

Associated Charges Schedule

(applicable from 1 April 2026)

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).	\$82 (urban) \$163 (rural) \$243 (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.	\$70.30 per hour, plus \$64 (urban) \$146 (rural) \$226 (remote)
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 \$235
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	\$94 per hour plus \$1.50 per km
Standard escort (above 6.0m) with 10 working days' notice	\$94 per hour plus \$1.50 per km
Urgent service (where required notice period is not provided)	plus \$256
Complex escort (requiring a lines crew)	Price on application

Notes: All charges are applied "per site visit".

Other services, and services that do not fit within the normal descriptions above, may be provided on a fee-for-service basis by agreement.

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.

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.

Orion can only undertake these services (marked with a hash) at the request of, or in conjunction with, an electricity retailer.

* 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.