|  |  |  |  |
| --- | --- | --- | --- |
| Reference service | Do you currently use this reference service?Yes/No/NA | Are you likely to use this reference service in the future?Yes/ Maybe/ Never/ NA | Changes that would enable service to be used (or make it more useful) and/or any other feedback |
| Residential Exit and Bi-directional Services |
| * A1 Anytime Energy (Residential) Exit Service
* C1 Anytime Energy (Residential) Bi-directional Service
 |  |  |  |
| * A3 Time of Use Energy (Residential) Exit Service
* C3 Time of Use Energy (Residential) Bi-directional Service

**Time bands**Off-peak:* 9:00pm – 7:00am Mon-Fri including public holidays
* All times on weekends

On peak:* 7:00am – 9:00pm Mon-Fri including public holidays

NB this reference service is only available to customers who were on it (and have continued to be on it) prior to 1 July 2019.  |  |  |  |
| * A12 3 Part Time of Use Energy (Residential) Exit Service
* C9 3 Part Time of Use Energy (Residential) Bi-directional Service

**Time bands**Off-peak:* 9:00pm - 12:00pm Mon-Fri
* All times on weekends and public holidays

Shoulder:* 12:00pm – 3pm Mon-Fri excluding public holidays

On peak:* 3:00pm – 9:00pm Mon-Fri excluding public holidays
 |  |  |  |
| * A14 3 Part Time of Use Demand (Residential) Exit Service
* C11 3 Part Time of Use Demand (Residential) Bi-directional Service

**Time bands**Off-peak:* 9:00pm - 12:00pm Mon-Fri excluding public holidays
* All times on weekends and public holidays

Shoulder:* 12:00pm – 3pm Mon-Fri excluding public holidays

On peak:* 3:00 pm – 9:00pm Mon-Fri excluding public holidays
 |  |  |  |
| * A16 Multi Part Time of Use Energy (Residential) Exit Service
* C13 Multi Part Time of Use Energy (Residential) Bi-directional Service

**Time bands**Overnight:* 11:00pm – 4:00am every day

Off-peak:* 4:00am – 7:00am Mon-Fri
* 9:00pm - 11:00pm Mon-Fri
* 4:00am – 11:00pm weekends and public holidays

Shoulder:* 7:00am – 3pm Mon-Fri excluding public holidays

On peak:* 3:00 pm – 9:00pm Mon-Fri excluding public holidays
 |  |  |  |
| Business Exit and Bi-directional Services |
| * A2 Anytime Energy (Business) Exit Service
* C2 Anytime Energy (Business) Bi-directional Service
 |  |  |  |
| * A4 Time of Use Energy (Business) Exit Service
* C4 Time of Use Energy (Business) Bi-directional Service

**Time bands**Off-peak:* 10:00pm – 8:00am Mon-Fri including public holidays
* All times on weekends

On peak:* 8:00am – 10:00pm Mon-Fri including public holidays

NB this reference service is only available to customers who were on it (and have continued to be on it) prior to 1 July 2019.  |  |  |  |
| * A13 3 Part Time of Use Energy (Business) Exit Service
* C10 3 Part Time of Use Energy (Business) Bi-directional Service

**Time bands**Off-peak:* 9:00pm - 12:00pm Mon-Fri
* All times on weekends and public holidays

Shoulder:* 12:00pm – 3pm Mon-Fri excluding public holidays

On peak:* 3:00pm – 9:00pm Mon-Fri excluding public holidays
 |  |  |  |
| * A15 3 Part Time of Use Demand (Business) Exit Service
* C12 3 Part Time of Use Demand (Business) Bi-directional Service

**Time bands**Off-peak:* 9:00pm - 12:00pm Mon-Fri excluding public holidays
* All times on weekends and public holidays

Shoulder:* 12:00pm – 3pm Mon-Fri excluding public holidays

On peak:* 3:00 pm – 9:00pm Mon-Fri excluding public holidays
 |  |  |  |
| * A17 Multi Part Time of Use Energy (Business) Exit Service
* C14 Multi Part Time of Use Energy (Business) Bi-directional Service

**Time bands**Super Off-Peak:* 11:00pm – 4:00am weekends and public holidays

Overnight:* 11:00pm – 4:00am Mon-Fri excluding public holidays

Off-peak:* 4:00am – 7:00am Mon-Fri
* 9:00pm - 11:00pm Mon-Fri
* 4:00am – 11:00pm weekends and public holidays

Shoulder:* 7:00am – 3pm Mon-Fri excluding public holidays

On peak:* 3:00 pm – 9:00pm Mon-Fri excluding public holidays
 |  |  |  |
| * A5 High Voltage Metered Demand Exit Service[[1]](#footnote-1)
* C5 High Voltage Metered Demand Bi-directional Service
 |  |  |  |
| * A6 Low Voltage Metered Demand Exit Service[[2]](#footnote-2)
* C6 Low Voltage Metered Demand Bi-directional Service
 |  |  |  |
| * A7 High Voltage Contract Maximum Demand Exit Service
* C7 High Voltage Contract Maximum Demand Bi-directional Service
 |  |  |  |
| * A8 Low Voltage Contract Maximum Demand Exit Service
* C8 Low Voltage Contract Maximum Demand Bi-directional Service
 |  |  |  |
| A9 Streetlighting Exit Service (including streetlight maintenance) |  |  |  |
| A10 Unmetered Supplies Exit Service |  |  |  |
| A11 Transmission Exit Service |  |  |  |
| Business Entry and Bi-directional services |
| B1 Distribution Entry Service |  |  |  |
| B2 Transmission Entry Service |  |  |  |
| * B3 Entry Service Facilitating a Distributed Generation or Other Non-Network Solution
* C15 Bi-directional Service Facilitating a Distributed Generation or Other Non-Network Solution
 |  |  |  |
| Standard Metering Services – the following reference metering services can be selected to go with an exit, entry or bi-directional service[[3]](#footnote-3) |
| Accumulation, bi-monthly, manual (M1, M8) |  |  |  |
| Accumulation (TOU), bi-monthly, manual (M2, M9) |  |  |  |
| Interval, bi-monthly, manual (M3, M10) |  |  |  |
| Interval, monthly, manual(M4, M11) |  |  |  |
| Interval, bi-monthly, remote (M5, M12) |  |  |  |
| Interval, monthly, remote(M6, M13) |  |  |  |
| Interval, daily, remote (M7, M14) |  |  |  |
| Unmetered supply, accumulation, bi-monthly, manual (M15) |  |  |  |
| One-off manual interval read (M16) |  |  |  |
| **Ancillary services** |
| D1 Supply Abolishment Service |  |  |  |
| * D2 Capacity Allocation Swap (Nominator)(Business) Service
* D3 Capacity Allocation Swap (Nominee)(Business) Service
 |  |  |  |
| * D4 Capacity Allocation Same Connection Point (Nominator) (Business) (Service)
* D5 Capacity Allocation Same Connection Point (Nominee) (Business) (Service)
 |  |  |  |
| * D6 Remote Direct Load Control Service
* D7 Remote Load Limitation Service
 |  |  |  |
| * D8 Remote De-energise Service
* D9 Remote Re-energise Service
 |  |  |  |
| Streetlight LED Replacement Service |  |  |  |

1. Reference service A5 and C5 treat 3:00pm – 9:00pm Mon-Fri excluding public holidays as on-peak and all other times as off-peak. [↑](#footnote-ref-1)
2. Reference service A6 and C6 treat 3:00pm – 9:00pm Mon-Fri excluding public holidays as on-peak and all other times as off-peak [↑](#footnote-ref-2)
3. “Extended metering services” are specified in Western Power’s model service level agreement. They include manual disconnections and reconnections, out of cycle meter reads, meter installations, meter exchanges, meter inspections and repairs. A copy of the model service level agreement can be found here <https://westernpower.com.au/industry/manuals-guides-standards/metering-code/> [↑](#footnote-ref-3)