

# CitiPower

Model Standing Offer for  
Basic Connection Services  
for Retail Customers other than  
micro embedded generators



## Version control

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# 1 Overview

## 1.1 Introduction

This introduction section, together with Parts A, B and C and Attachments 1, 2, 3 and 4, together form the '**terms and conditions**' that relate to the provision of **CitiPower basic connection services** (which are the services referred to in Part A and described in Attachment 1, 2, 3 and 4 at the back of these **terms and conditions**).

More information about **CitiPower basic connection service**, and other matters, is on our website at [www.citipower.com.au](http://www.citipower.com.au).

In these **terms and conditions**:

- the meaning of words appearing like **this**, as well as some other definitions, are explained in clause 2 of Part B;
- references to 'we', 'us' or 'our', are references to **CitiPower**; and
- references to 'you' or 'your', are references to the **retail customer** by whom, or on whose behalf, your **connection application** for a **CitiPower basic connection service** was made.

**These terms and conditions APPLY** as part of a contract between you and us for the provision of a **CitiPower basic connection service** where:

- (a) we have received a properly completed **connection application** from you or your agent; and
- (b) we are satisfied that the **connection application** is for a **CitiPower basic connection service**; and

in your **connection application** EITHER:

- (c) you, or your agent, requested an expedited **connection** and indicated acceptance of these **terms and conditions**, and we did not advise you within 10 **business days** of receiving your **connection application** that a **CitiPower basic connection service** is not the appropriate connection service; or
- (d) you did not request an expedited **connection**, so we made a written **connection offer** to provide you with a **CitiPower basic connection service** in accordance with these **terms and conditions**, and that **connection offer** has been properly accepted by you.

Note: an application form from a retailer in the form of a B2B service order is deemed to be an expedited connection application.

**These terms and conditions DO NOT APPLY:**

- To the ongoing connection of your **premises** to our electricity distribution system, or the supply of electricity to those **premises**. Those are matters that are dealt with in a separate contract with us which is our Deemed Distribution Contract, a copy of which is available on our website, [www.citipower.com.au](http://www.citipower.com.au). Alternatively, you can contact us for a hard copy of the Deemed Distribution Contract.

**OR**

- To the sale of electricity to your **premises**. That is dealt with in a contract between you and your electricity retailer. We are not an electricity retailer.

# 2 PART A

Part A describes the CitiPower basic connection services and the connection charges payable for them.

## 2.1 Basic connection services

### 2.1.1 What are the CitiPower basic connection services?

The services that we provide under these **terms and conditions** are described in Attachments 1, 2, 3 and 4 at the back of these **terms and conditions**.

In these Attachments you will also find, in relation to each service, a description of the **connection** (being the physical link between our electricity distribution system and the **premises**) and any **premises connection assets** (being components of our electricity distribution system used to provide the service).

### 2.1.2 What are the **Connection Charges** payable for **CitiPower basic connection services** , and are there any other charges that may be payable?

The **connection charges** payable for a particular **CitiPower basic connection service** is set out in the CitiPower General Service Charge Pricing Schedule which is updated annually.

You will find the CitiPower General Service Charge Pricing Schedule on our website at <https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf>

In some circumstances, you may also be required to pay charges to us that are not **connection charges**. Those circumstances, and details of those charges, are referred to in Attachment 5 at the back of these **terms and conditions**.

# 3 PART B

Part B contains the general terms and conditions that apply to CitiPower basic connection services.

## 3.1 General terms and conditions

### 1. The Contract between you and us

- (a) The contract that exists between you and us in the circumstances described under the heading 'Introduction', is referred to in these **terms and conditions** as the '**contract**'.
- (b) The **contract** consists of:
  - (i) your **connection application**, these **terms and conditions**, and any other documents or materials referred to by us in your **connection application** or in these **terms and conditions**; and
  - (ii) if you did not request an expedited **connection**, it also consists of the offer that we made to you and your acceptance of that offer.

### 2. Definitions

- (a) Any words appearing like **this** in these **terms and conditions**:
  - (i) which are given meanings in clause 2(b) below, have those same meanings; or
  - (ii) which are not given meanings in clause 2(b) below, have the same meanings as they have in the National Electricity Rules. You can find those rules at [www.aemc.gov.au/Electricity/National-Electricity-Rules/Current-Rules.html](http://www.aemc.gov.au/Electricity/National-Electricity-Rules/Current-Rules.html).

- (b) In these **terms and conditions**:

**business day** means a day other than a Saturday, a Sunday or a public holiday in Victoria.

**Consequential Loss** is defined in clause 6.3(a).

**contract** is defined in clause 3.1.

**Deemed distribution contract** is defined in clause 6.2(a)(ii).

**force majeure event** means any event or circumstance whatsoever that is outside our control, and includes any act or omission of our subcontractors.

**GST** has the meaning given in the A New Tax System (Goods and Services Tax) Act 1999.

**premises** means the premises described in your **connection application**.

**CitiPower** means CitiPower Pty Ltd ABN 76 064 651 056.

**terms and conditions** is defined in the 'Introduction' section.

### 3. Term of the contract

#### 3.1 When does the **contract** start?

- (a) If the **contract** is formed by the process described in paragraphs (a), (b) and (c) on the first page under the heading 'Introduction', it starts on the date that we receive your properly completed **connection application**.
- (b) If the **contract** is formed by the process described in paragraphs (a), (b) and (d) on the first page under the heading 'Introduction', it starts on the date that we receive your acceptance of our **connection offer** to provide you with a **CitiPower basic connection service** to be determined by us under clause 4.1(b).

### 3.2 When does the **contract** end?

- (a) Unless clause 3.2(b) applies, the **contract** ends:
  - (i) when we complete the **CitiPower basic connection service**; or
  - (ii) at the time we advise you that a **CitiPower basic connection service** is not the appropriate **connection service** (which, if that is the case, we will do within 10 **business days** of receiving your properly completed **connection application**).
- (b) We have the right to terminate the **contract** before the **CitiPower basic connection service** is started (or has been completed) if you fail to meet any of your obligations under the **contract**.

## 4. What we will do under the contract

### 4.1 Provide a **CitiPower basic connection service**

- (a) Under the **contract**, we agree to provide you with the **CitiPower basic connection service** determined by us under clause 4.1(b), unless:
  - (i) we exercise a right we have under a clause in these **terms and conditions** to not provide that service; or
  - (ii) we are required by any applicable law, or exercise a right we have under any applicable law, to not provide that service.
- (b) The particular **CitiPower basic connection service** that we will provide, is the **CitiPower basic connection service** that we, in our absolute discretion (but acting reasonably), consider to be the most appropriate in the circumstances. If we become aware that a **CitiPower basic connection service** is not the appropriate **connection service** for you, then we will advise you of that within 10 business days after receiving your completed connection application and will negotiate with you the terms on which we will provide a **connection service**.

### 4.2 The nature of the **connection** we will provide

- (a) Attachments 1, 2 and 3 at the back of these **terms and conditions** sets out for each **CitiPower basic connection service**, a description of:
  - (i) the **connection** (being the physical link between our electricity distribution system and the premises); and
  - (ii) any **premises connection assets** (being components of our electricity distribution system used to provide the service and of which we retain ownership).
- (b) The maximum capacity of the connection for a CitiPower basic connection service is 100 amps for direct connected meters and 170 amps for current transformer (**CT**) meters.
- (c) We have the absolute right to determine the design, specification and any other requirements, for a **CitiPower basic connection service**, which could include (for example, in the case of a new connection) determining:
  - (i) where the premises are to be connected to our electricity distribution system; and
  - (ii) the point of origin, route and facilities required for any such connection.

### 4.3 When we will start and finish the **CitiPower basic connection service**

- (a) Where your **connection application** is for a **new connection** or a **connection alteration** we will use our best endeavours to:



(i) start providing the relevant **CitiPower basic connection service** to you; and

(ii) complete that service within,

the timeframes we agree with you or, in the absence of such an agreement, within the timeframes set out in the Electricity Distribution Code, provided you have met all of the pre-conditions and your other obligations under the **contract**.

(b) Despite clause 4.3(a), we will have the right to delay the commencement, or completion, of a **CitiPower basic connection service** due to a **force majeure event**, for as long as that event continues.

(c) Again, despite clause 4.3(a), if, at any time after the **contract** starts, we become aware of any material information or circumstance which, had we known of it before the **contract** was created, would have resulted in us not entering into the **contract** with you, then we will be entitled to take such reasonable actions as we consider to be appropriate in the circumstances.

For example, if we discover that information provided in your **connection application** is incorrect in a material respect, or if we carry out a physical inspection at your **premises** and discover unexpected things that will negatively impact upon the work we need to do, then we might postpone work that we have agreed to do under the **contract** until you have provided us with the correct information, or until such action that we may reasonably require has been taken by you (or, if we so choose, by us) to satisfactorily deal with those unexpected things.

#### 4.4 Other things we will do

In addition to the actions described above in this clause 4, we also agree to:

(a) meet our other obligations set out in the **contract**; and

(b) comply with the **energy laws**.

### 5. What you must do before we will provide a **CitiPower basic connection service**

#### 5.1 Provide us with all information we need

(a) You must give us:

(i) all information about any risks, hazards or other actual or potential concerns that could impact in any way on the nature, cost or timing of any aspect of any **CitiPower basic connection service** or the **premises**, as early as possible before we commence a **CitiPower basic connection service**; and

(ii) all other information that we may reasonably require at any time for the purposes of the **contract**.

(b) You must also notify us immediately if:

(i) any information that you have previously provided to us is no longer accurate in any respect; or

(ii) you become aware of any matter or thing that might affect in any way:

(A) the nature, cost or timing of any aspect of the **CitiPower basic connection service** that we are to provide under the **contract**; or

(B) anything else we are required to do under the **contract**.

(c) All information you give us must be correct, and you must not mislead or deceive us in relation to any information provided to us.

- 5.2 Carry out preliminary work and satisfy pre-conditions
- (a) We will not be required to start a **CitiPower basic connection service** for you unless you have first:
    - (i) properly carried out the preliminary work (if any) at or near the **premises** that we require to be carried out before we will perform the relevant **CitiPower basic connection service**; and
    - (ii) satisfied each other pre-condition required to be satisfied before we will perform a **CitiPower basic connection service**.
  - (b) The preliminary work that must be carried out by you, or on your behalf, and the pre-conditions that you must satisfy, are described in Part C.
- 5.3 Ensure we are given safe and unhindered access to the premises and surrounding land, protect our equipment, etc
- (a) You must allow us, and our authorised representatives and subcontractors to have access to the **premises**, the surrounding land and all improvements on the land at all times we require so that we can carry out an inspection (if we choose to do one) and provide a **CitiPower basic connection service**. The access you provide must be safe and unhindered, and includes you taking all appropriate action to prevent menacing or attack by animals whenever we, our authorised representatives or subcontractors attend at, or near, the **premises**. If you do not provide such access, we will not be required to provide a **CitiPower basic connection service**.
  - (b) If we need access to any neighbouring properties in order to carry out the **CitiPower basic connection service** for you, but we are refused such access, or a physical impediment (like a fence) prevents us from gaining that access, or we gain access but it is either unsafe or we are hindered in any way, then we will not be required to provide a **CitiPower basic connection service**.
  - (c) If we require it, you must accommodate at your **premises** and protect from harm, any items or equipment that we or our subcontractors install in order to provide you with a **CitiPower basic connection service**.
- 5.4 Compliance with safety and technical requirements and the Victorian Service Installation Rules generally
- (a) You must ensure that all work in relation to the electrical installation at the **premises** must be, or must have been, carried out by an appropriately licensed electrical contractor.
  - (b) You, and the licensed electrical contractor engaged by you, must comply with:
    - (i) the requirements of Australian Standard 3000 – Wiring Rules, and Australian Standard 3008 – Electrical Installations: Selection of Cables;
    - (ii) those parts of the Victorian Service Installation Rules that apply in relation to a **CitiPower basic connection service**, including all those parts which describe, or set out, our safety and technical requirements; and
    - (iii) the technical requirements set out in the Electricity Safety Act 1998 (Vic) and associated regulations made under that Act.
  - (c) We will not be required to provide a **CitiPower basic connection service** unless you comply fully with the requirements of clause 5.4.
  - (d) The Victorian Service Installation Rules are located on our website at **Error! Hyperlink reference not valid.** <https://www.citipower.com.au/working-with-us/suppliers/service-installation-rules/>, and may be amended from time to time.
- 5.5 Pay the **connection charges** for the **CitiPower basic connection service**, and pay any other applicable charges

- (a) We will send the invoice for the **connection charges** to your electricity retailer or nominated authorised representative. The retailer may recover those charges from you.
- (b) Part A describes where you will find the amount of the **connection charges** that apply to each **CitiPower basic connection service**, or how those **connection charges** are calculated.
- (c) Attachment 5 at the back of these **terms and conditions** describes other charges (and where you will find the amount of them) that we are entitled to charge, and the circumstances in which they will be payable by you. If any of those charges are payable by you, we will send your retailer or nominated authorised representative an invoice for the amount payable.

## 6. Liability

### 6.1 How these terms operate with the Competition and Consumer Act, etc

- (a) The Competition and Consumer Act 2010 and some other laws provide certain conditions, warranties, guarantees and rights that cannot be excluded or limited.
- (b) Unless one of those laws requires it, we give no condition, warranty, guarantee or undertaking, and we make no representation to you, regarding any matter including as to:
  - (i) the condition or suitability of electricity or a **CitiPower basic connection service**; or
  - (ii) the quality, fitness or safety of electricity or a **CitiPower basic connection service**, other than those set out in the **contract**.
- (c) Any liability we have to you under these laws that cannot be excluded but that can be limited is (at our option) limited to:
  - (i) in the case of services, supplying the services again or payment of the cost of having the services supplied again; and
  - (ii) in the case of goods, replacing the goods, supplying equivalent goods or having the goods repaired, or payment of the cost of replacing the goods, supplying equivalent goods or having the goods repaired.
- (d) We are not otherwise liable to you for any loss you suffer if we have not been negligent or have not acted in bad faith.
- (e) Sections 119 and 120 of the National Electricity Law, and any other limitations of liability or immunities granted under electricity legislation, are not limited in their operation or application by anything contained in the **contract**.

### 6.2 Our liability in relation to electricity supply issues

You acknowledge and agree that:

- (a) as explained above under the heading 'Introduction':
  - (i) the **contract** does not apply to the ongoing connection of your **premises** to our electricity distribution system or to the supply of electricity to those **premises**; and
  - (ii) the ongoing connection of your **premises** to our electricity distribution system and the supply of electricity to those **premises**, are governed by a separate contract that you have with us (**Deemed Distribution Contract**); and, accordingly
- (b) the liability (if any) that we may have to you in relation to any losses you may suffer because of:

- (i) problems with the quality of supply of electricity to your **premises** (such as power surges and drops); or
- (ii) interruptions to or failures of the supply of electricity to your **premises**; or
- (iii) problems with the ongoing connection of your **premises** to our electricity distribution system; or
- (iv) any other matter that is the subject of, or is dealt with by, the **Deemed Distribution Contract**, is governed solely by the **Deemed Distribution Contract**, and we will not have any liability to you under the **contract** in relation to any of those matters.

### 6.3 No liability by us for indirect or consequential losses

- (a) To the maximum extent permitted by law, and despite any other provision of the **contract** (except for clause 6.2(b)), we are not liable to you or anyone else for any:
  - (i) loss of production, revenue, profit, business, goodwill, opportunity, contract, or anticipated savings, or any loss or corruption of data or loss of privacy of communications; or
  - (ii) indirect, special or consequential loss, cost, damage, or expense,

(**Consequential Loss**) that arises because of any act or omission by us or our authorised representatives or subcontractors in carrying out, or failing to carry out, a **CitiPower basic connection service** or any other obligation of ours under the **contract**.
- (b) Despite any other provision of the **contract**, you are not liable to us for any **Consequential Loss** that arises because of any act or omission by you in relation to a **CitiPower basic connection service** or any other obligation of yours under the **contract**.

### 6.4 Survival

This clause 6 survives the expiration, or termination, of the **contract**.

## 7. Complaints and dispute resolution

- (a) If you have a complaint relating to the **contract**, you may lodge a complaint with us in accordance with our standard complaints and dispute resolution procedures.
- (b) Our standard complaints and dispute resolution procedures are published on our website at <https://www.citipower.com.au/contact-us/customer-feedback/>.

## 8. General

### 8.1 Our obligations

- (a) Some obligations placed on us under the **contract** may be carried out by another person.
- (b) If an obligation is placed on us to do something under the **contract**, then:
  - (i) we are taken to have complied with the obligation if another person does it on our behalf; and
  - (ii) if an obligation is not complied with, we are still liable to you for the failure to comply with that obligation.

### 8.2 GST

- (a) The amount payable for a **CitiPower basic connection service** and any other amounts payable under the **contract**, may be stated to be exclusive or inclusive of **GST**. Clause (b) applies unless an amount payable under the **contract** is stated to include **GST**.

- (b) Where an amount paid by you or by us under the **contract** is payment for a 'taxable supply' as defined for **GST** purposes then, to the extent permitted by law, that payment will be increased so that the cost of the **GST** payable on the taxable supply is passed on to the recipient of that taxable supply.

### 8.3 Privacy of personal information

- (a) We will comply with all relevant privacy legislation in relation to your personal information.
- (b) You can find a summary of our privacy policy on our website.
- (c) If you have any questions, you can contact us. Contact details of which can be found on our website, [www.citipower.com.au](http://www.citipower.com.au).

### 8.4 Notices

- (a) Unless any part of the **contract** states otherwise (for example, where phone calls are allowed), all notices in relation to the **contract** must be sent in writing.
- (b) We can send notices to you at the email or postal address set out in your **connection application** or at the most recent address that we have for you.
- (c) If a notice is sent by post, we can assume that you received the notice on the sixth **business day** after it was sent by us.

### 8.5 Accrued rights and obligations

Rights and obligations that accrued before the end (or earlier termination) of the **contract**, continue despite the end (or earlier termination) of the **contract**.

### 8.6 Applicable law

The laws of Victoria govern the **contract**.

# 4 PART C

Part C - Preliminary works and other pre-conditions that must be satisfied by you for a CitiPower basic connection service to be provided.

## 4.1 Pre-conditions

You must satisfy the following pre-conditions:

- (a) you must not have any outstanding debts to us relating to the **premises** or to any other premises (other than a debt the subject of a bona fide dispute, or for which repayment arrangements have been agreed with us);
- (b) the electrical work on the electrical installation at the **premises** must be, or have been, carried out by an appropriately licensed electrical contractor who has complied with the Victorian Service and Installation Rules (which you will find on our website at <https://www.citipower.com.au/working-with-us/suppliers/service-installation-rules/>), which compliance must have been verified by one or more certificates of compliance which you have provided to us;
- (c) if you require an energisation immediately following your basic connection service, your electricity retailer must provide us with an electronic B2B service order for the **premises** requesting energisation of the **premises**.

# 5 Attachment 1

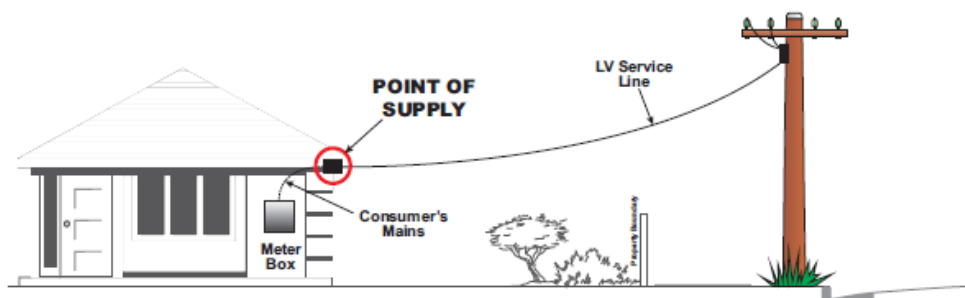
Attachment 1 provides diagrams of the CitiPower basic connection services for new connections. Basic connection services are defined as connections below 100 amperes (**amps**) for direct connected meters and below 170 amps for current transformer (**CT**) meters with no augmentation of the distribution network required.

## 5.1 Overhead connections

For premises located in an area with overhead power lines, the connection involves an overhead service wire to a point of supply (typically a fuse) on the customer's premises. The premises must be able to be serviced via an overhead service. The maximum length on a customer property is 20 metres, as per the Victorian Service and Installation Rules (**SIRs**).

This is illustrated in the diagram below.

Figure 5.1 Typical overhead connection for residential or small commercial premises

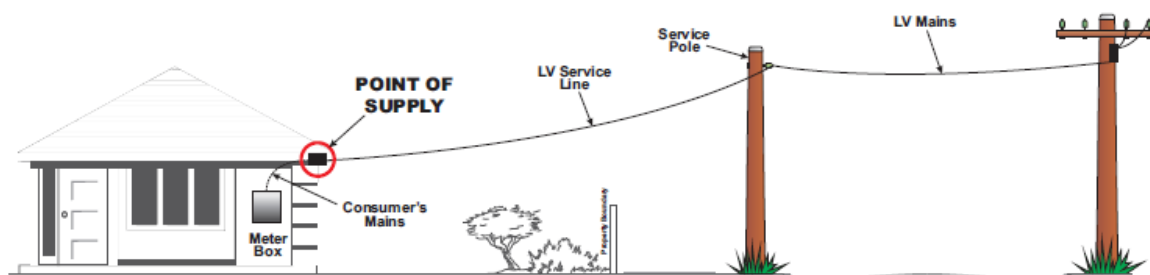


Source: CitiPower

If the Low Voltage (**LV**) pole is on the opposite side of the road, and where statutory clearances cannot be achieved to erect an overhead service across the road, a negotiated connection service is required to erect a service pole on the side of the road next to the premises. Alternatively, a negotiated underground connection service may be selected as per section 5.2.

This is illustrated in the diagram below.

Figure 5.2 Typical overhead connection for residential or small commercial premises including a service pole



Source: CitiPower

## 5.2 Underground connection

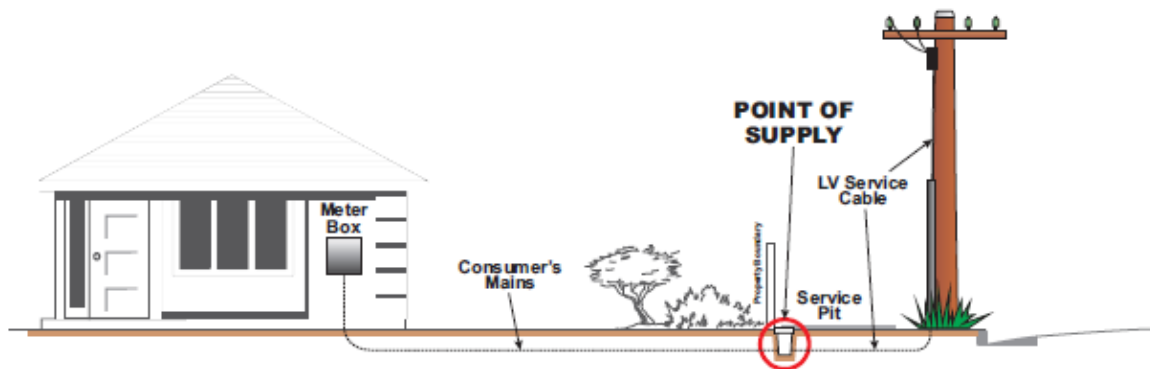
For premises located where there is an underground service, a basic connection service involves a service line from our pole to a point of connection in an underground pit. The customer is then responsible for the consumer's mains to the premises.

Installation of the service pit is a negotiated connection service. Once a pit is installed, the actual connection is a basic connection service. A customer may choose an underground connection where:

- their dwelling is beyond the service distance for an overhead service; or
- there is an issue with crossing the neighbouring property boundary; or
- the customer does not want an overhead service.

This is illustrated in the following diagram.

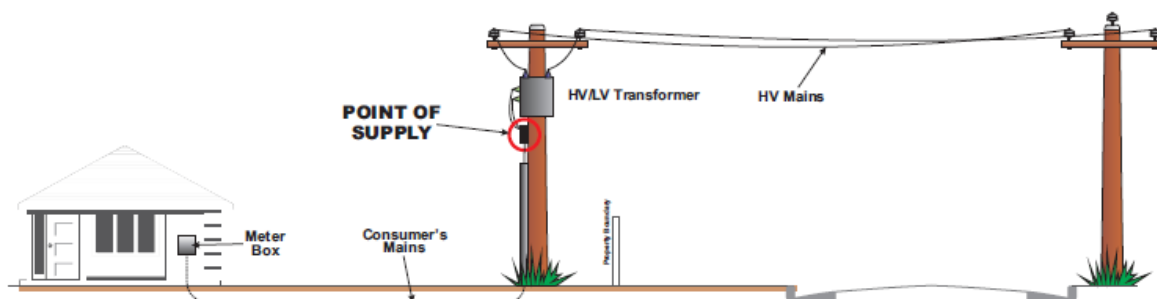
Figure 5.3 Typical underground connection for residential and small commercial premises



Source: CitiPower

In some circumstances, the point of supply is located on our distribution network assets. Our distribution network assets are on the customer's property.

Figure 5.4 Underground connection where the point of supply is on our distribution network assets



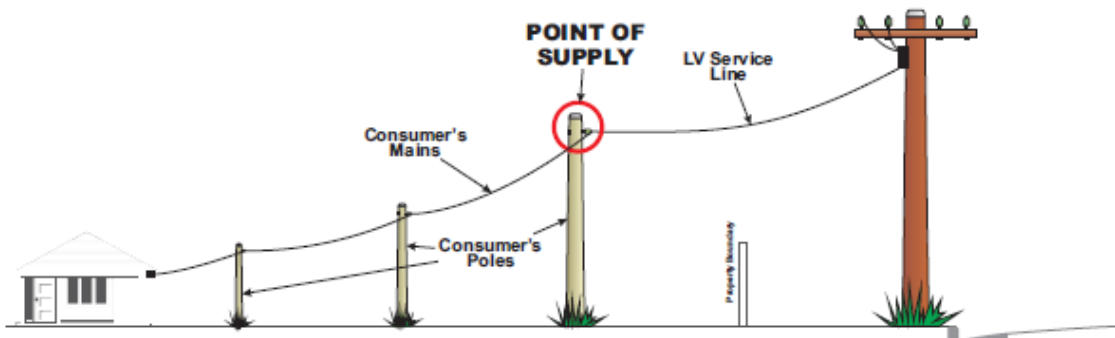
Source: CitiPower



### 5.3 Private overhead electricity line (POEL)

In some circumstances, a customer may have a private overhead electricity line (POEL) connecting their premises to the point of supply.

Figure 5.5 Connection via a private overhead electricity line



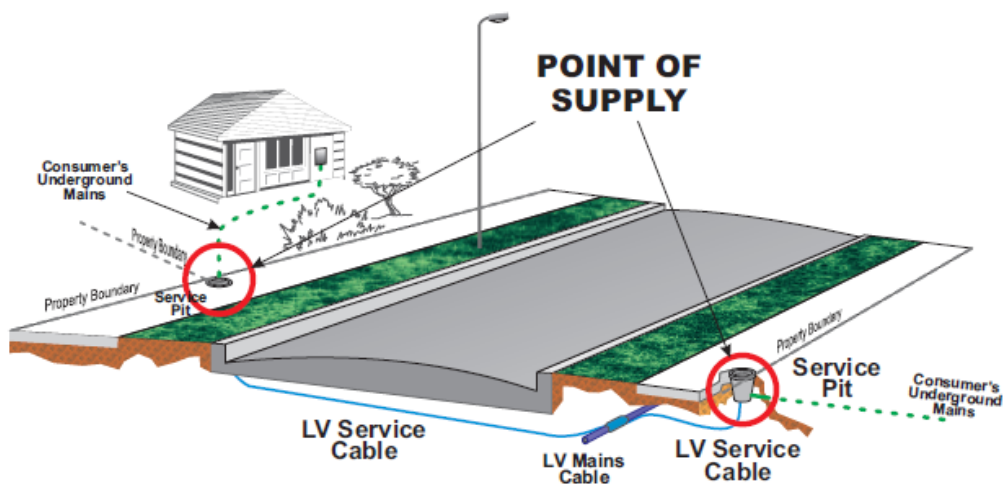
Source: CitiPower

### 5.4 Underground residential development (URD)

For new residential developments, the installation of the electricity distribution infrastructure is a negotiated connection service.

Once installed, the connection of each dwelling is a basic connection service.

Figure 5.6 Connection in an Underground Residential Development (URD) estate



Source: CitiPower

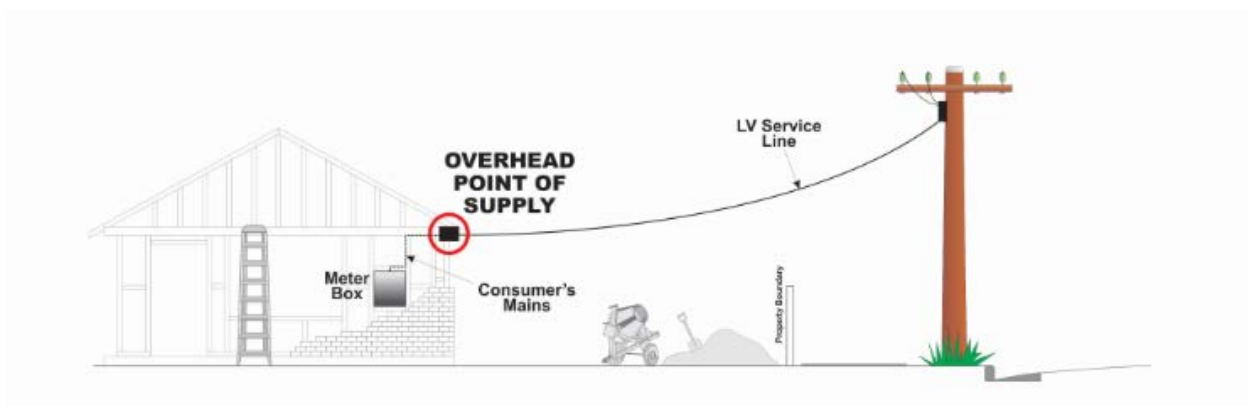
## 5.5 Temporary supply

Where an electricity supply is required to a property for constructional purposes, supply may be provided if it is available.

The two types of temporary supply are:

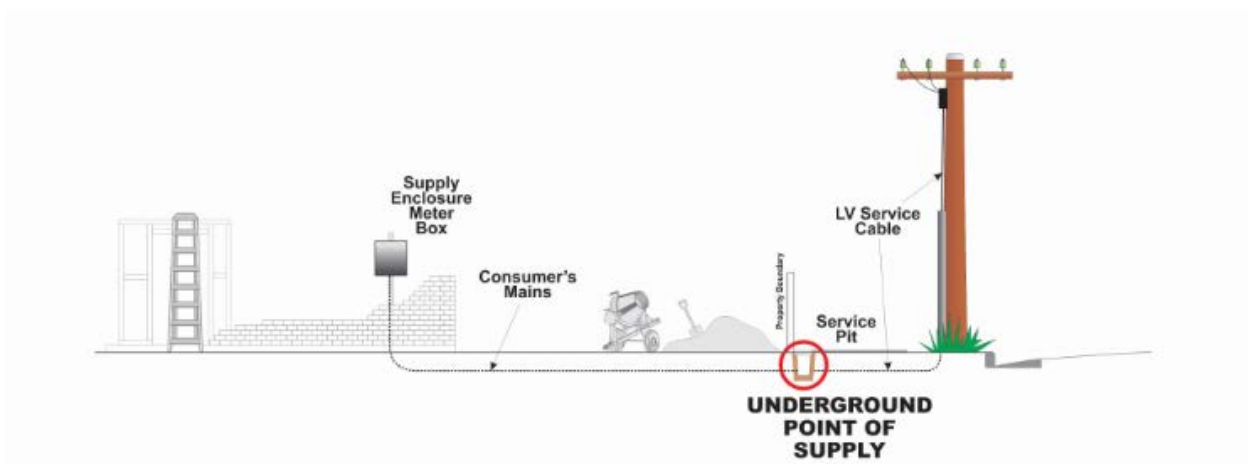
- where the permanent consumer's mains and metering facilities are installed in their permanent position; or
- a builder's supply pole which, depending on the available distribution assets in that location, may be serviced by an overhead service or an underground service. A builder's supply pole is generally for the building construction stage and is removed prior to the actual connection request to the premise.

Figure 5.7 Temporary supply in a permanent location – overhead connection



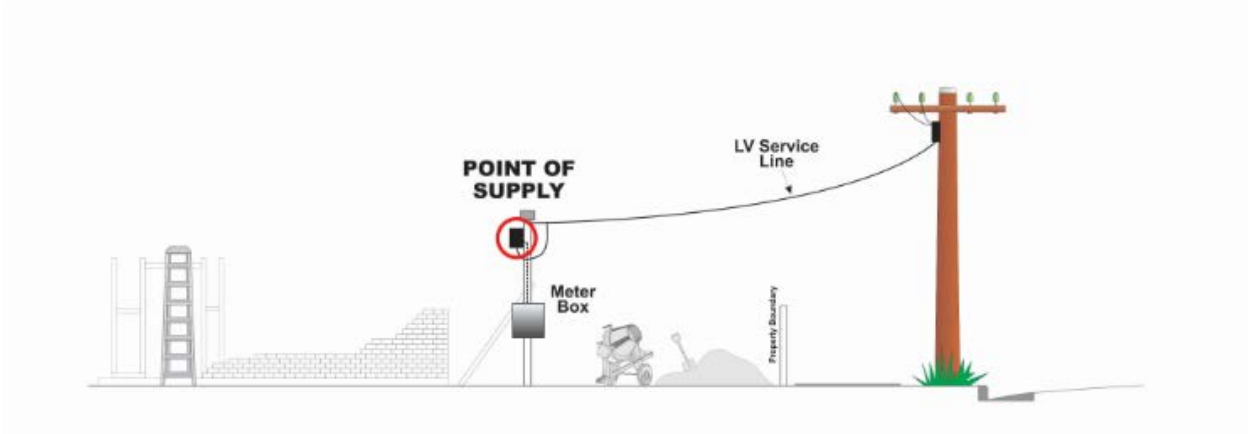
Source: CitiPower

Figure 5.8 Temporary supply in a permanent location – underground connection



Source: CitiPower

Figure 5.9 Temporary supply in a non-permanent location



Source: CitiPower

# 6 Attachment 2

Attachment 2 provides details of the CitiPower basic connection services for new connections including temporary supply. Note: all new connections are subject to the Victorian Service Installation Rules requirements.

## 6.1 New connections

Table 6.1 Basic connection services - new connections including temporary supply

Category	Service Type	Service Description	Applicable Charge – if we are responsible for the metering	Applicable Charge - if we are not responsible for the metering
Single phase	Overhead service (see figures 5.1, 5.2 & 5.5)	Provision of a single phase overhead service from an existing low voltage pole.  Notes: <ul style="list-style-type: none"> <li>The maximum length on a customer property is 20 metres.</li> <li>A single phase overhead service is limited to 100 amps, subject to available capacity.</li> </ul>	<b>Charge applicable:</b> New connections responsible for metering - Single phase Refer to the CitiPower General Service Charge Pricing Schedule: <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a>	<b>Charge applicable:</b> New Connections not responsible for metering - Single phase Refer to the CitiPower General Service Charge Pricing Schedule: <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a>
Three phase up to 80 amps per phase	Overhead service (see figures 5.1, 5.2 & 5.5)	Provision of a three phase overhead service from an existing low voltage pole and subject to the availability of the requested number of phases and supply capacity.  Notes: <ul style="list-style-type: none"> <li>The maximum length on a customer property is 20 metres.</li> <li>A three phase overhead service up to 80 amps requires a direct connected (DC) meter.</li> </ul>	<b>Charge applicable:</b> New connections responsible for metering – Multi phase DC Refer to the CitiPower General Service Charge Pricing Schedule: <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a>	<b>Charge applicable:</b> New connections not responsible for metering – Multi phase DC Refer to the CitiPower General Service Charge Pricing Schedule: <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a>

Category	Service Type	Service Description	Applicable Charge – if we are responsible for the metering	Applicable Charge - if we are not responsible for the metering
Three phase greater than 80 amps per phase and less than 170 amps per phase	Overhead service (see figures 5.1, 5.2 & 5.5)	<p>Provision of a three phase overhead service from an existing low voltage pole and subject to the availability of the requested number of phases and supply capacity.</p> <p>Notes:</p> <ul style="list-style-type: none"> <li>The maximum length on a customer property is 20 metres.</li> <li>Customers with a maximum demand approaching 90 amps per phase or more should strongly consider the installation of a current transformer (CT) meter.</li> <li>A three phase overhead service greater than 100 amps CT meter.</li> <li>No augmentation of the distribution network is required including capacity or extension.</li> </ul>	<p><b>Charge applicable:</b> New connections responsible for metering – Multi phase CT</p> <p>Refer to the CitiPower General Service Charge Pricing Schedule:  <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a></p>	<p><b>Charge applicable:</b> New connections not responsible for metering – Multi phase CT</p> <p>Refer to the CitiPower General Service Charge Pricing Schedule:  <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a></p>
Single phase	Underground service (see figures 5.3 & 5.6)	<p>Provision of the connection of customers underground consumer mains in an existing service pit/pillar that is generally located at the road side property boundary.</p> <p>Notes:</p> <ul style="list-style-type: none"> <li>If there is no existing service pit/pillar, a negotiated connection service is required.</li> <li>A single phase underground service is limited to 100 amps, subject to available capacity.</li> </ul>	<p><b>Charge applicable:</b> New connections responsible for metering - Single phase</p> <p>Refer to the CitiPower General Service Charge Pricing Schedule:  <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a></p>	<p><b>Charge applicable:</b> New connections not responsible for metering - Single phase</p> <p>Refer to the CitiPower General Service Charge Pricing Schedule:  <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a></p>

Category	Service Type	Service Description	Applicable Charge – if we are responsible for the metering	Applicable Charge - if we are not responsible for the metering
Three phase up to 80 amps per phase	Underground service (see figures 5.3 & 5.6)	<p>Provision of the connection of customers underground consumer mains in an existing service pit/pillar that is generally located at the road side property boundary.</p> <p>Notes:</p> <ul style="list-style-type: none"> <li>• Subject to the availability of the number of requested phases and supply capacity.</li> <li>• If there is no existing service pit/pillar, a negotiated connection service is required.</li> <li>• A three phase underground service up to 80 amps requires a direct connected (DC) meter.</li> </ul>	<p><b>Charge applicable:</b> New connections responsible for metering – Multi phase DC</p> <p>Refer to the CitiPower General Service Charge Pricing Schedule:  <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a></p>	<p><b>Charge applicable:</b> New connections not responsible for metering – Multi phase DC</p> <p>Refer to the CitiPower General Service Charge Pricing Schedule:  <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a></p>

Category	Service Type	Service Description	Applicable Charge – if we are responsible for the metering	Applicable Charge - if we are not responsible for the metering
Three phase greater than 80 amps per phase and less than 170 amps per phase	Underground service ex Overhead (see figures 5.3 & 5.6)	<p>Provision of the connection of customers underground consumer mains in an existing service pit/pillar that is generally located at the road side property boundary.</p> <p>Notes:</p> <ul style="list-style-type: none"> <li>• Subject to the availability of the number of requested phases and supply capacity.</li> <li>• If there is no existing service pit/pillar, a negotiated connection service is required.</li> <li>• Customers with a maximum demand approaching 90 amps per phase or more should strongly consider installation of a current transformer (CT) meter.</li> <li>• A three phase underground service greater than 100 amps per phase requires a CT meter.</li> <li>• No augmentation of the distribution network is required including capacity or extension.</li> </ul>	<p><b>Charge applicable:</b> New connections responsible for metering – Multi phase CT</p> <p>Refer to the CitiPower General Service Charge Pricing Schedule:  <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a></p>	<p><b>Charge applicable:</b> New connections not responsible for metering – Multi phase CT</p> <p>Refer to the CitiPower General Service Charge Pricing Schedule:  <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a></p>
Single phase	Underground service ex a CitiPower pole on the customers property (see figure 5.4)	<p>Provision of the connection of customers underground consumer mains at the point of supply on the CitiPower pole located on the customer property.</p> <p>Note:</p> <ul style="list-style-type: none"> <li>• A single phase underground service is limited to 100 amps, subject to available capacity.</li> </ul>	<p><b>Charge applicable:</b> New connections responsible for metering - Single phase</p> <p>Refer to the CitiPower General Service Charge Pricing Schedule:  <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a></p>	<p><b>Charge applicable:</b> New connections not responsible for metering - Single phase</p> <p>Refer to the CitiPower General Service Charge Pricing Schedule:  <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a></p>

Category	Service Type	Service Description	Applicable Charge – if we are responsible for the metering	Applicable Charge - if we are not responsible for the metering
Three phase up to 80 amps per phase	Underground service ex a CitiPower pole on the customers property (see figure 5.4)	Provision of the connection of customers underground consumer mains at the point of supply on the CitiPower pole located on the customer property.  Note:  <ul style="list-style-type: none"> <li>A three phase underground service up to 80 amps per phase requires a direct connected (DC) meter.</li> </ul>	<b>Charge applicable:</b> New connections responsible for metering – Multi phase DC  Refer to the CitiPower General Service Charge Pricing Schedule:  <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a>	<b>Charge applicable:</b> New connections not responsible for metering – Multi phase DC  Refer to the CitiPower General Service Charge Pricing Schedule:  <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a>
Three phase greater than 80 amps per phase and less than 170 amps per phase	Underground service ex a CitiPower pole on the customers property (see figure 5.4)	Provision of the connection of customers underground consumer mains at the point of supply on the CitiPower pole located on the customer property.  Notes:  <ul style="list-style-type: none"> <li>Customers with a maximum demand approaching 90 amps per phase or more should strongly consider the installation of a current transformer (CT) meter.</li> <li>A three phase underground service greater than 100 requires a CT meter.</li> <li>No augmentation of the distribution network is required including capacity or extension.</li> </ul>	<b>Charge applicable:</b> New connections responsible for metering – Multi phase CT  Refer to the CitiPower General Service Charge Pricing Schedule:  <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a>	<b>Charge applicable:</b> New connections not responsible for metering – Multi phase CT  Refer to the CitiPower General Service Charge Pricing Schedule:  <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a>



Category	Service Type	Service Description	Applicable Charge – if we are responsible for the metering	Applicable Charge - if we are not responsible for the metering
Three phase Greater than 170 amps per phase	Termination of customers consumer mains	<p>Provision of the connection of customers consumer mains at the point of supply located on the customer property.</p> <p>Notes:</p> <ul style="list-style-type: none"> <li>This service requires a current transformer (CT) meter.</li> <li>Augmentation related to the provision of supply is a negotiated connection service.</li> <li>Negotiated connection service to be completed prior to the provision of this basic connection service.</li> </ul>	<p><b>Charge applicable:</b> New connections responsible for metering – Multi phase CT</p> <p>Refer to the CitiPower General Service Charge Pricing Schedule:  <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a></p>	<p><b>Charge applicable:</b> New connections not responsible for metering – Multi phase CT</p> <p>Refer to the CitiPower General Service Charge Pricing Schedule:  <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a></p>
Temporary Supply In permanent position	Overhead service or underground service (see figure 5.7 & 5.8)	<p>Provision of the connection to the point of supply.</p> <p>Depending on the supply arrangements in the street, the service can be either an overhead service or an underground service.</p> <p>Notes:</p> <ul style="list-style-type: none"> <li>The maximum length of an overhead service on a customer property is 20 metres.</li> <li>A single phase service is limited to 100 amps, subject to available capacity.</li> </ul>	<p><b>Charge applicable:</b> New connections responsible for metering - Single phase</p> <p>Refer to the CitiPower General Service Charge Pricing Schedule:  <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a></p>	<p><b>Charge applicable:</b> New connections not responsible for metering - Single phase</p> <p>Refer to the CitiPower General Service Charge Pricing Schedule:  <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a></p>

Category	Service Type	Service Description	Applicable Charge – if we are responsible for the metering	Applicable Charge - if we are not responsible for the metering
Temporary Supply In non-permanent position	Overhead service or under service. (see figure 5.9)	<p>Provision of the connection to the point of supply located on a builder's pole.</p> <p>Depending on the supply arrangements in the street, the service can be either an overhead service or an underground service.</p> <p>A temporary supply in a non-permanent position is abolished prior to the permanent connection to the premise.</p> <p>Notes:</p> <ul style="list-style-type: none"> <li>• There is no charge to abolish a temporary supply if the abolishment occurs at the same time as the provision of the basic connection service.</li> <li>• The permanent connection to the premise will incur a separate applicable charge.</li> <li>• The maximum length of an overhead service on a customer property is 20 metres.</li> <li>• A single phase service is limited to 100 amps, subject to available capacity.</li> </ul>	<p><b>Charge applicable:</b> New connections responsible for metering - Single phase</p> <p>Refer to the CitiPower General Service Charge Pricing Schedule: <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a></p>	<p><b>Charge applicable:</b> New connections not responsible for metering - Single phase</p> <p>Refer to the CitiPower General Service Charge Pricing Schedule: <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a></p>

Source: CitiPower

# 7 Attachment 3

Attachment 3 provides details of the CitiPower basic connection services for unmetered supply services. Note: all unmetered supply connections are subject to the Victorian Service Installation Rules requirements.

## 7.1 Unmetered supply

Table 7.1 Unmetered supply

Category	Service type	Service description	Charge applicable
New connection - unmetered supply	Connection service	<p>An unmetered supply is provided when it is considered impractical to read or maintain meter or where metering equipment would be susceptible to damage.</p> <p>Unmetered supply connections are typically provided for facilities such as electronic parking meters, bus shelters or phone boxes.</p> <p>Note:</p> <ul style="list-style-type: none"> <li>• Connections eligible to be unmetered must be small (i.e. less than 2 amps) and have a steady and uniform load e.g. where the energy consumption can be accurately assessed without the need for a meter.</li> </ul>	<p><b>Charge applicable:</b> New connections not responsible for metering – Single phase</p> <p>Refer to the CitiPower General Service Charge Pricing Schedule:  <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a></p>

Source: CitiPower

# 8 Attachment 4

Attachment 4 provides details of the CitiPower basic connection services for connection alterations. Note: all connection alterations are subject to the Victorian Service Installation Rules requirements.

## 8.1 Connection alterations

Table 8.1 Basic connection services - connection alterations

Category	Service Type	Service Description	Applicable Charge
Upgrade to the existing servicing arrangements	Connection alteration	<p>Upgrade service capacity from single phase to three phase.</p> <p>Notes:</p> <ul style="list-style-type: none"> <li>• Subject to available supply capacity and distribution network configuration.</li> <li>• If supply capacity or distribution network configuration is not available, a negotiated connection service is required.</li> </ul>	<p><b>Charge applicable:</b> Service truck visit</p> <p>Refer to the CitiPower General Service Charge Pricing Schedule:  <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a></p> <ul style="list-style-type: none"> <li>• A service truck visit charge applies for a service crew for up to one hour duration onsite. If a service crew is required for greater than one hour, additional half hourly intervals will be charged up to a maximum of two hours.</li> <li>• If multiple appointments are required, then multiple service truck fees apply.</li> <li>• If the upgrade includes a change in metering from direct connected (<b>DC</b>) to current transformer (<b>CT</b>) metering, an additional charge will be incurred.</li> </ul>
Conversion from overhead to underground service	Connection alteration	<p>Convert service from overhead to underground.</p> <p>Notes:</p> <ul style="list-style-type: none"> <li>• An existing service pit/pillar is required that is generally located at the road side property boundary.</li> <li>• If there is no existing service pit/pillar, a negotiated connection service is required.</li> </ul>	<p><b>Charge applicable:</b> Service truck visit</p> <p>Refer to the CitiPower General Service Charge Pricing Schedule:  <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a></p> <ul style="list-style-type: none"> <li>• A service truck visit charge applies for a service crew for up to one hour duration onsite. If a service crew is required for greater than one hour, additional half hourly intervals will be charged up to a maximum of two hours.</li> <li>• If multiple appointments are required, then multiple service truck fees apply.</li> </ul>

Category	Service Type	Service Description	Applicable Charge
Relocate existing single phase or three phase overhead service	Supply services	<p>Customer request for relocation of an existing overhead service to accommodate building extensions, verandas, carports etc</p> <p>Note:</p> <ul style="list-style-type: none"> <li>A relocation of a service to a new point of attachment is treated as a new service and must comply with the requirements of the Victorian Service Installation Rules.</li> </ul>	<p><b>Charge applicable:</b> Service truck visit</p> <p>Refer to the CitiPower General Service Charge Pricing Schedule:  <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a></p> <ul style="list-style-type: none"> <li>A service truck visit charge applies for a service crew for up to one hour duration onsite. If a service crew is required for greater than one hour, additional half hourly intervals will be charged up to a maximum of two hours.</li> <li>If multiple appointments are required, then multiple service truck fees apply.</li> </ul>

Source: CitiPower

# 9 Attachment 5

Attachment 5 provides details of other charges that may be incurred by you. These charges are for services which are not basic connection services.

## 9.1 Other charges

Table 9.1 Other charges

Category	Service type	Service description	Charge applicable
Wasted attendance – not distributor fault	Supply services	Where a service truck visit is requested and the truck arrives to find the site is not ready for work to be carried out.	<b>Charge applicable:</b> Wasted truck visit Refer to the CitiPower General Service Charge Pricing Schedule: <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a>
After hours service truck appointment	Supply services	This charge is applied to larger scale works requiring an after-hours service truck appointment. Examples of types of works include: <ul style="list-style-type: none"> <li>• disconnection of complex site;</li> <li>• reconnection of complex site;</li> <li>• metering additions or alternations; and</li> <li>• shutdowns (includes preparation works).</li> </ul>	<b>Charge applicable:</b> After hours service truck visit Refer to the CitiPower General Service Charge Pricing Schedule: <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a>
Energisation	Supply service	A retailer must request an energisation request via a B2B service order.	<b>Charge applicable:</b> Reconnections (incl. customer transfer) Refer to the CitiPower General Service Charge Pricing Schedule: <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a>

Category	Service type	Service description	Charge applicable
Same day energisation	Supply service	A retailer must request an energisation request via a B2B service order.	<b>Charge applicable:</b> Reconnections (same day) Refer to the CitiPower General Service Charge Pricing Schedule: <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a>
Remote re-energisation	Supply service	A retailer must request an energisation request via a B2B service order.	<b>Charge applicable:</b> Remote re-energisation Refer to the CitiPower General Service Charge Pricing Schedule: <a href="https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf">https://www.citipower.com.au/media/3133/2017-citipower-general-service-charge-pricing-schedule.pdf</a>

Source: CitiPower

