

# ANCILLARY SERVICES CHARGES

**Effective 1 July 2016**

## Ancillary Non-Reference Services

| B2B JOB CODE | CHARGING CODE     | DESCRIPTION                                   | Long Description/comment   | 2016/17 Charge (Excl.GST) | 2016/17 Charge (Incl.GST) |
|--------------|-------------------|---|--|---------------------------|---------------------------|
| AML          | LOCKPLUG          | Attach Locks/Plugs to Meter for Debt          | Used to request the removal of Leads or to wad meter when consumer has not paid account and RB has exhausted other avenues to recover debt. This will prevent use of gas.  | \$70.00                   | \$77.00                   |
| AHS          | AHSAMEDY          | Same Day premium charge                       | Used for jobs requested to be done on the same day. This premium is in addition to the original job charge.  | \$210.00                  | \$231.00                  |
| DSD          | DSDMTOFF          | Cut off Service in street for Debt            | This may be requested by RB, or by Distributor as a matter of safety, when disconnection of supply is intended to be longer term due to non-payment of outstanding account by consumer. On occasion, access to the meter is not possible, or endangers the safety of the field personnel, and disconnection of supply can only be effected by disconnecting the service pipe in the street (or closing isolation valve).   | \$643.00                  | \$707.30                  |
| IMFX         | INCMFX            | Incomplete Meter Fix                          | Original MFX request was unable to be completed on appointment date due to site not ready and includes 'no access to site' or appliances not installed.  | \$57.00                   | \$62.70                   |
| MAP          | ALTMTRCU          | Meter Alter Position                          | To be used when a customer is requesting the relocation of an existing gas meter to a new position. The customer must be quoted the minimum standard charge inclusive of GST, "Subject to inspection".   | Quotation                 | Quotation                 |
| MAP          | ALTMTRQU          | Alter meter position – quotation not accepted | To be used when a customer has requesting the relocation of an existing gas meter to a new position but has chosen not to proceed.   | \$70.00                   | \$77.00                   |
| MFXA         | MTRFIXRE          | Meter Fix - Fault Rectified                   | Where a consumer has requested a meter to be installed at a premise, however a fault has been detected with the fitting lines/appliances. The problem should be rectified and the code MFXA used to re-order the meter.  | \$76.00                   | \$83.60                   |
| MHA/MRT      | ACCINVD0/ MRTHACC | High Account investigation                    | Used to conduct a high account investigation ie: meter tested to see if falls within allowable limits. The charge applies if the meter falls within allowable limits.  | \$208.00                  | \$228.80                  |
| MRC          | MRCMTOFF          | Remove second meter & reconfigure outlet      | Where a customer has multiple meter(s) at a premise and wishes to merge fittings line to a single meter, the code MRC is requested against each MIRN where a meter is to be removed. This will result in the removal of the meter and deregistration of corresponding MIRN. The fitting line will be consolidated from the obsolete meter(s) to ensure continued supply to all appliances at the property. The single meter will remain unchanged unless a subsequent service order is raised against the MIRN.<br><br>Note: Consolidation the fitting line is normally done by the Customer's own Plumber.  | Quotation                 | Quotation                 |
| MRF          | GASMTRRF          | Meter Refix                                   | For simple installations: The MRF code is requested to refix a meter at a premise where the MIRN status is decommissioned as the result of a previous service order to remove the meter. MRF may only be requested where the MIRN status is decommissioned. MRF jobs do not require a Certificate of Compliance number or a license number, as no gas plumbing work has taken place since the gas meter was removed. The successful completion of this service order will result in: Meter physically fixed at premise.<br>If gas plumbing work has taken place (eg. house extensions and new appliances installed) and/or the MIRN status is registered then a MFX job would be booked and the plumber who carried out the work would be required to provide for a simple installations a Certificate of Compliance to have the meter installed. If Installation is Complex then a start work notice will be required. Successful completion will result in either: Meter is physically fixed at Premise or, Meter is physically fixed at Premise and left in a plugged state.<br>"MRF" CAN ALSO BE USED WHEN A METER WAS REMOVED FOR DEBT PURPOSES AND THE RETAILER REQUESTS THE DB TO REFIX THE METER AFTER THE CUSTOMER HAS SETTLED THE DEBT. (The MIRN status would be "Decommissioned" and the Meter Status would be "No Meter". The work requested would have resulted from a previous service order MRM (for debt). Under these circumstances the work requested by the retailer will incur a charge. (The rules procedures mentioned in the first paragraph will still apply so will the MIRN and Meter Status) | \$76.00                   | \$83.60                   |
| MRM          | MRMMTOFF          | Meter Remove                                  | Meter removals can be performed at customers request or in situations where significant debt has been incurred and unlikely to be recovered or where a building is being demolished.   | \$70.00                   | \$77.00                   |
| MTN          | MTRTRNON          | Meter Turn-On                                 | This code is used to energise the gas supply to a site (eg. removing plugs or locks from a meter) that has temporarily been disconnected (eg left stand and cut-off awaiting occupancy). Not to be used for a turn-on after debt if the same customer is being connected.  | \$56.00                   | \$61.60                   |
| NOACCESS     | NOACCESS          | No access (gas meter)                         | Field crew could not gain access to the property on the agreed day to perform the service.   | \$57.00                   | \$62.70                   |
| OTH          | OTHESERV          | Other   | This code is used where no other code is applicable. Not to be used as work around for system or process problems.   | Quotation                 | Quotation                 |
| OTH          | OTHMIC            | Cross Meter Investigations                    | Used when investigating cross meter enquiries - charged if not a crossed meter   | \$101.00                  | \$111.10                  |
| RML          | RMVLKPLU          | Remove Locks/Plugs to Meter for Debt          | Used to request replacement of Leads or removal of Wad from the meter following satisfactory payment by consumer (or other agreed arrangement)   | \$70.00                   | \$77.00                   |
| RSD          | RSDMTON           | Reconnect Service in street after cut off     | Used to request reconnection of gas supply, previously disconnected in the street, following satisfactory payment by consumer (or other agreed arrangement).   | \$643.00                  | \$707.30                  |
| RSR          | RSRSALT           | Relocate Service pipe                         | Used where the consumer requires only the service pipe to be relocated. This does not include relocation of the gas meter.   | Quotation                 | Quotation                 |
| SDR          | DSDMTOFF          | Service pipe removal                          | Used to request the "permanent" removal or disconnection of the service pipe from the property. This should only occur after a Service Order for MRM (Remove Meter) has been requested as the Meter should have been removed prior to the receipt of the SDR or in conjunction with the SDR Request. (Two separate Service Orders)   | Quotation                 | Quotation                 |
| USR          | USRSALT           | Upgrade Service Request                       | Used when the increased gas load requires a larger capacity of service line to be installed.   | Quotation                 | Quotation                 |
| SRF          | MTRSFR            | Special Final Read - Metro                    | Move in - move out. No change in retailer  | \$10.00                   | \$11.00                   |
| SRR          | MTRSRR            | Special Reference Read - Metro                | Request to check a reading from a retailer   | \$10.00                   | \$11.00                   |
| SRT          | MTRSRT            | Special Transfer Read - Metro                 | Special read request used to change from one retailer to another (CHURN)   | \$10.00                   | \$11.00                   |
| SRM          | MTRSMT            | Special Monthly Read - Metro                  | Special read request used for monthly read basic meters  | \$10.00                   | \$11.00                   |
| SRA          | MTRSRA            | Special Ac Investigation - Metro (AM/PM)      | Request for an appointment to read a meter   | \$33.00                   | \$36.30                   |

Charges will be escalated, unless otherwise notified, on 1 July each year