

Model Standing Offer for Basic Connection Services

BASIC CONNECTION SERVICES OTHER THAN MICRO EMBEDDED GENERATORS

- NEW CONNECTION
- CONNECTION ALTERATION

Version 2.0 – Approved by the Australian Energy Regulator (15 September 2017)

INTRODUCTION

Structure of this *model standing offer*

This *model standing offer* comprises the following:

- **This Introduction:** An explanation of:
 - The *basic connection services* provided under these terms and conditions
 - The *connection charges*
 - The process for *you* applying for, and *us* providing, a *basic connection service*, and
 - Other information – such as our contact information.
- **Part A:** An overview of the *application* and *offer* process.
- **Part B:** Terms and conditions for the provision of *basic connection services*.

This *model standing offer* applies to *basic connection services* only

There are two categories of *basic connection services* available under this *model standing offer*.

- a) **New connection**, and
- b) **Connection alteration**.

A *basic connection service* is only available where the requirements set out in the definition of a *basic connection service* in clause 10 of this *model standing offer* are met. Where those requirements are met, *Jemena* will provide *you* with one of the *basic connection services* listed in Schedule 1.

If, however:

- *Your application* involves a *connection* that does not meet the requirements of a *basic connection service*, or
- If *you* wish to negotiate the terms and conditions on which *we* will provide the *basic connection service*,

then *your application* is not for a *basic connection service* and this *model standing offer* will not apply. Once *we* determine that the *connection* is not for a *basic connection service*, *we* will contact *you* and advise of the process for, possible costs and expenses related to, and the applicable terms and conditions for, a *standard connection service* or a *negotiated connection service* (as applicable).

Connection charges

The charges for *basic connection services* are set out in *our Distribution Services Price Schedule*.

The applicable *connection charges* will vary depending upon the nature of the *basic connection service* provided by *us* at the *supply address*.

Please note, however, that in some circumstances *you* may be required to pay charges to *us* (either directly or via *your* retailer) which are not *connection charges*. For example, the cost of providing *you* with a metering service, the costs of energisation or other incidental costs such as wasted attendances to *your supply address* by *our* personnel.

This *model standing offer* does not apply to the supply or sale of electricity to *you*

This *model standing offer* applies to the *connection* of *your supply address* to *our network* (via the provision to *you* of a *basic connection service*). It does not apply to:

- The ongoing *connection* of the *supply address* to *our distribution system* – which is dealt with under the terms of *our Deemed Standard Distribution Contract*¹ (which is located on *our* website or can be obtained by contacting *us* via the contact details set out below), or
- The sale of electricity to the *supply address* – which is dealt with under a contract between *you* and *your* electricity retailer.

¹ www.jemena.com.au/documents/electricity/deemed-standard-distribution-contract

Privacy Policy

Our Privacy Policy² is available on our website.

Understanding this document

Italicised words in this document have the meaning given to them in the Definitions section in clause 10 of this *model standing offer*.

Complaints and dispute resolution

If you have a complaint relating to this *model standing offer*, you may lodge a complaint to Jemena in accordance with our Standard Complaints and Dispute Resolution Procedures, which is available on our website.³ Jemena will handle a complaint made by you in accordance with those procedures.

Contacting us

Please ensure you read this document. If you have any queries in relation to the *connection* or the *Agreement* please visit our website or contact our Network Connections Team as follows:

Jemena Network Connections Department
PO Box 16182, Melbourne VIC 3000
Phone: 1300 131 871
Email: network.connections@jemena.com.au

² www.jemena.com.au/about/privacy

³ www.jemena.com.au/home-and-business/help-and-advice/feedback-and-complaints

Process for undertaking a *basic connection*

The process for applying for a *basic connection service* and a summary of the associated obligations on *you* (or *your retailer*) and on *us* is set out below.



PART A: EXPLANATION OF THE APPLICATION AND OFFER PROCESS

1. Who can make an *application*?

Applications for *basic connection services* can be made by:

- You (or another person acting on *your* behalf who is duly authorised and appointed), or
- Your *retailer*.

2. How do you submit an *application*?

You can submit an *application*:

- Through *our electronic business system*, [connect and manage my electricity](#),⁴ or
- By filling in the *application* form published on *our* website and returning it to *our* Network Connections Team.

A paper copy of the *application* form can also be obtained by contacting *our* Network Connections Team (see the contact details in the Introduction to this *model standing offer*).

If *your application* is incomplete in a material respect, we will advise *you* and may require *you* to complete *your application* and re-submit it. We may require *you* to provide *us* with any additional information we may reasonably require to assess *your application*.

If *your retailer* (or in the case of an *unmetered basic connection*, the *host retailer*) is making an *application* on *your* behalf, then *your retailer* will take care of the *application* process, and the terms and conditions of this *model standing offer* will apply to the provision of the *basic connection service*.

3. What is the *offer* and acceptance process?

The *offer* and acceptance process will depend upon whether *your application* is for an *expedited connection* or a non-*expedited connection*. Specifically, where:

- a) You have submitted a properly completed *application*, and
- b) We are satisfied that the *application* is for a *basic connection service*,

and in *your application* **either**:

- i) You requested an **expedited connection** and indicated acceptance of the terms and conditions for that *basic connection service* as set out in Part B of this *model standing offer*, and we did not advise *you* within 10 *business days* of receiving *your application* that we required further information or that a *basic connection service* is not the appropriate *connection service*, or
- ii) You **did not request an expedited connection**, so we made a written *offer* to provide *you* with a *basic connection service* in accordance with the terms and conditions in this *model standing offer*, and that *offer* has been properly accepted by *you* within the period specified (which is 45 *business days* from the date of the written *offer* unless a longer period is agreed),

then this *model standing offer* applies as part of the *Agreement* between *you* and *us* for the provision of a *basic connection service* consisting of:

- *your application* and this *model standing offer*, and
- 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*.

Note: *Your application* will be treated as a request for an *expedited connection* if *you* make an *application* via *your retailer*.

PART B: TERMS AND CONDITIONS FOR PROVIDING THE *BASIC CONNECTION SERVICE*

4. Term of this *model standing offer*

4.1 Commencement

Upon the *deemed acceptance date* (for an *expedited connection*) or the date of acceptance of the *offer* by *you* under clause 3 (for a *non-expedited connection*), *you* are taken to have entered into an *Agreement* with *us* to carry out the *basic connection service*.

4.2 Expiry of the *Agreement*

The *Agreement* ends upon the earlier of:

- a) When we complete the *basic connection service*, or
- b) We terminate the *Agreement* in accordance with clause 7 of this *model standing offer*.

5. Our obligations

5.1 Provision of *basic connection service*

- a) We will provide *you* with the *basic connection service* subject to *you* complying with:
 - i) *Your* obligations set out in clause 6, and
 - ii) Any other relevant obligations under the *Agreement*.

(the “Pre-Conditions”)

- b) We will not be required to start the *basic connection service* until *you* satisfy the *Pre-Conditions*.

5.2 Timing of *connection work*

- a) Subject to clause 5.1, we will arrange a suitable date with *you* to complete the *connection works* by the *connection date*.
- b) Where no *connection date* is arranged, we will use *our* best endeavours to ensure the *connection date* is within:
 - i) 10 *business days*, where *you* make an *application* through *your* retailer, or
 - ii) 20 *business days*, where *you* have made an *application* to *us* directly,

from when we are satisfied that *you* comply with the relevant *Pre-Conditions*.

5.3 *Premises connection assets*

- a) Any *premises connection assets* comprising the *connection works* will be installed by *us* and remained owned by *us* at all times (including after completion of the *connection*).
- b) We have the absolute right to determine the design, specifications and any other requirements, in providing *you* with the *basic connection service*, which, without limitation, may include determining where the *premises connection assets* are located or the point of origin, route and facilities requires for any such *connection*.

5.4 *Force majeure*

Jemena will be relieved from complying with any obligation under the *Agreement* to the extent that we are preventing from performing the obligation by any *force majeure event*.

6. Your obligations

6.1 Payment of *connection charges*

- a) Where *you* have applied for a *basic connection service* via *your retailer*, *you* must pay the *connection charges* and any other charges payable in accordance with the *Agreement*, via *your retailer*.
- b) Where *you* have applied directly to *us* for a *basic connection service*, *you* must pay the *connection charges* in accordance with the invoice provided by *us* to *you* by the due date. *You* may make payment to *us* by providing *us* with *your* credit card details. If *you* wish to make payment via a different method please contact *us* (via the contact details set out in the Introduction of this *model standing offer*) to discuss payment options. If any other amounts are payable in accordance with the *Agreement* (e.g. *meter service charges*, *energisation fees*) *you* will be required to make payment of such amounts to *us* via *your retailer*.
- c) For the avoidance of doubt, *we* are entitled to charge, amounts other than *connection charges*, which may apply to *you*, such as:
 - i) For wasted attendance or after-hours appointment,
 - ii) Energisation of your premises, or
 - iii) Costs of providing any metering service required.

6.2 Appointment of retailer and energisation

- a) If *you* have made an *application* directly to *us* (not through a *retailer*), the energisation of the *connection point* and supply of electricity to the *supply address* will not commence until:
 - i) *You* have entered into a contract with a *retailer* of *your* choice for the *supply address* (except where *you* are making an application for an *unmetered basic connection* in which case *you* must enter into a contract with the *host retailer*), and
 - ii) The *retailer* has requested energisation of *your supply address*.
- b) *You* will need to pay an additional fee for energisation at the rate(s) set out in *our Distribution Services Price Schedule*. The additional fee is not included in the *connection charges*. *We* will bill *you* for these amounts via *your retailer*.
- c) For completeness, where *you* made an *application* to *us* via *your retailer* and energisation is requested, *we* will *energise* the *connection* at the time of undertaking the *basic connection service*.

6.3 *Your maximum allocated capacity*

- a) *You* must ensure that the demand for electricity at *your supply address* does not exceed the *maximum allocated capacity*.
- b) If *you* wish to increase *your maximum allocated capacity*, *we* may charge *you* for the cost of any necessary works to *our* distribution network in accordance with *our customer connection policy* and under a separate agreement (that is, because such works will not fall within the scope of this *model standing offer*).

6.4 Provision of information

You must:

- a) Provide *us* with 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 the *basic connection service* to be provided under the *Agreement*, as early as possible before *we* commence providing the *basic connection service*
- b) Provide *us* with all other information that *we* may reasonably require at any time for the purposes of the *Agreement*
- c) Ensure that all information *you* provide *us* is correct and *you* must not mislead or deceive *us* in relation to any information provided, and
- d) Notify *us* immediately if any information that *you* have previously provided to *us* is no longer accurate in any respect.

6.5 Preliminary works

You must, at your expense, provide all necessary preliminary work (if any) at or near the *supply address* that we require to be carried out before we will provide the *basic connection service*.

6.6 Metering

Except for *connections* falling into an *unmetered basic connection*, the *connection* must be metered. If your *retailer* is responsible for providing the meter, the meter must be installed at the *supply address* before we are obliged to provide the *basic connection service*.

6.7 Compliance with *safety and technical requirements* and *Service Installation Rules*

- a) Where any electrical work is required to be undertaken at the *supply address* by you or on your behalf you must ensure that such works are carried out:
 - i) Only by a person with the necessary *qualifications*, and
 - ii) In accordance with all *safety and technical requirements*.
- b) In respect of any such electrical work, you or your *retailer* must provide us, upon written request, with relevant certificates including a *Prescribed Certificate of Electrical Safety* and/or an *Electrical Works Request Form* supplied by your *registered electrical contractor*.

6.8 Safe and unhindered access and protection of *our* equipment

- a) You must provide *our* representatives at all times (provided official identification is produced by *our* representatives if requested) with convenient, safe and unhindered access to:
 - i) The *supply address* and any other sites necessary to complete the *basic connection service*
 - ii) *Our* equipment for any purpose associated with the *connection*, metering or billing of electricity, and
 - iii) Your electrical installation for the purpose of inspection or testing, or connecting, disconnecting or reconnecting supply.
- b) You must provide sufficient space at the *supply address* to accommodate *our* assets, you must protect *our* assets from harm and you agree not to tamper with, adjust, disconnect, by-pass, interfere with or otherwise damage or render inoperable or inaccurate the metering equipment and you must use your best endeavours to ensure that no other person does so or attempts to do so.

7. Termination

- a) We may terminate the *Agreement* upon written notice in any of the following circumstances:
 - i) The *site information* provided is inaccurate and as a result the terms of the *Agreement* are no longer considered by us to be appropriate in light of the correct *site information*
 - ii) You have failed to comply with one or more of the *Pre-Conditions*
 - iii) You have indicated that you require an *expedited connection* but we notified you that a *basic connection service* is not appropriate for your *application* or the *supply address*, or
 - iv) The *connection works* have not commenced within 90 days of receipt of the *application* by us because of circumstances within your reasonable control.
- b) If the *Agreement* ends before the *basic connection service* has been provided to you we may disconnect, dismantle, decommission and remove any of the *premises connection assets* that are only relevant to the *basic connection service*.

8. Limitation of liability

- a) To the extent permitted by *Law* (and subject to clause 8.2 below) *our* liability to you is as follows:
 - i) No warranties, guarantees, undertakings or conditions are implied into the *Agreement* and, except where expressly stated in the *Agreement*, we give no warranties, guarantees, undertakings or conditions and make no representation to you about the condition, suitability, quality, fitness or safety of any electricity supplied or of *our basic connection services* or the *connection works*.

- ii) Our liability (if any) arising from, or in connection with, any failure to comply with any Law or any consumer guarantee is limited, as far as the Law permits and at our option, to resupplying the goods or services (including the *basic connection services*), or paying for their resupply.
 - iii) We shall not be liable for any *Consequential Loss*.
 - iv) We are not otherwise liable to you unless we have been negligent or acted in bad faith.
 - v) If any Law (including sections 119 and 120 of the *National Electricity Law*) provides us with any additional limitations of liability or immunities to those set out in the *Agreement* then nothing in the *Agreement* is intended to, or shall, affect the operation or application of those Laws.
 - vi) Any limitations or exclusions of liability in this clause or the *Agreement* apply whether a claim is based on, or arises out of, or in connection with, the *Agreement* or otherwise in contract, tort (including negligence), under any warranty or indemnity, under statute, in equity or otherwise.
- b) Nothing in this clause 8 shall limit any obligation we have to make a *GSL payment* to you due to a failure by us to comply with any applicable guaranteed service level.
 - c) To the extent permitted by Law, you shall not be liable to us for any *Consequential Loss* caused to us by your acts or omissions in relation to the *basic connection service*.
 - d) Any obligations under the *Agreement* upon a party (i.e. you or us) to pay loss or damage to the other party, shall be reduced to the extent the loss or damage is caused, or contributed to, by the other party.

9. General

- a) The *Agreement* comprises the entire understanding between you and us. Any previous representations are superseded by the *Agreement* and will have no legal effect.
- b) If for any reason any of the terms of the *Agreement* are held to be invalid, illegal or unenforceable by any court or administrative body, all other terms of the *Agreement* will remain in force and effect.
- c) Any reference in the *Agreement* to Laws is a reference to the relevant Laws as amended or replaced from time to time. References to a “clause” are to clauses in this *model standing offer*.
- d) The *Agreement* will be governed by the Law applicable in Victoria.
- e) Clauses 8 and 9 survive expiration or termination of this *model standing offer*.

10. Definitions

The terms set out below have the following meanings wherever used in this *model standing offer*:

AER—means the Australian Energy Regulator.

Application—means any application made by you (including via your agent or your retailer) for a *basic connection service*.

Agreement—means the contract between you and us for provision of a *basic connection service* comprising the documents referred to in clause 3 of this *model standing offer*, and includes this *model standing offer*.

Basic connection services—means a *connection* or a *connection* alteration involving one of the *basic connection services* set out in Schedule 1 to this *model standing offer* and which meets the following qualifying conditions:

- a) No augmentation, replacement or extension of our *distribution system* is required
- b) The *maximum allocated capacity* will not be exceeded
- c) There is an adequate capacity of electricity available at the required voltage at or near the boundary of the *supply address* to accommodate the new *connection* or *connection* alteration
- d) Where applicable, the required overhead clearances (as detailed in section 7—Connecting to the Low Voltage (LV) Network of the *Service Installation Rules*) must be able to be achieved and maintained for an overhead connection and there must be no excessive property crossing
- e) The *connection* must be metered unless the *connection* is an *unmetered basic connection*, and

- f) The *connection* must not be for a *standard connection service* or a *micro embedded generator basic connection service*.

Business day(s)—means a day (not being a Saturday or Sunday) or a public holiday appointed under the Public Holidays Act 1993 (Vic).

Connection—means a physical link between *our distribution system* and *your supply address* to allow the flow of electricity via the *premises connection assets*.

Connection charges—means the amount that *you* must pay for the provision of the *basic connection service*.

Connection date—means the date on which *we* agree to complete the *connection works*.

Connection point—means the point where the *customer's* electrical installation is *connected* to *our distribution system*.

Connection work(s)—means all works undertaken by *us* in providing the *basic connection service*.

Consequential Loss—means any loss of actual or anticipated profit or revenue, loss of anticipated savings, financing costs of any type, loss of production or production stoppage, increased operating costs, increased cost of working, business or supply interruption costs or loss, wasted internal management or other administrative time, loss of contract, loss of business opportunity, loss of good will, loss of use, loss or corruption of data, economic loss, incidental, punitive, indirect or consequential loss, cost, damage or expense.

Customer—means the customer identified in the *application*.

Customer connection policy—means *our* customer connection policy required to be published under Chapter 5A of the *National Electricity Rules*, as published on *our* website.⁵

Your Obligations—means the requirements set out in clause 6 of this *model standing offer*.

Deemed Acceptance Date—means the day an *expedited connection* is taken to have been accepted in accordance with clause 3 of this *model standing offer*.

Deemed Standard Distribution Contract—means *our* deemed standard contract for supply of electricity published on *our* website, as amended from time to time.⁶

Distribution Services Price Schedule—means *our* schedule of charges which have been approved by the *AER*. A copy of our Distribution Services Price Schedule⁷ can be accessed on *our* website or a printed copy can be obtained by contacting *us* via the contact details set out in this *model standing offer*.

Distribution system—means *our distribution system*, including any *connection assets*, where relevant.

Electrical Works Request Form—means the Electrical Works Request Form for new and existing installations which provides certification that the electrical work complies certain requirements.⁸

Electronic business system—means *our* electricity distribution portal located at connect and manage my electricity⁹.

Force majeure event—means an event outside the control of *us* or *you* (such as, without limitation, natural disasters and acts of God).

Expedited connection—means *you* have submitted a complete *application* for a *basic connection service* which has been accepted by *us* and *you* have indicated in the *application* that *you* agree to accept the terms of this *model standing offer* and do not wish to go through the *offer* and acceptance process.

GSL Payment—means the guaranteed service level payments required to be made by *us* in the circumstances, and at the rates and maximum amounts, set out in the Electricity Distribution Code as may be amended from time to time.

Host Retailer—means the retailer as advised by *us* from time to time. Please contact *us* for details of the applicable host retailer.

Law or Laws—means all acts, ordinances, regulations and sub-ordinate legislation applicable to the *Agreement* (including the Competition and Consumer Act 2010 (Cth)), any codes, applicable Australian or international standards,

⁵ www.jemena.com.au/about/document-centre/electricity/customer-connection-guide

⁶ www.jemena.com.au/about/document-centre/electricity/deemed-standard-distribution-contract

⁷ www.jemena.com.au/documents/electricity/distribution-services-price-schedule

⁸ www.victoriansir.org.au/Forms.aspx

⁹ www.myservices.jemena.com.au

any applicable certificates, licences, consents, permits, notices, orders, directions or approvals of organisations having jurisdiction in relation to the subject matter of the *Agreement* and includes any amendment to such instruments made from time to time.

Maximum allocated capacity—means *your* maximum allocated capacity for a *basic connection service* will (unless otherwise agreed in writing) be the lesser of:

- a) 40 amps per phase, or
- b) The rating of the smallest component of *our distribution system* used solely to supply electricity to *your supply address*.

Meter service charges—means that we are supplying a meter the meter service charge that recovers *our* capital and operating metering costs (as determined by the rates fixed by the *AER*).

Micro embedded generator—means an embedded generator unit (including an inverter and any related equipment essential to its functioning as a single entity or any requirements of the kind contemplated by AS4777 - Grid Connection of Energy Systems via Inverters) for which *basic micro embedded generator connection services* are required (e.g. solar panels, wind generators, battery storage).

Micro embedded generator basic connection service—means a *connection service* which involves a new *connection* or a *connection* alteration involving a *micro embedded generator* for which a *model standing offer* has been approved by the *AER*.

Model standing offer—for *basic connection services* means the terms and conditions set out in this document and any attachments to this document.

National Electricity Law—means the Schedule to the National Electricity (South Australia) Act 1996 (SA), which applies as a law of Victoria, in accordance with section 6 of the National Electricity (Victoria) Act 2005 (Vic).

National Electricity Rules—has the same meaning as it has in the National Electricity Law.

Negotiated connection service—means services provided under a negotiated connection contract agreed in accordance with Part C, Chapter 5A of the *National Electricity Rules*.

Offer—means the offer made by *us* to *you* (in accordance with clause 3 of this *model standing offer*) to provide a *basic connection service* and which comprises a written *offer* and this *model standing offer*.

Our, we, us or Jemena—means Jemena Electricity Network Pty Limited (ABN 82 064 651 083) and, as applicable, *our* contractors, subcontractors or agents.

Pre-Conditions—means the pre-conditions set out in clause 5.1(a) which *you* must satisfy before *we* are required to provide *you* with a *basic connection service*.

Premises connection assets—means the components of *our* distribution network used to provide a *basic connection service* to *you* which includes, without limitation:

- a) For an overhead *connection* – the service line from *our* power pole to the *supply address* and the fused overhead line *connection box*, or
- b) For an underground *connection* – the underground service pit.

Prescribed Certificate of Electrical Safety—means the Prescribed Certificate of Electrical Safety which is available on Energy Safe Victoria's website.¹⁰

Qualifications—means a *registered electrical contractor* or any alternative qualification accepted or agreed to by Energy Safe Victoria.

Registered electrical contractor—means any person in the business of electrical contracting or offering to contract who is registered by Energy Safe Victoria as an electrical contractor.

Retail customer—has the same meaning as in the National Electricity Law (that is, a person to whom electricity is sold by a *retailer*).

Retailer—means a person who holds, or is exempt from holding, a retail licence to sell electricity (other than through the wholesale electricity market) under the Electricity Industry Act 2000 (Vic).

¹⁰ www.esv.vic.gov.au/licensing-coes/certificates-of-electrical-safety/the-coes-system-explained/

Safety and Technical Requirements—includes the Electricity Industry Act 2000 (Vic), the Electricity Safety Act 1998 (Vic), the Essential Services Commission Act 2001 (Vic), the National Electricity (Victoria) Act 2005 (Vic), the National Electricity (Victoria) Further Amendment Act 2016, the *National Electricity Rules*, the Occupational Health and Safety Act 2004 and any regulations or determinations under those Acts (including the Electricity Safety (Installation) Regulations 2009, Electricity Safety (Electric Line Clearance) Regulations 2010 (Vic) and the Occupational Health and Safety Regulations 2007), the National Electricity Law, any codes (including the Electricity Distribution Code), the *Victorian Service Installation Rules*, the Victorian Electricity Supply Industry (VESI) The Green Book 2013, VESI Fieldworkers Handbook 2008, VESI Skills and Training Guideline 2016, VESI Installation Supply Connection Test & Procedures 2016, VESI Tasks for the Application of Safe Approach Distance – Special, any order (including Orders in Council G17, G33 and G36), or other instrument applying from time to time in Victorian to the electricity market, any order or certification of the ESC, Worksafe or other government or regulatory body have jurisdiction over the electricity industry or the subject matter of the Agreement, AS2467 – Maintenance of Electrical Switchgear, AS/NZS3000:2007 – Australian/New Zealand Wiring Rules, AS/NZS61000 – Electromagnetic Compatibility, AS4777 – Grid Connection of Energy Systems via Inverters, AS/ANZS 5033:2012 – Installation of Photovoltaic (PV) Arrays, AS/NZS3760 – In-Service Safety Inspection and Testing of Electrical Equipment, any guidelines (including the Clean Energy Council (CEC) webpage - Solar Accredited Section – Compliance and Standards and guidelines issued by WorkSafe) and any other Law, statute, regulation, proclamation, order in council, direction, tariff, guideline or standard which can be enforced by Law or by a regulatory authority applicable to the electricity industry or to the subject matter of the Agreement, Jemena internal guidelines (including AMI Electricity Meter Installation, Configuration & Commissioning (ELE PR 1501), Customer Installation Defect Management Procedure (ELE PR 1408), Work Instruction / Meter Installation –fixing screws (ELE WI 1522), Jemena Electricity Network Asbestos Management Plan (JEN PL 3001), Jemena Electricity Network Environmental Management Plan (JEN PL 0061), Testing of Connections and Energisation of Customer Supplies (ELE PR 0023), Jemena Sub-Contractor Engagement Guide for Works on Jemena Electricity Network (ELE GU 0015), any other requirements we may advise you of from time to time and includes any amendment to, or replacement of, such instruments from time to time.

Service Installation Rules—means the Victorian Services and Installation Rules with which all *connections* or proposed *connections* to *Jemena's distribution system* must comply with as a condition of acquiring and maintaining an electricity supply.

Site information—means the site details provided in *your application* about the *supply address*.

Supply address—means a single premise located at an address and identified in the *application*.

Standard connection service—means a connection service (other than a *basic connection service*, *micro embedded generator* or *negotiated connection service*) for a particular class (or sub-class) of *connection applicant* for which a *model standing offer* has been approved by the AER.

Unmetered basic connection—means a *connection* which falls within the scope of an unmetered supply service set out in Schedule 1.

You and your—means a *retail customer* identified in the *application*.

SCHEDULE 1 – DESCRIPTION OF JEMENA’S BASIC CONNECTION SERVICES



Basic connection services – new connections

Category	Service description
Single or three phase (overhead or underground) service	<p>Establish a new <i>connection</i> involving the installation of a permanent or temporary <i>connection</i> (either single or three phase) with a total capacity of less than 100 Amps per phase that is either:</p> <ul style="list-style-type: none"> a) A physical <i>connection</i> between an agreed <i>connection</i> point at the <i>supply address</i> and <i>our distribution system</i> that comprises an overhead single span service cable form an existing pole where the length of the service cable does not exceed 45 metres in total and does not exceed 20 metres over <i>your</i> property at the <i>supply address</i>, or b) A physical <i>connection</i> between the <i>supply address</i> and <i>our distribution system</i> via an underground electricity cable where the <i>connection</i> point is in an existing service pit located at <i>your</i> property boundary at the <i>supply address</i>.

Basic connection services – new connections (unmetered)

Category	Service description
Unmetered supply service	<p>Establish a new <i>connection</i> which <i>we</i> agree is to be unmetered or an alteration to an existing unmetered <i>connection</i> and:</p> <ul style="list-style-type: none"> a) Involves the establishment of a single phase <i>connection</i> b) The <i>connected</i> load current is less than 2 Amps, 230 Volts or it is unsafe to install, maintain and/ or operate metering equipment at the requested supply address c) The demand for electricity is predictable and below a consumption level agreed by us over a defined period of time, and d) There is an existing low voltage pole, or an existing service pit or pillar to make the <i>connection</i>.

Basic connection services – connection alterations

Category	Service description
Connection alteration	<p>Alter an existing <i>connection</i> which may involve any of the following:</p> <ul style="list-style-type: none"> a) A <i>connection</i> upgrade from single phase to three phase supply of less than 100 Amps b) A <i>connection</i> upgrade of the service fuse of less than 100 Amps, and c) Relocation of existing premises <i>connection</i> assets.