

ANCILLARY SERVICES CHARGES

Effective 1 July 2025

Ancillary Reference Services (Regulated & Approved Charges in Access Arrangements)

B2B JOB CODE	CHARGING CODE	DESCRIPTION	LONG DESCRIPTION / COMMENT	2025/26 CHARGE (Excl.GST)	2025/26 CHARGE (Incl.GST)
AML(N/U/B/I/C/M)	LOCKPLUG	Attach Locks/Plugs to Meter	Used to request the removal of Leads or to wad meter. This will prevent use of gas.	\$86.00	\$94.60
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. If gas plumbing work has taken place (eg: house extensions and new appliance 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. "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)	\$123.00	\$135.30
MRM(N/U/B/I/C)	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.	\$123.00	\$135.30
MHA/MRT	MHA - ACCINVC0/MRT - 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.	\$259.00	\$284.90
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. Not to be used for a turn-on after debit if the same customer is being connected.	\$100.00	\$110.00
RML	RMVLKPLU	Remove Locks/Plugs to Meter	Used to request replacement of Leads or removal of Wad from the meter following satisfactory payment by consumer (or other agreed arrangement)	\$100.00	\$110.00
SRF	MTRSFR	Special Final Read - Metro	Move in - Move out. No change in retailer	\$11.00	\$12.10
SRF	MTRSFR	Special Final Read - Non- Metro	Move in - Move out. No change in retailer	\$15.20	\$16.72
SRR	MTRSRR	Special Reference Read - Metro	Request to check a reading from a retailer	\$11.00	\$12.10
SRR	MTRSRR	Special Reference Read - Non Metro	Request to check a reading from a retailer	\$15.20	\$16.72
SRT	MTRSRT	Special Transfer Read - Metro	Special read request used to change from one retailer to another (CHURN)	\$11.00	\$12.10
SRT	MTRSRT	Special Transfer Read - Non Metro	Special read request used to change from one retailer to another (CHURN)	\$15.20	\$16.72
SDR	SDRMTOFF	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). The MRM and SDR combined equals \$235 excluding GST.	\$112.00	\$123.20

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Ancillary Non-Reference Services

B2B JOB CODE	CHARGING CODE	DESCRIPTION	LONG DESCRIPTION / COMMENT	2025/26 CHARGE (Excl.GST)	2025/26 CHARGE (Incl.GST)
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.	\$263.00	\$289.30
DMS	DMSREQ	Downgrade Meter Size Request	To be used where a retailer requests a customers meter to be downgraded.	Quote	Quote
DSD(N/U/B/I/A)	DSDMTOFFD / DSDMTOFFA	Disconnect service in street – requiring excavation	This may be requested by RB, or by Distributor as a matter of safety, when disconnection of supply is intended to be longer term.	\$808.00	\$888.80
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.	\$110.00	\$121.00
MAP	ALTMTRCU / ALTMTRCO / ALTMTRQU	Alter meter 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". Note, a minimum quote fee of \$90.00 will be charged where the customer decides to not proceed with the relocation.	Quote	Quote
MFXA	MTRFIXRE	Attend meter fix after faults rectified	Where a consumer requests a meter to be connected to a property where the gas main and service pipe are already connected. Successful completion will result in: Meter is physically fixed at Premise.	\$123.00	\$135.30
NOACCESS	NOACCESS	No access (gas meter)	Field crew could not gain access to the property on the agreed day to perform the service.	\$83.00	\$91.30
OTH	OTHSERV	Other	This code is used where no other code is applicable. Not to be used as work around for system or process problems	Quote	Quote
OTHMIC	OTHMIC	Cross Meter Investigations	Used when investigating Cross Meter enquiries - charged if not a Crossed Meter	\$123.00	\$135.30
PRE	PRECHGS	Pressure Change Request	This is when a customer requests a change in gas pressure and may involve a regulator. Pressure changes up to and including 2.75 kPa. All pressure upgrades will incur a standard charge fee.	\$145.00	\$159.50
PRE	PRECHG	Pressure Change Request	This is when a customer requests a change in gas pressure and may involve a regulator. Pressure changes over 2.75 kPa are quotable on a case by case basis. Pressure changes up to 2.75 kPa may be charged \$160.	Quote	Quote
RSD	RSDMTON	Reconnect Service in Street after payment	Used to request reconnection of gas supply, previously disconnected in the street, following satisfactory payment by consumer (or other agreed arrangement).	\$808.00	\$888.80
RSR	RSRSALT / RSRSALTQU	Relocate Service pipe	Used to relocate the service or "Inlet" pipework. Quote fee of \$90 applies if job does not proceed.	Quote	Quote
UMS	UMSSTD	Upgrade Meter Size Request	Used where the increased gas load requires a larger capacity meter to be installed. If a change to an existing service is required this should be requested through a separate service order. All meter upgrades will incur a standard charge fee.	\$280.00	\$308.00
UMS	UMSREQ	Upgrade Meter Size Request	Used where the increased gas load requires a larger capacity meter to be installed. If a change to an existing service is required this should be requested through a separate service order.	Quote	Quote
USR	USRSALT	Upgrade Service Request	Used when the increased gas load requires a larger capacity of service line to be installed. For Business Customers - Requires shipper form to be completed, Similar process to new connections.	Quote	Quote
SRA	MTRSRA	Appointment for Special Read - Metro (AM/PM)	Request for an appointment to read a meter	\$32.00	\$35.20
SRA	MTRSRA	Appointment for Special Read - Non Metro (AM/PM)	Request for an appointment to read a meter	\$41.00	\$45.10
SCR	SSCR	New Standard Connection	Used for a standard connection to the gas network, otherwise quotable for non-standard.	\$1,675.00	\$1,842.50