



Quoted Services Application and Price Guide

For the regulatory year 1 July 2014 to 30 June 2015

As approved by the AER

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REVIEW DATE

This document is due for review not later than 30 April 2015

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AURORA ENERGY PTY LTD
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Version History

Version No	Date of Revision	Authorised By	Details of Amendment
1.0		Revenue and Pricing Manager	Initial Version
		Regulatory Manager	Endorsed for Submission
		Group Manager – Finance and Compliance	Approved for Submission

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

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1. Introduction

This 2014 - 15 Quoted Services Application and Price Guide outlines Aurora's terms and prices for the provision of alternative control services - quoted services and applies from 1 July 2014 to 30 June 2015.

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

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

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

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

Further information on Aurora's quoted services can be found at Aurora's website at <http://www.auroraenergy.com.au/electricity-network/network-tariffs> and in Aurora's 2014 - 15 Pricing Proposal¹.

¹ Aurora Energy Pricing Proposal, 1 July 2014 – 30 June 2015, April 2014.

2. Application of quoted services prices

2.1. Aurora

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

2.2. Goods and service tax (GST)

The quoted services published by Aurora, 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 final distribution determination. All other charges will be recovered on a cost recovery basis.

2.4. Cost recovery

Aurora does not include a profit margin in any quoted services that it provides.

2.5. Request process

A customer who wishes to receive a quoted service from Aurora must submit a written request to Aurora, or have their electricity retailer do so.

3. Procedure for reviewing complaints and disputes

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

3.1. Internal procedure for reviewing objections

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

An initial review process will be performed by the customer's electricity retailer and forwarded to Aurora for review.

Aurora will then undertake the following internal review process:

- (a) the customer's written objection will be reviewed by Aurora and the review will be completed within 10 business days of receipt of the customer's written objection;
- (b) additional information provided by the customer (and/or the customer's retailer) will be considered;
- (c) Aurora will determine the quoted service that should apply;
- (d) the proposed quoted service will be reviewed and approved by the Manager Revenue Assurance; and
- (e) the customer (and/or customer's retailer) will be notified in writing of the quoted service review outcomes within five business days of completion of the Aurora review.

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

If the customer objection to the quoted service, after applying Aurora's internal review process as detailed above, is not resolved to the customer's satisfaction, the customer is entitled to seek resolution through the following:

- 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
- if the objection is not resolved to the satisfaction of the customer under Aurora's internal review system and/or the Energy Ombudsman Tasmania, then the customer is entitled to seek a decision of the AER via the dispute resolution process available under Part 10 of the National Electricity Law.

4. Provisions for quoted services

The provisions for quoted services will be undertaken in accordance with Aurora's AER approved Negotiating Framework, which is available on Aurora's website at <http://www.auroraenergy.com.au/electricity-network>.

All financial components of a quoted service should be paid as a single up-front amount prior to any Aurora works commencing. Payment in arrears for non quoted services may be considered on a case by case basis.

A prudential requirement (e.g. Bank Guarantee) may be required in conjunction with the provision of a quoted service.

5. Labour prices

Prices for quoted services will be calculated by Aurora on an individual basis and in a manner which is consistent with the methodology in the AER's distribution determination.

Aurora is unable to provide a full range of prices for quoted services for the year, as by their nature the cost of providing these services will be dependent on a customer's specific requirements and circumstances, and may vary significantly.

Aurora provides the following prices for the labour rates that will apply to quoted services.

The hourly charges for the provision of labour associated with quoted services for the period 1 July 2014 to 30 June 2015 are presented in Table 1.

Table 1: Labour rates

Labour	Hourly rate (\$)
Apprentice	73.00
Cable jointer	60.56
Customer connections – commercial metering	67.57
Customer connections – service crew	60.86
Designer	75.90
Distribution electrical technician	60.60
Distribution linesman	55.41
Distribution linesman – live line	60.43
Distribution operator	65.36
Electrical inspector	64.85
Field service co-ordinator	84.74
Labourer – overhead	51.06
Meter reader	46.55
Pole tester	50.75
Project manager	76.92

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

6. Definitions

AER	Australian Energy Regulator.
Aurora	Unless otherwise stated means Aurora Energy Pty Ltd ABN 85 082 464 622 in its capacity as a Distribution Network Service Provider.
Customer	A person to whom Aurora provides regulated services.
Energy Ombudsman Tasmania	As defined in the <i>Energy Ombudsman Act 1998</i> .