



**MODEL STANDING OFFER –  
TERMS & CONDITIONS FOR BASIC CONNECTION  
SERVICES FOR RETAIL CUSTOMERS OTHER THAN  
EMBEDDED GENERATORS  
3601**

**SA Power Networks**  
[www.sapowernetworks.com.au](http://www.sapowernetworks.com.au)

## SA POWER NETWORKS

### MODEL STANDING OFFER – TERMS AND CONDITIONS FOR BASIC CONNECTION SERVICES FOR RETAIL CUSTOMERS OTHER THAN EMBEDDED GENERATORS

#### INTRODUCTION

This Introduction, together with Parts A, B and C and Attachments 1, and 2, together form the '**terms and conditions**' that relate to the provision of **SA Power Networks basic connection services** (which are the services referred to in Part A and described in Attachment 1 at the back of these **terms and conditions**). More information about **SA Power Networks basic connection services**, and other matters, is on our website at [www.sapowernetworks.com.au](http://www.sapowernetworks.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 **SA Power Networks**; and
- references to 'you' or 'your', are references to the **retail customer** by whom, or on whose behalf, your **connection application** for a **SA Power Networks basic connection service** was made.

**NOTE** that we will not provide a **SA Power Networks basic connection service** unless we are provided with an electronic service order from your electricity retailer for the **premises** requesting energisation of the **premises** upon completion of the service.

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

- (a) we have received a properly completed **connection application** from you; and
- (b) we are satisfied that the **connection application** is for a **SA Power Networks 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 **SA Power Networks 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 **SA Power Networks basic connection service** in accordance with these **terms and conditions**, and that **connection offer** has been properly accepted by you.

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 available on our website <https://www.sapowernetworks.com.au/public/download.jsp?id=9706>). Alternatively, you can request a hard copy of the contract from us. **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.

**What are the SA Power Networks basic connection services?**

The services that we provide under these **terms and conditions** are described in Attachment 1 at the back of these **terms and conditions**.

In that Attachment 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).

**What are the Connection Charges payable for SA Power Networks basic connection services, and are there any other charges that may be payable?**

We do not charge **connection charges** for every **SA Power Networks basic connection service**.

Whether there are **connection charges** payable for a particular **SA Power Networks basic connection service** and, if there are, the amount of those **connection charges** for that **SA Power Networks basic connection service** (or the way in which those charges are calculated), is set out in the *SA Power Networks Connections and Ancillary Network services Manual 18*. You will find that Manual on our website at [http://www.sapowernetworks.com.au/centric/industry/our\\_network/network\\_tariffs.jsp](http://www.sapowernetworks.com.au/centric/industry/our_network/network_tariffs.jsp).

However, in some circumstances, you may be required to pay charges that are not **connection charges**. Those circumstances, and details of those charges, are referred to in Attachment 2 at the back of these **terms and conditions**.

1. The **contract** between you and us

- (a) The contract that exists between you and us in the circumstances described on the first page 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 South Australia.

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

**contract** is defined in clause 1.

**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.

**Ongoing Connection & Supply Contract** is defined in clause 6.2(b).

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

**SA Power Networks** means SA Power Networks ABN 13 332 330 749, a partnership of Spark Infrastructure SA (No. 1) Pty Ltd ABN 54 091 142 380, Spark Infrastructure SA (No. 2) Pty Ltd ABN 19 091 143 038 and Spark Infrastructure SA (No. 3) Pty Ltd ABN 50 091 142 362, each incorporated in Australia, and CKI Utilities Development Ltd ABN 65 090 718 880 and PAI Utilities Development Ltd ABN 82 090 718 951, each incorporated in the Bahamas.

**SA Power Networks basic connection service** means a **basic connection service** of a type referred to in Part A and described in Attachment 1.

**terms and conditions** is defined in the "Introduction" section on page one.

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 **SA Power Networks 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 **SA Power Networks basic connection service**; or
  - (ii) at the time we advise you that a **SA Power Networks 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 **SA Power Networks 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 **SA Power Networks basic connection service**

- (a) Under the **contract**, we agree to provide you with the **SA Power Networks 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 **SA Power Networks basic connection service** that we will provide, is the **SA Power Networks 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 **SA Power Networks 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) Attachment 1 at the back of these **terms and conditions** sets out for each **SA Power Networks 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 **SA Power Networks basic connection service**, is 100 amps per phase.
- (c) We have the absolute right to determine the design, specification and any other requirements, for a **SA Power Networks 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 *SA Power Networks 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 **SA Power Networks basic connection service** to you on; and
  - (ii) complete that service by,
- the date(s) we agree with you, provided you have met all of the pre-conditions and your other obligations under the **contract**.
- (b) If your **connection application** is for a **new connection** and we are unable to agree such date(s) with you, we will use our best endeavours to start providing, and to complete, the relevant **SA Power Networks basic connection service** within **6 business days** from the date on which you have met all of the pre-conditions and your other obligations under the **contract**.
- (c) Despite clauses 4.3(a) and 4.3(b), we will have the right to delay the commencement, or completion, of a **SA Power Networks basic connection service** due to a **force majeure event**, for as long as that event continues.
- (d) Again, despite clauses 4.3(a) and 4.3(b), 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 *SA Power Networks 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 **SA Power Networks basic connection service** or the **premises**, as early as possible before we commence a **SA Power Networks 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 **SA Power Networks 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 **SA Power Networks 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 **SA Power Networks basic connection service**; and
    - (ii) satisfied each other pre-condition required to be satisfied before we will perform a **SA Power Networks 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 **SA Power Networks 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 **SA Power Networks basic connection service**.
  - (b) If we need access to any neighbouring properties in order to carry out the **SA Power Networks 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 **SA Power Networks 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 **SA Power Networks basic connection service**.
- 5.4** Compliance with safety and technical requirements and our 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 any licensed electrical contractor engaged by you, must comply with:
    - (i) the requirements of Australian Standard AS/NZ 3000 – Wiring Rules, and Australian Standard AS/NZ 3008 – Electrical Installations: Selection of Cables;
    - (ii) those parts of our Service Installation Rules that apply in relation to a **SA Power Networks 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 Act 1996 and associated regulations made under that Act.
  - (c) We will not be required to provide a **SA Power Networks basic connection service** unless you comply fully with the requirements of this clause 5.4.

- (d) Our Service Installation Rules are located on our website at [http://www.sapowernetworks.com.au/centric/industry/contractors\\_and\\_designers/service\\_and\\_installation\\_rules.jsp](http://www.sapowernetworks.com.au/centric/industry/contractors_and_designers/service_and_installation_rules.jsp), and may be amended by us from time to time.

**5.5** Pay the *connection charges* (if any) for the *SA Power Networks basic connection service*, and pay any other applicable charges

- (a) We will send a single invoice for the entire amount of the *connection charges* that are payable for the *SA Power Networks basic connection service* we provide under the *contract*.
- (b) If we send the invoice to you, you must pay to us the full amount of the *connection charges* within 30 days after the date of the invoice. The invoice will explain the different ways in which you can make that payment to us.
- (c) If we send the invoice for the *connection charges* to your electricity retailer, then the retailer will be entitled to recover those charges from you.
- (d) Part A describes where you will find the amount of the *connection charges* that apply to each *SA Power Networks basic connection service*, or how those *connection charges* are calculated.
- (e) Attachment 2 at the back of these *terms and conditions* describes other charges (and a reference to where the amount can be found) 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 you an invoice for the amount payable and you must pay that amount to us in full by the date required on that invoice.
- (f) If you do not pay the full amount of:
  - (i) the *connection charges* within 30 days after the date of our invoice; or
  - (ii) any additional charges that we invoice you for under clause 5.5(e) by the date required on the invoice,

then, in addition to the relevant amount payable, you agree to pay to us (on demand) an amount equal to all of the costs and expenses that we incur in seeking, and/or recovering, payment from you.

## **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 *SA Power Networks basic connection service*; or
  - (ii) the quality, fitness or safety of electricity or a *SA Power Networks 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; or
  - (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, section 316 of the National Energy Retail 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 (**Ongoing Connection & Supply 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 **Ongoing Connection & Supply Contract**,

is governed solely by the **Ongoing Connection & Supply Contract**, and we will not have any liability to you under the **contract** in relation to any of those matters.

## 6.3 No liability 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 **SA Power Networks 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 **SA Power Networks 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.sapowernetworks.com.au/public/download.jsp?id=311874>

## 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 **SA Power Networks basic connection service** and any other amounts payable under the **contract**, may be stated to be exclusive or inclusive of **GST**. Clause 8.2(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 our Customer and Community Group, the contact details of which can be found on our website at <http://www.sapowernetworks.com.au/contact-us/>.

### 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 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 second **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 South Australia govern the **contract**.

**PART C – PRELIMINARY WORKS AND OTHER PRE-CONDITIONS THAT MUST BE SATISFIED BY YOU FOR A SA POWER NETWORKS BASIC CONNECTION SERVICE TO BE PROVIDED**

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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 our Service and Installation Rules (which you will find on our website at [http://www.sapowernetworks.com.au/centric/industry/contractors\\_and\\_designers/service\\_and\\_installation\\_rules.jsp](http://www.sapowernetworks.com.au/centric/industry/contractors_and_designers/service_and_installation_rules.jsp)), which compliance must have been verified by one or more certificates of compliance which you have provided to us;
- (c) you must have provided us with written confirmation from an electricity retailer that it has entered into, or will enter into, a customer retail contract with you for the **premises**; and
- (d) you must have provided us with an electronic service order from the electricity retailer for the **premises** requesting energisation of the **premises** upon completion of the **SA Power Networks basic connection service**.

**ATTACHMENT 1 – DESCRIPTION OF THE SA POWER NETWORKS BASIC CONNECTION SERVICES**

**New Supply**

Refer to SA Power Networks *Connection and Ancillary Network services Manual No. 18* if charges are applicable for any other the services detailed below,

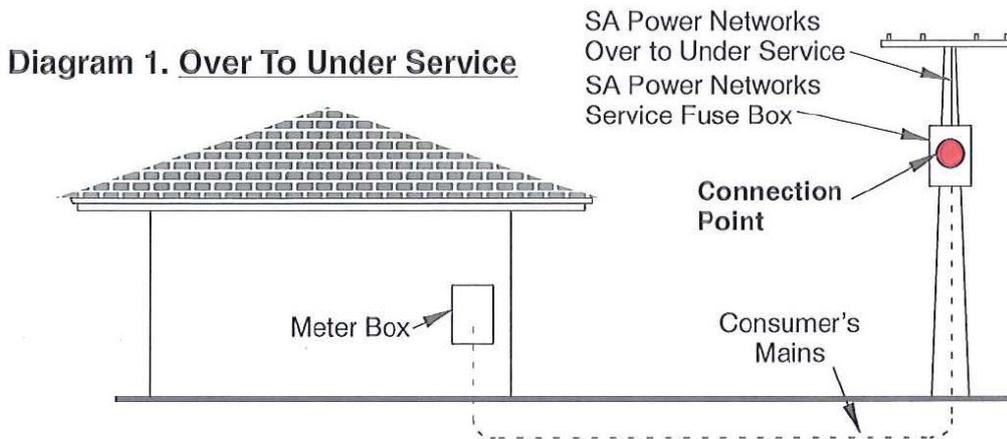
[http://www.sapowernetworks.com.au/centric/industry/our\\_network/network\\_tariffs.jsp](http://www.sapowernetworks.com.au/centric/industry/our_network/network_tariffs.jsp)

<b>Category</b>	<b>Service Type</b>	<b>Service Description</b>
1 phase 100Amp	Over to under service (see diagram 1) or Existing pit/pillar (see diagram 2)	Establish a physical connection at a 'connection point' between the <b>premises</b> and our distribution system. The location of the connection point will be as determined under the <b>contract</b> . The connection point will be on an existing low voltage distribution pole, or in an existing service pit or pillar, that is generally located no more than 25 metres from the <b>premises</b> ' boundary on the same side of the street.
Multi phase-100Amp	Over to under service (see diagram 1) or Existing pit/pillar (see diagram 2)	Establish a physical connection at a 'connection point' between the <b>premises</b> and our distribution system. The location of the connection point will be as determined under the <b>contract</b> . The connection point will be on an existing low voltage distribution pole, or in an existing service pit or pillar, that is generally located no more than 25 metres from the <b>premises</b> ' boundary on the same side of the street. The service is dependent upon the requested number of phases being available.
1 or multi-phase 100Amps	Overhead service (see diagram 3)	Establish a physical connection at a 'connection point' between the <b>premises</b> and our distribution system. The location of the connection point will be as determined under the <b>contract</b> . The connection point will be on the <b>premises</b> at the end of an overhead line from an existing low voltage distribution pole.
Temporary supply 1 or multi-phase	Over to under service (see diagram 1) or Overhead Service (see diagram 3)	Establish a physical connection at a 'connection point' between the <b>premises</b> and our distribution system. The location of the connection point will be as determined under the <b>contract</b> . The connection point will be on an existing low voltage distribution pole, or on the <b>premises</b> at the end of an overhead line from an existing low voltage stobie pole to a structure provided by you i.e. you install a temporary pole and meter box. The service is dependent upon the requested number of phases being available.
Temporary supply 100Amp 1 phase or multi- (existing connection point available)	Over to under service (see diagram 1) or Existing pit/pillar (see diagram 2)	Establish a physical connection at a 'connection point' between the <b>premises</b> and our distribution system. The location of the connection point will be as determined under the <b>contract</b> . The connection point will be on an existing low voltage distribution pole, or in an existing service pit or pillar. The service is dependent upon the requested number of phases being available.
<b>Category</b>	<b>Service Type</b>	<b>Service Description</b>
Replace existing 100Amp 1phase service or multi-phase 100Amp service	Over to under service (see diagram 1) or Existing pit/pillar (see diagram 2) or Overhead service (see diagram 3)	Establish a physical connection at a 'connection point' between the <b>premises</b> and our distribution system, as a replacement of an existing overhead, over to under or underground service "like with like" or a reduction in the number of phases (1 phase with 1 phase or multi-with multi-phase) – with our prior agreement being required. The connection point will be on an existing low voltage distribution pole, in an existing service pit or pillar, or on the <b>premises</b> at the end of an overhead line from an existing low voltage stobie pole.
Relocate existing 1 phase 100Amp	Overhead service (see diagram 3)	Establish a physical connection at a 'connection point' between the <b>premises</b> and our distribution system, as a result of your

or multi-phase 100Amp overhead service		request for relocation of an existing overhead service to accommodate building extensions, verandas, carports etc. The location of the connection point will be as determined under the <b>contract</b> . The connection point will be on the <b>premises</b> at the end of an overhead line from an existing low voltage distribution pole.
Relocate existing metering outside to outside	Over to under service (see diagram 1) or Existing pit/pillar (see diagram 2) or Overhead service (see diagram 3)	Establish a physical connection at a 'connection point' between the <b>premises</b> and our distribution system, as a result of your request for the reinstallation of metering from an existing outside location to a new outside metering enclosure (as a result of building alterations i.e. for your convenience) with no change to the existing service. The connection point will be on an existing low voltage distribution pole, in an existing service pit or pillar, or on the <b>premises</b> at the end of an overhead line from an existing low voltage stobie pole.
Upgrade to a multi-phase 100Amp service	Over to under service (see diagram 1) or Overhead Service (see diagram 3)	Establish a physical connection at a 'connection point' between the <b>premises</b> and our distribution system. The location of the connection point will be as determined under the <b>contract</b> . The connection point will be on an existing low voltage distribution pole, or on the <b>premises</b> at the end of an overhead line from an existing low voltage distribution pole. The service is dependent upon the requested number of phases being available.
Upgrade to a multi-phase 100Amp service	Existing service pit/pillar (see diagram 2)	Establish a physical connection at a 'connection point' between the <b>premises</b> and our distribution system. The location of the connection point will be as determined under the <b>contract</b> . The connection point will be in an existing suitable low voltage service pit or pillar. The service is dependent upon the requested number of phases being available at the service point.
Additional 100Amp service for a duplex split i.e. Existing metered strata title split into two Torrens titles (no additional load)	Over to under service (see diagram 1) or Existing pit/pillar (see diagram 2)	Establish a physical connection at a 'connection point' between the <b>premises</b> and our distribution system. The location of the connection point will be as determined under the <b>contract</b> . The connection point will be on an existing low voltage distribution pole, or in an existing service pit or pillar, that is generally located no more than 25 metres from the <b>premises'</b> boundary on the same side of the street. The service is dependent upon the requested number of phases being available
<b>Category</b>	<b>Service Type</b>	<b>Service Description</b>
1 phase unmetered supply only for approved applications e.g. public telephones, traffic signals, council lighting, parking machines, bus shelters	Over to under service (see diagram 1) or Existing pit/pillar (see diagram 2)	Establish a physical connection at a 'connection point' between the <b>premises</b> and our distribution system. The location of the connection point will be as determined under the <b>contract</b> . The connection point will be on an existing low voltage stobie pole, or in an existing service pit or pillar.

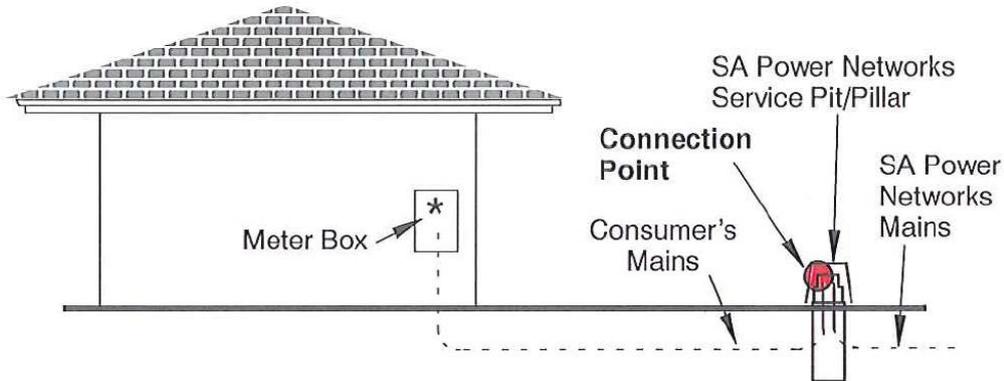
## Connection point and connection asset diagrams

**Important:** The diagrams below are general in nature only. The exact location of the connection point, parts of our electricity distribution system, and your assets, will depend upon the particular circumstances of your **connection**.

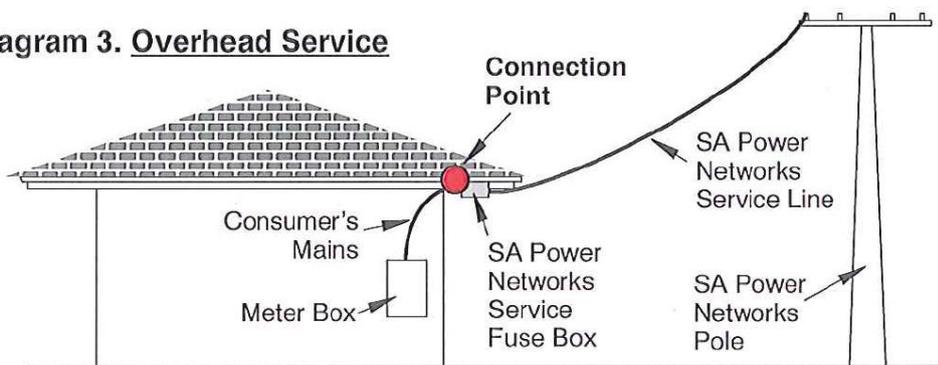


**Note:** The **premises connection assets** for an Over to Under Service are the power line referred to above as the 'SA Power Networks Over to Under Service' and the item referred to above as the 'SA Power Networks Service Fuse Box'.

## Diagram 2. Underground Service



## Diagram 3. Overhead Service



**Note:** The **premises connection assets** for an Overhead Service are the power line referred to above as the 'SA Power Networks Service Line' and the item referred to above as the 'SA Power Networks Service Fuse Box'.

**ATTACHMENT 2 – OTHER CHARGES THAT MAY BE INCURRED BY YOU**

<b>Category</b>	<b>Service Type</b>	<b>Service Description</b>	<b>Charge applicable</b>
Wasted connection appointment	Connection	Where we are unable to complete the connection due to your installation not being ready or compliant.	<p>Refer to <i>SA Power Networks Connections and Ancillary Network services Manual No. 18</i> for applicable charges</p> <p><a href="http://www.sapowernetworks.com.au/centric/industry/our_network/network_tariffs.jsp">http://www.sapowernetworks.com.au/centric/industry/our_network/network_tariffs.jsp</a></p>
After hours appointment	Connection	After hours connection at your request. Work will be undertaken out of hours or during normal business hours in which case another job will be done after hours to accommodate the requested connection date.	
Late payment fee	Payment fee	A late payment fee is charged for non-payment of an invoice by the due date. The late fee is for processing and sending a new invoice. Further costs will be incurred if further debt recovery is required.	