

Electricity service charges

Valid 1/7/019 - 30/6/2020

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Fee Based Services	Description	Charge	2019/20 charge excl. GST	Jacana Energy Admin Fee excl. GST	Total Amount excl. GST	2019/20 charge incl. GST	Jacana Energy Admin Fee incl. GST	Total Amount incl. GST
Metering services								
Special meter test	Specialised equipment to test meter (in laboratory). At customer's or retailer's request.	\$/request	\$299.35	\$17.00	\$316.35	\$329.29	\$18.70	\$347.99
Exchange or replace meter - three phase	Exchange or replace a three phase meter. At customer's or retailer's request.	\$/request	\$660.39	\$17.00	\$677.39	\$726.43	\$18.70	\$745.13
Exchange or replace meter - single phase	Exchange or replace a single phase meter. At customer's or retailer's request	\$/request	\$552.87	\$17.00	\$569.87	\$608.16	\$18.70	\$626.86
Relocation of meter	Relocation of a meter at customer's or retailer's request.	\$/request	\$312.62	\$17.00	\$329.62	\$343.88	\$18.70	\$362.58
Remove meter	Removal of meter from meter panel. At customer's or retailer's request.	\$/request	\$312.62	\$17.00	\$329.62	\$343.88	\$18.70	\$362.58
General meter inspection	Non-invasive visual only inspection (in field). At customer's or retailer's request.	\$/request	\$140.09	\$17.00	\$157.09	\$154.10	\$18.70	\$172.80
Special meter read - no appointment	Meter read at a customer's request. Outside of the scheduled read cycle. Meter is read within 2 days - no specific time. At customer's or retailer's request.	\$/request	\$35.60	\$17.00	\$52.60	\$39.16	\$18.70	\$57.86
Special meter read - appointment	Meter read at a customer's request. Outside of the scheduled read cycle. Meter is read at an agreed day and time. At customer's or retailer's request.	\$/request	\$77.00	\$17.00	\$94.00	\$84.70	\$18.70	\$103.40
Meter Program change	Changes to tariff that required meter reprogramming. Includes prepaid tariff and Time of Use. At customer's or retailer's request.	\$/request	\$161.61	\$17.00	\$178.61	\$177.77	\$18.70	\$196.47
Prepayment Meter Support Charge	Retailer initiated prepayment query that does not relate to a system or meter fault that could otherwise have been processed through the prepayment meter.	\$/request	\$66.36	\$17.00	\$83.36	\$73.00	\$18.70	\$91.70
Connections Services								
Provision of 3 phase service	A 3-phase service to be installed in place of a single phase. At customer's or retailer's request.	\$/request	\$1,400.88	\$17.00	\$1,417.88	\$1,540.97	\$18.70	\$1,559.67
Standard temporary builder's connection	Meter is temporary (not a permanent meter) for the purpose of development of a site. At customer's or retailer's request.	\$/request	\$657.68	\$17.00	\$674.68	\$723.45	\$18.70	\$742.15
Class 1 & 2 PV service	For processing connections of small PV generation systems to the PWC distribution network. At customer's or retailer's request.	\$/request	\$87.19	\$17.00	\$104.19	\$95.91	\$18.70	\$114.61
Class 3 PV Assessment	For approval to connect a large embedded generation system to the PWC distribution network, including: processing the application, undertaking the engineering assessment, developing access agreement and issuing of final approval. At customer's or retailer's request.	\$/request	\$1,187.82	\$17.00	\$1,204.82	\$1,306.60	\$18.70	\$1,325.30

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De-energisation/Energisation/Re-energisation								
Temporary disconnection and reconnection - no dismantling	Temporary removal of and reinstatement of service line - no dismantling required. At customer's or retailer's request.	\$/request	\$286.07	\$17.00	\$303.07	\$314.68	\$18.70	\$333.38
Temporary disconnection and reconnection - physical dismantling	Temporary removal of and reinstatement of service line - physical dismantling required. At customer's or retailer's request.	\$/request	\$737.30	\$17.00	\$754.30	\$811.03	\$18.70	\$829.73
Complex disconnection	The service is physically dismantled or disconnected at the connection to the network. Network connection includes pillar box, pit or pole top. Due to action or inaction of the network user or their agent. At customer's or retailer's request.	\$/request	\$312.62	\$17.00	\$329.62	\$343.88	\$18.70	\$362.58
Disconnection (and Final Read)	Disconnection (and/or final read) during business hours. Applied: After customer fails to pay or after customer moves out. At retailer's request.	\$/request	\$66.99	\$17.00	\$83.99	\$73.69	\$18.70	\$92.39
Connection/Reconnection (Energisation)	Connection/Reconnection during business hours. Applied: after customer pays outstanding amount owing after being disconnected for non-payment or after customer moves in. At Retailer's request.	\$/request	\$66.99	\$44.18	\$111.17	\$73.69	\$48.60	\$122.29
Reconnection after hours	Reconnection after hours. Applied: after customer pays outstanding amount owing after being disconnected for non-payment or after customer moves in. At Retailer's request.	\$/request	\$124.43	\$44.18	\$168.61	\$136.87	\$48.60	\$185.47
Non Standard Data Services								
Customer transfers	The processing of a customer transfer request as outlined in the Electricity Retail Supply Code. At incoming retailer's request.	\$/request	\$174.37	\$17.00	\$191.37	\$191.81	\$18.70	\$210.51
Network tariff change request	Applied when the customer or the customer's representative makes a request for a tariff reassignment, and that reassignment is not the result of an assignment error by Power and Water. At customer's or retailer's request.	\$/request	\$43.59	\$17.00	\$60.59	\$47.95	\$18.70	\$66.65
Standing Data Requests								
Standing Data Request B/H	Provide NMI standing data as outlined in the Electricity Supply Code, similar to the NMI discovery service provided interstate. At incoming retailer's request.	\$/request	\$43.59	\$17.00	\$60.59	\$47.95	\$18.70	\$66.65
Other								
Wasted visit fee	Additional costs incurred where service provision could not be undertaken and/or completed as planned due to action or inaction of a network user or their agent. If the crew are unable to undertake their work then the lower of either the requested service fee or the wasted fee charge will apply.	\$/request	\$153.36	\$17.00	\$170.36	\$168.70	\$18.70	\$187.40
Print invoice	Provide copy of invoice at customer's request.	\$/invoice	-	\$7.73	\$7.73	-	\$8.50	\$8.50
Miscellaneous Services								
Installation of Minor Apparatus	Temporary installation of minor apparatus such as polyloggers. Data analysis and report supplied if required.	\$/request	\$624.50	\$17.00	\$641.50	\$686.95	\$18.70	\$705.65