# Combined Distribution Business Answers to Fault and Emergencies Questions for IEC

Contents

[Combined Distribution Business Answers to Fault and Emergencies Questions for IEC 1](#_Toc493155228)

[List of Questions 2](#_Toc493155229)

[United Energy 4](#_Toc493155230)

[AusNet 9](#_Toc493155231)

[Citipower/Powercor 13](#_Toc493155232)

[Jemena 17](#_Toc493155233)

[Ausgrid 18](#_Toc493155234)

[Endeavour Energy 21](#_Toc493155235)

[Energy Queensland (Energex and Ergon Distribution) 22](#_Toc493155236)

[Tas Networks 25](#_Toc493155237)

[SA Power Networks 28](#_Toc493155238)

[Essential Energy 31](#_Toc493155239)

## List of Questions

**Meter Faults**

1.       Will the Distributor bypass a meter (if safe) to keep our shared customer on supply?

         *Confirm what actions your field officers will undertake to attempt to restore supply?*

         *In what circumstances will you not bridge the meter and what process will be undertaken in relation to the following?*

         *If the Distributor does not bypass a contestable meter and the customer has life support/sensitive load what will the process be? What works will you undertake?*

2.       In all situations deemed to be a meter fault please confirm in detail the processes you will undertake in relation to the following:

         *Off supply (NMI is active in MSATS but supply interruption has occurred)*

         *What participants need to be notified of meter fault? i.e. Retailer, MDP, if MC appointed will the same MC be retained)?*

         *What is the method of communication/notification that will be used to notify participants? (Meter fault notification, email, phone etc.)*

         *What content of information will be provided? (i.e. what detail details will be provided e.g. Meter number, time of visit, issue identified onsite)*

3.       What are the relevant (including source) of safety  considerations DBs have in relation to meter bypass?

4.       What information will the Distributor provide a Retailer when a Retailer’s meter is faulty?

5.       How and when will a Retailer get this information? (Will they call? If after hours where will this call come to?

6.       What are the SLA’s around OWN & MFN’s?

7.       *Please detail the situation where the customer would be referred to their retailer to resolve fault or emergency (both on supply & off supply situations).Would this extend to life support/sensitive load?*

         *What would you advise the customer to do?*

         *What if customer doesn’t have a retailer  (new to site and retailer not known to customer)*

8.    In the event of a widespread outage e.g. 10k sites how will the Distributor advise the Retailers?

9.    Would you consider temporary meter replacement (Network Device)  In the situation of meter fault or emergency where deemed necessary or by bilateral  (This would then be replaced by the retailer via a meter exchange)?

         *If you attempt to install a network device and you locate a defect on the meter board what will you do?*

**Regulated Meter Faults**

10.    If a Distributor’s meter is  found to be faulty, what will the Distributor do at the site? If this process is different to the process for contestable meters, why?

11.    What information will the distributor provide a Retailer when a Distributor’s meter is faulty?

12.    How and when will a Retailer get this information?

**Please confirm the above will apply to direct metered vs. CT/VT metered supplies**

## United Energy

**Background**

Based on the Victorian Governments deferral of full implementation of metering competition, United Energy (UE) is required to continue with the installation of mass market meters for a minimum of four years. UE will continue to perform the role of LNSP, MPB and MDP for mass market sites for the vast majority of the customers in the UE distribution region.

Therefore, existing practices will continue to remain in place for faults and emergencies.

**Meter Faults**

1. *Will the Distributor bypass a meter (if safe) to keep our shared customer on supply?*

United Energy (UE), for safety reasons, will not bypass any meter, regardless of which party owns the meter. This work involves electrical wiring work (**AS/NZS 3000:2007)** that a licensed Registered Electrical Contractor or meter technician is required to perform. As UE crews aren’t licensed or authorised to complete this task, this activity is therefore a breach of various Acts and Regulations.

The installation of non-MEC metering equipment or alterations (as is the case with any other electrical installation work) requires the person or company to comply with the Act and Regulations conclusive of being;

* a registered electrical contractor;
* employ licensed electrical workers to perform the work;
* issue certificates of electrical safety in relation to that work
* ensure any prescribed work is inspected by a licensed electrical inspector

Additionally, this activity would leave the premises unmetered which UE sees as non-compliant with the National Measurement Act 1960, and the National Electricity Rules.

         *Confirm what actions your field officers will undertake to attempt to restore supply?*

UE will use reasonable endeavours to restore the electricity supply as soon as practical, as per the Victorian Electricity Distribution Code.

         *In what circumstances will you not bridge the meter and what process will be undertaken in relation to the following?*

UE will under no circumstance bridge the meter wiring, regardless of ownership. Presently, UE meters are replaced if identified as being faulty.

For meters that are not owned by UE, the customer will be advised to contact their retailer.

         *If the Distributor does not bypass a contestable meter and the customer has life support/sensitive load what will the process be? What works will you undertake?*

If a UE owned meter fails and the customer is on life support, UE will use reasonable endeavours to replace the faulty meter and restore supply.

If a contestable meter fails (an unplanned interruption), UE is unable to replace the meter. For a customer is on life support, UE will, in accordance with the Electricity Distribution Code, advise the customer to enact their plan of action for unplanned interruptions.

In all situations where UE believes the fault lies with a contestable meter, UE will advise the customer to contact their retailer. For life support customer UE maintains a policy of regular follow up to ensure that the customer’s issues are safely and promptly resolved.

1. In all situations deemed to be a meter fault please confirm in detail the processes you will undertake in relation to the following:

         *Off supply (NMI is active in MSATS but supply interruption has occurred)*

For a UE meter that is faulty and the customer is off supply, UE will use reasonable endeavours to replace the faulty meter as soon as practical, as per the Victorian Electricity Distribution Code.

For any meters that do not belong to UE, the customer is advised to contact their retailer to replace the meter.

         *What participants need to be notified of meter fault? i.e. Retailer, MDP, if MC appointed will the same MC be retained)?*

For a UE meter that is faulty, UE will replace the meter and notify participants via Market CR transactions as per the existing practice.

For any meters that are not UE owned, UE will not notify any of the participants of a meter fault. The customer will be informed to contact their retailer to replace the meter.

         *What is the method of communication/notification that will be used to notify participants? (Meter fault notification, email, phone etc.)*

UE will be the MC for the vast majority of ‘small’ customer installations in the UE distribution area and hence where UE is MC, UE will replace the meter and notify participants via Market CR transactions as per the existing practice.

For any meters that are not UE owned, UE will not notify any of the participants of a meter fault. The customer will be informed to contact their retailer to replace the meter.

         *What content of information will be provided? (i.e. what detail details will be provided e.g. Meter number, time of visit, issue identified onsite)*

UE will be the MC for the vast majority of ‘small’ customer installations in the UE distribution area and hence where UE is MC, UE will replace the meter and notify participants via Market CR transactions as per the existing practice.

For any meters that are not UE owned, UE will not notify any of the participants of a meter fault. The customer will be informed to contact their retailer to replace the meter.

1. What are the relevant (including source) of safety considerations DBs have in relation to meter bypass?

As per the existing practice, if there is an illegal bypass, UE crews will isolate supply and ensure the electrical installation is safe. The installation defect notice procedure is followed with rectification work completed by a REC and a CES provided prior to the electricity supply being restored.

1. What information will the Distributor provide a Retailer when a Retailer’s meter is faulty?

For all contestable meters (ie where UE is not the MC). UE will advise the customer to contact their retailer to replace the faulty meter.

1. How and when will a Retailer get this information? (Will they call? If after hours where will this call come to?

UE will continue to follow existing practices to inform the customer to contact their Retailer.

6.       What are the SLA’s around OWN & MFN’s?

UE will only send a Meter Fault Notification (MFN) to the Retailer in the event that a Metrology Threshold breach is detected on a small customer’s meter.

During the deferral period, UE will not send a MFN for a faulty meter.

1. *Please detail the situation where the customer would be referred to their retailer to resolve fault or emergency (both on supply & off supply situations).Would this extend to life support/sensitive load?*

         *What would you advise the customer to do?*

During the deferral period, for any meters that do not belong to UE, the customer will be referred to their retailer to replace faulty meter.

If a customer is on life support, UE will, in accordance with the Electricity Distribution Code, advise the customer to enact their plan of action for unplanned interruptions.

         *What if customer doesn’t have a retailer (new to site and retailer not known to customer)*

If the customer does not know their retailer, UE field crews may contact the control centre to determine the customer’s retailer.

1. In the event of a widespread outage e.g. 10k sites how will the Distributor advise the Retailers?

In the event of a widespread outage, UE will update the outage page on the website and other social media channels.

It should be noted that a widespread outage may not result in meter failures. In events such as a High Voltage Injection, an inspector(s) is required to assess each impacted premise and test the meter to determine whether any damage has occurred, after which point each impacted site is communicated back to UE Faults Coordination Centre to manage the follow up rectification activities.

9.    Would you consider temporary meter replacement (Network Device)? In the situation of meter fault or emergency where deemed necessary or by bilateral (This would then be replaced by the retailer via a meter exchange)?

UE will not consider a temporary meter replacement process in situations of meter faults or emergencies regardless of who owns the meter. UE does not consider a ‘network device’ to be a suitable replacement, albeit temporary, for a meter.

         *If you attempt to install a network device and you locate a defect on the meter board what will you do?*

Regardless of the reason for a field visit by UE Field Crews, if a defect is identified on the customer premise, UE has a duty of care to assess the defect and issue a defect notice to the customer. This may include the de-energisation of the site for High Priority Defects (i.e. high risk of injury or death) as detailed within the Electricity Distribution Code.

**Regulated Meter Faults**

10.    If a Distributor’s meter is found to be faulty, what will the Distributor do at the site? If this process is different to the process for contestable meters, why?

UE willuse reasonable endeavours to replace the faulty meter as soon as practical, as per the Victorian Electricity Distribution Code.

UE will not replace meters owned by another party as it is not accountable for this activity. Further to this, UE field crews will not procure or carry replacement meter stock for sites which it is not accountable for as the MP.

11.    What information will the distributor provide a Retailer when a Distributor’s meter is faulty?

After UE has replaced the meter(s), an Outbound CR30XX is sent to the market identifying the removed and installed meter details.

12.    How and when will a Retailer get this information?

The Retailer will receive information related to the exchange or metering through an MSATS CR (e.g. CR3005), as per existing practice.

AusNet **– Provisional advice subject to change closer to the start of metering contestability in Victoria**

|  | **Provision and obligation** | **AusNet Services provisional position** |
| --- | --- | --- |
|  | Will the Distributor bypass a meter (if safe) to keep our shared customer on supply?   * Confirm what actions your field officers will undertake to attempt to restore supply? * In what circumstances will you not bridge the meter and what process will be undertaken in relation to the following? * If the Distributor does not bypass a contestable meter and the customer has life support/sensitive load what will the process be? What works will you undertake? | AusNet Services considers that Distribution Business (DB) electrical workers are not authorised to bypass a meter to keep a customer on supply in Victoria. A bypass is electrical work to the customer’s electrical installation that would require a Registered Electrical Contractor. There are also clear obligations in the NER section 7.8.1 and 7.8.2 requiring the Metering Coordinator and Meter Provider to ensure that there is an accurate metering installation at the connection point.  Until metering contestability commences in Victoria, situations where a customer with life support being off supply would be extremely rare with AusNet Services, although we currently prioritise the rectification of a fault which is confirmed on a sensitive or life support customer’s premise. The vast majority of Type 4 metering sites are CT connected. CT metering arrangements allow supply to continue, even when the meter fails with open circuit. Our connection policy requires customers with high load requirements to establish CT metering. In such, rare circumstances where a direct connected Type 4 meter fails AusNet Services would upon confirming the meter is causing the supply outage would discuss with the options for contacting their appointed Metering Provider or a REC to establish wiring changes that enable CT metering.  When and if metering contestability commences in Victoria, we expect retailers and contestable MCs to establish agency and services agreements with local RECs in all regions. AusNet Services has similar agreements for some poles and wires work with suitably trained RECs in remote regional areas (areas too far from the nearest depot). Such agreements would allow a retailer or MC appointed REC to resolve the issue, and resolve the matter of appointing retailer and metering parties (MC, MDP, and MP). Although the Rules and market transfers (MSATS) framework appears to prevent the emergency metering replacements by anyone else than the current retailer appointed MC.  When and if meter contestability becomes effective in Victoria, AusNet Services will continue its policy to investigate such sensitive premises and will liaise with retailers and metering parties accordingly if it is deemed a meter fault. |
|  | In all situations deemed to be a meter fault please confirm in detail the processes you will undertake in relation to the following:   * Off supply (NMI is active in MSATS but supply interruption has occurred) * What participants need to be notified of meter fault? i.e. Retailer, MDP, if MC appointed will the same MC be retained)? * What is the method of communication/notification that will be used to notify participants? (Meter fault notification, email, phone etc.) * What content of information will be provided? (i.e. what detail details will be provided e.g. Meter number, time of visit, issue identified onsite) | The detailed processes for handling meter scenarios are included in our Metering Coordinator retailer guideline that we expect to publish in a few months in association with our deemed MC agreement. We anticipate to be compliant with obligations under NER 11.86.7(g)(3) to promptly notify the financially responsible Market Participant of a metering installation malfunction, and would populate all applicable required and mandatory fields in the B2B transaction. |
|  | What are the relevant (including source) of safety considerations DBs have in relation to meter bypass? | Electricity Safety Act 1998, as amended from time to time, defines the circumstances where Distribution electrical workers carrying out of electrical installation work. Distribution businesses rely on the 13 August 2009 Order in Council Amending the Electricity Safety Act 1998 to perform work on metering owned by a distribution company. |
|  | What information will the Distributor provide a Retailer when a Retailer’s meter is faulty? | We would provide the retailer with all applicable required and mandatory fields in the B2B transaction for meter fault notifications. |
|  | How and when will a Retailer get this information? (Will they call? If after hours where will this call come to)? | Under extension of metering exclusivity in Victoria AusNet Services will perform LNSP, MC, MP and MDP roles for regulated metering. In this scenario we would not send a MFN or MXN one way notification as were the only party performing field work. As today, we will create an internal Service Order to update the metering details for the NMI as a result of the faults field work, and the required CRs will be issued as per the MSATS Procedures.  After the commencement of metering contestability in Victoria, AusNet Services would promptly provide the retailer with MFN transactions. |
|  | What are the SLA’s around OWN & MFN’s? | SLAs for MFNs are not prescribed other than provisions in NER 11.86.7(g)(3) to make a prompt notification. |
|  | Please detail the situation where the customer would be referred to their retailer to resolve fault or emergency (both on supply & off supply situations).Would this extend to life support/sensitive load?   * What would you advise the customer to do? * What if customer doesn’t have a retailer (new to site and retailer not known to customer) | When and if metering contestability commences in Victoria, we expect retailers and contestable MCs to establish agency and services agreements with local RECs in all regions. Such agreements would allow a retailer or MC appointed REC to resolve the issue, and resolve the matter of appointing retailer and metering parties (MC, MDP, and MP). The REC may be able to temporarily bypass the failed meter while the customer transfer retailer and all required MSATS transactions complete in the market.  AusNet Services would communicate with customers, via email, to keep them informed of the status of the metering churn process. |
|  | In the event of a widespread outage e.g. 10k sites how will the Distributor advise the Retailers? | Communication strategies for managing bulk meter replacements will be provided to retailers prior to the commencement of metering contestability in Victoria. Such strategies will be incorporated in updates of our Metering Coordinator retailer guideline. |
|  | Would you consider temporary meter replacement (Network Device) in the situation of meter fault or emergency where deemed necessary or by bilateral (This would then be replaced by the retailer via a meter exchange)?   * If you attempt to install a network device and you locate a defect on the meter board what will you do? | The provision of any temporary supply is subject to AusNet Services being able establish regulated or commercial pricing, terms and conditions that alleviate all compliance, safety and cost recovery issues prior to commencement of metering contestability in Victoria. |
|  | If a Distributor’s meter is found to be faulty, what will the Distributor do at the site? If this process is different to the process for contestable meters, why?] | Response to questions 10, 11, and 12. Would seek to apply the same processes as described above, subject to legal, regulatory and safety requirements. |
|  | What information will the distributor provide a Retailer when a Distributor’s meter is faulty? |
|  | How and when will a Retailer get this information? |
|  | **Please confirm the above will apply to direct metered vs. CT/VT metered supplies** | CT metering arrangements allow supply to continue, even when the meter fails with open circuit. |

## Citipower/Powercor

R**esponse to consolidated retailer questions.**

**Background**

Based on the Victorian Governments deferral from full implementation of metering competition, CitiPower Pty Ltd and Powercor Australia Ltd (CitiPower and Powercor) is required to continue with the installation of mass market meters until at least to the end of 2020. CitiPower and Powercor will continue to perform the role of LNSP, MPB and MDP for mass market sites for the vast majority of the customers in the CitiPower and Powercor distribution regions.

Therefore, existing practices will continue to remain in place for faults and emergencies.

From our experience direct connected (non CitiPower and Powercor owned) meter faults are rarely the cause of a supply outage. On average, we expect this situation to arise less than once per year.

**Meter Faults**

*1. Will the Distributor bypass a meter (if safe) to keep our shared customer on supply?*

CitiPower and Powercor will not bypass any meter, regardless of which party owns the meter.

 *Confirm what actions your field officers will undertake to attempt to restore supply?*

CitiPower and Powercor will use reasonable endeavours to restore the electricity supply as soon as practical, as per the Victorian Electricity Distribution Code.

 *In what circumstances will you not bridge the meter and what process will be undertaken in relation to the following?*

CitiPower and Powercor will under no circumstance bridge the meter wiring, regardless of ownership. CitiPower and Powercor owned meters will be replaced if identified as being faulty.

For meters that are not owned by CitiPower and Powercor, the customer will be advised to contact their retailer.

 *If the Distributor does not bypass a contestable meter and the customer has life support/sensitive load what will the process be? What works will you undertake?*

If a CitiPower and Powercor owned meter fails and the customer is on life support, CitiPower and Powercor will use reasonable endeavours to replace the faulty meter and restore supply. In all situations where CitiPower and Powercor believes the fault lies with a contestable meter, we will advise the customer to contact their retailer. For life support customers if CitiPower and Powercor is unable to restore supply, we will in accordance with the Electricity Distribution Code, advise the customer to enact their plan of action for unplanned interruptions. CitiPower and Powercor has an escalated support policy for any identified vulnerable customers to ensure that the customer’s issues are safely and promptly resolved.

2. In all situations deemed to be a meter fault please confirm in detail the processes you will undertake in relation to the following:

- *Off supply (NMI is active in MSATS but supply interruption has occurred)*

For a CitiPower and Powercor meter that is faulty and the customer is off supply, we will use reasonable endeavours to replace the faulty meter as soon as practical and restore supply, as per the Victorian Electricity Distribution Code.

In all situations where CitiPower and Powercor believes the fault lies with a contestable meter, we will advise the customer to contact their retailer.

 *What participants need to be notified of meter fault? i.e. Retailer, MDP, if MC appointed will the same MC be retained)?*

For meters owned by CitiPower and Powercor, we will alert retailers of meter exchanges post the fault rectification via MSATS as per current practice.

CitiPower and Powercor will notify the Metering Coordinator within 1 business day of becoming aware of a non CitiPower or Powercor fault meter, as appropriate via email or a phone call.

 *What is the method of communication/notification that will be used to notify participants? (Meter fault notification, email, phone etc.)*

For meters owned by CitiPower and Powercor, we will alert retailers of meter exchanges post the fault rectification via MSATS as per current practice.

CitiPower and Powercor will notify the Metering Coordinator within 1 business day of becoming aware of a non CitiPower or Powercor fault meter, as appropriate via email or a phone call.

 *What content of information will be provided? (i.e. what detail details will be provided e.g. Meter number, time of visit, issue identified onsite)*

For meters owned by CitiPower and Powercor, we will alert retailers of meter exchanges post the fault rectification via MSATS as per current practice.

For a non CitiPower or Powercor faulty meter we will provide the metering coordinator with details of NMI, meter number, time of incident, issue and current status of site.

3. What are the relevant (including source) of safety considerations DBs have in relation to meter bypass?

Non-standard connectors for differing cable sizes, licence issues, VESI testing practices/training, cost of connectors, risk of poor workmanship, uncertain insurance risks, adequate covering/protection of wiring, damage to aging wiring and its insulation.

4. What information will the Distributor provide a Retailer when a Retailer’s meter is faulty?

In all situations where CitiPower and Powercor believe the fault lies with a contestable meter, we will advise the customer to contact their retailer.

CitiPower and Powercor will notify the Metering Coordinator within 1 business day of becoming aware of a non CitiPower or Powercor faulty meter, as appropriate via email or a phone call. We will provide the metering coordinator with details of NMI, meter number, time of incident, issue and current status of site.

5. How and when will a Retailer get this information? (Will they call? If after hours where will this call come to?

In all situations where CitiPower and Powercor believe the fault lies with a contestable meter, we will advise the customer to contact their retailer.

1. What are the SLA’s around OWN & MFN’s?

During the deferral period, CitiPower and Powercor will not send a MFN for a faulty meter.

For meters owned by CitiPower and Powercor, we will alert retailers of meter exchanges post the fault rectification via MSATS as per current practice.

CitiPower and Powercor will notify the Metering Coordinator within 1 business day of becoming aware of a non CitiPower or Powercor faulty meter, as appropriate via email or a phone call. We will provide the metering coordinator with details of NMI, meter number, time of incident, issue and current status of site.

*7. Please detail the situation where the customer would be referred to their retailer to resolve fault or emergency (both on supply & off supply situations).Would this extend to life support/sensitive load?*

 *What would you advise the customer to do?*

In all situations where CitiPower and Powercor believe the fault lies with a contestable meter, we will advise the customer to contact their retailer.

For life support customers if CitiPower and Powercor is unable to restore supply, we will in accordance with the Electricity Distribution Code, advise the customer to enact their plan of action for unplanned interruptions.

CitiPower and Powercor has an escalated support policy for any identified vulnerable customers to ensure that the customer’s issues are safely and promptly resolved.

 *What if customer doesn’t have a retailer (new to site and retailer not known to customer)*

CitiPower and Powercor has an escalated support policy for any identified vulnerable customers to ensure that the customer’s issues are safely and promptly resolved.

8. In the event of a widespread outage e.g. 10k sites how will the Distributor advise the Retailers?

As per current practice, in the event of a widespread outage, CitiPower and Powercor will update the outage page on our website and other social media channels.

1. Would you consider temporary meter replacement (Network Device)? In the situation of meter fault or emergency where deemed necessary or by bilateral (This would then be replaced by the retailer via a meter exchange)?

In all situations where CitiPower and Powercor believe the fault lies with a contestable meter, we will advise the customer to contact their retailer.

CitiPower and Powercor does not consider a ‘network device’ to be a regulatory compliant replacement, albeit even temporary, for a faulty meter replacement as NER Rule 7.8.6 (a) (2) specifically precludes it.

 *If you attempt to install a network device and you locate a defect on the meter board what will you do?*

Regardless of the reason for a field visit by CitiPower and Powercor field crews, if a defect is identified on the customer premise, we have a duty of care to assess the defect and issue a defect notice to the customer. This may include the de-energisation of the site for High Priority Defects (i.e. high risk of injury or death) as detailed within the Electricity Distribution Code.

**Regulated Meter Faults**

1. If a Distributor’s meter is found to be faulty, what will the Distributor do at the site? If this process is different to the process for contestable meters, why?

For a CitiPower and Powercor meter that is faulty and the customer is off supply, we will use reasonable endeavours to replace the faulty meter as soon as practical and restore supply, as per the Victorian Electricity Distribution Code. We perform this meter replacement function as part of our role of being the regulated metering coordinator and meter provider for the metering installation.

In all situations where CitiPower and Powercor believe the fault lies with a contestable meter, we will advise the customer to contact their retailer. The retailer’s appointed contestable metering coordinator (which will not be CitiPower and Powercor) is accountable for ensuring the meter provider repairs the metering installation.

1. What information will the distributor provide a Retailer when a Distributor’s meter is faulty?

For meters owned by CitiPower and Powercor, we will alert retailers of meter exchanges post the fault rectification via MSATS as per current practice.

An outbound CR30XX is sent to the market identifying the removed and installed meter details.

1. How and when will a Retailer get this information?

For meters owned by CitiPower and Powercor, we will alert retailers of meter exchanges post the fault rectification via MSATS as per current practice

## Jemena

The questions raised relate to NEM jurisdictions except Vic due to the Vic Govt derogation on the Metering Competition.

Jemena will continue current practices *on handling meter faults* as per Jemena’s Retailer Handbook.

## Ausgrid

**Meter Faults**

1. Will the Distributor bypass a meter (if safe) to keep our shared customer on supply? Yes.

 *Confirm what actions your field officers will undertake to attempt to restore supply?* The Emergency Service Officer (EmSO) will determine where the fault has occurred and if possible remove or repair the fault to get supply back on. In some cases this may only be a partial supply. Post 1 January 2018, if the fault is related to work that is a contestable activity (other than bypassing the meter), Ausgrid will advise the customer that they need to contact an electrical contractor to restore supply.

 *In what circumstances will you not bridge the meter and what process will be undertaken in relation to the following? If the meter has been identified as the fault for no supply, meter seals will be broken and supply restored. If it is a controlled load fault within the meter where it is believed that the meter contactor has not operated to charge the hot water tank, the EmSO will refer the customer to their retailer. The extent of work undertaken by the EmSO will depend on Ausgrid’s impending classification of services and ring fencing waivers (if appropriate).*

 *If the Distributor does not bypass a contestable meter and the customer has life support/sensitive load what will the process be? What works will you undertake? The EmSO will make all reasonable attempts to restore supply. Only a significant fault (eg. burnt out switchboard) would be referred to third party for repair. Major network faults would be prioritised.*

2. In all situations deemed to be a meter fault please confirm in detail the processes you will undertake in relation to the following:

 *Off supply (NMI is active in MSATS but supply interruption has occurred). NMI status in MSATS will remain active.*

 *What participants need to be notified of meter fault? i.e. Retailer, MDP, if MC appointed will the same MC be retained)? If it is a Type 4, 5 or 6 meter fault a one way notification (Meter Fault Notification (MFN)) will be sent to the FRMP from Ausgrid.*

 *What is the method of communication/notification that will be used to notify participants? (Meter fault notification, email, phone etc.). If it is a Type 4, 5 or 6 meter fault a one way notification (Meter Fault Notification (MFN)) will be sent to the FRMP from Ausgrid.*

 *What content of information will be provided? (i.e. what detail details will be provided e.g. Meter number, time of visit, issue identified onsite). The details provided will be what has been agreed in the One Way Notification B2B procedures for a MFN.*

3. What are the relevant (including source) of safety considerations DBs have in relation to meter bypass? Ausgrid would not leave a customer premises energised that is in an unsafe manner consistent with our obligations under the Electricity Supply Act.

4. What information will the Distributor provide a Retailer when a Retailer’s meter is faulty? *The details provided will be what has been agreed in the One Way Notification B2B procedures for a MFN.*

5. How and when will a Retailer get this information? (Will they call? If after hours where will this call come to? *Via a One Way Notification B2B procedures for a MFN.*

6. What are the SLA’s around OWN & MFN’s? *The details provided will be what has been agreed in the One Way Notification B2B procedures for a MFN. These fault notifications would be uploaded and sent daily.*

7. *Please detail the situation where the customer would be referred to their retailer to resolve fault or emergency (both on supply & off supply situations).Would this extend to life support/sensitive load? Ausgrid will refer a customer to a retailer if: 1) If it is believed that a Type 4 meter contactor which is controlling the controlled load circuit has not operated. 2) If a Type 4, 5 or 6 meter was bridged out, we would send a MFN to the retailer.*

*We would also advise the customer that their retailer will be arranging for the replacement of the defective meter. If they have any queries about the proposed meter exchange, they should contact their retailer.*

 *What would you advise the customer to do? Unless it is the controlled load issues identified above, Ausgrid would not refer the customer to their retailer for repairs. Ausgrid would refer the customer to engage an electrical contractor to resolve any outstanding supply issue with their electrical installation. If a Type 4, 5 or 6 meter was bridged out, we would send a MFN to the retailer. We would also advise the customer that their retailer will be arranging for the replacement of the defective meter. If they have any queries about the proposed meter exchange, they should contact their retailer.*

 *What if customer doesn’t have a retailer (new to site and retailer not known to customer). The NMI allocation rules do not allow for a NMI to be made active and connected unless a retailer has assumed financial responsibility for the NMI.*

8. In the event of a widespread outage e.g. 10k sites how will the Distributor advise the Retailers? Ausgrid publishes Planned and unplanned outages on our website.

9. Would you consider temporary meter replacement (Network Device) In the situation of meter fault or emergency where deemed necessary or by bilateral (This would then be replaced by the retailer via a meter exchange)? No a MFN will be sent to the retailer to arrange replacement of the defective meter.

 *If you attempt to install a network device and you locate a defect on the meter board what will you do? Ausgrid does not envisage that we will be installing network devices. Ausgrid would defect and, if dangerous, isolate the defective part of the customers’ electrical installation. The customer would be referred to an electrical contractor (ASP is required) to arrange rectification of the defect. Ausgrid has a follow up process to ensure the defect has been rectified.*

**Regulated Meter Faults**

10. If a Distributor’s meter is found to be faulty, what will the Distributor do at the site? If this process is different to the process for contestable meters, why? *If it is a Type 4, 5 or 6 meter fault a one way notification (Meter Fault Notification (MFN)) will be sent to the FRMP from Ausgrid.*

11. What information will the distributor provide a Retailer when a Distributor’s meter is faulty? *The details provided will be what has been agreed in the One Way Notification B2B procedures for a MFN.*

12. How and when will a Retailer get this information? *Via a One Way Notification B2B procedures for a MFN.*

**Please confirm the above will apply to direct metered vs. CT/VT metered supplies**

*The above processes relate to whole current metered sites only.*

## Endeavour Energy

Endeavour Energy will be incorporating into our POC communications to Retailers on how we will manage faults and emergencies.

In short, if safe, we will bypass the meter regardless of who the meter owner is.  Our priority is to restore supply to the customer.

In the event that we have performed a meter bypass we will send an MFN via B2B to the current Retailer.

## Energy Queensland (Energex and Ergon Distribution)

|  |  |
| --- | --- |
| **Meter Faults** | |
| 1.       Will the Distributor bypass a meter (if safe) to keep our shared customer on supply? | Yes, we will bypass a meter (if safe to do so). |
| * *Confirm what actions your field officers will undertake to attempt to restore supply?* | Our field crew will attend the site to inspect. If it has been determined that just the meter is faulty, the crew will bypass the meter and trigger the sending of a Meter Fault Notification (MFN) to the Retailer.  If it has been determined that the installation has been damaged due to the customer, the crew will disconnect supply, issue a defect notice to the customer for the customer to engage an electrician to rectify, and issue a MFN to the Retailer. Upon rectification of the customer’s installation the electrician will contact the DNSP to return to the site and re-energise the premises. The DNSP will potentially issue another MFN to advise the FRMP that the meter has been bypassed – supply is on).  Alternatively, dependent on the fault location at the customer’s installation the crew may isolate supply at the pole / pillar and attach a form 9086 ‘Disconnected for Safety’ which allows the electrical contractor to restore supply after rectification of the fault. |
| * *In what circumstances will you not bridge the meter and what process will be undertaken in relation to the following?* | As per above, if the customer’s installation is safe and it is just the meter that is faulty, the DNSP will bypass the meter. |
| * *If the Distributor does not bypass a contestable meter and the customer has life support/sensitive load what will the process be? What works will you undertake?* | As per above |
| 2.        In all situations deemed to be a meter fault please confirm in detail the processes you will undertake in relation to the following: |  |
| * *Off supply (NMI is active in MSATS but supply interruption has occurred)* | Field crew will go to site upon advice from customer due to no power. The crew will determine if the meter is faulty and where it is, bypass the meter so that the customer has power. This will trigger a MFN to the Retailer to advise the MPB to correct the meter fault. The NMI will remain active in the market for the duration of the time.  Discussions are currently under way with AEMO to determine if the outage will require the 4 day notification process, as per NECF or if the work can be completed under emergency. |
| * *What participants need to be notified of meter fault? I.e. Retailer, MDP, if MC appointed will the same MC be retained)?* | As per the B2B Guide – the recipient of the MFN will be the Retailer. |
| * *What is the method of communication/notification that will be used to notify participants? (Meter fault notification, email, phone etc.)* | The DNSP will be using the MFN OWN process to communicate/notify the Retailer of a meter fault. |
| * *What content of information will be provided? (i.e. what detail details will be provided e.g. Meter number, time of visit, issue identified onsite)* | As per the transaction details for the MFN within the B2B OWN Procedure. |
| 3.        In all situations deemed to be a meter fault please confirm in detail the processes you will undertake in relation to the following: | If the customer’s installation is electrically safe and the only issue preventing the customer from obtaining electricity is a faulty meter, then the DNSP will bypass. |
| 4.       What information will the Distributor provide a Retailer when a Retailer’s meter is faulty? | As per the transaction details for the MFN within the B2B OWN Procedure. |
| 5.       How and when will a Retailer get this information? (Will they call? If after hours where will this call come to? | The information will be supplied to the Retailer as per the MFN within the B2B OWN Procedure. |
| 6.       What are the SLA’s around OWN & MFN’s? | This is still being discussed in working parties regarding the definition of emergency as opposed to requiring a 4 day notification period (NECF).  The rectification of a metering fault will carry the SLA as stated in the NER (10 business days). |
| 7.       Please detail the situation where the customer would be referred to their retailer to resolve fault or emergency (both on supply & off supply situations).Would this extend to life support/sensitive load? | Never for emergency. The DNSP will always endeavour to provide supply through bypassing the meter. If the meter has a low priority fault such as cracked glass, but is otherwise fully operational (customer has power), then we would refer customer back to retailer, including life support. |
| * *What would you advise the customer to do?* | If the customer has power, we will advise them to contact their Retailer. If the customer has no power, the DNSP will attend site. |
| * *What if customer doesn’t have a retailer  (new to site and retailer not known to customer)* | If the premise reflects as de-energised in our systems, we will advise the customer to contact their retailer of choice to open an account and request re-energisation of supply. |
| 8.    In the event of a widespread outage e.g. 10k sites how will the Distributor advise the Retailers? | The DNSP will advise of widespread planned outages via the Retailer portal.  The DNSP will advise of unplanned outages at a suburb level only on the internet. The NMI will remain active until the mains power is restored. If the customer is still without power due to customer equipment damage, then the NMI will be De-energised in the market. The MFN will only be triggered if meter is deemed to be damaged. |
| 9.    Would you consider temporary meter replacement (Network Device)  In the situation of meter fault or emergency where deemed necessary or by bilateral  (This would then be replaced by the retailer via a meter exchange)? | No, firstly this will be in breach of the NER, and secondly our meter stocks will be depleting as we will no longer have an obligation to maintain meter stocks. The DNSP will only bypass the meter. |
| * *If you attempt to install a network device and you locate a defect on the meter board what will you do?* | If the defect is at the customer’s installation we will issue the customer with a Defect Notice.  If the damage creates an unsafe situation, the DNSP will de-energise the premise until the damage has been rectified by a licenced electrician.  If it is the meter, the DNSP will raise a MFN to the Retailer to commence meter churn. |
| **Regulated Meter Faults** | |
| 10.    If a Distributor’s meter is found to be faulty, what will the Distributor do at the site? If this process is different to the process for contestable meters, why? | Same for both. If the meter is faulty but the customer still has power, the DNSP will raise a MFN and walk away. If the meter is faulty and the customer has no power, the DNSP will bypass the meter and issue a MFN to the Retailer to commence meter churn. |
| 11.    What information will the distributor provide a Retailer when a Distributor’s meter is faulty? | As per the transaction details for the MFN within the B2B OWN Procedure. |
| 12.    How and when will a Retailer get this information? | The information will be supplied to the Retailer as per the MFN within the B2B OWN Procedure. |

**Please confirm the above will apply to direct metered vs. CT metered supplies:**

CT (and High Voltage VT) metered installations will follow a slightly different path with regard to bypassing the meter. Due to the configuration of the meter & the installation of a meter test block, supply to the meter may be isolated via the test block. Both AC supply and CT wiring can be isolated / shorted allowing with not impact to the installations supply. The DNSP will then issue an MFN to the Retailer for the meter to be replaced.

Any loss of supply faults external to the meter will follow a similar process to the Direct Connected meter process.

## Tas Networks

**Meter Faults**

1. Will the Distributor bypass a meter (if safe) to keep our shared customer on supply?

 *Confirm what actions your field officers will undertake to attempt to restore supply?****[HoneyA]*** *TasNetworks (TN) is yet to determine what action we will undertake should the TN type 6 meter fail. We may replace with a temp meter (Network Device/off market meter), or bridge meter tails (i.e. no meter in circuit) to restore power to customer. If found to be meter owned by 3rd party MP or customer issue, then TN expects that we will isolate supply at the point of supply until MP or customer has rectified cause of fault.*

 *In what circumstances will you not bridge the meter and what process will be undertaken in relation to the following?****[HoneyA]*** *If the meter is not owned by TN, TN may leave supply isolated and advise Retailer, MP, MC, or customer as deemed necessary. TN may charge a visit fee to the retailer if fault is not responsibility of TN.*

· *If the Distributor does not bypass a contestable meter and the customer has life support/sensitive load what will the process be? What works will you undertake?****[HoneyA]*** *As above, ensure site is safe and advise retailer and customer.*

2. In all situations deemed to be a meter fault please confirm in detail the processes you will undertake in relation to the following:

 *Off supply (NMI is active in MSATS but supply interruption has occurred)****[HoneyA]*** *TBD*

 *What participants need to be notified of meter fault? i.e. Retailer, MDP, if MC appointed will the same MC be retained)?* ***[HoneyA]*** *TBD. Expected that TN will notify retailer at time of fault identification (i.e. phone) if left off supply, and customer if on site.*

 *What is the method of communication/notification that will be used to notify participants? (Meter fault notification, email, phone etc.)****[HoneyA]*** *If fault results in being off supply notification will be by phone and subsequent Meter Fault Notification (MFN), if supply still available MFN only.*

 *What content of information will be provided? (i.e. what detail details will be provided e.g. Meter number, time of visit, issue identified onsite)****[HoneyA]*** *Dictated by content in MFN, and appropriate site/meter/fault details if notified by phone.*

3. What are the relevant (including source) of safety considerations DBs have in relation to meter bypass?***[HoneyA]*** Relevant internal and legislative safety policies and obligations.

4. What information will the Distributor provide a Retailer when a Retailer’s meter is faulty?***[HoneyA]*** As per 2(iii).

5. How and when will a Retailer get this information? (Will they call? If after hours where will this call come to?***[HoneyA]*** As per 2(ii). If after hours and no supply, contact made to retailers after hours contact number.

6. What are the SLA’s around OWN & MFN’s?***[HoneyA]*** TBD

7. *Please detail the situation where the customer would be referred to their retailer to resolve fault or emergency (both on supply & off supply situations).Would this extend to life support/sensitive load?****[HoneyA]*** *As per existing process, if TN can determine that supply is still available to the customers installation and the fault is not due to failure of TN equipment then TN may refer customer to retailer or electrical contractor.*

 *What would you advise the customer to do?****[HoneyA]*** *Depends on the situation.*

 *What if customer doesn’t have a retailer (new to site and retailer not known to customer)****[HoneyA]*** *Will refer customer to current FRMP for site.*

8. In the event of a widespread outage e.g. 10k sites how will the Distributor advise the Retailers?***[HoneyA]*** *Un*planned outages are updated via website and social media.

9. Would you consider temporary meter replacement (Network Device) In the situation of meter fault or emergency where deemed necessary or by bilateral (This would then be replaced by the retailer via a meter exchange)?***[HoneyA]*** As per 1(i)

 *If you attempt to install a network device and you locate a defect on the meter board what will you do?****[HoneyA]*** *If unsafe TN will leave off supply with a letter of disconnection provided to customer and advise retailer. If safe to leave on supply then a letter of non-compliance is left for the customer to action.*

**Regulated Meter Faults**

10. If a Distributor’s meter is found to be faulty, what will the Distributor do at the site? If this process is different to the process for contestable meters, why?***[HoneyA]*** See above

11. What information will the distributor provide a Retailer when a Distributor’s meter is faulty?***[HoneyA]*** See above

12. How and when will a Retailer get this information?***[HoneyA]*** See above.

**Please confirm the above will apply to direct metered vs. CT/VT metered supplies*[HoneyA]*** Yes, applies to both direct connect and CT/VT sites, except for CT/VT meter TN may isolate meter via test block on meter panel and notify retailer via MFN as CT/VT meter fault would not normally result in no supply to customer.

## SA Power Networks

**Meter Faults**

1.       Will the Distributor bypass a meter (if safe) to keep our shared customer on supply?

* *SA Power Networks when attending a customer site to investigate the cause of an outage will do the following when it is determined the meter (both Regulated and Non Regulated) is the cause of the outage (and it is safe to do so) –* 
  + *Bypass the meter outside of the meter terminals to enable supply to be restored*
  + *On completion of the bypass a tag will be placed on the Meter to clearly indicate the bypass.*
  + *Following the event (may be the next business day depending on the timing and location of the event) SA Power Networks will issue the Retailer with a B2B One Way Notification - Meter Faults and Issue Notification (MFN) and will use the reason for notice of 'Meter Bypassed' which should enable the Retailer to identify these MFN’s as needing to be promptly resolved.*
  + *SA Power Networks would expect that the Retailer when receiving the MFN will prioritise the resolution, engaging the relevant Metering Service Provider support and that new compliant metering will be installed, retuning the site to normal operation. SA Power Networks would in general expect that resolution should be achieved within 10 days.*
  + *SA Power Networks would also expect the Retailer would communicate any issues that would prevent the Retailer from resolving this issue directly with SA Power Networks, including if this timeframe was not achievable.*
* *SA Power Networks see this approach as a short term solution and will review this approach after 6 to 12 months of operation and will use the experiences gained during this time as input into a long term solution. Retailers will be engaged as part of this process review.*
* *SA Power Networks have been engaging (and will continue to engage) with Retailers and have already been informing and discussing this approach with Retailers operating within SA.*

2.       In all situations deemed to be a meter fault please confirm in detail the processes you will undertake in relation to the following:

* *Refer to comments under point 1.*

3.       What are the relevant (including source) of safety considerations DBs have in relation to meter bypass?

* *SA Power Networks have considered any relevant safety items within SA. This includes discussions with the Office of the Technical Regulator (OTR) within SA and will comply with the requirement of completing the relevant safety certificate (ECC). The OTR consider the meter and any work on the meter as customer wiring within SA.*

4.       What information will the Distributor provide a Retailer when a Retailer’s meter is faulty?

* *Refer to comments under point 1 – B2B One Way Notification - Meter Faults and Issue Notification (MFN)*

5.       How and when will a Retailer get this information? (Will they call? If after hours where will this call come to?

* *Refer to comments under point 1 – B2B One Way Notification - Meter Faults and Issue Notification (MFN)*

6.       What are the SLA’s around OWN & MFN’s?

* *Refer to comments under point 1*

7.       *Please detail the situation where the customer would be referred to their retailer to resolve fault or emergency (both on supply & off supply situations). Would this extend to life support/sensitive load?*

* *Refer to comments under point 1 – a customer should only be left without supply if safety related issues are identified. SA Power Networks will communicate these issues directly with the customer on site.*

8.    In the event of a widespread outage e.g. 10k sites how will the Distributor advise the Retailers?

* *Refer to comments under point 1 – this method will be used for single and multiple site outages.*

9.    Would you consider temporary meter replacement (Network Device) In the situation of meter fault or emergency where deemed necessary or by bilateral  (This would then be replaced by the retailer via a meter exchange)?

* *Refer to comments under point 1*

**Regulated Meter Faults**

10.    If a Distributor’s meter is found to be faulty, what will the Distributor do at the site? If this process is different to the process for contestable meters, why?

* *Refer to comments under point 1*

11.    What information will the distributor provide a Retailer when a Distributor’s meter is faulty?

* *Refer to comments under point 1*

12.    How and when will a Retailer get this information?

* *Refer to comments under point 1*

**Please confirm the above will apply to direct metered vs. CT/VT metered supplies**

* *The information provided is for direct connected metered sites. It is not expected that a meter issue would cause supply related issues at CT/VT metered sites.*

## Essential Energy

Following is Essential Energy’s response to the F&E questions posed by the retailers.

Please note that EE have also been proactive in discussions with Retailers and MC’s and have met with at least 8 participants in discussing these issues

**Meter Faults**

1.       Will the Distributor bypass a meter (if safe) to keep our shared customer on supply? **Awaiting legal advice on what qualification F&E employees need to conduct this type of work**

         *Confirm what actions your field officers will undertake to attempt to restore supply?*

         *In what circumstances will you not bridge the meter and what process will be undertaken in relation to the following?*

         *If the Distributor does not bypass a contestable meter and the customer has life support/sensitive load what will the process be? What works will you undertake?*

2.       In all situations deemed to be a meter fault please confirm in detail the processes you will undertake in relation to the following:

         *Off supply (NMI is active in MSATS but supply interruption has occurred)* ***Restore supply if safe and legally able to***

         *What participants need to be notified of meter fault? i.e. Retailer, MDP, if MC appointed will the same MC be retained)?* ***FRMP***

         *What is the method of communication/notification that will be used to notify participants? (Meter fault notification, email, phone etc.)* ***MFN***

         *What content of information will be provided? (i.e. what detail details will be provided e.g. Meter number, time of visit, issue identified onsite)* ***MFN***

3.       What are the relevant (including source) of safety  considerations DBs have in relation to meter bypass?  **Awaiting legal advice on what qualification F&E employees need to conduct this type of work**

4.       What information will the Distributor provide a Retailer when a Retailer’s meter is faulty? **MFN**

5.       How and when will a Retailer get this information? (Will they call? If after hours where will this call come to? **Through B2B within 24 hours of confirmation of a meter fault.**

6.       What are the SLA’s around OWN & MFN’s?  **Compliance around NER, NERR, Metrology and B2B**

7.       *Please detail the situation where the customer would be referred to their retailer to resolve fault or emergency (both on supply & off supply situations).Would this extend to life support/sensitive load?* **Awaiting legal advice. Advice on what we can do will then determine what we may refer to retailer**

         *What would you advise the customer to do?*

         *What if customer doesn’t have a retailer  (new to site and retailer not known to customer)*

8.    In the event of a widespread outage e.g. 10k sites how will the Distributor advise the Retailers?  **Unplanned outage information is available on** **EE Website**

9.    Would you consider temporary meter replacement (Network Device)  In the situation of meter fault or emergency where deemed necessary or by bilateral  (This would then be replaced by the retailer via a meter exchange)?  **NO**

         *If you attempt to install a network device and you locate a defect on the meter board what will you do?*

**Regulated Meter Faults**

10.    If a Distributor’s meter is  found to be faulty, what will the Distributor do at the site? If this process is different to the process for contestable meters, why? **If the fault has resulted in no supply then, if safe to do so, supply would be restored. A MFN would be issued**

11.    What information will the distributor provide a Retailer when a Distributor’s meter is faulty?  **MFN**

12.    How and when will a Retailer get this information? **Through B2B within 24 hours of confirmation of a meter fault.**