

Industry Bulletin

“Fixed Price Service Requests” Price Change

“Fixed Price Service Request” is the term typically used to describe particular services such as meter installations, temporary connections and standard disconnections and reconnections.

Each of these services requires an isolation to the network to enable our construction crews to complete the service request.

It is important for Western Power to recover the costs to deliver this work. This adjustment will allow Western Power to recover the full cost of these services.

The table below shows the increased prices effective 1 July 2018.

Table 1: Price Changes

Service Request	Current Price (\$)	New Price (\$)
Meter installation	\$452.66	\$455.00
Temp disconnection & reconnection	\$502.95 (business hours)	\$625.00 (business hours)
	\$754.43 (after hours)	\$655.00 (after hours)
Temporary overhead supply	\$553.25	\$555.00
Phase conversion	\$553.25 (overhead business hours)	\$800.00 (overhead business hours)
	\$829.87 (overhead after hours)	\$830.00 (overhead after hours)
	\$452.66 (underground business hours)	\$570.00 (underground business hours)
	\$628.60 (underground after hours)	\$630.00 (underground after hours)
Isolation to add meter	\$452.66	\$455.00

**Business hours are 7:30am – 4:00pm*

The attached “Frequently Asked Questions” document provides additional information.

The Western Power website will be updated on 1 July 2018 with the relevant changes.

For further queries contact our Customer Service Centre 13 10 87.



Frequently Asked Questions

Q. What is a “Fixed Price Service Request”?

“Fixed Price Service Request” is the term typically used to describe particular services such as meter installations, temporary connections and standard disconnections and reconnections.

Q. What “Fixed Price Service Requests” are affected by the price changes?

- Meter installation
- Temporary disconnection and reconnection
- Temporary overhead supply
- Phase conversion
- Isolation of supply to add a meter

Q. Will I still need to pay upfront for these services?

Yes, Western Power requires upfront payment, via credit card for these services

Q. Why did Western Power introduce upfront payment for these services?

Requesting upfront payment for services enables us to recover costs for services delivered, operate more efficiently with automation and focus our resources on providing quicker and more efficient service to the community.

Q. Why are the prices being changed?

Western Power regularly reviews its prices and these changes have been made to reflect what it costs to deliver the work.

Q. What is considered ‘business hours’?

Western Power considers business hours as 7:30am – 4:00pm

Q. When do the new prices come into effect?

1 July 2018

Q. What forms do I use to apply for these services?

You can find these service request forms by visiting the electrical contractor landing [page](#) on the website.

Q. Where can I find out more information on these types of services?

If you would like any further information please contact Western Power on 13 10 87 or enquiry@westernpower.com.au