multi-phase, whole current, metering service.

A Type 6 meter is the minimum required for installations on this metering services tariff.

6.3 Domestic low voltage – CT meter (T03)

This metering services tariff is for low voltage installations at premises used wholly or principally as private residential dwellings that require the installation of current transformers to enable the recording of meter data as a component of the metering service.

A Type 6 meter is the minimum required for installations on this metering services tariff.

6.4 Business low voltage – single phase (T04)

This metering services tariff is for low voltage installations that are not private residential dwellings, with a single phase, whole current, metering service.

A Type 6 meter is the minimum required for installations on this metering services tariff.

6.5 Business low voltage – multi phase (T05)

This metering services tariff is for low voltage installations that are not private residential dwellings, with a multi-phase, whole current, metering service.

A Type 6 meter is the minimum required for installations on this metering services tariff.

6.6 Business low voltage – CT meter (T06)

This metering services tariff is for low voltage installations that are not private residential dwellings, which require the installation of current transformers to enable the recording of meter data as a component of the metering service.

A Type 6 meter is the minimum required for installations on this metering services tariff.

6.7 Other meters (T09)

This metering services tariff is for low voltage installations at premises used wholly or principally as private residential dwellings that require a single phase, whole current, metering service in support of Aurora Energy's PAYG product. This tariff is now obsolete as the PAYG product is no longer available.

7. Procedure for reviewing complaints and disputes

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

7.1 Internal procedure for reviewing objections

Where TasNetworks receives written notification that a customer has an objection to a proposed metering services tariff assignment or reassignment, the following additional procedures will be followed:

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

TasNetworks will undertake the following internal review process:

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

7.2 Objection not resolved to satisfaction of customer under internal review process

If a customer's objection to a metering services tariff assignment is not resolved to their satisfaction after applying TasNetworks' internal review process as detailed above, the customer is entitled to seek resolution through the following avenues:

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

7.3 Final tariff class assignment

7.3.1 Initial tariff assignment

If a customer's objection relates to the metering services tariff assigned when the meter was first installed, the original tariff will apply until the objection has been resolved in accordance with these procedures.

If the objection is resolved so that a different metering services tariff is applicable, application of the new tariff will be backdated to the original date of the assignment, and the customer's retailer will be billed accordingly.

7.3.2 Tariff reassignment

If a customer's objection relates to a metering services tariff re-assignment, the original tariff will apply until the objection has been resolved in accordance with these procedures.

If the objection is resolved so that the re-assignment stands, application of the new metering services tariff will commence at the start of the next billing period, or the originally notified date, whichever is later.

8. 2025-26 charges

The daily charges for the provision of metering services for the period 1 July 2025 to 30 June 2026 are presented below.

Table 2: Metering services tariff prices for 2025-26

Description	Price (cents/day)
Low voltage business – single phase	17.30
Low voltage business – multi-phase	34.60
Low voltage business – CT meter	44.75
Low voltage domestic – single phase	16.73
Low voltage domestic – multi-phase	34.70
Low voltage domestic – CT meter	42.94
Other meters	30.53

9. Glossary

Term/Acronym	Description
AER	Australian Energy Regulator.
Billing period	The period covered by the bill sent to a retailer or customer.
CT	Current transformer.
Customer	A person to whom TasNetworks provides regulated services.
Distribution Determination	AER, Final Decision, TasNetworks distribution determination, 2019-20 to 2023-24, April 2019 (see https://www.aer.gov.au/networks-pipelines/determinations-access-arrangements/tasnetworks-determination-2019-24/final-decision).
Distributor	As defined in the Electricity Supply Industry Act 1995 (Tas).
Energy Ombudsman	As defined in the Energy Ombudsman Act 1998 (Tas).
HV or high voltage	A voltage exceeding 1,000 volts.
Interval metering services	Reading services for interval meters – types 1-5 as defined in the National Electricity Rules.
LV or low voltage	A voltage not exceeding 1,000 volts.
Network tariff	The schedule of fees (including the rate or rates and relevant terms and conditions) TasNetworks uses to calculate the amount it charges customers, or a class of customers, for regulated services, as amended from time to time.
Private residential dwelling	A house, flat, home unit, town house or similar qualifying residential premise. A house, unit, town house or apartment that, in the reasonable opinion of TasNetworks, is not classifiable under the Australian and New Zealand Standard Industrial Classification (ANZSIC) and is used wholly or principally as a place of residence for personal, household or domestic purposes. The ANZSIC system is used to classify businesses and applies to any entity which provides goods and services, including companies, non-profit organisations, government departments and enterprises.
TasNetworks	Unless otherwise stated means Tasmanian Networks Pty Ltd ABN 24 167 357 299 in its capacity as a distributor licensed by the Regulator in the state of Tasmania.
Type 6 meter	An accumulation meter that meets the requirements of a Type 6 meter given in the National Electricity Rules.

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