

Associated service prices

(applicable from 1 April 2024)

The following charges apply to associated services and discretionary services outlined in Orion’s Default Distributor Agreement. For most services we require at least 3 working days advance notice and we will pass on any additional costs charged by subcontractors for urgent work where a shorter request period is given. Note also the extra charge for after-hours service included in the list. Charges are payable by the party requesting the service.

		Charges (excluding GST)
Site survey* Establishing energisation status, recording meter numbers and readings, verification of address and location (as requested).		\$78 (urban) \$156 (rural) \$232 (remote)
Temporary isolation of overhead service main* Under this service, Orion will isolate, relocate, disconnect and/or reconnect 230V or 400V overhead mains to allow customers (or their contractor) to safely trim trees or replace, repair or paint spouting and barge boards on the customer’s premises. Where more than one site visit is required these charges apply “per visit”. The cost of any additional equipment (shackles, cleats, mains entry box) will be charged in addition.	1 or 2 phase	3 phase
	\$93 (urban) \$161 (rural) \$227 (remote)	\$149 (urban) \$217 (rural) \$283 (remote)
Temporary disconnection** or Reconnection** Disconnection is the temporary isolation of an existing connection as a result of (for example) vacancy, non-payment or safety reasons. Reconnection is the livening of an existing connection following temporary disconnection (but excludes provision of a certificate of compliance which is required in some circumstances). Both services include the return of meter readings to retailer or agent (if required).		\$145 (urban) \$223 (rural) \$300 (remote)
Network operator services Miscellaneous chargeable network operator call-outs (for example, where network isolation is required following third party damage). Hourly charge applied in ¼ hour (or part thereof) increments excluding travel time.		\$ 67.30 per hour, plus \$61 (urban) \$139 (rural) \$216 (remote)
Decommissioning# Permanently disconnect a site by physically isolating the service line from Orion’s network. Removal of pole fuse and shackles, or remove underground service cable from Orion’s boundary box. Does not include removal of meters or return of meter readings. A decommissioning request that cannot be carried out (for example, because the premise is occupied) will be charged as a <i>Site Survey</i> (see above).		No charge
After-hours service (optional) In relation to the above services, this additional charge is payable where it is requested that the work be carried out outside of normal business hours (normal business hours are 8am to 5pm, Monday to Friday excluding public holidays).		plus \$ 225
** and for rural and remote areas, see notes on following page		

	Charges (excluding GST)
Application for single phase temporary supplies # Administration associated with establishing temporary power supplies (metered or unmetered), Issuing "ICP" connection numbers and approving connections to existing network connection points at low voltage boundary boxes or overhead service fuses.	No charge
Installation of distributed generation	
Application fee for installation of generation up to 100kW	\$131
Application fee for installation of generation above 100kW and less than 1MW	\$1,000
Application fee for installation of generation above 1MW	\$5,000
High load escorting service	
High load consent (above 4.8m and up to 5.3m) with 3 working days' notice	No charge
Standard escort (above 5.3m and up to 6.0m) with 5 working days' notice	\$90 per hour plus \$1.44 per km
Standard escort (above 6.0m) with 10 working days' notice	\$90 per hour plus \$1.44 per km
Urgent service (where required notice period is not provided)	plus \$245
Complex escort (requiring a lines crew)	Price on application
<p>Notes: All charges are applied "per site visit".</p> <p>Other services, and services that do not fit within the normal descriptions above, may be provided on a fee-for-service basis by agreement.</p> <p>These services apply only for standard residential connections, and other standard connections up to a capacity of 3 x 60 amps. Extra charges may apply where additional work is required (e.g., for a Certificate of Compliance). For larger connections, or connections with an unusual configuration, please contact the Orion contact centre on 0800 363 9898.</p> <p>For all services other than network extensions and new connections, urban is within a 20km radius of Cathedral Sq, rural is between 20km and 40km from Cathedral Sq, and remote is beyond 40km. For the Banks Peninsula area, the Hilltop Hotel is designated as the 40km radius point.</p> <p># Orion can only undertake these services (marked with a hash) at the request of, or in conjunction with, an electricity retailer.</p> <p>* Orion provides these services (marked with a star) as a last resort for difficult situations where the retailers' usual contractors or our approved contractors are unable to complete the task. The charge reflects the usual range of difficulties encountered. Staff and contractor safety is paramount and Orion cannot guarantee that tasks will be completed.</p>	