

# ANCILLARY SERVICES CHARGES

**Effective 1 July 2018**

## Ancillary Non-Reference Services

B2B JOB CODE	CHARGING CODE	DESCRIPTION	Long Description/comment	2018/19 Charge (Excl.GST)	2018/19 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.	\$72.00	\$79.20
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.	\$217.00	\$238.70
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).	\$665.00	\$731.50
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.	\$59.00	\$64.90
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.	\$72.00	\$79.20
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.	\$78.00	\$85.80
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.	\$215.00	\$236.50
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.  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. 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)	\$78.00	\$85.80
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.	\$72.00	\$79.20
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.	\$58.00	\$63.80
NOACCESS	NOACCESS	No access (gas meter)	Field crew could not gain access to the property on the agreed day to perform the service.	\$59.00	\$64.90
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.	Quotation	Quotation
OTH	OTHMIC	Cross Meter Investigations	Used when investigating cross meter enquiries - charged if not a crossed meter	\$104.00	\$114.40
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)	\$72.00	\$79.20
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).	\$665.00	\$731.50
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	\$35.00	\$38.50

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