

ANCILLARY SERVICES CHARGES

Effective 1 July 2024

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

| B2B JOB CODE | CHARGING CODE | DESCRIPTION | LONG DESCRIPTION / COMMENT | 2024/25 CHARGE (Excl.GST) | 2024/25 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. | \$84.00 | \$92.40 |
| MRF | GASMTTRF | 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 MPX 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 | \$120.00 | \$132.00 |
| 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. | \$120.00 | \$132.00 |
| MHA/MRT | MHA - ACCINVCO/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. | \$253.00 | \$278.30 |
| 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. | \$98.00 | \$107.80 |
| 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) | \$98.00 | \$107.80 |
| SRF | MTRSFR | Special Final Read - Metro | Move in - Move out. No change in retailer | \$10.70 | \$11.77 |
| SRF | MTRSFR | Special Final Read - Non- Metro | Move in - Move out. No change in retailer | \$14.80 | \$16.28 |
| SRR | MTRSRR | Special Reference Read - Metro | Request to check a reading from a retailer | \$10.70 | \$11.77 |
| SRR | MTRSRR | Special Reference Read - Non Metro | Request to check a reading from a retailer | \$14.80 | \$16.28 |
| SRT | MTRSRT | Special Transfer Read - Metro | Special read request used to change from one retailer to another (CHURN) | \$10.70 | \$11.77 |
| SRT | MTRSRT | Special Transfer Read - Non Metro | Special read request used to change from one retailer to another (CHURN) | \$14.80 | \$16.28 |
| 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 \$220 excluding GST. | \$109.00 | \$119.90 |

ANCILLARY SERVICES CHARGES

Effective 1 July 2024

Ancillary Non-Reference Services

| B2B JOB CODE | CHARGING CODE | DESCRIPTION | LONG DESCRIPTION / COMMENT | 2024/25 CHARGE (Excl.GST) | 2024/25 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. | \$257.00 | \$282.70 |
| 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. | \$789.00 | \$867.90 |
| 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. | \$107.00 | \$117.70 |
| 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. | \$120.00 | \$132.00 |
| NOACCESS | NOACCESS | No access (gas meter) | Field crew could not gain access to the property on the agreed day to perform the service. | \$81.00 | \$89.10 |
| 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 | \$120.00 | \$132.00 |
| 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). | \$789.00 | \$867.90 |
| 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 | 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 | \$31.00 | \$34.10 |
| SRA | MTRSRA | Appointment for Special Read - Non Metro (AM/PM) | Request for an appointment to read a meter | \$40.00 | \$44.00 |