

Metering Code 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 from Western Power in accordance with the provisions of this Agreement, Western Power’s Access Arrangement and the User’s *access contract*.
- B) This Agreement sets out the terms and conditions, pursuant to the Electricity Industry Metering Code 2005, hereafter referred to as the *Code* upon 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 Contract**” means an agreement between Western Power and the *user*, under which Western Power agrees to provide access services to the *user*.

“**Accounting Period**” means one calendar month.

“**Agreement**” means this agreement.

“**Build Pack**” means a set of documents providing specific detail of communications as defined in Part 4 of the Electricity Industry Metering Code 2005 Communication Rules.

{Note: At the time this SLA was made the *build pack* was being developed to comply with the Electricity Industry Customer Transfer Code 2004 Communication Rules. The *build pack* will be extended to incorporate the requirements of the Electricity Industry Metering Code 2005 Communication Rules.}

“**Bulk estimate**” means the substitution of one or more complete routes.

“**Business Day**” means a day that is not a Saturday, Sunday or public holiday throughout Western Australia.

“**Business Indicator Rate**” means, at any point in time, the interest rate (expressed as a rate per cent per annum) then applicable to variable business loans less than \$100,000 as *published* in the Reserve Bank of Australia Bulletin.

“**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 1 February 2006 are set out in Schedule 3.

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

“**Due Date**” means the date 10 Business Days after the Tax invoice is received by the party to whom it is addressed.

“**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.

“**Force Majeure**”, is as defined in the *access contract*.

“**Good Electricity Industry Practice**” has the meaning given to it in the Metering Code.

“**Law**” means “written laws” and “statutory instruments” as defined in the Electricity Networks Access Code 2004, orders given or made under a written law or statutory instrument as so defined or by a government agency or authority, Codes of Practice and Australian Standards deemed applicable under a written law and rules of the general law including the common law and equity.

“**Meter**” has the meaning given in the Metering Code.

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

“**Metering Point**” has the meaning given in the Metering Code.

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

“**Next scheduled read date**” means the next reading date for a connection point *published* in accordance with clause 6.6 of *the metering code*

“**Prescribed Rate**” is as defined in the Access Agreement

“**Reasonable and Prudent Person**” means a person acting in good faith and, where applicable, in accordance with Good Electricity Industry Practice.

“**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 2.

“**Standard Metering Services**” means those services described as “standard” or “default” services in Schedule 2, and the cost of which is included in the tariffs, for covered services contracted between Western Power and the User in an *access contract*.

“**Term**” is defined in Clause 2.1.

“**Works completion date**” is the date upon which the work associated with a service is complete.

Unless the contrary intention is apparent, a defined meaning in the *Metering Code* or *users access contract* has the same meaning in this Agreement.

1.2 Interpretation

In this Agreement:

- a) a reference to:
 - i.) the singular includes the plural and the plural includes the singular; and
 - ii.) an officer or body of persons includes any other officer or body for the time being exercising the powers or performing the functions of that officer or body; and
 - iii.) this Agreement or any other instrument includes any variation or replacement of it; and

- iv.) “under” includes “by“, “by virtue of“, “pursuant to“ and “in accordance with“; and
 - v.) “day” means a calendar day; and
 - vi.) “person” includes a public body, company, or association or body of persons, corporate or unincorporated; and
 - vii.) a person includes a reference to the person's personal representatives, executors, administrators, successors and permitted assigns; and
 - viii.) any monetary amount is to that amount in Australian dollars, and
- b) a word of any gender includes the corresponding words of each other gender; and
 - c) if a period of time is specified and dates from a given day or the day of an act or event, it is to be calculated exclusive of that day; and
 - d) “copy” includes a facsimile copy, photocopy or electronic copy; and
 - e) “including” and similar expressions are not words of limitation; and
 - f) where a word or expression is given a particular meaning, other parts of speech and grammatical forms of that word or expression have a corresponding meaning; and
 - g) Unless the contrary intention is apparent, a term with a defined meaning in the *metering code* has the same meaning in this SLA; and
 - h) a reference to:
 - i.) this Agreement includes any Schedule to this Agreement; and
 - ii.) a clause is a reference to a clause of this Agreement; and
 - iii.) a series of consecutive clauses or Schedules is to be read as inclusive of the first and last in the series.

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 only terminate if and when the *access contract* terminates but such termination is without prejudice to any rights, remedies, powers, obligations or liabilities of a Party in respect of this Agreement which arose prior to the date of termination.

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 *Code* and the *communication rules*. Detail in relation to the transactions, processes and procedures will be provided in the *build pack*.

3.4 Requirement for Access Contract

The *user* may only request *metering services* for a metering point for which the *user* has agreed an *access contract* with Western Power for the associated connection point.

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 tariffs for covered services, payable by the *user* under the *access contract*.
- 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 *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 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.

4.3 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.

4.4 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.

4.5 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*.

4.6 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 otherwise stated, all amounts payable or the value of other consideration provided in respect of the supplies made under this Agreement are exclusive of GST.
- b) To the extent that any supply made under or in connection with this Agreement is a taxable supply, the Party receiving the supply must pay an additional amount equal to the GST rate applying to the taxable supply multiplied by the sum of:
 - i.) any monetary consideration for the supply; and

- ii.) the GST exclusive market value of any non-monetary consideration for the supply
- c) Any additional amount payable as a result of the operation of paragraph (b) of this clause must be paid in Australian Dollars at the same time as the:
 - i.) Payment of any monetary consideration; or
 - ii.) Provision of any non-monetary consideration
- d) Where any amount is payable to a Party as a reimbursement, indemnification or similar payment calculated by reference to a loss, cost, expense or any other amount incurred by that Party, then such amount shall be reduced by any part of that loss, cost, expense or other amount which is attributable to GST for which that Party, or the representative member of any GST group of which that Party is a member, is entitled to an input tax credit.
- e) Where in relation to this agreement a Party makes a taxable supply, that Party shall provide a Tax Invoice in respect of that supply at or before the time that the payment of GST is required under paragraphs (b) and (c) of this Clause.
- f) If a Party becomes aware of an adjustment event, that Party agrees to notify the other Party as soon as practicable after becoming so aware, and the Parties agree to take whatever steps are necessary, including the issue of an adjustment note, and to make whatever adjustments are required, to ensure that any GST or additional GST on that supply or any refund of any GST (or part thereof) is paid as soon as is practicable but no later than 14 days after the Supplier has satisfied itself that the adjustment event has occurred.
- g) Terms defined in the A New Tax System (Goods and Services Tax) Act 1999 (Cth) have the same meaning when used in this Clause.

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 in accordance with the *users access contract*; or
- b) the User to Western Power under and in connection with this Agreement is limited in accordance with the *users access contract*.

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 *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) Subject to Clause 10(c), Western Power 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 the *user*, which will not be unreasonably withheld.

- c) 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 *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 *Code* and the provisions of this Agreement, the provisions of the *Code* shall prevail to the extent necessary to resolve that ambiguity or conflict. Where there is any ambiguity or conflict between this Agreement and the *access contract*, the provisions of the *access contract* 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, it 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) In case of a notice given by email, it is deemed to be duly given by the sender and received by or served on the addressee upon confirmation of receipt being provided by the recipient. A reply that is automatically generated by the recipient's email system does not constitute confirmation of receipt by the recipient.
- d) 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	<u>Western Power:</u> Address: Telephone: Facsimile: Attention: <u>User:</u> Address: Telephone: Facsimile: Attention:
2	Authorised officers	<u>User:</u> [list]

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 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 *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 business 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 business 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 business 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 business 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 business 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 <i>network operator</i> 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 business 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 <i>metrology procedure</i>)

2 Service Descriptions

2.1 Schedule of Services

Metering Services are divided into two categories:

- *standard metering services*, the costs of which are included in the tariffs for covered services contracted between Western Power and the *user* in an *access contract*; and
- *extended metering services*, the costs of which are not included in the tariffs for covered services contracted between Western Power and the User in an *access contract*, and for which a separate charge may be levied, as defined in Schedule 3 of this Agreement.

The table below lists the schedule of services covered by this SLA and defines whether they are *standard metering services* or *extended metering services*.

No.	Service Description	Service Type	
		Standard	Extended
Meter Provision			
1	Establishment and Energisation of a metering connection point	✓	✗
2	Meter upgrade	✓	✗
3	Meter change	✗	✓
4	De-energise	✗	✓
5	Re-energise	✗	✓
6	Meter investigation	✗	✓

No.	Service Description	Service Type	
		Standard	Extended
7	Communications installation	x	✓
8	Supply abolishment	x	✓
Data Collection, Data Provision			
9	Scheduled bi-monthly meter reading	✓	x
10	Scheduled monthly meter reading	✓	x
11	Non-scheduled special meter reading	x	✓
12	Card meter reading	✓	x
13	Customer meter reading	✓	x
14	Manually collected energy interval data (monthly)	✓	x
15	Remotely collected energy interval data (monthly)	✓	x
16	Remotely collected energy interval data (daily)	x	✓
17	Historical energy interval data (up to 12 months or part thereof)	✓	x
18	Standing data provision	✓	x
19	Energy interval data produced by survey meter	x	✓
20	Additional historical energy interval data (13 to 24 months)	x	✓
21	Verify meter data	x	✓
Technical Services			
22	Enablement of signal capabilities	x	✓
23	Meter test (laboratory) – single and three phase	x	✓
24	Meter test (on- site) – single and three phase	x	✓
25	CT meter test	x	✓
26	Meter installation repair	†	†
27	Meter reconfiguration	x	✓

† Repair or replacement of faulty meter installations is included as a Standard service. However, deliberate or accidental damage or tampering with the meter is not a fault and is not covered by the Standard service. Thus Western Power Metering Services reserves the right to levy a charge under these circumstances.

3 Detailed Service Descriptions

3.1 Service Timings

The following measurement criteria will be used with respect to service order timings:

- a) For all services for which a completion window applies, If the Schedule Date, being the requested or agreed date as applicable, is within the Lead Days, the date is to be moved out so that it is not within the Lead Days,

i.e.

If the Scheduled Date \geq (Received Date + Lead Days) then no change to the Scheduled Date.

If the Scheduled Date $<$ (Received Date + Lead Days) then Scheduled Date = Received Date + Lead Days

Lead days are business days.

{Note: If the Schedule Date is moved out then in the transaction acknowledgement an Event Code of 1912 – “Unable to perform the work within the required timeframe, alternative date provided in Explanation” will be used and the new schedule date will be put into the Explanation field.}

- b) A request will be deemed to have been received at the time at which it is received by the relevant Networks IT system or staff member, in line with the processes defined in the *build pack*.
- c) A service order will be deemed to have been completed at the time at which a completion notice is issued by the relevant Networks IT system or staff member in line with the procedures defined in the *build pack*.

{Note - service order duration is therefore time completed - later of (time received, time requested)}

3.2 Meter Provision

Establishment of a Metering Connection Point

Category	Meter Provision
No.	1
Service Description	Establishment and Energisation 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.

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*.

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.

Service Standard	<p>Standing data to be provided within one business day of the standing data being created.</p> <p>The following timeframes apply:</p> <p>i) Metering Types 1 – 4</p> <ul style="list-style-type: none"> • By Agreement with the <i>network operator</i>, Electrical Contractor and <i>customer</i>. <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 3:00 pm. • If it was received after 3:00 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 <i>network operator</i>, 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 3:00 pm. • Before the end of the sixth business day after the day the application was received if the application was received after 3:00 pm.
Enablers	<p>Contractor Preliminary and Completion Notices (Outside <i>communication rules</i>). For Types 1 – 4, request from <i>network operator</i> project officer (outside <i>communication rules</i>).</p> <p>Please refer to SCHEDULE 4 for cross-reference to the <i>communication rules</i>.</p>

SLA – WP Network operator and Code participants

Measurement	Standing Data Provision will be in accordance with the <i>Code</i> . All connections will be measured on the difference between schedule date and the works completion date and 95% of connections will complete within the specified timeframe.
Reporting	Quarterly Key Performance Indicator Report.
Comments	

Meter Upgrade

Category	Meter Provision
No.	2
Service Description	Meter Upgrade

A meter upgrade is performed as a *standard metering services* in response to an actual or projected increase in consumption at a metering connection point. Otherwise the service is classed as a meter change.

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>Standing data to be provided within one business day of the standing data being updated.</p> <p>Where meter changes require power outages to allow meter upgrades to take place, agreement between the relevant <i>Code participants</i>, the User and the <i>network operator</i> is required to be reached.</p> <p>The following timeframes apply:</p> <p>i) Metering Types 1 – 4</p> <ul style="list-style-type: none"> • By Agreement with the <i>network operator</i>, Electrical Contractor and the User. <p>ii) Metering Type 5</p> <ul style="list-style-type: none"> • By Agreement with the <i>network operator</i>, 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 <i>customer</i>. • Or where the load is > 50 MWh by agreement with the <i>network operator</i>, Electrical Contractor and <i>customer</i>. <p>Meters are replaced on the required by date provided the request was received within five business days in the Metro area and within 10 business days of request receipt in country areas.</p>
Enablers	<p>Completion of notice from electrical contractor.</p> <p>Request from the <i>network operator</i> project officer.</p> <p>Please refer to SCHEDULE 4 for cross-reference to the <i>communication rules</i>.</p>

Measurement	Standing Data Provision will be in accordance with the Metering Code. All upgrades will be measured on the difference between schedule date and the works completion date and 95% of upgrades will be performed within the specified time.
Reporting	Quarterly Key Performance Indicator Report.
Comments	

Meter Change

Category	Meter Provision
No.	3
Service Description	Meter Change

Where a *user* requests a meter change for any reason except those defined in the Meter Upgrade service defined above, this is an *extended metering services* for which a charge will be levied.

Meter changes include:

- 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	<p>Standing data to be provided within one business day of the standing data being updated.</p> <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 3:00 pm on a business day or a Saturday, Sunday or public holiday). <p>Where meter changes require power outages to allow meter upgrades to take place, agreement between the relevant <i>Code participants</i>, the <i>customer</i> and the <i>network operator</i> is required to be reached.</p> <p>The following timeframes apply:</p> <p>i) Metering Types 1 – 4</p> <ul style="list-style-type: none"> By Agreement with the <i>network operator</i>, Electrical Contractor and the User <p>ii) Metering Type 5</p> <ul style="list-style-type: none"> By Agreement with the <i>network operator</i>, 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 <i>customer</i>. Or where the load is > 50 MWh, by agreement with the <i>network operator</i>, Electrical Contractor and <i>customer</i> <p>Meters are replaced on the required by date provided the request was received within five business days in the Metro area and within 10 business days of request receipt in country areas.</p>
Enablers	Please refer to SCHEDULE 4 for cross-reference to the <i>communication rules</i> .
Measurement	Standing Data Provision will be in accordance with the Metering Code. All meter changes will be measured on the difference between schedule date and the works completion date and 95% will complete within the specified time.
Reporting	Quarterly Key Performance Indicator Report.
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>Standing data to be provided within one business day of the standing data being updated.</p> <p>The following timeframes apply:</p> <p>i) Metropolitan</p> <ul style="list-style-type: none"> The service will be performed by the later of the requested date and one business day after the receipt of the request (if the request is received before 3:00 pm on a business day). The service will be performed by the later of the requested date and two business days after receipt of request (if the request is received after 3:00 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 five business days after the receipt of the request (if the request is received before 3:00 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 3:00 pm on a business day or a Saturday, Sunday or public holiday).
Enablers	Provision in accordance with Section 8 of <i>the metering code</i> . Please refer to SCHEDULE 4 for cross-reference to the <i>communication rules</i> .
Measurement	<p>Standing Data Provision will be in accordance with <i>the metering code</i></p> <p>All de-energisations will be measured on the difference between schedule date and the works completion date and 95% of requests will be performed within the defined time.</p>
Reporting	Quarterly Key Performance Indicator Report.
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>Standing data to be provided within one business day of the standing data being updated.</p> <p>The following timeframes apply:</p> <p>i) Metropolitan</p> <ul style="list-style-type: none"> • The service will be performed by the later of the requested date and one business day after the receipt of the request (if the request is received before 3:00 pm on a business day). • The service will be performed by the later of the requested date and two business days after receipt of request (if the request is received after 3:00 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 five business days after the receipt of the request (if the request is received before 3:00 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 3:00 pm on a business day or a Saturday, Sunday or public holiday).
Enablers	Please refer to SCHEDULE 4 for cross-reference to the <i>communication rules</i> .
Measurement	Standing Data Provision will be in accordance with <i>the metering code</i> . All re-energise work will be measured on the difference between schedule date and the works completion date and 98% of requests will be performed within the defined time.
Reporting	Quarterly Key Performance Indicator Report.
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	<ul style="list-style-type: none"> • The following timeframes apply: five business days in the Metro area and 10 business days in country areas.
Enablers	Please refer to SCHEDULE 4 for cross-reference to the <i>communication rules</i> .
Measurement	All investigations will be measured on the difference between schedule date and the works completion date and 95% of meter investigations will complete within the specified time.
Reporting	Quarterly Key Performance Indicator Report.
Comments	<p>To fully complete an investigation may take a considerable period of time, particularly where court action is instigated.</p> <p>However, the meter is always replaced during the course of an investigation and the Retailer will be notified of this through a standing data update.</p>

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	<p>Standing data to be provided within one business day of the standing data being updated.</p> <p>The following timeframes apply:</p> <ul style="list-style-type: none"> • Communications installations are completed by the required by date provided the request was received within five business days prior in the Metro area and 10 business days prior in country areas.
Enablers	Please refer to SCHEDULE 4 for cross-reference to the <i>communication rules</i> .
Measurement	Standing Data Provision will be in accordance with <i>the metering code</i> . All communications installations will be measured on the difference between schedule date and the works completion date, and 95% of communications installations will be completed within the defined time.
Reporting	Quarterly Key Performance Indicator Report.
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 submitted.

Service Standard	<p>Standing data to be provided within one business day of the standing data being updated.</p> <p>The following times will apply:</p> <ul style="list-style-type: none"> Supply abolishment carried out on the required-by date provided the request was received within five business days prior in the Metro area and 10 business days prior in country areas.
Enablers	Please refer to SCHEDULE 4 for cross-reference to the <i>communication rules</i> .
Measurement	Standing Data Provision will be in accordance with <i>the metering code</i> . All abolishments will be measured on the difference between schedule date and the works completion date, and 95% will be completed within the defined time.
Reporting	Quarterly Key Performance Indicator Report.
Comments	

3.3 Data Collection, Data Processing

Scheduled Bi-Monthly Meter Reading

Category	Data Collection, Data Processing
No.	9
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 business 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*, each year all metering reading schedules for all network connection points for the following calendar year by October 31. Any subsequent additions (or changes) to this schedule during the year will added to the existing schedule and *published*, following consultation with the relevant and impacted *Code participants*.

At the point of providing the *Code participant* with the reading of each meter, the *network operator* will also advise *Code participant* of the date of the next scheduled meter read.

Where connection points have more than one meter, the *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 *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 Reading data will be provided within two business days of the scheduled read date.</p> <p>Notes:</p> <ol style="list-style-type: none"> 1. Meters may be read between one business day ahead of and up to two business 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 <i>Code participant</i>. 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	<p>Please refer to SCHEDULE 4 for cross-reference to the <i>communication rules</i>.</p>

Measurement	<p>Data accuracy will be measured on the number of non-estimated and non-substituted readings subsequently amended by another actual reading.</p> <p>Data provision will be measured on the date and time at which the data is issued to Retailers in accordance with the provisions and processes in the <i>communication rules</i>.</p> <p>Data Provision will be in line with Clause 5.6 of <i>the metering code</i>.</p> <p>Data Accuracy will be 99.5%.</p>
Reporting	<p>Quarterly Key Performance Indicator Report or as agreed.</p>
Comment	<p>Note – the requirement to provide data within two business days of the scheduled date and ability to read up to two business days after are compatible. On those occasions where data is read two days after the scheduled date data will be supplied on the same day. The exception, is where data fails validation when an extra business day is allowed.</p>

Scheduled Monthly Meter Reading

Category	Data Collection, Data Processing
No.	10
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 business 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* each year, all metering reading schedules for all network connection points for the following calendar year by October 31. Any subsequent additions (or changes) to this *published* schedule during the year, will be added to the existing schedule and *published*, following consultation with the relevant and impacted *Code participants*.

At the point of providing the *Code participant* with the reading of each meter, the *network operator* will also advise *Code participant* of the date of the next scheduled meter read.

Where connection points have more than one meter, the *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 *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 business days of the scheduled read date. <p>Notes:</p> <ol style="list-style-type: none"> Meters may be read between one business day ahead of and up to two business days after, the scheduled read date. A meter reading will always be provided, substituted and estimated readings will be identified as such in accordance with the <i>metrology procedure</i>. Any bulk estimations of readings will be in consultation with the <i>Code participant</i>. 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 <i>communication rules</i> .
Measurement	<p>Data accuracy will be measured on the number of non-estimated and non-substituted readings subsequently amended by another actual reading.</p> <p>Data provision will be measured on the date and time at which the data is issued to Retailers in accordance with the provisions and processes in the <i>communication rules</i>.</p> <p>Data Provision will be in line with Clause 5.6 of the <i>metering code</i>.</p> <p>Data Accuracy will be 99.5%.</p>

Reporting	Via Quarterly Key Performance Indicator Report or as agreed.
Comment	Note – the requirement to provide data within two business days of the scheduled date and ability to read up to two business days after are compatible. On those occasions where data is read two days after the scheduled date, data will be supplied on the same business day. The exception, is where data fails validation when an extra day is allowed.

Non-Scheduled Special Meter Reading

Category	Data Collection, Data Processing
No.	11
Service Description	Non-Scheduled Special Meter Reading

A special meter read may be required by a *Code participant* to support specific activities and processes. These readings are collected outside the scheduled read rounds. These readings may include a check read or 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 out but estimation or substitution of this reading will not be carried out, without consultation with the relevant *Code participant*.

Service Standard	<p>Meter readings will be provided within two business days of their collection:</p> <p><u>Metropolitan</u></p> <ul style="list-style-type: none"> • three business days notice for special reads is required. <p><u>Country</u></p> <ul style="list-style-type: none"> • five business days notice for special reads is required.
Enablers	<p>Please refer to SCHEDULE 4 for cross-reference to the <i>communication rules</i>.</p> <p>Process timings and steps described in Section 8.3.1</p>
Measurement	<p>Data accuracy will be measured on the number of readings subsequently amended by another actual reading.</p> <p>Data provision will be measured on the date and time at which the data is issued to Retailers in accordance with the provisions and processes in the <i>communication rules</i>.</p> <p>Data Provision will be in line with Clause 5.6 of <i>the metering code</i>.</p> <p>Data Accuracy will be 99.5%.</p>
Reporting	Via Quarterly Key Performance Indicator Report.
Comments	

Card Meter Reading

Category	Data Collection, Data Processing
No.	12
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 15 business 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 *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 15 business days, an estimate read will be provided.</p> <p>A meter reading 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 <i>communication rules</i> .
Measurement	<p>All meter readings data provision will be measured on the difference between schedule date for provision of data and the actual date data was provided in accordance with the <i>communication rules</i>.</p> <p>Data Provision will be in line with Clause 5.6 of the <i>metering code</i>.</p>

Customer Meter Reading

Category	Data Collection, Data Processing
No.	13
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 *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* 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 *Code participants*.

For customers with specific arrangements with the retailer, it will be up to the Retailer to ensure the readings are forwarded to the *network operator* who will enter these 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	<p>Customer meter reading replaces a bi-monthly meter reading. Customer meter reads may be carried out on a monthly or a bi-monthly basis.</p> <p>If a reading is not received within five business days of the scheduled read date an estimate read will be provided.</p> <p>A meter reading will always be provided, substituted and estimated readings will be identified as such in accordance with the <i>metrology procedure</i>.</p>
Enablers	<p>Please refer to SCHEDULE 4 for cross-reference to the <i>communication rules</i>.</p>
Measurement	<p>Data provision will be measured on the date and time at which the data is issued to Retailers in accordance with the provisions and processes in the <i>communication rules</i>.</p> <p>Data Provision will be in line with Cclause 5.6 of the <i>metering code</i>.</p>

Manually Collected Energy Interval Data (monthly)

Category	Data Collection, Data Processing
No.	14
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*, each year all metering reading schedules for all network connection points for the following calendar year by October 31. Any subsequent additions (or changes) to this *published* schedule during the year will be added to the existing schedule and *published*, following consultation with the relevant and impacted *Code participants*.

At the point of providing the *Code participant* with the reading of each meter, the *network operator* will also advise the *Code participant* of the date of the next scheduled meter read.

Where connection points have more than one meter, the *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 *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:</p> <ul style="list-style-type: none"> before 5:00pm on the first business day after the <i>network operator</i> obtains energy data for the metering point. If the energy data for a metering point fails validation, the time limit is extended to 5:00pm on the second business day after the <i>network operator</i> obtains the data. <p>Notes:</p> <ol style="list-style-type: none"> Meters may be read between one business day ahead of and up to two business days after, the scheduled read date. 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 <i>communication rules</i> .
Measurement	<p>Data accuracy will be measured on the number of non-estimated and non-substituted readings subsequently amended by another actual reading.</p> <p>Data provision will be measured on the date and time at which the data is issued to Retailers, in accordance with the provisions and processes in the <i>communication rules</i>.</p> <p>Data Provision will be in line with Clause 5.6 of the <i>metering code</i>.</p> <p>Data Accuracy will be 99.5%.</p>
Reporting	Quarterly Key Performance Indicator Report or as agreed.
Comments	Metering services will seek to provide an interim data feed by 11:00am.

Remotely Collected Energy Interval Data (monthly)

Category	Data Collection, Data Processing
No.	15
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*, each year all metering reading schedules for all network connection points for the following calendar year by October 31. Any subsequent additions (or changes) to this *published* schedule during the year will added to the existing schedule and *published*, following consultation with the impacted *Code participants*.

At the point of providing the *Code participant* with the reading of each meter, the *network operator* will also advise *Code participant* of the date of the next scheduled meter read.

Where connection points have more than one meter, the *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 *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:</p> <ul style="list-style-type: none"> before 5:00pm on the first business day after the <i>network operator</i> obtains energy data for the metering point; if the energy data for a metering point fails validation, the time limit is extended to 5:00pm on the second business day after the network. <p>Meters may be read between one business day ahead of and up to two business 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 <i>communication rules</i> .
Measurement	<p>Data accuracy will be measured on the number of non-estimated and non-substituted readings subsequently amended by another actual reading.</p> <p>Data provision will be measured on the date and time at which the data is issued to Retailers, in accordance with the provisions and processes in the <i>communication rules</i>.</p> <p>Data Provision will be in line with Clause 5.6 of <i>the metering code</i>.</p> <p>Data Accuracy will be 99.5%.</p>
Reporting	Quarterly Key Performance Indicator Report or as agreed.

Comments

Although monthly data is supplied this may be provided as a number of smaller, more regular feeds. This is necessary to avoid congestion at month end and thus ensure the timely provision of the full set of interval data.

Metering services will seek to provide an interim data feed by 11:00 am.

Remotely Collected Energy Interval Data (daily)

Category	Data Collection, Data Processing
No.	16
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, the *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 *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:</p> <ul style="list-style-type: none"> before 5:00pm on the first business day after the <i>network operator</i> obtains energy data for the metering point; if the energy data for a metering point fails validation, the time limit is extended to 5:00pm on the second business day after the network. <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 <i>communication rules</i> .
Measurement	<p>Data accuracy will be measured on the number of non-estimated and non-substituted readings subsequently amended by another actual reading.</p> <p>Data provision will be measured on the date and time at which the data is issued to Retailers, in accordance with the provisions and processes in the <i>communication rules</i>.</p> <p>Data Provision will be in line with Clause 5.6 of the <i>metering code</i>.</p> <p>Data Accuracy will be 99.5%.</p>
Reporting	Quarterly Key Performance Indicator Report or as agreed.
Comments	Metering services will seek to provide an interim data feed by 11:00 am.

Historical Energy Interval Data (up to 12 months or part thereof)

Category	Data Collection, Data Processing
No.	17
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 Western Power Networks Web Portal.

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

Service Standard	Data will be provided within the following timeframes: 1-5 requests before 3:00pm – 2 business days 1-5 requests after 3:00pm – 3 business days 6-10 requests before 3:00pm – 4 business days 6-10 requests after 3:00 pm – 5 business days 11-20 requests before 3:00pm – 5 business days 11-20 requests after 3:00pm – 6 business days
Enablers	Please refer to SCHEDULE 4 for cross-reference to the <i>communication rules</i> (for missing data). Customer Transfer Code Communication Rules, Part 3 (for historical data in general). Request via the Web Portal application form in the meter history screen.
Measurement	Data provision will be measured on the date and time at which the data is issued to Retailers, in accordance with the provisions and processes in the Customer Transfer Code Communication Rules. 100% of requests will be satisfied within the specified service standard.
Reporting	Quarterly Key Performance Indicator Report.
Comments	

Standing Data Provision

Category	Data Collection, Data Processing
No.	18
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	<p>The following timings will apply:</p> <ol style="list-style-type: none"> 1 1-5 requests before 3:00pm – 2 business days; 1-5 requests after 3:00pm – 3 business days; 6-10 requests before 3:00pm – 4 business days; 6-10 requests after 3:00 pm – 5 business days; 11-20 requests before 3:00pm – 5 business days; 11-20 requests after 3:00pm – 6 business 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 two business days of the request.
Enablers	Please refer to SCHEDULE 4 for cross-reference to the <i>communication rules</i> .
Measurement	<p>Standing Data Provision will be in accordance with the Metering Code.</p> <p>Standing Data will be provided with 100% Accuracy and 100% on Time.</p>
Reporting	Quarterly Key Performance Indicator Report.
Comments	By definition, standing data is always accurate if it reflects the current database values.

Energy Interval Data Produced by Survey Meter

Category	Data Collection, Data Processing
No.	19
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.

If 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	Requests will be satisfied within five business days of the completion of the requested survey period for country areas and three business days for metro. 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 <i>communication rules</i> .
Measurement	All data provision will be measured on the difference between schedule date and the works completion date. 100% of requests will be satisfied within the specified standard.
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 to 24 months)

Category	Data Collection, Data Processing
No.	20
Service Description	Additional Historical Energy Interval Data (13 to 24 months)

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	<p>The following timings apply:</p> <ul style="list-style-type: none"> 1-5 requests before 3:00pm – 2 business days. 1-5 requests after 3:00pm – 3 business days. 6-10 requests before 3:00pm – 4 business days. 6-10 requests after 3:00 pm – 5 business days. 11-20 requests before 3:00pm – 5 business days. 11-20 requests after 3:00pm – 6 business days.
Enablers	<p>Please refer to SCHEDULE 4 for cross-reference to the <i>communication rules</i> (for missing data).</p> <p>Customer Transfer Code Communication Rules, Part 3 (for historical data in general).</p> <p>Request via Web Portal application form.</p>
Measurement	<p>Data provision will be measured on the date and time at which the data is issued to Retailers, in accordance with the provisions and processes in the Customer Transfer Code Communication Rules.</p> <p>100% of requests will be satisfied within the specified service standard.</p>
Reporting	Quarterly Key Performance Indicator Report.
Comments	

Verify Meter Data

Category	Data Collection, Data Processing
No.	21
Service Description	Verify Meter Data

Data verification requests are made in response to conditions such as those described in Section 15.3 of the *communication rules*. For example, data format errors, invalid data, etc.

Service Standard	The data will be verified within two business days of request being received.
Enablers	Please refer to SCHEDULE 4 for cross-reference to the <i>communication rules</i> (for missing data). Request via Web Portal form.
Measurement	Data provision will be measured on the date and time at which the data is issued to Retailers, in accordance with the provisions and processes in the <i>communication rules</i> . 98% of requests actioned in the specified service standard.
Reporting	Quarterly Key Performance Indicator Report.
Comments	

3.4 Technical Services

Enablement of Signal Capabilities

Category	Technical Services
No.	22
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 on a one off basis, with the customer funding the full capital cost of the signals, and paying a full cost recovery rate for any signal board failure. The customer can opt for the daily charge, which 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 five business days prior in the Metro area and 10 business days prior in country areas.
Enablers	Please refer to SCHEDULE 4 for cross-reference to the <i>communication rules</i> .
Measurement	Service will be measured on the difference between schedule date and the works completion date. 95% of cases will complete within the specified service standard.
Reporting	Quarterly Key Performance Indicator Report.
Comments	

Meter Test (laboratory) – Single and Three Phase

Category	Technical Services
No.	23
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.

A report is issued to the relevant *code participant* 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 as per the *metrology procedure* and Section 6.5 of *the metering code*.

Service Standard	<p>The following timings will apply:</p> <ul style="list-style-type: none"> • 7 business days in the metro area and 19 business days in the country. • Standing data provided within one business day of the standing data being created. • <i>Code participant</i> to be advised within 24 hours if the meter is faulty.
Enablers	Please refer to SCHEDULE 4 for cross-reference to the <i>communication rules</i> .
Measurement	<p>Standing Data Provision will be in accordance with the Metering Code.</p> <p>Service will be measured on the difference between schedule date and the works completion date.</p> <p>95% of the tests will be completed within the specified service standard.</p>
Reporting	Quarterly Key Performance Indicator Report.
Comments	Note: as a prerequisite to performing the meter test, a meter change is performed.

Meter Test (on site) – Single and Three Phase

Category	Technical Services
No.	24
Service Description	Meter Test (on site) – Single and ThreePhase

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 to the relevant code participant 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 their 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	<ul style="list-style-type: none"> The following timings apply: On-site meter tests are carried out on the required by date provided the request was received five business days prior in the Metro area and 10 business days prior in country/Regional/Pilbara areas. Standing data provided within one business day of the standing data being created. <i>Code participant</i> to be advised within 24 hours if the meter is faulty.
Enablers	Please refer to SCHEDULE 4 for cross-reference to the <i>communication rules</i> .
Measurement	<p>Standing Data Provision will be in accordance with the Metering Code.</p> <p>Service will be measured on the difference between schedule date and the works completion date.</p> <p>95% of the on site tests will be completed in the specified service standard.</p>
Reporting	Quarterly Key Performance Indicator Report.
Comments	

CT Meter Test

Category	Technical Services
No.	25
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 will be inspected and tested, to ensure operation as per the *metrology procedure* for the type of installation. A report is issued to the relevant code participant 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.

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 fivebusiness days prior in the Metro area and 10 business days prior in country/Regional/Pilbara areas. Standing data provided within one business day of the standing data being created. <i>Code participant</i> to be advised within 24 hours if the meter is faulty.
Enablers	Please refer to SCHEDULE 4 for cross-reference to the <i>communication rules</i> .
Measurement	Standing Data Provision will be in accordance with the Metering Code. Service will be measured on the difference between schedule date and the works completion date. 95% of the tests will be completed in the specified service standard.
Reporting	Quarterly Key Performance Indicator Report.
Comments	

Meter Installation Repair

Category	Technical Services
No.	26
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	Decision as to Repair or Replace will be made within one business day of fault detection. Repair times will be as agreed between the <i>network operator</i> , Electrical Contractor and the User.
Enablers	Metering Code sections 4.7 and 7.3.
Measurement	Service will be measured on the difference between schedule date and the works completion date, 95% of repairs will be completed in the specified time.
Reporting	Quarterly Key Performance Indicator Report.
Comments	If it is decided to replace rather than repair the meter, the repair service order will be closed and replacement will be subject to the service levels defined earlier for meter change. This service applies only to assets owned by Western Power. Timing and charging for non-Western Power assets (such as sub-meters) are outside 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.	27
Service Description	Meter Reconfiguration

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

Service Standard	Meter reconfiguration requests will be carried out on the required by date, provided the request was received five business days prior in the Metro area and 10 business days prior in country areas.
Enablers	<p>Please refer to SCHEDULE 4 for cross-reference to the <i>communication rules</i>.</p> <p>The meter must be of a type and configuration suitable for the service being requested.</p> <p>Where required, the standing data update must be provided within one business day of the standing data being updated.</p>
Measurement	<p>Standing Data Provision will be in accordance with the Metering Code.</p> <p>Service will be measured on the difference between schedule date and the works completion date.</p> <p>95% of reconfiguration requests will be completed within the specified service standard.</p>
Reporting	Quarterly Key Performance Indicator Report.
Comments	

3.5 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 (Business 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	5	10
Data Collection, Data Provision			
9	Scheduled Bi-Monthly Meter Reading	2	2
10	Scheduled Monthly Meter Reading	2	2
11	Non-Scheduled Special Meter Reading	3	5
12	Card Meter Reading	*	*
13	Customer Meter Reading	*	*
14	Manually Collected Energy Interval Data (monthly)	2	2
15	Remotely Collected Energy Interval Data (monthly)	2	2
16	Remotely Collected Energy Interval Data (daily)	2	2
17	Historical Energy Interval Data (up to 12 months or part thereof)	2-6(*)	2-6(*)
18	Standing Data Provision	2-6(*)	2-6(*)
19	Energy Interval Data Produced by Survey Meter	*	*
20	Additional Historical Energy Interval Data (13 to 24 months)	2-6(*)	2-6(*)
21	Verify Meter Data	2	2

Service		Service Standards (Business days)	
		Metro	Country
Technical Services			
22	Enablement of Signal Capabilities	5	10
23	Meter Test (laboratory) – Single and Three Phase	7	19
24	Meter Test (on- site) – Single and Three Phase	5	10
25	CT Meter Test	5	10
26	Meter Installation Repair	*	*
27	Meter Reconfiguration	5	10
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.

The charges may be revised from time to time by Western Power and may not exceed the costs that would be incurred by Western Power acting in good faith and in accordance with good electricity industry practice, seeking to achieve the lowest sustainable costs of providing the relevant metering service.

In line with industry practice, Metering Services will waive, or refund or offset as appropriate, the fee for any service that is shown to have been incurred due to erroneous information supplied by Metering Services.

No.	Service	Cost(\$) ^{3,4,5}	
		Metro	Country
Meter Provision			
1	Establishment of Metering Connection Point		*
2	CT Interval Meter Upgrade (Includes Meter Cost)		*
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)		\$ 115.50 (plus travel) ¹
3e	Direct Meter Change Three Phase (including Meter Cost)		\$ 203.50 (plus travel) ¹
3f	Direct Interval Meter Change Three Phase (Includes Meter Cost)		\$ 704.00 (plus travel) ¹
3g	Direct Interval Meter Change Single Phase (Includes Meter Cost)		\$ 181.50 (plus travel) ¹
4	Direct Meter De-Energise Single Phase and Three Phase		\$ 38.50 (plus travel) ¹
5	Direct Meter Energising Single and Three Phase		\$ 38.50 (plus travel) ¹
6	Meter Investigation		\$93.50
7a	Communications Equipment Installation on existing compatible interval meter		\$ 858.00 (plus travel) ¹
7b	Communications Equipment Installation with the interval meter installation		\$ 715.00 (plus travel) ¹

SLA – WP Network operator and Code participants

8	Supply Abolishment		
	a) Residential	\$275.00	\$275.00
	b) Commercial	P.O.A.	P.O.A.

Data Collection, Data Provision			
9	Bi-Monthly Meter Reading	*	
10	Monthly Meter Reading	*	
11	Off-Cycle Meter Reading	\$ 4.95	\$ 21.45
12	Card Meter Reading	*	
13	Customer Meter Reading	*	
14	Load Interval Data up to 35 Days - Manually collected	*	
15	Load Interval Data up to 35 Days - Remotely collected (Monthly)	*	
16	Load Interval Data up to 35 Days - Remotely collected (Daily)	\$ 5.50	\$ 5.50
17	Historical Load Interval Data (up to 12 months or part there of) - 1st meter	*	
18	Standing Data Provision	*	
19	Survey Load Interval Data (excluding meter costs)	\$ 385.00 (plus travel) ¹	
20	Additional Historical Load Interval Data (13 to 24 months)	\$49.50	
21	Verify Meter Data Request	\$2.75	
Technical Services			
22a	Enablement of Signal Capabilities and Signal Maintenance (charge per day)	\$ 0.66	\$ 0.66
22b	Option up front capital cost to retro fit signals (signals not maintained)	\$ 242.00 (plus travel) ¹	
22c	Option of up front capital cost to enable of signal when meter installed (signals not maintained)	\$ 165.00 (plus travel) ¹	
22d	Maintenance of Signals for options 1b and 1c	\$93.50/Hr	\$93.50/Hr
23a	Meter Test - Laboratory (Single Phase)	\$ 297.00 ⁵	
23b	Meter Test - Laboratory (Three Phase)	\$ 440.00 ⁵	
24a	Meter Test - On Site (Single Phase)	\$ 297.00 (plus travel) ⁵	
24b	Meter Test - On Site (Three Phase)	\$ 473.00 (plus travel) ⁵	
25	Meter Test- On Site (CT Metering)	\$ 280.50 (plus travel) ⁵	
26	Meter Installation Repair	N/A or \$93.50/Hr ² (plus travel) ¹	

SLA – WP Network operator and Code participants

27	Meter reconfiguration	\$49.50
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Notes:

¹ Average travel time of 30 Minutes included for Metro.

(Plus Travel) = For Vehicle Travel
\$93.50/ Hr

For Air Travel \$85/ Hr Plus Airfare and Accommodation

Note: Western Power will use reasonable endeavours to utilise the closest available resource and avoid incurring travel expenses.

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).

* Cost included within the tariffs for covered services.

SCHEDULE 4 ENABLERS

Cross-reference of Services to Communication Rules Enablers

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

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