



Meter installation, alteration and abolishment fees

Effective September 2021

[Australian Capital Territory](#)

[New South Wales](#)

[Queensland](#)

[South Australia](#)

[Victoria](#)



Australian Capital Territory Fees

Electricity

Distributor fees for meter works

Distributors may charge fees to install, change or remove an electricity meter and/or the supply and they'll pass on any fees to the customer directly or to us. If they charge us, we'll pass on the fees to the customer on their bill.

Distributor	Service description	Fee (incl GST)
Evo Energy	New Connection	\$135.16

Metering charges

Metering service providers may charge additional fees where you request an installation, change or removal of an electricity meter and they'll pass on any fees for their services directly to us. If they charge us, we'll apply the total fees on your next bill as a Metering Charge. Services vary based on your request.

A breakdown of services is listed below; for more detail on fee types and amounts, see [Appendix A](#).

Service category	Fee (incl GST)
Additional works	Up to \$150 per visit
Wasted site visits	
Post meter install services	Fees vary depending on Meter Provider, state, region and work required
Termination charges	

Meter works administration fee

This fee may be charged where you request a change, removal or installation of an electricity meter. It is to arrange metering-related goods or services for you with a meter provider or distributor. Visit originenergy.com.au/additionalcharges for the current fee amount. Fee doesn't apply to Origin Standing customers.

Gas

Distributor fees for meter works

Service description	Fee (incl GST)
New Gas Connection (Standard Residential - Distributor will confirm if connection is standard)	No Charge
New Gas Connection (Non-Standard)	Charges are quoted by Distributor subject to a site inspection.



New South Wales Fees

Electricity

Distributor fees for meter works

Distributors may charge fees to install, change or remove an electricity meter and/or the supply and they'll pass on any fees to the customer directly or to us. If they charge us, we'll pass on the fees to the customer on their bill.

Distributor	Service description	Fee (incl GST)
Endeavour	New Connection (NMI Allocation)	No Charge
Essential	New Connection (NMI Allocation)	No Charge
Ausgrid	New Connection (NMI Allocation)	No Charge

Metering charges

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Distributor fees for meter works

Service description	Fee (incl GST)
New Gas Connection (Standard Residential - Distributor will confirm if connection is standard)	No Charge
New Gas Connection (Non-Standard)	Charges are quoted by Distributor subject to a site inspection



Queensland Fees

Electricity

Distributor fees for meter works

Distributors may charge fees to install, change or remove an electricity meter and/or the supply and they'll pass on any fees to the customer directly or to us. If they charge us, we'll pass on the fees to the customer on their bill.

Metering charges

Metering service providers may charge additional fees where you request an installation, change or removal of an electricity meter and they'll pass on any fees for their services directly to us. If they charge us, we'll apply the total fees on your next bill as a Metering Charge. Services vary based on your request.

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Wasted site visits	
Post meter install services	Fees vary depending on Meter Provider, state, region and work required
Termination charges	

Meter works administration fee

This fee may be charged where you request a change, removal or installation of an electricity meter. It is to arrange metering-related goods or services for you with a meter provider or distributor. Visit originenergy.com.au/additionalcharges for the current fee amount. Fee doesn't apply to Origin Standing customers.

Gas

Distributor fees for meter works

Distributor	Service description	Fee (incl GST)
Australian Gas Networks	Relocate Gas Line (Residential)	Charges are quoted by Australian Gas Networks. They charge \$81.40 for providing a quote.
Australian Gas Networks	Gas	Networks
Australian Gas Networks	Supply Abolishment	\$82.10
Australian Gas Networks	Meter Upgrades (Business)	Charges are quoted by Australian Gas Networks, subject to a site inspection.
Australian Gas Networks	Meter Upgrades (Residential)	No Charge
Australian Gas Networks	Moving your Meter	Charges are quoted by Australian Gas Networks. They charge \$81.40 for providing a quote.



South Australia Fees

Electricity

Distributor fees for meter works

Distributors may charge fees to install, change or remove an electricity meter and/or the supply and they'll pass on any fees to the customer directly or to us. If they charge us, we'll pass on the fees to the customer on their bill.

Metering charges

Metering service providers may charge additional fees where you request an installation, change or removal of an electricity meter and they'll pass on any fees for their services directly to us. If they charge us, we'll apply the total fees on your next bill as a Metering Charge. Services vary based on your request.

A breakdown of services is listed below; for more detail on fee types and amounts, see Appendix A.

Service category	Fee (incl GST)
Additional works	Up to \$150 per visit
Wasted site visits	
Post meter install services	Fees vary depending on Meter Provider, state, region and work required
Termination charges	

Meter works administration fee

This fee may be charged where you request a change, removal or installation of an electricity meter. It is to arrange metering-related goods or services for you with a meter provider or distributor. Visit originenergy.com.au/additionalcharges for the current fee amount. Fee doesn't apply to Origin Standing customers.

Gas

Distributor fees for meter works

Distributor	Service description	Fee (incl GST)
Australian Gas Networks	Supply Abolishment	\$83.60
Australian Gas Networks	Meter Upgrades	No Charge
Australian Gas Networks	Relocate Gas Line	Charges are quoted by Australian Gas Networks. They charge \$95.70 for providing a quote.
Australian Gas Networks	Moving your Meter	Charges are quoted by Australian Gas Networks. They charge \$116.60 for providing a quote.



Victoria Fees

Electricity

Distributor fees for meter works

Distributors may charge fees to install, change or remove an electricity meter and/or the supply and they'll pass on any fees to the customer directly or to us. If they charge us, we'll pass on the fees to the customer on their bill.

Distributor	Service description	Fee (incl GST)
AusNet Services	New Connection (Single Phase, Overhead Supply)	\$548.19
AusNet Services	New Connection (Single Phase, Underground Supply)	\$240.91
AusNet Services	New Connection (Multi Phase, Overhead Supply)	\$622.97
AusNet Services	New Connection (Multi Phase, Underground Supply)	\$381.82
AusNet Services	New Connection (Builders Temporary Supply)	\$543.52
AusNet Services	Supply Abolishment (removes all meters and mains)	Fees vary depending on work required.
AusNet Services	Meter Changes and Upgrades	\$358.37
AusNet Services	Meter phase upgrade	\$358.37 – \$931.78
AusNet Services	Replace Meter (Solar) Meter exit fee and service truck visit fee	\$358.37 – \$937.78
AusNet Services	Remote Meter Configuration (Solar)	\$16.62
CitiPower	New Connection (Single Phase)	\$558.69
CitiPower	New Connection (Multi Phase)	\$667.76
CitiPower	New Connection (Single Phase, Builders Temporary Supply)	\$558.69
CitiPower	New Connection (Multi Phase, Builders Temporary Supply)	\$667.76
CitiPower	Meter Changes and Upgrades	\$607.54
CitiPower	Solar Connection	\$60.63
CitiPower	Supply Abolishment (removes all meters and mains)	Fees vary depending on work required.
Jemena	New Connection (Single Phase)	\$620.39
Jemena	New Connection (Multi Phase)	\$763.25
Jemena	Supply Abolishment (removes all meters and mains)	Fees vary depending on work required.
Jemena	New Connection Temporary Single Phase	\$620.39
Jemena	New Connection Temporary Multi Phase	\$763.25
Jemena	Meter Changes and Upgrades	\$519.28
Jemena	Solar Connection	\$54.90
Powercor	New Connection (Single Phase)	\$562.23
Powercor	New Connection (Multi Phase)	\$696.31



Victoria Fees (continued)

Distributor	Service description	Fee (incl GST)
Powercor	New Connection (Single Phase, Builders Temporary Supply)	\$562.23
Powercor	Supply Abolishment (removes all meters and mains)	Fees vary depending on work required.
Powercor	Meter Changes and Upgrades	\$706.06
Powercor	Solar Connection	\$61.16
Powercor	New Connection (Multi Phase, Builders Temporary Supply)	\$696.31
United	New Connection	\$556.05
United	New Connection (Builders Temporary Supply)	\$556.05
United	Supply Abolishment (removes all meters and mains)	Fees vary depending on work required.
United	Meter Changes and Upgrades	\$ 610.42
United	Solar Connection	\$73.41

Metering charges

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A breakdown of services is listed below; for more detail on fee types and amounts, see Appendix A.

Service category	Fee (incl GST)
Additional works	Up to \$150 per visit
Wasted site visits	
Post meter install services	Fees vary depending on Meter Provider, state,

Meter works administration fee

Origin may charge an administration fee of \$60.50 (incl GST) for coordinating customer-initiated requests to install, change or remove an electricity meter and this will appear on the customer's bill as a 'meter works administration fee'. This fee doesn't apply to Victorian Default Offer customers or new electricity connections.

Gas

Distributor fees for meter works

Distributor	Service description	Fee (incl GST)
Australian Gas Networks	Gas Service Line (Standard Residential - Distributor will confirm if connection is standard)	No Charge
Australian Gas Networks	Gas Service Line (Non-Standard Residential)	Charges are quoted by Network, subject to a site inspection.
Australian Gas Networks	Gas Service Line (Commercial)	Charges are quoted by Network, subject to a site inspection.
Ausnet Services	Gas Service Line (Standard Residential - Distributor will confirm if connection is standard)	No Charge
Ausnet Services	Gas Service Line (Non-Standard Residential)	Charges are quoted by Network, subject to a site inspection.
Ausnet Services	Gas Service Line (Commercial)	Charges are quoted by Network, subject to a site inspection.
Multinet	Gas Service Line (Standard Residential - Distributor will confirm if connection is standard)	No Charge
Multinet	Gas Service Line (Non-Standard Residential)	Charges are quoted by Network, subject to a site inspection.
Multinet	Gas Service Line (Commercial)	Charges are quoted by Network, subject to a site inspection.

Appendix A

Metering Charges for the total of any of the items below will be capped at \$150.00 (incl GST).

Service category	Fee type	Fee (incl GST)
Additional works Incurred where a technician must perform additional work to bring your site up to the correct technical, safety and compliance requirements for the install or exchange of an electricity meter.	After hours surcharge	Up to \$150 per visit
	Up to \$150 per visit	
	Certificate of compliance for electrical work (NSW)	
	External load removal	
	Fault rectification	
	Fuse installation, relocation, replacement or upgrade	
	Installation of ripple relay control	
	Installation or removal of communications or antennas	
	Link installation, replacement, relocation or upgrade	
	Meter consolidation (amalgamate NMI)	
	Minor works on asbestos panels	
	Single or multi-phase main switch installation	
	Plug-in meter works	
	Recovery or removal of abolished metering	
	Relocation of equipment, make room for metering	
	Urgent Installation or Onsite Service Request	
Working at heights above 1.8m		
Zelemite panel fit		
Wasted site visits Incurred where the technician can't perform the work due to an issue identified at the site.	Reasons could include: <ul style="list-style-type: none"> • no access to the meter • unsafe environment (e.g., asbestos hazards that haven't been resolved) • customer meter board or wiring is defective • meter tamper identified • meter is unable to be isolated from shared supply point • last minute customer cancellation • meter board issues • unable to contact customer • customer refusal of the metering work 	



Appendix A (continued)

If any of the services below are required as part of your request, you may incur a Metering Charge within the ranges quoted below.

Fees vary by Meter Provider, state, region and complexity of the work required and can't be quoted upfront. It's not known what the fee amount will be until after the work is completed.

Fee category	Fee category	Fee (incl GST)
Post meter installation services Incurred if you contact us to arrange any of these services. The cost of the service will apply as a Metering Charge.	Meter reconfiguration (onsite)	\$157.80 – \$283.04
	Meter investigation — Inspection (onsite)	\$176.04 – \$283.04
	Meter investigation — test (onsite)	\$208.40 – \$353.80
	Site read (onsite)	\$46.95 – \$120.31
	Reenergisation (onsite)	\$141.50 – \$247.67
	Tariff change (onsite)	\$176.04 – \$283.04
	Deenergisation (remote)	\$1.12 – \$6.49
	Reenergisation (remote)	\$1.12 – \$6.49
	Meter reconfiguration (remote)	\$23.58
	Tariff change (remote)	\$17.61
Termination charges Incurred where a Meter Provider must replace an existing smart electricity meter with a new smart electricity meter to meet your request.	Meter termination fee	\$35.21 – \$1,805.10