

Model Service Level Agreement

Western Power Corporation

ABN 38 983 875

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METERING SERVICE AGREEMENT

DATE [insert]

PARTIES

WESTERN POWER CORPORATION trading as a statutory body corporate established by section 4 of the *Electricity Corporation Act 1994* and having its head office at 363 Wellington Street, Perth, Western Australia (“**Western Power**”); and

[Insert name of party holding the relevant access agreement] of [insert] (“**User**”)

RECITALS

- A) The User wishes to obtain Metering Services.
- B) This Agreement sets out the terms and conditions on which Western Power will provide the Metering Services to the User.

OPERATIVE PROVISIONS

1 DEFINITIONS AND INTERPRETATION

1.1 Definitions

In this Agreement, unless contrary intention appears:

“**Access Agreement**” means the [access agreement][electricity transfer agreement] entered into between Western Power Corporation and the User dated [insert].

“**Agreement**” means this agreement.

“**Charges**” means the charges that are published by Western Power from time to time as being the charges which apply to the provision of Extended Metering Services and which have been approved by the Authority in accordance with the Metering Code. The charges applicable as at December 2005 are set out in Schedule 3.

“**Communication Rules**” has the meaning given in the Metering Code.

“**Dispute**” means any dispute or difference arising in respect of any matter under or in connection with this Agreement between the User and Western Power, the subject matter of which is not also an access dispute under the Electricity Networks Access Code 2004, a dispute under the Market Rules, a dispute or a complaint under the Code of Conduct (For the Supply of Electricity to Small Use Customers) 2004 or a dispute under the Customer Transfer Code.

“**Extended Metering Services**” means those services set out in Schedule 2 other than the Standard Metering Services and for which the User must pay an additional charge under this Agreement.

“**GST**” means the goods and services tax described in the A New Tax System (Goods and Services Tax) Act 1999 and related acts, or any similar tax.

“**Metering Code**” means the Electricity Industry Metering Code 2005.

“**Metering Point**” means the point of connection of a meter as agreed by the User and Western Power pursuant to the Metering Code and the Service Request.

“**Metering Services**” means the Standard Metering Services or the Extended Metering Services.

“**Service Request**” means either a written or electronic request submitted by the User to Western Power in accordance with the Communication Rules.

“**Service Standards**” means the service levels and standards applicable to the Metering Services as set out in Schedule 4.

“**Standard Metering Services**” means those services described as “standard” or “default” services in Schedule 2.

1.2 Interpretation generally

- a) Words used in this Agreement and not defined in it have the same meaning as in the Access Agreement.
- b) The interpretation provisions contained in the Access Agreement apply to the interpretation of this Agreement.

2 TERM

2.1 Term

The term of this Agreement commences on the date of execution of this Agreement and continues until this Agreement is terminated in accordance with this Agreement.

2.2 Termination

This Agreement will terminate automatically without notice, if the Access Agreement terminates for any reason.

3 SERVICES

3.1 Metering Services

During the Term:

- a) Western Power must provide the Metering Services as requested by the User under a valid Service Request; and
- b) the User must pay for the Extended Metering Services provided by Western Power pursuant to a valid Service Request submitted by the User; and
- c) the User may use the Metering Services,

on the terms and conditions set out in this Agreement.

3.2 Service Standards

Western Power must provide the Metering Services to the User in accordance with the Service Standards.

3.3 Request for Metering Services

The User may request the provision of new or additional Metering Services or the cancellation of Metering Services which are being provided by Western Power under this Agreement by submitting to Western Power a Service Request in accordance with the Metering Code and the Communication Rules.

4 FINANCIAL COVENANTS BY USER

4.1 Metering Services Charges

- a) The User agrees to pay Western Power the Charges for the Extended Metering Services provided under this Agreement.
- b) For the avoidance of doubt, the charges for the provision of Standard Metering Services is included in the charges payable by the User under the Access Agreement.

- c) If the User requests the following Extended Metering Services and the test reveals that the Meter that was the subject of the test does not comply with the requirements of the Metering Code such that it results in energy data errors being recorded in Western Power's favour, the User is not liable to pay any charges applicable to those Extended Metering Services:
 - (1) Meter Test – Laboratory (single phase);
 - (2) Meter Test – Laboratory (three phase);
 - (3) Meter Test – On Site (single phase);
 - (4) Meter Test – On Site (three phase); or
 - (5) Meter Test – On Site (CT Metering).

4.2 Payment and force majeure

The User agree that all charges that the User is required to pay under this Agreement will be paid even if the Metering Services are unavailable due to an event of force majeure affecting either the User or Western Power.

4.3 Invoices

Western Power must, within 10 Business Days after the end of an Accounting Period, provide to the User a Tax Invoice for that Accounting Period showing:

- a) all amounts payable by the User to Western Power for the Accounting Period;
- b) all outstanding amounts as at the end of the Accounting Period and interest payable on those amounts; and;
- c) any GST payable to Western Power under clause 5 of this Agreement.

4.4 Payment

The User must, on or before the Due Date of the Tax Invoice, pay to Western Power all amounts shown on the Tax Invoice which are payable under this Agreement.

4.5 Failure to pay

If the User fails to comply with clause 4.4, then without prejudice to Western Power's other rights, the User must pay interest on any unpaid amount calculated daily at the Prescribed Rate from the Due Date of the Tax Invoice until payment.

4.6 Disputed invoices

- a) If the User disputes any amount set out in a Tax Invoice issued under clause 4, then the User must pay the undisputed portion (if any), and must, prior to the Due Date of the Tax Invoice, give notice to Western Power that it disputes the amount and provide in that notice full details of the dispute.
- b) Any amount withheld by the User under clause 4.6(a) but subsequently found to have been payable, without prejudice to Western Power's other rights, attracts interest calculated daily at the Prescribed Rate from the Due Date of the Tax Invoice until payment.
- c) Any amount paid by the User under clause 4.6(a) but subsequently found not to have been payable, without prejudice to the User's other rights, attracts interest calculated daily at the Prescribed Rate from the date the User paid the amount to the date Western Power repays the amount to the User.

4.7 Under and over payments

- a) If a party detects a Payment Error by a party of any amount within 18 calendar months after the Payment Error:

- i) the party must give written notice to the other party of the Payment Error; and
 - ii) an adjusting payment must be made by the appropriate party within 10 Business Days of that notice.
- b) Subject to clause 4.7(c), the adjusting payment must, without prejudice to the party's other rights, include interest calculated daily at the Prescribed Rate from the date of the Payment Error until the date of the adjusting payment.
 - c) An adjusting payment by a party will not attract interest under clause 4.7(b) if the underpayment was the result of an error by the other party.

5 GST

- a) Unless expressly included, the consideration for any supply under or in connection with this Agreement is GST exclusive. References to any Charges are GST exclusive amounts.
- b) To the extent that any supply made under or in connection with this Agreement is a taxable supply, the consideration for that supply is increased by an amount determined by the supplier, not exceeding the amount of that consideration (or its market value) multiplied by the rate at which GST is imposed in respect of the supply.
- c) The supplier must issue a Tax Invoice to the recipient of a supply to which clause 5(b) applies no later than 7 days following payment of the GST inclusive consideration determined under that clause.
- d) If either party is entitled under this Agreement to be reimbursed or indemnified by the other party for a cost or expense incurred in connection with this Agreement, the reimbursement or indemnity payment must not include any GST component of the cost or expense for which an input tax credit may be claimed by the party entitled to be reimbursed or indemnified, or by its representative member.
- e) In this clause:
 - i) **GST** means goods and services tax or similar value added tax levied or imposed in Australia pursuant to the GST law or otherwise on a supply;
 - ii) **GST Act** means the A New Tax System (Goods and Services Tax) Act 1999 (Cth);
 - iii) **GST law** means the same meaning as in the GST Act;
 - iv) **Tax Invoice** includes any document or record treated by the Commissioner of Taxation as a tax invoice or as a document entitling a recipient to an input tax credit; and
 - v) Words used in this clause 5 which have a defined meaning in the GST law have the same meaning as in the GST law unless the context otherwise indicates.

6 FORCE MAJEURE

- a) If a party (affected party) is unable wholly or in part to perform any obligation (affected obligation) under this Agreement (other than an obligation to pay money) because of the occurrence of a Force Majeure Event, the affected party is released from liability for failing to perform the affected obligation to the extent that and for so long as the affected party's ability to perform the affected obligation is affected by the Force Majeure Event.
- b) If a Force Majeure Event occurs and the affected party is unable wholly or in part to perform any obligation under this Agreement, then the affected party must:

- i) promptly notify the other party of the occurrence of the Force Majeure Event;
- ii) use reasonable endeavours to mitigate the consequences and minimise any resulting delay in the performance of the affected obligation.
- c) If the affected party fails to comply with clause 6(b), the only consequence of that failure is that the period of suspension of the affected obligation is reduced by the period of any delay in the performance of the affected obligation attributable to that failure.
- d) The settlement of a labour dispute which constitutes a Force Majeure Event is a matter which is within the absolute discretion of the affected person.

7 DEFAULT

- a) If the User defaults in the due and punctual payment, at the time and in the manner required for payment by this Agreement, of any amount payable under this Agreement (Default), then Western Power may:
 - i) notify the User of the User's Default and require the User to remedy the User's Default; and
 - ii) if the User's Default has not been remedied at the end of the 20th Business Day after the notice was given, suspend the provision of the Extended Metering Services.
- b) If the Extended Metering Services are suspended by Western Power under clause 7(a), Western Power must continue to provide the Standard Metering Services in respect of the Metering Points which are affected by the suspension.
- c) The exercise of any of the remedies set out in clause 7(a) by Western Power does not prejudice the rights or remedies accrued to Western Power at the date of the User's Default.

8 LIABILITY AND INDEMNITY

8.1 Exclusion of Indirect Damage

Neither party will in any circumstances be liable to the other party for Indirect Damage however caused including, without limitation, through breach of contract, in tort (including negligence), in equity, or for breach of statute.

8.2 Limitation of liability

The maximum liability of:

- a) Western Power to the User under and in connection with this Agreement is limited to an amount of \$[insert] in aggregate; or
- b) the User to Western Power under and in connection with this Agreement is limited to an amount of \$[insert] in aggregate.

9 DISPUTE RESOLUTION

9.1 Disputes

Any Dispute arising in respect of any matter under or in connection with this Agreement shall be resolved in accordance with the provisions set out in Part 8 of the Metering Code.

9.2 Performance to occur despite dispute

The parties shall continue to perform their obligations under this Agreement notwithstanding the existence of a Dispute.

10 ASSIGNMENT AND ENCUMBRANCES

- a) A User may not encumber, assign, part with possession or create any interest or right in favour of a third party in respect of this Agreement, without the prior written consent of Western Power, which will not be unreasonably withheld.
- b) If Western Power is restructured in accordance with government policy by law, then the rights and obligations of Western Power under this Agreement are assigned to the appropriate legal entity pursuant to the restructure. A restructure, transfer or assignment under this clause 10 does not require the User's approval or consent.

11 MISCELLANEOUS

11.1 Waiver

A provision of this Agreement may only be waived by Western Power or the User by notice in writing to the other and not otherwise.

11.2 Entire Agreement

This Agreement constitutes the entire agreement between the parties as to its subject matter and supersedes all previous agreements, arrangements or understandings.

11.3 Application of laws

This Agreement is subject to the Metering Code. Where any Law, including the Metering Code places obligations on a party in respect of services under this Agreement, the party must comply with those obligations.

11.4 Precedence

Where there is any ambiguity or conflict between the Metering Code and the provisions of this Agreement, the provisions of the Metering Code shall prevail to the extent necessary to resolve that ambiguity or conflict.

11.5 Severance

If the whole or any part of provision of this Agreement is void, unenforceable or illegal in a jurisdiction it is severed for that jurisdiction. The remainder of this Agreement has full force and effect and the validity or enforceability of that provision in any other jurisdiction is not affected.

11.6 Governing law

- a) This Agreement and the transactions contemplated by this Agreement are governed by the law in force in Western Australia.
- b) Without limiting clause 11.6(a), each party irrevocably and unconditionally submits to the non-exclusive jurisdiction of the Courts of Western Australia and the Courts of appeal from them.

11.7 Notices

- a) A notice, approval, consent or other communication in connection with this Agreement:
 - i) must where possible be in writing but may in the case of an emergency in the opinion of Western Power be given by telephone to an authorised officer of the User specified in item 2 of Schedule 1 or such other persons as the User may notify Western Power in writing to be authorised officers for the purposes of this Agreement;

- ii) in the case of written communication must be marked to the attention of the person specified in item 1 of Schedule 1; and
 - iii) must be left at the address of the addressee or sent by pre-paid ordinary post (airmail if posted to or from a place outside Australia) to the address of the addressee or sent by facsimile to the facsimile number of the addressee which is specified in item 1 of Schedule 1 or if the addressee notifies another address or facsimile number, then to that address or facsimile number.
- b) A notice, approval, consent or other communication takes effect from the time it is received unless a later time is specified in it.
 - c) A letter or facsimile is taken to be received:
 - i) in the case of a posted letter, on the third (seventh if posted to or from a place outside Australia) day after posting; and
 - ii) in the case of a facsimile, on production of a transmission report by the machine from which the facsimile was sent which indicates the facsimile was sent in its entirety to the facsimile number of the recipient.

11.8 Further assurance

Each party agrees, at its own expense, on the request of another party, to do everything reasonably necessary to give effect to this Agreement and the transactions contemplated by it, including, but not limited to, the execution of documents.

11.9 Set off

Western Power may set off any amount owing to it under this Agreement by the User against any amount payable by Western Power to the User under this Agreement.

11.10 Stamp duty

The User shall be liable for and pay all stamp duties that are assessed on this Agreement.

EXECUTED as an agreement

The COMMON SEAL of Western Power Corporation, was affixed in the presence of:

Director

Name

Executive Officer

Name

The COMMON SEAL of [User}, was affixed in the presence of:

Signature of Authorised Person

Name

Signature of Authorised Person

Name

SCHEDULE 1 CONTRACT INFORMATION

	Subject	Information
1	Address for service of notices	<p><u>Western Power:</u> Address: Telephone: Facsimile: Attention:</p> <p><u>User:</u> Address: Telephone: Facsimile: Attention:</p>
2	Authorised officers	<p><u>User:</u></p> <p>[list]</p>

SCHEDULE 2 DESCRIPTION of METERING SERVICES AVAILABLE and APPLICABLE SERVICE STANDARDS

1 Service Standards

This section provides an outline of the standards suite of services provided by The Network Operator for each meter type in respect of each network operated by The Network Operator. Connection points are assigned a Meter type as defined in the Metering Code and a ‘standard’ or ‘default’ suite of metering service(s) applies to each meter type.

The list below defines the suite of services associated with each meter type, which is taken from The Metering Code. The ‘Meter Type’ definition mirrors what is used in the NEM and also forms the basis of metering identification and services set out in The Metering Code.

Standard services are those provided in support of the WA Market by the Network Operator to Code Participants. These services support the provision of meter data to Code Participants.

1.1 Table of Standards

Meter Type	Volume band per annum per connection point (indicative only)	Read Schedule	Service Standard	Meter Features
1	Greater than 1000 GWh	Agreed read day each month Meter will be read monthly	Meter read data will be provided within two working days of the scheduled read date	TOU Interval meter with remote reading
2	100 to 1000 GWh	Agreed read day each month Meter will be read monthly	Meter read data will be provided within two working days of the scheduled read date	TOU Interval meter with remote reading
3	0.75 to 100 GWh	Agreed read day each month Meter will be read monthly	Meter read data will be provided within two working days of the scheduled read date	TOU Interval meter with remote reading
4	300 MWh to 750 MWh	Agreed read day each month Meter will be read monthly	Meter read data will be provided within two working days of the scheduled read date	TOU Interval meter with remote reading
5	50 MWh to 300 MWh	Best fit schedule route optimisation Meter will be read monthly	Meter read data will be provided within two working days of the scheduled read date	TOU Interval meter manually read

Meter Type	Volume band per annum per connection point (indicative only)	Read Schedule	Service Standard	Meter Features
6	Less than 50 MWh	Best fit schedule route optimisation Meter will be read bi-monthly The Network Operator may also nominate these meters for self reads where they are geographically remote. (see service definition for more information on self reads)	Meter read data will be provided within two working days of the scheduled read date	Single register accumulation meter manually read Or Smartpower meter, multiple register TOU accumulation meter
7	Volume limit not specified	Usage calculation made at end of each month		No meter fitted readings derived by agreed calculation method (see Metrology Procedure)

2 Service Descriptions

2.1 Schedule of Services

The table below lists the schedule of services covered by this SLA. These services are broken down into services that are provided as standard (included as part of Access agreement charges) and those that are provided at additional cost to code participants.

No.	Service Description	Service Type	
		Standard	Extended
Meter Provision			
1	Establishment of a metering connection point	✓	✗
2	Meter upgrade	✓	✗
3	Meter change	✗	✓
4	De-energise	✗	✓
5	Re-energise	✗	✓
6	Meter investigation	✗	✓
7	Communications installation	✗	✓
8	Supply abolishment	✗	✓

No.	Service Description	Service Type	
		Standard	Extended
Data Collection, Data Provision			
1	Scheduled bi-monthly meter reading	✓	✗
2	Scheduled monthly meter reading	✓	✗
3	Non-scheduled special meter reading	✗	✓
4	Card meter reading	✓	✗
5	Customer meter reading	✓	✗
6	Manually collected energy interval data (monthly)	✓	✗
7	Remotely collected energy interval data (monthly)	✓	✗
8	Remotely collected energy interval data (daily)	✗	✓
9	Historical energy interval data (up to 12 months or part thereof)	✓	✗
10	Standing data provision	✓	✗
11	Energy interval data produced by survey meter	✗	✓
12	Additional historical energy interval data (13 months plus)	✗	✓
13	Verify meter data	✗	✓
Technical Services			
1	Enablement of signal capabilities	✗	✓
2	Meter test (laboratory) – single and three phase	✗	✓
3	Meter test (on- site) – single and three phase	✗	✓
4	CT meter test	✗	✓
5	Meter installation repair	†	†
6	Meter reconfiguration	✗	✓

† Repair or replacement of faulty meter installations is included as a standard service. However Western Power Metering Services reserves the right to levy a charge where evidence of deliberate or accidental damage or tampering is found

3 Detailed Service Descriptions

3.1 Meter Provision

Establishment of a metering connection point

Category	Meter Provision
No.	1
Service Description	Establishment of a metering connection point

1 Metering connection point establishment in the metering database to meet the Network and regulatory obligations.

- a) If the connection point consumption is less than 50 MWh per annum the customer will be a franchise customer of the Relevant Corporation.
- b) For contestable customers with consumption greater than 50 MWh per annum any application will need to be accompanied by a Network Application nomination form.

This process establishes the Standing Data for the connection point including address, supply point information, assigning the NMI and the meter number.

The Electrical contractor provides notification of a connection point via facsimile, post or web forms (such as ETIC).

If the load to be consumed at that point is <50MWh the meter will be fitted by an accredited electrical contractor.

Or if it is part of Network project where the load is > 50MWh the meter will be fitted by Networks.

2 Meter Installation and Meter Energisation

Metering Types 1 – 4.

The Network Operator installs the Meters (Metering Services).

Metering Type 5

If the load to be consumed at that point is <50 MWh the meter may be fitted by an accredited electrical contractor or the Network operator.

Or if it is part of Network project where the load is > 50MWh the meter will be fitted by Networks.

Metering Type 6

For loads <50 MWh – The meters are installed by accredited electrical contractors

For Loads >50 MWh –the Network Operator carries out CT Metering Installation

<p>Service Standard</p>	<p>Standing data to be provided within one business day of the standing data being created.</p> <p>95% of new connections completed within the following time frames:</p> <p>i) Metering Types 1 – 4</p> <ul style="list-style-type: none"> • By Agreement with the Network Operator, Electrical Contractor and Customer <p>ii) Metering Type 5</p> <ul style="list-style-type: none"> • By Agreement with the Electrical Contractor and User <p>iii) Metering Type 6</p> <p><u>Metropolitan</u></p> <p>For Users consuming less than 160 MWh per Annum and connected to the distribution system, and unless otherwise agreed:</p> <ul style="list-style-type: none"> • Before the end of the first business day after the day, on which the application to energise was received, provided it was received before 3 pm. • If it was received after 3 pm before the end of the second business day. <p>For all other users</p> <ul style="list-style-type: none"> • By agreement with the Network Operator, Electrical Contractor and the User. <p><u>Country</u></p> <ul style="list-style-type: none"> • Before the end of the fifth business day after the day the application was received if the application was received before 3 pm. • Before the end of the sixth business day after the day the application was received if the application was received after 3 pm.
<p>Enablers</p>	<p>Contractor Preliminary and Completion Notices (Outside Communication rules). For Types 1 – 4 Request from Networks Operator project officer (outside Communication rules)</p> <p>Please refer to SCHEDULE 4 for cross-reference to the Communications Rules.</p>
<p>Measurement</p>	<p>Completion of the relevant metering installation work order or orders by the applicable date.</p>
<p>Reporting</p>	<p>Via Quarterly Key Performance Indicator Report</p>
<p>Comments</p>	

Meter upgrade

Category	Meter Provision
No.	2
Service Description	Meter upgrade

Metering Types 1 – 4.

Meters are upgraded as part of a larger project to increasing the size of supply to the site. These types of metering installations are conducted on a project basis and completed, on a time frame, in agreement with the electrical contractor and the User.

Metering Type 5

The Network Operator upgrades the Meters (Metering Services)

Metering Type 6

For direct connected loads where consumption to be consumed at that point is <50 MWh the meter will be upgraded by an accredited electrical contractor or the Network Operator.

Or where the load is > 50 MWh, Networks will fit the meter.

Service Standard	<p>Because meter changes require power outages to allow meter upgrades to take place all meter upgrades are carried out by agreement between all <i>Metering code participants</i>, the User and the Network Operator.</p> <p>95% of upgrades performed within the following service standard times.</p> <p>i) Metering Types 1 – 4</p> <ul style="list-style-type: none"> • By Agreement with the Network Operator, Electrical Contractor and the User <p>ii) Metering Type 5</p> <ul style="list-style-type: none"> • By Agreement with the Network Operator, Electrical Contractor and the User <p>iii) Metering Type 6</p> <ul style="list-style-type: none"> • For direct connected loads where consumption to be consumed at that point is <50 MWh by agreement between the electrical contractor and customer. • Or where the load is > 50 MWh by agreement with the Network Operator, Electrical Contractor and Customer <p>Meters are replaced on the required by date provided the request was received 5 days in the Metro area and within 10 days of request receipt in country areas.</p>
Enablers	<p>Completion of notice from electrical contractor Request from Networks Operator project officer Please refer to SCHEDULE 4 for cross-reference to the Communications Rules.</p>
Measurement	Completion of the relevant work order or orders by the applicable date.
Reporting	Quarterly Key Performance Indicator Reports
Comments	

Meter change

Category	Meter Provision
No.	3
Service Description	Meter change

Meter change from a **Type 6** meter to a **Type 5** meter, where an accumulation meter is changed to an interval meter. The Network Operator changes all meters.

Meter change from a **Type 6** Installation to a **Type 1 - 4**, where an accumulation meter is changed to an interval meter. The Network Operator changes all meters. Provided all the other metering equipment complies with the specification for that installation type. Or the other equipment will have to be upgraded to meet the new meter type specification.

Meter change from a **Type 5** meter to **Type 1 - 4** meters. Where an interval meter is changed to remote reading. The Network Operator changes all meters. Provided all the other metering equipment complies with the specification for that installation type. Or the other equipment will have to be upgraded to meet the new meter type specification.

The requesting Code Participant will be responsible for the cost of both the meter and the communication facility for remote reading, in accordance with the schedule of costs in section 6 of this document.

Meter changes to accommodate a particular requirement are carried out by agreement between the Network operator and the specific Retailer.

Service Standard	95% of meter changes performed within the allocated time frame: <ul style="list-style-type: none"> The service will be performed by the later of the requested date and 6 business days after receipt of request (if the request is received after 3 pm on a business day or a Saturday, Sunday or public holiday).
Enablers	Please refer to SCHEDULE 4 for cross-reference to the Communications Rules.
Measurement	Completion of the relevant work order or orders by the applicable date.
Reporting	Quarterly Key Performance Indicator Reports
Comments	

De-energise

Category	Meter Provision
No.	4
Service Description	De-energise

The service is provided to metering code participants and provides the option to de-energise individual meter points.

Service Standard	<p>95% of requests performed within the defined service standard times:</p> <p>i) Metropolitan</p> <ul style="list-style-type: none"> • The service will be performed by the later of the requested date and 1 business day after the receipt of the request (if the request is received before 3 pm on a business day). • The service will be performed by the later of the requested date and 2 business days after receipt of request (if the request is received after 3 pm on a business day or a Saturday, Sunday or public holiday). <p>ii) Country</p> <ul style="list-style-type: none"> • The service will be performed by the later of the requested date and 5 Business days after the receipt of the request (if the request is received before 3 pm on a business day). • The service will be performed by the later of the requested date and 6 business days after receipt of request (if the request is received after 3 pm on a business day or a Saturday, Sunday or public holiday).
Enablers	Provision in accordance with section 8 of the Metering Code Please refer to SCHEDULE 4 for cross-reference to the Communications Rules.
Measurement	Completion of the relevant work order or orders by the applicable date.
Reporting	Quarterly Key Performance Indicator Reports
Comments	

Re-energise

Category	Meter Provision
No.	5
Service Description	Re-energise

Reconnection of a meter at the request of code participant.

Service Standard	<p>95% of requests performed within the defined service standard times:</p> <p>i) Metropolitan</p> <ul style="list-style-type: none"> • The service will be performed by the later of the requested date and 1 business day after the receipt of the request (if the request is received before 3 pm on a business day). • The service will be performed by the later of the requested date and 2 business days after receipt of request (if the request is received after 3 pm on a business day or a Saturday, Sunday or public holiday). <p>ii) Country</p> <ul style="list-style-type: none"> • The service will be performed by the later of the requested date and 5 Business days after the receipt of the request (if the request is received before 3 pm on a business day). • The service will be performed by the later of the requested date and 6 business days after receipt of request (if the request is received after 3 pm on a business day or a Saturday, Sunday or public holiday).
Enablers	Please refer to SCHEDULE 4 for cross-reference to the Communications Rules.
Measurement	Completion of the relevant work order or orders by the applicable date
Reporting	Quarterly Key Performance Indicator Reports
Comments	

Meter investigation

Category	Meter Provision
No.	6
Service Description	Meter investigation

Investigate customer driven meter and meter reading issues such as:

- Crossed meters
- Meter irregularities
- Locating customer metering points for customers
- Tampering
- General investigation

Service Standard	95% of meter investigations to begin within the allocated time frame: <ul style="list-style-type: none"> • Meter investigations will begin by the required by date provided the request was received 5 days prior in the Metro area and 10 days prior in country areas.
Enablers	Please refer to SCHEDULE 4 for cross-reference to the Communications Rules.
Measurement	Investigation starts by the applicable date.
Reporting	Quarterly Key Performance Indicator Reports
Comments	To fully complete an investigation may take a considerable period of time, particularly where court action is instigated.

Communications installation

Category	Meter Provision
No.	7
Service Description	Communications installation

Communications equipment installation for remote reading.

Communication equipment can be installed in the following instances

Installed for customers metering installation moving from a type 5 or 6 to types 1 – 4.

- Specific read day or date requested
- Daily reading required
- Remote location
- Hazardous locations or Site-specific issues.
- Retailer Requested

The requesting Code Participant will fund changes to both the meter and the communication facility for remote reading.

Service Standard	95% of communications installations will complete within the allocated time frame: <ul style="list-style-type: none"> • Communications installations are carried by the required by date provided the request was received 5 days prior in the Metro area and 10 days prior in country areas.
Enablers	Please refer to SCHEDULE 4 for cross-reference to the Communications Rules.
Measurement	Completion of the relevant work order or orders by the applicable date
Reporting	Quarterly Key Performance Indicator Reports
Comments	

Supply abolishment

Category	Meter Provision
No.	8
Service Description	Supply abolishment

Supply abolishment is the requirements to remove metering installations completely e.g. property redeveloped, demolished etc.

The NMI applicable to the connection point will become extinct.

Dependent on the supply arrangement and size a quotation from the Network Operator may be required before the supply abolishment can be completed.

Service Standard	<p>95% of supply abolishments will be performed on the allocated time frame</p> <ul style="list-style-type: none"> Supply abolishment carried out on the required-by date provided the request was received 3 days prior in the Metro area and 5 days prior in country areas.
Enablers	Please refer to SCHEDULE 4 for cross-reference to the Communications Rules.
Measurement	Completion of the relevant work order or orders on the applicable date.
Reporting	Not Reported
Comments	

3.2 Data Collection, Data Processing

Scheduled bi-monthly meter reading

Category	Data Collection, Data Processing
No.	1
Service Description	Scheduled bi-monthly meter reading

When a network connection is established, the Network Operator will assign a metering reading frequency, in this case every two months based on a 42 working day schedule, and a specific route and reading cycle day, along with a best fit in schedule and route optimisation.

The Network Operator will publish, via the Internet, each year all metering reading schedules for all network connection points for the following calendar year will be published by October 31. Any subsequent additions (or changes) to this published schedule during the year will added to the existing schedule and published in the same way, following notification and dialogue with the relevant and impacted Code Participants.

At the point of providing the Metering Code Participant with the reading of each meter, the Network Operator will also advise Metering Code Participant of the date of the next scheduled meter read.

Where connection points have more than one meter Network Operator will assign the same meter reading schedule to all meters at that connection point unless otherwise agreed between the Network Operator and the Metering Code Participant

Substitution, estimation and validation will be carried out by the Network Operator in accordance with the approved Metrology Procedure.

Service Standard	<ul style="list-style-type: none"> • Meter Reading data will be provided within two working days of the scheduled read date. • Data Collection will be carried out with 95% Accuracy and 95% on Time. • Data Provision will be 98% on Time. • Data Accuracy will be 99.2%. <p>Notes:</p> <ol style="list-style-type: none"> 1. Meters may be read between 1 working day ahead of and up to 2 working days after, the scheduled read date. 2. A meter reading will always be provided, substituted and estimated readings will be identified as such in accordance with the <i>Metrology Procedure</i>. 3. Any bulk estimations of readings will be in consultation with the code participant. 4. A site cannot be estimated for more than 365 days: the code requires that an attempt must be made to obtain a reading once within the 365 day period.
Enablers	Please refer to SCHEDULE 4 for cross-reference to the Communications Rules.
Measurement	Issuing of actual meter read data through MBS by the applicable date.
Reporting	Via Quarterly Key Performance Indicator Report or as agreed

Scheduled monthly meter reading

Category	Data Collection, Data Processing
No.	2
Service Description	Scheduled monthly meter reading

When a network connection is established, the Network Operator will assign a metering reading frequency, in this case every month based on a 21 working day schedule, and a specific route and reading cycle day, along with a best fit in schedule and route optimisation.

The Network Operator will publish, via the Internet, each year all metering reading schedules for all network connection points for the following calendar year will be published by October 31. Any subsequent additions (or changes) to this published schedule during the year will added to the existing schedule and published in the same way, following notification and dialogue with the relevant and impacted Code Participants.

At the point of providing the Metering Code Participant with the reading of each meter, the Network Operator will also advise Metering Code Participant of the date of the next scheduled meter read.

Where connection points have more than one meter Network Operator will assign the same meter reading schedule to all meters at that connection point unless otherwise agreed between the Network Operator and the Metering Code Participant

Substitution, estimation and validation will be carried out by the Network Operator in accordance with the approved Metrology Procedure.

Service Standard	<ul style="list-style-type: none"> • Meter Reading data will be provided within two working days of the scheduled read date. • Data Collection will be carried out with 95% Accuracy and 95% on Time. • Data Provision will be 98% on Time. • Data Accuracy will be 99.2%. <p>Notes:</p> <ol style="list-style-type: none"> 1. Meters may be read between 1 working day ahead of and up to 2 working days after, the scheduled read date. 2. A meter reading will always be provided, substituted and estimated readings will be identified as such in accordance with the <i>Metrology Procedure</i>. 3. Any bulk estimations of readings will be in consultation with the code participant. 4. A site cannot be estimated for more than 365 days: the code requires that an attempt must be made to obtain a reading once within the 365 day period.
	Please refer to SCHEDULE 4 for cross-reference to the Communications Rules.
Measurement	Issuing of actual meter read data through MBS by the applicable date.
Reporting	Via Quarterly Key Performance Indicator Report or as agreed

Non-scheduled special meter reading

Category	Data Collection, Data Processing
No.	3
Service Description	Non-scheduled special meter reading

A special meter read may be required by a Metering Code Participant to support specific activities and processes. These readings are collected outside the scheduled read rounds. These readings may include a check read, a final read. The reading request may include specific dates for the reading and any special instructions relating to the obtaining of the read.

Special reads will provide an actual read, validation will be carried but estimation or substitution of this reading will not be carried out unless otherwise agreed.

Service Standard	<p>Data Collection will be carried out with 95% Accuracy and 95% on Time.</p> <p>Data Provision will be 98% on Time.</p> <p>Data Accuracy will be 99.2%.</p> <p>Meter readings will be provided within two working days of their collection:</p> <p><u>Metropolitan</u></p> <ul style="list-style-type: none"> • 3 days notice for special reads is required <p><u>Country</u></p> <ul style="list-style-type: none"> • Days notice for special reads is required
Enablers	<p>Please refer to SCHEDULE 4 for cross-reference to the Communications Rules.</p> <p>Process timings and steps described in 8.3.1</p>
Measurement	<p>Provision of actual meter read data through MBS within the agreed number of business days of collection.</p> <p>Collection of readings by the applicable date .</p>
Reporting	Via Quarterly Key Performance Indicator Report.

Card meter reading

Category	Data Collection, Data Processing
No.	4
Service Description	Card meter reading

Some meters are assigned ‘card reading’ status by the Network Operator where sites are geographically remote and Code Participants will be informed which connection points are affected.

The Network Operator will assign a schedule of meter reads to these Connection Points and forward a meter reading card to the customer at a pre-determined date (on a bi-monthly basis), the customer then has 21 days in which to mark and return the read card with the meter reading information to the Network Operator. After this time an estimated reading is supplied.

Substitution, estimation and validation will be carried out by metering services to the standards described in the Metrology Procedure. Adjusted data will be flagged as such when forwarded to Metering Code Participants.

Service Standard	<p>Card meter reading replaces a physical bi-monthly meter reading. Card meter reads are carried out on a bi-monthly basis.</p> <p>A card will be forwarded to the customer to complete, with instructions, if not returned within 21 calendar days an estimate read will be provided within 3 working days.</p> <p>A meter reading will always be provided, substituted and estimated readings will be identified as such in accordance with the Metrology Procedure</p>
Enablers	Please refer to SCHEDULE 4 for cross-reference to the Communications Rules.
Measurement	Provision of actual meter reading data through MBS by the applicable time.

Customer meter reading

Category	Data Collection, Data Processing
No.	5
Service Description	Customer meter reading

Some meters are assigned customer reading status by the Network Operator for a number of reasons and Code Participants may also nominate under certain circumstances (as described in the Code of conduct for the supply of electricity to small use customers) the Metering Code Participant will be informed which connection points are affected.

Customer meter reading will normally be used where sites are inaccessible, hazardous or Code Participant requested.

These Connection Points remain in the assigned bi-monthly schedule of meter reads as published via the Internet each year. If the customer has not supplied the meter reading information to the Network Operator an estimated reading is supplied.

Substitution, estimation and validation will be carried out by metering services to the standards described in the Metrology Procedure. Adjusted data will be flagged as such when forwarded to Metering Code Participants.

For customers with specific arrangements with retailer it will be up to the Retailer to ensure the readings are entered in the MBS. In some instances where there is bulk readings to be entered then a window of time will be made available for the entry of data into the Web Portal. If the information is not entered then the normal Substitution, estimation and validation process will apply.

Service Standard	Customer meter reading replaces a bi-monthly meter reading. Customer meter reads may be carried out on a monthly or a bi-monthly basis. A meter reading will always be provided, substituted and estimated readings will be identified as such in accordance with the Metrology Procedure
Enablers	Please refer to SCHEDULE 4 for cross-reference to the Communications Rules.
Measurement	Provision of actual meter reading data through MBS by the applicable time.

Manually collected energy interval data (monthly)

Category	Data Collection, Data Processing
No.	6
Service Description	Manually collected energy interval data (monthly)

When a network connection is established, the Network Operator will assign a metering reading frequency, in this case monthly, and a specific route and reading cycle day, along with a best fit in schedule and route optimisation.

The Network Operator will publish, via the Internet, each year all metering reading schedules for all network connection points for the following calendar year will be published by October 31. Any subsequent additions (or changes) to this published schedule during the year will added to the existing schedule and published in the same way, following notification and dialogue with the relevant and impacted Code Participants.

At the point of providing the Metering Code Participant with the reading of each meter, the Network Operator will also advise Metering Code Participant of the date of the next scheduled meter read.

Where connection points have more than one meter Network Operator will assign the same meter reading schedule to all meters at that connection point unless otherwise agreed between the Network Operator and the Metering Code Participant

Substitution, estimation and validation will be carried out by the Network Operator in accordance with the approved Metrology Procedure.

Service Standard	<ul style="list-style-type: none"> • Meter Load Interval data will be provided within two working days of the scheduled read date. • Load Interval Data will be provided by 11 am on the following business day. • Data Collection will be carried out with 95% Accuracy and 95% on Time. • Data Provision will be 98% on Time. • Data Accuracy will be 99.2%. <p>Notes:</p> <ol style="list-style-type: none"> 1. Meters may be read between 1 working day ahead of and up to 2 working days after, the scheduled read date. 2. Meter load interval data will always be provided, substituted and estimated data will be identified as such in accordance with the <i>Metrology Procedure</i>
Enablers	Please refer to SCHEDULE 4 for cross-reference to the Communications Rules.
Measurement	Provision of actual meter read data through MBS by the agreed dates.
Reporting	Via Quarterly Key Performance Indicator Report or as agreed

Remotely collected energy interval data (monthly)

Category	Data Collection, Data Processing
No.	7
Service Description	Remotely collected energy interval data (monthly)

When a network connection is established, the Network Operator will assign a metering reading frequency, in this case monthly, and a specific reading cycle day. The Network operator will electronically interrogate meters to gather the previous months load interval data of all stored channels (or up to the last time the meter was interrogated). The Monthly reading will then be processed and forwarded to the code participant.

The Network Operator will publish, via the Internet, each year all metering reading schedules for all network connection points for the following calendar year will be published by October 31. Any subsequent additions (or changes) to this published schedule during the year will added to the existing schedule and published in the same way, following notification and dialogue with the impacted Code Participants.

At the point of providing the Metering Code Participant with the reading of each meter, the Network Operator will also advise Metering Code Participant of the date of the next scheduled meter read.

Where connection points have more than one meter Network Operator will assign the same meter reading schedule to all meters at that connection point unless otherwise agreed between the Network Operator and the Metering Code Participant

Substitution, estimation and validation will be carried out by the Network Operator in accordance with the approved Metrology Procedure.

Service Standard	<p>Meter Load interval data will be provided within two working days of the scheduled read date.</p> <p>Load Interval Data will be provided by 11 am on the following business day.</p> <p>Data Collection will be carried out with 95% Accuracy and 95% on Time.</p> <p>Data Provision will be 98% on Time.</p> <p>Data Accuracy will be 99.2%.</p> <p>Meters may be read between 1 working day ahead of and up to 2 working days after, the scheduled read date.</p> <p>A Load Interval data will always be provided, substituted and estimated readings will be identified as such in accordance with the <i>Metrology Procedure</i></p>
Enablers	Please refer to SCHEDULE 4 for cross-reference to the Communications Rules.
Measurement	Provision of actual Load Interval data through MBS to the specified service standards.
Reporting	Via Quarterly Key Performance Indicator Report or as agreed

Remotely collected energy interval data (daily)

Category	Data Collection, Data Processing
No.	8
Service Description	Remotely collected energy interval data (daily)

The Network operator will electronically interrogate meters to gather the last 24 hours of all stored channels of meter load interval data (or up to the last time the meter was interrogated). Daily reading will then be processed and forwarded to the code participant.

Where connection points have more than one meter Network Operator will assign the same meter reading schedule to all meters at that connection point unless otherwise agreed between the Network Operator and the Metering Code Participant

Substitution, estimation and validation will be carried out by the Network Operator in accordance with the approved *Metrology Procedure*.

Service Standard	<p>Meter Load Interval Data will be provided within two working days of the scheduled read date.</p> <p>Load Interval Data will be provided by 11 am on the following business day.</p> <p>Data Collection will be carried out with 95% Accuracy and 95% on time.</p> <p>Data Provision will be 98% on time.</p> <p>Data Accuracy will be 99.2%.</p> <p>A Load Interval Data will always be provided, substituted and estimated data will be identified as such in accordance with the <i>Metrology Procedure</i></p>
Enablers	Please refer to SCHEDULE 4 for cross-reference to the Communications Rules.
Measurement	Provision of actual meter Load Interval data through MBS to the specified service standards.
Reporting	Via Quarterly Key Performance Indicator Report or as agreed

Historical energy interval data (up to 12 months or part thereof)

Category	Data Collection, Data Processing
No.	9
Service Description	Historical energy interval data (up to 12 months or part thereof)

Provision of historical Energy Interval Data is a service that is in place to support the needs of Code Participants and supports a number of processes including the contact quotation for prospective energy consumers. Requests for historical energy data are made through the WP Networks web portal.

This request will support the provision of up to 12 months of interval data.

Service Standard	1-5 requests before 3.00pm – 2 working days 1-5 requests after 3.00pm - 3 working days 6-10 requests before 3.00pm – 4 working days 6-10 requests after 3.00 pm - 5 working days 11-20 requests before 3.00pm – 5 working days 11-20 requests after 3.00pm – 6 working days
Enablers	Please refer to SCHEDULE 4 for cross-reference to the Communications Rules (for missing data). Customer Transfer Code Communication Rules, Part 3 (for historical data in general) Request via Web portal application form in the meter history screen
Measurement	95% of requests to be satisfied within the specified service time.
Reporting	Via Quarterly Key Performance Indicator Report
Comments	

Standing data provision

Category	Data Collection, Data Processing
No.	10
Service Description	Standing data provision

Standing data is provided to support a number of processes. The standing data available to code participants comes in five forms:

- 1 A sub set of standing data is available to prospective Code Participants for use in the provision or verification of pricing proposals for competitive customer prospects
- 2 An extended set of standing data that is provided to the Code Participant once the customer has successfully transferred.
- 3 An updated set of standing data that is provided to Code Participants
- 4 An extended set of standing data that is provided to the Code Participant once the new connections has been established
- 5 An extended set of standing data that is provided to the Code Participant in response to a bulk standing data request.

Service Standard	<ol style="list-style-type: none"> 1 1-5 requests before 3.00pm – 2 working days 1-5 requests after 3.00pm - 3 working days 6-10 requests before 3.00pm – 4 working days 6-10 requests after 3.00 pm - 5 working days 11-20 requests before 3.00pm – 5 working days 11-20 requests after 3.00pm – 6 working days 2 Within one business day of the completion of the customer transfer 3. Within one business day of the information being updated in the meter registry 4. Within one business day of the standing data being created. 5 Within 2 business days of the request. <p>Standing Data will be provided with 98% Accuracy and 98% on Time.</p>
Enablers	<p>Please refer to SCHEDULE 4 for cross-reference to the Communications Rules.Web Portal access, which provides instant access to data subsets.</p> <p>Web forms which facilitate request access</p> <p>AseXML format for updates and post transfer updates</p>
Measurement	Provision of standing data via MBS to the specified service standard.
Reporting	Via Quarterly Key Performance Indicator Report
Comments	

Energy interval data produced by survey meter

Category	Data Collection, Data Processing
No.	11
Service Description	Energy interval data produced by survey meter

A code participant may request the installation of a load survey meter to establish the load profile of a customer.

- The Code Participant requests a survey, a meter is installed at the customers connection point and agreement is reached covering:
- Data formats for survey
- Data values to be collected
- Period of survey with detailed stop and start dates
- Format and delivery of meter data.

Service Standard	Provision of survey meter data for information to determine customers use patterns, possible contestability or for any other purpose
Enablers	Please refer to SCHEDULE 4 for cross-reference to the Communications Rules.
Measurement	95% of requests will be satisfied within five days of the completion of the requested survey period.
Reporting	By Agreement
Comments	Please note that any required meter installation or change is also subject to the separate service levels defined earlier in this document.

Additional historical energy interval data (13 months plus)

Category	Data Collection, Data Processing
No.	12
Service Description	Additional historical energy interval data (13 months plus)

Requests for historical energy data are made through the WP Networks web portal.

Provision of 13 months plus of interval data. (provided interval data for site for that period is available).

Service Standard	1-5 requests before 3.00pm – 2 working days 1-5 requests after 3.00pm - 3 working days 6-10 requests before 3.00pm – 4 working days 6-10 requests after 3.00 pm - 5 working days 11-20 requests before 3.00pm – 5 working days 11-20 requests after 3.00pm – 6 working days
Enablers	Please refer to SCHEDULE 4 for cross-reference to the Communications Rules (for missing data). Customer Transfer Code Communication Rules, Part 3 (for historical data in general) Request via Web portal application form
Measurement	98% of requests will be satisfied within the specified service level.
Reporting	Via Quarterly Key Performance Indicator Report
Comments	

Verify meter data

Category	Data Collection, Data Processing
No.	13
Service Description	Verify meter data

Data verification requests are made in response to conditions such as those described in section 15.3 of the Metering Code Communication Rules. For example, data format errors, invalid data, etc.

Service Standard	98% actioned within 2 working days of request being received.
Enablers	Please refer to SCHEDULE 4 for cross-reference to the Communications Rules (for missing data). Request via Web portal application form
Measurement	Date application received to delivery of data
Reporting	Via Quarterly Key Performance Indicator Report
Comments	

3.3 Technical Services

Enablement of signal capabilities

Category	Technical Services
No.	1
Service Description	Enablement of signal capabilities

Installation of signals card and ongoing maintenance of signal output.

Customer/Retailer request for load management etc. The signals can be enabled at the time the meter is first installed or fitted as a subsequent event. The limitation to the fitting of the signals is that the meter is capable.

The meter has to be an electronic type. Liaison with the customer is required to ensure customer equipment records the correct value of the pulses.

The signals can be provided as on a once of basis with the customer funding the full capital cost of the signals and paying a full cost recovery rate for any signal board failure or the customer can opt for the daily charge that includes the ongoing maintenance of the signal board.

Service Standard	Enablement of signal capabilities are carried out on the required by date provided the request was received 5 days prior in the Metro area and 10 days prior in country areas in 95% of cases.
Enablers	Please refer to SCHEDULE 4 for cross-reference to the Communications Rules.
Measurement	From date request was received until notice is given to the Retailer of service completion.
Reporting	Quarterly Key Performance Indicator Reports
Comments	

Meter test (laboratory) – single and three-phase

Category	Technical Services
No.	2
Service Description	Meter test (laboratory) – single and three-phase

Measurements are carried out under various load conditions using reference standards that are traceable to national standards. Performance characteristics are monitored, such as ‘running at no-load’ (creep) and ‘operation of register or display’, for correct operation.

Endorsed report is issued on the finding of the tests. In addition a weighted average of the overall accuracy of the meter is calculated for retailers to determine the compensation to customers, if any.

Where discrepancies are discovered a Meter installation repair will be ordered unless the meter has already been replaced.

Any data, historical and future, that is required to be replaced will be a per the Metrology Procedure and Section 6.5 of the Metering code.

Service Standard	<p>95% of the on site tests will meet the following standard:</p> <ul style="list-style-type: none"> • 7 working days in the metro area and 19 working days in the country. • Standing data provided within one working day of the standing data being created. • Code Participant to be advised within 24 hours if the meter is faulty.
Enablers	Please refer to SCHEDULE 4 for cross-reference to the Communications Rules.
Measurement	From the date request was received until the date report was issued to the Retailer.
Reporting	Quarterly Key Performance Indicator Reports
Comments	

Meter test (on site) – single and three-phase

Category	Technical Services
No.	3
Service Description	Meter test (on site) – single and three-phase

Measurements are carried out at the customers premise under various load conditions using instruments that are traceable to national standards. Performance characteristics are monitored, such as ‘running at no-load’ (creep) and ‘operation of register or display’, for correct operation.

A report is issued on the finding of the tests. In addition a weighted average of the overall accuracy of the meter is calculated for retailers to determine the compensation to customers.

The meter is tested on site, the customer will be advised by the visiting technician that the power will be removed from the premises while the test is being conducted. If the customer is unable to be without supply for this period they will be asked to contact there Retailer on how they would like the work to proceed.

Where discrepancies are discovered a Meter installation repair will be ordered. The meter data substitution, and estimation procedures will be followed until the meter is repaired or replaced.

Any data, historical and future, that is required to be replaced will be as per the Metrology Procedure and Section 6.5 of the Metering code.

Service Standard	<p>95% of the on site tests will meet the following standard:</p> <ul style="list-style-type: none"> • On-site meter tests are carried out on the required by date provided the request was received 5 working days prior in the Metro area and 10 working days prior in country/Regional/Pilbara areas. • Standing data provided within one working day of the standing data being created. • Code Participant to be advised within 24 hours if the meter is faulty.
Enablers	Please refer to SCHEDULE 4 for cross-reference to the Communications Rules.
Measurement	From the date the request was received until the date the report was issued to the Retailer.
Reporting	Quarterly Key Performance Indicator Reports
Comments	

CT meter test

Category	Technical Services
No.	4
Service Description	CT meter test

Measurements are carried out at the customers premise under various load conditions using instruments that are traceable to national standards.

All site equipment inspected and tested to ensure operation as per the metrology procedure for the type of installation.

Site comparison between the meter database information is compared to the actual equipment installed.

Where discrepancies are discovered a Meter installation repair will be ordered. The meter data substitution, and estimation procedures will be followed until the meter is repaired or replaced.

Any historical data that is required to be replaced will be as per the Metrology Procedure and Section 6.5 of the Metering code.

Service Standard	User Requested meter tests are carried out on the required by date provided the request was received 5 working days prior in the Metro area and 10 working days prior in country/Regional/Pilbara areas. Standing data provided within one working day of the standing data being created. Code Participant to be advised within 24 hours if the meter is faulty.
Enablers	Please refer to SCHEDULE 4 for cross-reference to the Communications Rules.
Measurement	From the date the request was raised until the date the report was issued to the Retailer.
Reporting	Quarterly Key Performance Indicator Reports
Comments	

Meter installation repair

Category	Technical Services
No.	5
Service Description	Meter installation repair

A meter installation repair may be ordered following completion of a test or investigation of the meter when the meter is found to be faulty (i.e. operating outside of its design tolerances) or damaged. The decision to repair as opposed to replace the meter is at the discretion of Western Power Metering Services.

There is no charge unless there is evidence of deliberate or accidental damage or tampering to the meter and repair costs will be capped at meter installation replacement cost.

Service Standard	95% of repairs will meet the following service level: Decision as to Repair or Replace within one working day of fault detection. Repair times will be as agreed between the Network Operator, Electrical Contractor and the User
Enablers	Metering Code sections 4.7 and 7.3
Measurement	From the discovery of the fault until the Retailer is informed of the decision to repair/replace. Repair to complete by date agreed.
Reporting	Quarterly Key Performance Indicator Reports
Comments	If it is decided to replace rather than repair the meter, this will be subject to the service levels defined earlier for meter provision. This service applies only to assets owned by Western Power. Timing and charging for non-Western Power assets (such as sub-meters) are outwith the scope of this SLA and subject to case-by-case negotiation between the asset owner and Western Power Metering Services.

Meter reconfiguration

Category	Technical Services
No.	6
Service Description	Meter reconfiguration

A request to reconfigure the meter for reasons such as a change to the meter tariffs.

Service Standard	95% of meter reconfiguration requests to be carried out on the required by date provided the request was received 5 days prior in the Metro area and 10 days prior in country areas.
Enablers	Please refer to SCHEDULE 4 for cross-reference to the Communications Rules. The meter must be of a type and configuration suitable for the service being requested.
Measurement	95% of reprograms completed by the agreed date.
Reporting	Quarterly Key Performance Indicator Reports
Comments	

3.4 Service Standards – Performance Targets

The table below shows the agreed performance targets (ie. turnaround days) by service order type by metropolitan or Country. A quarterly review of performance targets (ie. turnaround days) is undertaken to ensure the targets are realistic and address any issues around non-compliance.

Service		Service Standards (Days)	
		Metro	Country
Meter Provision			
1	Establishment of a metering connection point	1/2/A	5/6/A
2	Meter upgrade	5/A	10/A
3	Meter change	5	10
4	De-energise	1/2	5/6
5	Re-energise	1/2	5/6
6	Meter investigation	5	10
7	Communications installation	5	10
8	Supply abolishment	3	5
Data Collection, Data Provision			
1	Scheduled bi-monthly meter reading	2	2
2	Scheduled monthly meter reading	2	2
3	Non-scheduled special meter reading	3	5
4	Card meter reading	*	*
5	Customer meter reading	*	*
6	Manually collected energy interval data (monthly)	2	2
7	Remotely collected energy interval data (monthly)	2	2
8	Remotely collected energy interval data (daily)	2	2
9	Historical energy interval data (up to 12 months or part thereof)	2-6(*)	2-6(*)
10	Standing data provision	2-6(*)	2-6(*)
11	Energy interval data produced by survey meter	*	*
12	Additional historical energy interval data (13 months plus)	2-6(*)	2-6(*)
13	Verify meter data	2	2

Service		Service Standards (Days)	
		Metro	Country
Technical Services			
1	Enablement of signal capabilities	5	10
2	Meter test (laboratory) – single and three phase	7	19
3	Meter test (on- site) – single and three phase	5	10
4	CT meter test	5	10
5	Meter installation repair	*	*
6	Meter reconfiguration		
Key:			
A -	by agreement between the relevant parties. See detailed description for further information.		
* -	see detailed description for further information.		

SCHEDULE 3 METERING CHARGES

Schedule of Rates

The services provided under this SLA by Metering Services are individually priced. Pricing may vary depending on the location of services.

No.	Service	Cost(\$) ^{3,4,5}	
		Metro	Country
Meter Provision			
1	Establishment of Metering Connection Point	N/A	
2	CT Interval Meter Upgrade (Includes Meter Cost)	N/A	
3a	CT Interval Meter Installation (Includes Meter Cost)	N/A	
3b	Direct Interval Meter Installation Three Phase (Includes Meter Cost)	N/A	
3c	Direct Interval Meter Installation Single Phase (Includes Meter Cost)	N/A	
3d	Direct Meter Change Single Phase (including Meter Cost)	\$ 105.00 (plus travel) ¹	
3e	Direct Meter Change Three Phase (including Meter Cost)	\$ 185.00 (plus travel) ¹	
3f	Direct Interval Meter Change Three Phase (Includes Meter Cost)	\$ 640.00 (plus travel) ¹	
3g	Direct Interval Meter Change Single Phase (Includes Meter Cost)	\$ 165.00 (plus travel) ¹	
4	Direct Meter De-Energise Single Phase and Three Phase	\$ 35.00 (plus travel) ¹	
5	Direct Meter Energising Single and Three Phase	\$ 35.00 (plus travel) ¹	
6	Meter Investigation	\$85	
7a	Communications Equipment Installation on existing compatible interval meter	\$ 780.00 (plus travel) ¹	
7b	Communications Equipment Installation with the interval meter installation	\$ 650.00 (plus travel) ¹	
8	Supply Abolishment	P.O.A.	P.O.A.

SLA – WP Network Operator and Metering Code Participants

Data Collection, Data Provision			
1	Bi-Monthly Meter Reading	N/A	
2	Monthly Meter Reading	N/A	
3	Off-Cycle Meter Reading	\$ 4.50	\$ 19.50
4	Card Meter Reading	N/A	
5	Customer Meter Reading	N/A	
6	Load Interval Data up to 35 Days - Manually collected	N/A	
7	Load Interval Data up to 35 Days - Remotely collected (Monthly)	N/A	
8	Load Interval Data up to 35 Days - Remotely collected (Daily)	\$ 5.00	\$ 5.00
9	Historical Load Interval Data (up to 12 months or part there of) - 1st meter	N/A	
10	Standing Data Provision	N/A	
11	Survey Load Interval Data (excluding meter costs)	\$ 350.00 (plus travel) ¹	
12	Additional Historical Load Interval Data (13 months plus)	P.O.A	P.O.A
13	Verify meter data request	\$2.50	
Technical Services			
1a	Enablement of signal capabilities and signal maintenance (charge per day)	\$ 0.60	\$ 0.60
1b	Option up front capital cost to retro fit signals (signals not maintained)	\$ 220.00 (plus travel) ¹	
1c	Option of up front capital cost to enable of signal when meter installed (signals not maintained)	\$ 150.00 (plus travel) ¹	
1d	Maintenance of Signals for options 1b and 1c	\$85/Hr	\$85/Hr
2a	Meter Test - Laboratory (single phase)	\$ 270.00 ⁵	
2b	Meter Test - Laboratory (three phase)	\$ 400.00 ⁵	
3a	Meter Test - On Site (single phase)	\$ 270.00 (plus travel) ⁵	
3b	Meter Test - On Site (three phase)	\$ 430.00 (plus travel) ⁵	
4	Meter Test- On Site (CT Metering)	\$ 255.00 (plus travel) ⁵	
5	Meter installation repair	N/A or \$85/Hr ² (plus travel) ¹	
6	Meter reconfiguration	5	10

Notes:

- ¹ Average travel time of 30 Minutes included for Metro.
(Plus Travel) = For Vehicle Travel where point of origin is the Perth Metropolitan area \$85/ Hr
For Air Travel where point of origin is the Perth Metropolitan area \$85/ Hr Plus Airfare and Accommodation
- ² Where damaged or tampered with, otherwise free. Capped at replacement cost of metering installation.
- ³ Some charges above have been rounded to avoid unnecessarily complicating the charges.
- ⁴ Some charges and services are cumulative. For example, investigation of suspected meter tampering may incur an additional charge for a replacement meter or meter repair.
- ⁵ See clause 4.1(c).

SCHEDULE 4 ENABLERS

Cross-reference of Services to Communication Rules Enablers

The following table summarises the enabling sections within the communication rules build pack for each service covered by this agreement.

{Note: The table will be provided following completion of the communication rules build pack. }