



**Quoted Services
Application and Price Guide**

2015-16

As approved by the AER



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Amendments and Version History

Version No.	Date of Revision	Authorised by	Details of amendment
1.0	28 April 2015	Revenue & Pricing Regulation Team Leader	Initial version
	30 April 2015	Leader Regulation	Endorsed for submission
	30 April 2015	GM Strategy & Stakeholder Relations	Approved for submission

Amendments to each version of this document will be tracked through TasNetworks' document management system.

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1 Introduction

This 2015–16 Quoted Services Application and Price Guide outlines TasNetworks' terms and labour prices for the provision of alternative control services - quoted services and applies from 1 July 2015 to 30 June 2016.

Quoted services are those services provided by TasNetworks where the nature and scope of the service is specific to an individual customer's needs, and varies from customer to customer. The cost of providing the services cannot be estimated without first knowing the customer's specific requirements. It is not possible to set a generic total fixed fee in advance for these services.

Requests for quoted services may be made to TasNetworks directly by customers; by an electricity retailer; or by a third party on behalf of a customer.

TasNetworks provides a range of non-standard services on a quoted basis including, but not limited to:

- removal or relocation of TasNetworks' assets at a customer's (for example, the Tasmanian Government) request;
- services that are provided at a higher standard than the standard service, due to a customer's request for TasNetworks to do so;
- provision of public lighting schemes; and
- services that are provided through a non-standard process at a customer's request (for example, more frequent meter reading).

2 Application of quoted services prices

2.1 TasNetworks

All references to TasNetworks within this Quoted Services Application and Price Guide, unless otherwise stated, refer to TasNetworks in its capacity as a licensed distribution network service provider in the Tasmanian jurisdiction only.

2.2 Goods and service tax (GST)

The prices for quoted services published by TasNetworks, unless otherwise stated, are exclusive of GST.

2.3 Quoted services charges

The quoted services labour charges within this Quoted Services Application and Price Guide are calculated in accordance with the AER's Distribution Determination. All other charges will be passed through on a cost recovery basis.

All financial components of a quoted service are to be paid as a single upfront amount prior to any TasNetworks works commencing. Alternative payment arrangements may be considered on a case by case basis, in which case a prudential requirement (e.g. Bank Guarantee) may be required.

2.4 Cost recovery

TasNetworks reflects the costs of providing any quoted services that it provides.

2.5 Request process

A customer who wishes to receive a quoted service from TasNetworks must submit a written request to TasNetworks, or have their electricity retailer, or agent acting on their behalf do so.

3 Procedure for reviewing complaints and disputes

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

3.1 Internal procedure for reviewing objections

Where TasNetworks receives written notification that a customer has an objection to the proposed quoted service charge, the following additional procedures will be followed.

TasNetworks may consult with the customer's retailer or agent 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 or agent) will be considered;
- TasNetworks will determine the quoted services charge that should apply;
- the proposed quoted services charge will be reviewed and approved by the Team Leader Commercial Solutions; and
- the customer (and/or customer's retailer or agent) will be notified in writing of the final quoted services charge review outcomes within 15 business days of receipt of the customer's written objection.

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

If, after applying TasNetworks' internal review process as detailed above, the customer objection to the quoted service charge is not resolved to their satisfaction, 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 of the AER via the dispute resolution process available under Part L of Chapter 6 of the National Electricity Rules.

4 Labour prices

Prices for quoted services will be calculated by TasNetworks on an individual basis and in a manner which is consistent with the methodology in the AER's Distribution Determination. The AER's prescribed methodology for calculating the quoted services charge is:

$$\text{Charge} = \text{Units} \times \text{Labour Rate} + \text{Materials} + \text{Contractors} + \text{Other Costs} + \text{Overheads}$$

Where:

Units is the number of units of a particular labour type for the provision of the service

Labour Rate is the hourly rate described in Table 1 for the particular labour type

Materials are the material costs incurred by TasNetworks for the provision of the service

Contractors are the contractor charges incurred by TasNetworks for the provision of the service

Other Costs are any other costs incurred by TasNetworks for the provision of the service

Overheads are the overhead costs incurred by TasNetworks for the provision of the service

TasNetworks is unable to provide a full range of prices for quoted services for the year because the cost of providing these services will be dependent on a customer's specific requirements and circumstances, and may vary significantly between jobs.

The hourly charges for the provision of labour associated with quoted services for the period 1 July 2015 to 30 June 2016 are presented in Table 1.

Table 1: Labour rates

Labour type	Hourly rate (\$)
Apprentice	69.94
Cable jointer	59.61
Customer connections – commercial metering	66.62
Customer connections – service crew	60.02
Designer	74.95
Distribution electrical technician	59.71
Distribution linesman	54.65
Distribution linesman – live line	59.58
Distribution operator	65.02
Electrical inspector	63.71
Field service co-ordinator	82.93
Labourer – overhead	50.48
Meter reader	45.99
Pole tester	50.13
Project manager	75.86

All other prices will be as per the quote provided and will be on a cost recovery basis.

5 Glossary

AER	Australian Energy Regulator.
Customer	A person to whom TasNetworks provides regulated services.
Distribution Determination	AER, Final Distribution Determination, Aurora Energy Pty Ltd, 2012-13 to 2016-17, April 2012
Energy Ombudsman	As defined in the <i>Energy Ombudsman Act 1998</i> (Tas)
TasNetworks	Unless otherwise stated means Tasmanian Networks Pty Ltd ABN 24 167 357 299 in its capacity as a distribution network service provider licensed in the state of Tasmania.

