



TasNetworks

**Basic Connection Services
Application and Price Guide
2015-16**

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1 Introduction

This 2015-16 Basic Connection Services Application and Price Guide outlines TasNetworks' service terms, conditions and prices for the provision of basic connection services and applies from 1 July 2015 to 30 June 2016.

Basic connection services are those services provided by TasNetworks in accordance with the provisions of chapter 5A of the National Electricity Rules (Rules), where the service is, provided for the benefit of a single Customer and requires minimal or no augmentation of the TasNetworks distribution network. These services are typically provided at the request of a Customer and are initiated by way of a Retailer B2B service order or a connection application received from a Customer.

2 Application of basic connection services charges

2.1 TasNetworks

All references to TasNetworks within this Basic Connection Services Application and Price Guide, unless otherwise stated, are to TasNetworks in its capacity as a licensed distributor in the Tasmanian jurisdiction.

2.2 Time zones

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

2.3 Basic connection charges

The basic connection charges within this Basic Connection Services Application and Price Guide are calculated in accordance with TasNetworks' customer capital contributions policy and the AER's Distribution Determination for TasNetworks for the 2012-17 regulatory control period.

2.4 Request process

Where a service request is received from a Retailer, TasNetworks' request process aligns with jurisdictional B2B Service Order procedures. A B2B service order may be required for the provision of a basic connection service.

Service requests may be initiated by the Customer by means of TasNetworks' application process for basic connection services available at TasNetworks' website at www.tasnetworks.com.au/our-network. In most instances the provision of the service request also requires the lodgment, and acceptance by TasNetworks, of an electrical work request (EWR) by a licensed Electrical Contractor.

2.5 Delivery of basic connection services

All basic connection services will be delivered during operational hours.

Customers seeking to have a basic connection service provided outside operational hours will be required to follow TasNetworks' negotiated connection process and charges will be determined in accordance with that process.

2.6 Business day

A business day is a day other than a Saturday, Sunday or a day that is lawfully observed as a public holiday in any part of Tasmania.

2.7 Operational hours

TasNetworks' operational hours are the hours between 7.30am and 4.20pm on a business day.

2.8 Network extensions and augmentations

Connection services that will require an extension or augmentation of the TasNetworks' distribution network do not represent basic connection services. Customers requiring a connection involving the extension or augmentation of the TasNetworks' distribution network will be required to follow TasNetworks' negotiated connection process and will have their charges determined in accordance with that process.

2.9 Invoicing process

In most instances charges are invoiced via the Customer's Retailer through the B2B distribution billing processes. TasNetworks may however invoice the Customer directly.

2.10 Published basic connection services

TasNetworks' published basic connection services list the basic connection services offered by TasNetworks. The agreement to deliver these services to the guarantees is made assuming that:

- where required, the Customer has completed an application for the provision of that basic connection service and the valid application has been received by TasNetworks
- there is safe and unhindered access to the installation
- there are no health or safety issues, as determined by TasNetworks, associated with the delivery of the service
- the Customer's Electrical Contractor has performed work to agreed standards
- where required, an EWR has been lodged by the Electrical Contractor and accepted by TasNetworks
- where required, a B2B service order has been received from the Customer's Retailer
- the infrastructure is present to facilitate the connection
- no additional appointment or tee-up is required.

2.11 Negotiated Connection Services

Connection services that do not fall within the scope of basic connection services are considered to be negotiated connection services.

Further information on TasNetworks' negotiated connection process can be found at TasNetworks' website at www.tasnetworks.com.au/our-network.

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 a basic connection service, 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 service charge that should apply
- the proposed service charge will be reviewed and approved by the Team Leader Commercial Solutions
- the Customer (and/or Customer's retailer) will be notified in writing of the service 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 the Customer's objection to the basic connection service is not resolved to their satisfaction, the Customer is entitled to seek resolution through the following avenues after applying TasNetworks' internal review process as detailed above:

- if the resolution of the dispute is within the jurisdiction of the Energy Ombudsman Tasmania, the Customer is entitled to escalate the matter to the Energy Ombudsman Tasmania; 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 Rules.

4 Connection establishment

4.1 General conditions

These general conditions should be read together with the conditions for the specific services in this section.

This basic connection service requires TasNetworks to visit a Customer's premises to provide a connection service for the establishment of a new customer connection.

The basic connection service will be delivered within 10 business days of TasNetworks' receipt of a valid connection application, and receipt and acceptance of a valid EWR from the Customer's Electrical Contractor.

Where an Electrical Contractor requests that the basic connection service is delivered on a specified date (tee-up) an additional tee-up fee¹ will be charged to the Electrical Contractor. The actual date for the provision of the basic connection service will be the date agreed between TasNetworks and the Electrical Contractor.

The maximum capacity of a basic connection service is 100 amps per phase. Customers seeking to have a connection with an expected capacity greater than 100 amps per phase will be required to follow TasNetworks' negotiated connection process and will have their charges determined in accordance with that process.

A basic connection service requires the installation of a single span of overhead service wire only. Customers requiring the installation of multiple spans of overhead service wire will be required to follow TasNetworks' negotiated connection process and will have their charges determined in accordance with that process.

4.2 Overhead service, single span – single phase

Installation of a single span of single phase overhead service wire (off a pole) and associated service fuse.

4.3 Overhead service, single span – multi-phase

Installation of a single span of multi-phase overhead service wire (off a pole) and associated service fuses.

4.4 Underground service with turret – single phase

Installation of a single phase underground service connecting the Customer's consumer mains to the fuse located in a TasNetworks' turret or cabinet.

4.5 Underground service with turret – multi-phase

Installation of a multi-phase underground service connecting the Customer's consumer mains to the fuses located in a TasNetworks' turret or cabinet.

¹ Refer to TasNetworks' Fee-based Services Application Guide, 1 July 2015 – 30 June 2016.

4.6 Underground service with an TasNetworks pole or private pole mounted fuse – single phase

Installation of a single phase underground service connecting the Customer's consumer mains to a fuse located on a TasNetworks' pole or private pole.

4.7 Underground service with an TasNetworks pole or private pole mounted fuse – multi-phase

Installation of a multi-phase underground service connecting the Customer's consumer mains to the fuses located on a TasNetworks' pole or private pole.

4.8 Basic Connection – wasted visit

Site visit to provide basic connection service where the connection could not be completed due to issues at the site.

4.9 Connection establishment charges

Table 1 sets out TasNetworks' customer connection fee for the provision of a basic connection service for the establishment of a new Customer connection for the 2015 - 16 regulatory year.

Table 1: Basic connection services charges

Basic connection service	Charge ex GST (\$)	Charge inc GST (\$)
Overhead service, single span – single phase	550.50	605.55
Overhead service, single span – multi-phase	723.87	796.26
Underground service with turret – single phase	154.25	169.68
Underground service with turret – multi-phase	207.65	228.42
Underground service with pole mounted fuse – single phase	425.09	467.60
Underground service with pole mounted fuses – multi-phase	545.76	600.34
Basic connection – wasted visit	89.29	98.22

5 Connection establishment requiring ‘cross-over’ service pole

5.1 General conditions

These general conditions should be read together with the conditions for the specific services in this section.

This basic connection service requires TasNetworks to visit a Customer’s premises to provide a connection service for a new Customer connection that also requires the installation of a cross-over service pole.

The basic connection service will be delivered within 50 business days of TasNetworks’ receipt of a valid connection application, and receipt and acceptance of a valid EWR from the Customer’s Electrical Contractor.

Where the Electrical Contractor requests that the basic connection service is delivered on a specified date (tee-up), an additional tee-up fee² will be charged to the Electrical Contractor. The actual date for the provision of the basic connection service will be the date agreed between TasNetworks and the Electrical Contractor.

The maximum capacity of a basic connection service is 100 amps per phase. Customers seeking to have a connection with an expected capacity greater than 100 amps per phase will be required to follow TasNetworks’ negotiated connection process and will have their charges determined in accordance with that process.

A basic connection service requires the installation of a single span of overhead service wire only. Customers requiring the installation of multiple spans of overhead service wire will be required to follow TasNetworks’ negotiated connection process and will have their charges determined in accordance with that process.

No charges will apply for the provision of the cross-over service pole by TasNetworks.

5.2 Overhead service, single span – single phase

Installation of a TasNetworks’ pole in a public space, a single span of single phase overhead service wire (off the newly installed TasNetworks’ pole) and the associated service fuse.

5.3 Overhead service, single span – multi-phase

Installation of a TasNetworks’ pole in a public space, a single span of multi-phase overhead service wire (off the newly installed TasNetworks’ pole) and the associated service fuses.

5.4 Underground service with a pole mounted fuse – single phase

Installation of a TasNetworks’ pole in a public space and a single phase underground service connecting the Customer’s consumer mains to a fuse located on the newly installed TasNetworks’ pole.

5.5 Underground service with a pole mounted fuse – multi-phase

Installation of a TasNetworks’ pole in a public space and a multi-phase underground service connecting the Customer’s consumer mains to the fuses located on the newly installed TasNetworks’ pole.

² Refer to TasNetworks’ Fee-based Services Application Guide, 1 July 2015 – 30 June 2016.

5.6 Basic Connection – wasted visit

Site visit to provide basic connection service where the connection could not be completed due to issues at the site.

5.7 Connection establishment charges

Table 2 sets out TasNetworks' customer connection fee for the provision of a basic connection service for the establishment of a new Customer connection requiring the installation of a cross-over service pole for the 2015-16 regulatory year.

Table 2: Basic connection services charges

Basic connection service	Charge ex GST (\$)	Charge inc GST (\$)
Overhead service, single span – single phase (cross-over pole)	550.50	605.55
Overhead service, single span – multi-phase (cross-over pole)	723.87	796.26
Underground service with pole mounted fuse – single phase (cross-over pole)	425.09	467.60
Underground service with pole mounted fuse – multi-phase (cross-over pole)	545.76	600.34
Basic connection (cross-over) – wasted visit	89.29	98.22

6 Renewable energy connection

6.1 General conditions

These general conditions should be read together with the conditions for the specific services in this section.

This basic connection service requires TasNetworks to visit a Customer's premises to install the metering equipment necessary for the establishment of a new micro-embedded generating system at the Customer's installation.

Customers with an existing connection to the distribution network will have their supply of electricity interrupted by TasNetworks while this basic connection service is being provided.

The provision of this basic connection service requires the Customer to have a connection to the TasNetworks distribution network.

Customers also seeking to establish a connection to the TasNetworks distribution network will be required to pay an additional customer connection fee associated with the establishment of that new connection.

The basic connection service will be delivered within 10 business days of TasNetworks' receipt of a valid connection application, and receipt and acceptance of a valid EWR from the Customer's Electrical Contractor.

Where the Electrical Contractor requests that the basic connection service is delivered on a specified date (tee-up) an additional tee-up fee³ will be charged to the Electrical Contractor. The actual date for the provision of the basic connection service will be the date agreed between TasNetworks and the Electrical Contractor.

The maximum output of the generating system will be 10 kW per phase of the generating system. Customers seeking the connection of a generating system with an expected output greater than 10 kW per phase may be required to follow TasNetworks' negotiated connection process, in which case they will have their charges determined in accordance with that process.

The generating system must be compliant with Australian Standard *AS4777.2:2015 – Australian Standard for Grid Connection of Energy Systems via Inverters* (AS4777.2:2015). Customers seeking connection of a generating system that is not AS4777.2:2015 compliant will be required to follow TasNetworks' negotiated connection process and will have their charges determined in accordance with that process.

6.2 Modify existing connection for micro embedded generation – single phase

Supply and install single phase dual register basic import/export metering equipment at a Customer's premises.

6.3 Modify existing connection for micro embedded generation – multi-phase

Supply and install multi-phase dual register basic import/export metering equipment at a Customer's premises.

6.4 Renewable energy connection – wasted visit

Site visit to modify existing connection for micro embedded generation that could not be completed due to issues at the site.

³ Refer to TasNetworks' Fee-based Services Application Guide, 1 July 2015 – 30 June 2016.

6.5 Connection alteration charges

Table 3 sets out TasNetworks' customer connection fee for the provision of a basic connection service for the establishment of a new micro embedded generating system at the Customer's installation for the 2015-16 regulatory year.

Table 3: Basic connection services charges

Basic connection service	Charge ex GST (\$)	Charge inc GST (\$)
Modify existing connection for micro embedded generation – single phase	153.06	168.37
Modify existing connection for micro embedded generation – multi-phase	179.50	197.45
Renewable energy connection – wasted visit	89.29	98.22

7 Temporary connection

7.1 General conditions

These general conditions should be read together with the conditions for the specific services in this section.

This basic connection service requires TasNetworks to visit a Customer's premises to provide a connection service for the establishment of a new temporary customer connection.

The basic connection service will be delivered no later than 10 business days after TasNetworks' receipt of a valid connection application, and receipt and acceptance of a valid EWR from the Customer's Electrical Contractor.

Where the Electrical Contractor requests that the basic connection service is delivered on a specified date (tee-up) an additional tee-up fee⁴ will be charged to the Electrical Contractor. The actual date for the provision of the basic connection service will be the date agreed between TasNetworks and the Electrical Contractor.

The maximum capacity of a basic connection service is 100 amps per phase. Customers seeking to have a connection with an expected capacity greater than 100 amps per phase will be required to follow TasNetworks' negotiated connection process and will have their charges determined in accordance with that process.

A basic connection service requires the installation of a single span of overhead service wire only. Customers requiring the installation of multiple spans of overhead service wire will be required to follow TasNetworks' negotiated connection process and will have their charges determined in accordance with that process.

Supply abolishment fees⁵ will apply as an additional fee for the removal of the temporary connection.

The temporary connection will be removed if a permanent connection is established at a later date. Additional connection charges will also apply for the provision of the permanent connection.

7.2 Temporary overhead service, single span – single phase

Installation of a single span of single phase overhead service wire (off a pole) and the associated service fuse in a temporary position.

7.3 Temporary overhead service, single span – multi-phase

Installation of a single span of multi-phase overhead service wire (off a pole) and associated service fuses in a temporary position.

7.4 Temporary supply underground – single phase

Installation of a single phase underground service connecting the Customer's consumer mains to the fuse located in a TasNetworks' turret or cabinet.

⁴ Refer to TasNetworks' Fee-based Services Application Guide, 1 July 2015 – 30 June 2016.

⁵ Refer to TasNetworks' Fee-based Services Application Guide, 1 July 2015 – 30 June 2016.

7.5 Temporary supply underground – multi-phase

Installation of a multi-phase underground service connecting the Customer's consumer mains to the fuses located in a TasNetworks' turret or cabinet.

7.6 Temporary connection – wasted visit

Site visit to provide basic connection service where the connection could not be completed due to issues at the site.

7.7 Connection establishment charges

Table 4 sets out TasNetworks' customer connection fee for the provision of a basic connection service for the establishment of a temporary Customer connection for the 2015-16 regulatory year.

Table 4: Basic connection services charges

Basic connection service	Charge ex GST (\$)	Charge inc GST (\$)
Temporary overhead service, single span – single phase	542.18	596.40
Temporary overhead service, single span – multi-phase	723.87	796.26
Temporary underground service – single phase	195.82	215.40
Temporary underground service – multi-phase	292.99	322.29
Temporary service – wasted visit	89.29	98.22

8 Temporary disconnection

8.1 General conditions

These general conditions should be read together with the conditions for the specific services in this section.

TasNetworks will need to visit a Customer's premises to undertake a temporary disconnection of the Customer's installation from the distribution network.

Customers will have their supply of electricity interrupted by TasNetworks while this basic connection service is being provided.

The basic connection service will be delivered following TasNetworks' receipt and acceptance of a valid EWR from the Customer's Electrical Contractor or valid service order from the Customer's Retailer. The actual date for the provision of the basic connection service will be the date agreed between TasNetworks and the Electrical Contractor.

As the provision of the basic connection service shall be the date agreed between TasNetworks and the Electrical Contractor, an additional tee-up fee⁶ will be charged to the Electrical Contractor for the provision of this basic connection service.

Overhead service wires that do not meet the current construction standard will be replaced with a new service wire at no additional cost to the Customer.

8.2 Disconnect/reconnect single phase overhead service for fascia repairs

Disconnect and reconnect an existing TasNetworks' single span of single phase overhead service wire whilst repairs are made to a fascia containing the Customer's connection point for the overhead service wire.

8.3 Disconnect/reconnect multi-phase overhead service for fascia repairs

Disconnect and reconnect an existing TasNetworks' single span of multi-phase overhead service wire whilst repairs are made to a fascia containing the Customer's connection point for the overhead service wire.

8.4 Connection alteration – wasted visit

Site visit to provide basic connection service where the connection could not be completed due to issues at the site.

⁶ Refer to TasNetworks' Fee-based Services Application Guide, 1 July 2015 – 30 June 2016.

8.5 Connection alteration charges

Table 6 sets out TasNetworks' customer connection fee for the provision of a basic connection service for the alteration of a Customer connection for the 2015 - 16 regulatory year.

Table 5: Temporary disconnection services charges

Basic connection service	Charge ex GST (\$)	Charge inc GST (\$)
Disconnect/reconnect single phase overhead service for fascia repairs	312.65	343.92
Disconnect/reconnect multi-phase overhead service for fascia repairs	416.87	458.56
Connection alteration – wasted visit	89.29	98.22

9 Connection alteration

9.1 General conditions

These general conditions should be read together with the conditions for the specific services in this section.

TasNetworks will need to visit a Customer's premises to alter or augment the Customer's connection to the distribution network.

In a number of instances the provision of a basic connection service will/may require TasNetworks to interrupt the supply of electricity to the Customer's premises.

The basic connection service will be delivered within 10 business days of TasNetworks' receipt and acceptance of a valid EWR from the Customer's Electrical Contractor or a service order from the Customer's Retailer.

Where a basic connection service only requires the receipt and acceptance of a valid EWR from the Customer's Electrical Contractor, that EWR is deemed to be TasNetworks' receipt and acceptance of a valid application for the provision of that basic connection service from the Customer.

Where the Customer's Electrical Contractor requests that the basic connection service is delivered on a specified date (tee-up) an additional tee-up fee⁷ will be charged to the Electrical Contractor. The actual date for the provision of the service will be the date agreed between TasNetworks and the Electrical Contractor.

The maximum capacity of a service wire provided as a basic connection service is 100 amps per phase. Customers seeking a connection provided with an expected capacity greater than 100 amps per phase will be required to follow TasNetworks' negotiated connection process and will have their charges determined in accordance with that process.

A basic connection service requires the installation of a single span of overhead service wire only. Customers requiring the installation of multiple spans of overhead service wire will be required to follow TasNetworks' negotiated connection process and will have their charges determined in accordance with that process.

In relation to overhead connections, unless indicated to the contrary:

- If the connection point has moved, but the existing service wire is long enough to reach the new connection point and remain compliant with relevant standards, the existing overhead service wire will be re-used.
- If the connection point has moved and the existing service wire is not long enough to reach the new connection point and remain compliant with relevant standards, this fee will not apply and the Customer will be required to pay the fee for the equivalent basic connection service.
- Existing overhead service wires that do not meet the current construction standard will be replaced with a new service wire at no additional cost to the Customer.

In some circumstances a service may involve more than one type of basic connection service. For example, a job may require new consumer mains and an alteration to a connection.

⁷ Refer to TasNetworks' Fee-based Services Application Guide, 1 July 2015 – 30 June 2016.

Where consumer mains work is required and the Electrical Contractor is also altering the connection from:

- overhead to underground
- from one building to another
- from single-phase to multi-phase

an EWR alone is no longer sufficient, and TasNetworks requires the lodgment of a connection application.

9.2 Connection of new consumer mains to an existing installation – single phase overhead

Connection of a single phase consumer mains to the existing TasNetworks' overhead distribution network following an alteration to the Customer's installation.

The Customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.

9.3 Connection of new consumer mains to an existing installation – multi-phase overhead

Connection of a multi-phase consumer mains to the existing TasNetworks' overhead distribution network following an alteration to the Customer's installation.

The Customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.

9.4 Connection of new consumer mains to an existing installation – single phase underground (turret)

Connection of new single phase consumer mains to the existing TasNetworks' underground distribution network following an alteration to the Customer's installation.

The Customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.

9.5 Connection of new consumer mains to an existing installation – multi-phase underground (turret)

Connection of new multi-phase consumer mains to the existing TasNetworks' underground distribution network following an alteration to the Customer's installation.

The Customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.

9.6 Connection of new consumer mains to an existing installation – single phase underground (pole)

Connection of new single phase underground consumer mains to the existing TasNetworks overhead distribution network following an alteration to the Customer's installation.

The Customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.

9.7 Connection of new consumer mains to an existing installation – multi-phase underground (pole)

Connection of new multi-phase underground consumer mains to the existing TasNetworks' overhead distribution network following an alteration to the Customer's installation.

The Customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.

9.8 Changeover single phase overhead service to new private pole

Disconnect existing single span of single phase overhead service wire and reconnect to newly installed private pole.

The Customer's supply of electricity may be interrupted by TasNetworks while this basic connection service is being provided.

9.9 Changeover multi-phase overhead service to new private pole

Disconnect existing single span of multi-phase overhead service wire and reconnect to newly installed private pole.

The Customer's supply of electricity may be interrupted by TasNetworks while this basic connection service is being provided.

9.10 Changeover single phase overhead service to new point of attachment

Disconnect existing single span of single phase overhead service wire and reconnect to newly established point of attachment.

The Customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.

9.11 Changeover multi-phase overhead service to new point of attachment

Disconnect existing single span of multi-phase overhead service wire and reconnect to newly established point of attachment.

The Customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.

9.12 Augment multi-phase overhead service to single phase supply

Disconnect and remove existing single span of multi-phase overhead service wire, and associated service fuses, and connect new single span of single phase overhead service wire and associated service fuse to the existing TasNetworks' distribution network.

The existing multi-phase overhead service wire will be removed and not re-used.

The Customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.

9.13 Augment single phase overhead service to multi-phase supply

Disconnect and remove existing single span of single phase overhead service wire, and associated service fuse, and connect new single span of multi-phase overhead service wire and associated service fuses to the existing TasNetworks' distribution network.

The existing single phase overhead service wire must be removed and not re-used.

The Customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.

9.14 Augment single phase overhead service to underground supply (turret)

Disconnect and remove existing single span of single phase overhead service wire, and associated service fuse, and connect new single phase underground consumer mains to the fuse located in an existing TasNetworks' turret or cabinet.

The existing single phase overhead service wire will be removed and not re-used.

The Customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.

Customers also requiring the installation of a TasNetworks' turret or cabinet will be required to follow TasNetworks' negotiated connection process and will have their charges determined in accordance with that process.

9.15 Augment multi-phase overhead service to underground supply (turret)

Disconnect and remove existing single span of multi-phase overhead service wire, and associated service fuses, and connect new multi-phase underground consumer mains to the fuses located in an existing TasNetworks' turret or cabinet.

The existing multi-phase overhead service wire will be removed and not re-used.

The Customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.

Customers also requiring the installation of an TasNetworks turret or cabinet will be required to follow TasNetworks' negotiated connection process and will have their charges determined in accordance with that process.

9.16 Augment single phase overhead service to underground supply (pole)

Disconnect and remove existing single span of single phase overhead service wire, and associated service fuse, and connect new single phase underground consumer mains to a fuse located on a TasNetworks' pole.

The existing single phase overhead service wire will be removed and not re-used.

The Customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.

9.17 Augment multi-phase overhead service to underground supply (pole)

Disconnect and remove existing single span of multi-phase overhead service wire, and associated service fuses, and connect new multi-phase underground consumer mains to the fuses located on a TasNetworks' pole.

The existing multi-phase overhead service wire will be removed and not re-used.

The Customer's supply of electricity will be interrupted by TasNetworks while this basic connection service is being provided.

9.18 Connection alteration – wasted visit

Site visit to provide basic connection service where the connection could not be completed due to issues at the site.

9.19 Connection alteration charges

Table 6 sets out TasNetworks' customer connection fee for the provision of a basic connection service for the alteration of a Customer connection for the 2015 - 16 regulatory year.

Table 6: Basic connection services charges

Basic connection service	Charge ex GST (\$)	Charge inc GST (\$)
Connection of new consumer mains to an existing installation – single phase overhead	312.65	343.92
Connection of new consumer mains to an existing installation – multi-phase overhead	416.87	458.56
Connection of new consumer mains to an existing installation – single phase underground (turret)	153.06	168.37
Connection of new consumer mains to an existing installation – multi-phase underground (turret)	204.07	224.48
Connection of new consumer mains to an existing installation – single phase underground (pole)	416.87	458.56
Connection of new consumer mains to an existing installation – multi-phase underground (pole)	521.09	573.20
Changeover single phase overhead service to new private pole	312.65	343.92
Changeover multi-phase overhead service to new private pole	416.87	458.56
Changeover single phase overhead service to new point of attachment	312.65	343.92
Changeover multi-phase overhead service to new point of attachment	416.87	458.56
Augment multi-phase overhead service to single phase supply	628.65	691.52
Augment single phase overhead service to multi-phase supply	864.31	950.74
Augment single phase overhead service to underground supply (turret)	392.01	431.21
Augment multi-phase overhead service to underground supply (turret)	498.60	548.46
Augment single phase overhead service to underground supply (pole)	503.24	553.56

Basic connection service	Charge ex GST (\$)	Charge inc GST (\$)
Augment multi-phase overhead service to underground supply (pole)	623.91	686.30
Connection alteration – wasted visit	89.29	98.22

10 Glossary

Augmentation	In relation to the TasNetworks distribution network, means increasing the capacity of existing assets to accommodate increased power transfer.
Connection point	In relation to a Customer, the point at which electricity leaves the TasNetworks distribution network for delivery to the Customer.
Consumer mains	The conductor(s) between the point of attachment on the Customer's electrical installation and the service equipment (e.g. switchboard).
Customer	A person to whom TasNetworks provides connection and supply services.
Distribution Determination	AER, Final Distribution Determination, Aurora Energy Pty Ltd, 2012-13 to 2016-17, April 2012.
Distribution network	As defined in the Electricity Supply Industry Act 1995.
Electrical Contractor	A Person or Company licensed as an electrical contractor under the Occupational Licensing Act 2005.
Extension	In relation to the TasNetworks distribution network, means the construction of new assets to increase the service area of the networks.
NMI	National Metering Identifier.
TasNetworks	Unless otherwise stated, means Tasmanian Networks Pty Ltd ABN 24 167 357 299 in its capacity as a distributor licensed in the Tasmanian jurisdiction.