



EXEMPTION PROCEDURE

(METERING INSTALLATION MALFUNCTIONS)

Prepared by: AEMO MARKETS

Version: 1.23

Effective date: 4 MARCH 2024 ~~DD Month YYYY~~

Status: ~~FINAL~~ FINAL DRAFT

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Current version release details

Version	Effective date	Summary of changes
1.0	1-December-2017	First Issue.

Version	Effective date	Summary of changes
		Document incorporates: <ul style="list-style-type: none"> • National Electricity Amendment (Expanding Competition in Metering and Related Services) Rule 2015 No. 12; • National Electricity Amendment (Embedded Networks) Rule 2015 No. 15; and National Electricity Amendment (Meter Replacement Processes) Rule 2016 No. 2.
1.1	20 May 2020	Updated to incorporate additional clause reference in the National Electricity Amendment (Metering installation timeframes) Rule 2018 No. 15 .
1.2	1 May 2022	Updated to incorporate clause reference changes in National Electricity Amendment (Introduction of metering coordinator planned interruptions) Rule 2020 No. 7 .
1.3	4 March 2024	Updated to reflect changes for new automation of exemptions

Note: There is a full version history at the end of this document.

1. INTRODUCTION

1.1. Purpose and scope

This is the Exemption Procedure – Metering Installation Malfunctions made under clause 7.8.10(b) of the National Electricity Rules (**NER**) (**Procedure**).

This Procedure sets out the process by which a Current Metering Coordinator (MC) may apply for an exemption from complying with clause 7.8.10(a) for the rectification of a metering installation malfunction.

This Procedure has effect only for the purposes set out in the NER. The NER and the National Electricity Law prevail over this Procedure to the extent of any inconsistency.

1.2. Definitions and interpretation

1.2.1. Glossary

Terms defined in the National Electricity Law and the NER have the same meanings in this Procedure unless otherwise specified in this clause.

Terms defined in the NER are intended to be identified in this Procedure by italicising them, but failure to italicise a defined term does not affect its meaning.

The Retail Electricity Market Procedures – Glossary and Framework:

- (a) Is incorporated into and forms part of this Procedure; and
- (b) Should be read in conjunction with this Procedure. ~~Terms defined in the National~~

~~1.1.1.1.2.2.~~ 1.2.2. Interpretation

This Procedure is subject to the principles of interpretation set out in Schedule 2 of the National Electricity Law.

1.3. Related documents

~~[Include references to related procedures, instructions or forms if relevant, otherwise delete this section.]~~

Title	Location
Retail Electricity Market Procedures – Glossary and Framework	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Glossary-and-Framework
Metrology Procedure: Part A	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering
Guideline Small Customer Metering Installation	
Metering Installation Exemption Guideline	

Metering Exemption Framework

Any changes to the Metering Exemption Framework that may be made in the National Electricity Rules may require changes to this Procedure to ensure all aspects of this Procedures are appropriate.

1.4. Metering Installation Exemption Guideline

The process in this document needs to be read in conjunction with the Metering Installation Exemption Guideline as this guideline provides applicants with relevant information required to enable Metering Coordinators to apply and manage their metering installation exemptionsprocess the application.

2. APPLICATION PROCESS

2.1. Applicant

The only Participant who can apply for, and benefit from, an exemption granted by AEMO under clause 7.8.10 of the NER is the Current MC for the *metering installation* affected by the *metering installation malfunction*.

A Current MC is not required to apply for an exemption in the circumstances contemplated by clause 11.86.7(g)(2) of the NER where it is the Local Network Service Provider (LNSP):

- (a) Appointed as the Current MC under clause 11.86.7(a) of the NER; or
- (b) Deemed to be appointed as the Current MC under clause 11.86.7(c) of the NER, in respect of a type 5 or 6 *metering installation*.

2.2. Timing of Application

The Current MC must apply to AEMO as soon as the Current MC becomes aware of a *metering installation malfunction* that cannot be repaired within the timeframes specified by clause 7.8.10(a) of the NER using the application form provided in Appendix A-metering installation exemption application process in MSATS.

2.3. AEMO's Determination

- (a) Within two business days of On receipt of an application for exemption, AEMO must:
 - (i) Assign a unique ID number to the application, or verify, -within two business days, the ID number provided by the applicant where the application is for an extension to an existing exemption. A Unique ID will be assigned by MSATS and will not change upon an extension of that exemption. A count will be added to each exemption every time an extension is approved; When an application for an extension is made, a status of 'for review' will be assigned to that application and AEMO will determine whether the application is approved, rejected or requires additional information.

- (ii) Provide the applicant with confirmation of receipt and the ID number of the application; this will be provided to Metering Coordinators as soon as the Metering Coordinator saves an application in the MSATS system.
Other participants who have a relationship with the NMI's within the exemption will receive notification via the CR Notification process as MSATS is populated or re-populated with Unique ID and exemption expiry date upon approval or when these values in the fields are removed upon expiry of exemption, rectification of metering installation or cancellation of exemption. and
- (b) Within 10 business days of receipt of an application for exemption or extension, AEMO must:
 - (i) Review the application and, where necessary, request additional information. The application process is a two step process with the application itself is submitted to the MSATS system and supporting documentation is submitted to AEMO by email. The email address is meter@aemo.com.au. If additional documentation has not been received when AEMO is reviewing the application then AEMO will request that documentation and the application will be assigned the status of 'more info'.
 - (ii) ~~When all required information has been provided, Approve or reject the application when all required information has been provided and advise the Metering Coordinator via the MSATS system. Within 10 business days of receipt of an application for exemption, or two business days after the receipt of the requested additional information (as applicable), AEMO must determine whether to approve the application and communicate that determination to the applicant.~~
- (c) When AEMO requests additional information to support the application the 10 business day timeframe and the processes described in (b) will begin from the date the additional information is received by AEMO.
- ~~(b)~~(d) Other participants who have a relationship with the NMI's within the exemption will receive notification via the CR Notification process as MSATS is populated with Unique ID and exemption expiry date upon approval or when these values in the fields are removed upon expiry of exemption, rectification of metering installation or cancellation of exemption.

2.4. Matters taken into Consideration

Applicants will note that all applications will be considered on their merits and no previous grant of an exemption will be taken as creating a binding precedent on AEMO.

AEMO will take into account the following when considering an application:

- (a) The contents of the application;
- (b) The nature of the *metering installation malfunction* and whether it was caused by a breach of the NER by the Current MC;
- (c) Whether the Current MC has actively sought to find a way in which to rectify the *metering installation malfunction*;
- (d) The impact of the *metering installation malfunction* on *settlements* and other Participants;
- (e) How *metering data* will continue to be provided to AEMO and other Participants from that *metering installation* until the *metering installation malfunction* has been rectified,

specifying how the quality and timeliness of the provision of that *metering data* will be addressed;

- (f) The practical consequences of granting an exemption;
- (g) Where provided, a draft of the MP's rectification plan; and
- (h) Any other information that AEMO considers to be relevant to the application.

2.5. Grant of Exemption

An exemption granted by AEMO will commence on the date that AEMO received the application [via MSATS](#) or the date that AEMO has received the completed supporting documentation (if required) via the email process (whichever is the latter). -

AEMO may grant the exemption on a conditional basis. Typical conditions that AEMO might impose include, without limitation, the following:

- (a) The date by which the Current MC must provide AEMO with the MP's rectification plan in the form specified in section 3 for the rectification of the *metering installation malfunction*.
- (b) The date by which the Current MC must ensure the MP completes the rectification of the *metering installation malfunction* in accordance with the MP's rectification plan.
- (c) What action the Current MC must take to mitigate the effects of the *metering installation malfunction* on *settlements* and other Participants.

If the Current MC fails to meet any condition specified in the grant of the exemption, AEMO may revoke the exemption by notice to the Current MC.

2.6. Application Unsuccessful

If AEMO does not grant the exemption sought by the Current MC, AEMO will provide reasons.

The types of reasons for which an application might not be successful include the following, without limitation:

- ~~(a)~~ A failure to complete the application form;
- ~~(b)~~(a) A failure to provide further information by the date specified by AEMO in its request for that information;
- ~~(c)~~(b) The malfunction referred to in the application does not constitute a *metering installation malfunction*; and
- ~~(d)~~(c) The existence of other options available to the Current MC to rectify the *metering installation malfunction* that would not require an exemption.

2.7. Extension to Exemption

- (a) The Current MC may apply to AEMO for an extension to an exemption using [MSATS](#). ~~the application form provided in Appendix B.~~
- (b) Any application for an extension must be submitted to AEMO [at least seven days](#) prior to the expiry of the exemption. AEMO will consider the application in accordance with sections 2.3 to 2.6.

- (c) AEMO will notify the current MC up to ~~21~~¹⁴ business days prior to the exemption expiring of all exemptions that are due for expiration.
- (d) If exemption extensions are not submitted prior to the expiry date, then the exemption will be updated to Expired-Closed status. An Expired-Closed status will not allow an extension to be submitted against it.
- (e) Exemptions will automatically expire 21 days after the exemption expiry date if the exemption extension is not approved.

2.8. Current MC's Obligations during the Exemption Period

The Current MC must:

- (a) Provide the Metering Provider's (MP's) rectification plan to AEMO in the form specified in section 3 for the rectification of the *metering installation malfunction* by the date specified by AEMO;
- (b) Within ~~one~~ ¹ one business day, notify all affected Participants of the grant of the exemption and any extension to the exemption and provide them with a copy of the MP's rectification plan;
- (c) Diligently pursue the rectification of the *metering installation malfunction* in accordance with the MP's rectification plan and complete the rectification by the date specified by AEMO;
- (d) Keep AEMO and all affected Participants informed of any changes to the MP's rectification plan and provide a copy of the amended rectification plan to them;
- (e) Notify AEMO and all affected Participants when the *metering installation malfunction* has been rectified; and
- (f) Where there is a New MC for a connection point, notify the New MC of the exemption within ~~five~~⁵ business days and provide the New MC with a copy of the exemption number and a copy of the MP's rectification plan prior to the change in Role so that the new MC can make the determination to apply for an exemption.

Note: ~~MCs as part of~~The change requests functionality and reporting functionality will provide CR notifications to participants who have a relationship with the NMI. Obligations of notifying participants of exemptions or extension to exemptions may be met using this functionality. Reporting functionality will provide the new MC notice that they have been assigned to a NMI that has a current exemption and remove the exemption numbers and expiry dates of the NMI and a report to the new MC that they must apply for a new exemption. This may meet the obligation to notify the new MC. Ultimately the MC must assess whether their obligations are met using these two functionalities.

(f)

2.9. Expiry of Exemption

Any exemption (or extension) granted by AEMO in accordance with this Procedure will expire upon the earliest of the:

- (a) Rectification of ~~the all~~ metering installation malfunctions within the exemption application;
- (b) Expiry date specified by AEMO;
- (c) Abolishment of the NMI and *metering installation* where this is the only NMI in the exemption;

- (d) Current MC's cessation of appointment as MC for the *metering installation* affected by the *metering installation malfunction*; [where this is the only NMI in the exemption](#), and
- (e) [Revocation of the exemption by AEMO.](#)

[When any of the above conditions are met, the exemption will move to an ExpiredClosed status. ExpiredClosed status is an end status and nothing further can be done with this exemption.](#)

2.10. Removal of a NMI from the Exemption

[The removal of a NMI from an exemption may not trigger the expiration or resolution of an exemption unless it is the last remaining NMI active in the exemption. Removal of NMIs can be done at anytime the exemption is in an Active status.](#)

2.11. Revocation of Exemption

If the Current MC fails to meet any condition of the exemption specified by AEMO, or any of the conditions specified in section 2.8, AEMO may revoke the exemption and notify the Current MC of the revocation, whereupon the Current MC must notify all affected Participants of the revocation within one *business day*.

3. RECTIFICATION/ACTION PLANS

3.1. Timing

- (a) [Where it is practicable to do so:](#)
 - (i) [The Current MC should ~~must~~ provide a draft of the MP's rectification plan with its application for exemption.](#)
 - (ii) [The Current MC should ~~must~~ provide a MDP action plan for HV and LV CT sites with its application for exemption.](#)
- (b) [If it is not practical to provide rectification plans in 3.1\(a\), the Current MC must ensure that the MP's rectification plan is provided to AEMO in accordance with 7.8.10\(c\) of the NER, and the MDP rectification plan is provided to AEMO by the date specified by AEMO in its notice of exemption to the Current MC.](#)

3.2. Contents

3.2.1. MP Rectification plan

The [MP](#) rectification plan must include:

- (a) A technical assessment carried out by the MP of the reason for the *metering installation malfunction* and the repair work required;
- (b) A timetable listing the dates on which the relevant repair work will be carried out;
- (c) Details of any equipment or facility to be replaced;

- (d) A timetable listing the test and re-certification program for replaced *metering installation* components; and
- (e) Any planned shutdown or outage periods.

3.2.2. MDP Action plan

The MDP action plan must include:

(a) Details of Proposed/ Planned *metering data* Substitution/ Estimation method(s)

(a)(b) Reasons why the Substitution/Estimation method(s) have been chosen.

(c) Periods of Metering Data Substitution/ Estimation

- Provide the period/ dates of Substituted/ Estimated *metering data* will be provided to the Market/ AEMO.
- Provide the period/ dates for each Substitution/ Estimation “Type”, if different methods and types are used.

(d) Additional information to be provided with the exemption application and this MDP action plan

- Correspondence/emails from the Metering Coordinator (MC).
- Instructions/requests from the MC.

Appendix A. APPLICATION FOR EXEMPTION

Application for Exemption from the Requirement to Repair Metering Installation Malfunction within the period specified in clause 7.8.10(a) of the National Electricity Rules

To enable a timely response to your Application please complete all sections of this form. Please use additional pages and attach supporting documentation where required.

1. Applicant Name: Participant ID:	
2. Contact Details: Name: Phone: Email:	
3. Postal Address:	
4. Date of Application:	
5. Date Applicant became aware of the <i>metering installation malfunction</i> :	
6. Reason for seeking exemption (i.e. reason for requiring more than allowed time to carry out repairs):	
7. Date of initial notification of <i>metering installation malfunction</i> to the Applicant and circumstances in which the Applicant found out:	
8. NMI/NMIs (attach a spreadsheet for more than one NMI)	
9. Details of the <i>metering installation malfunction</i> :	
10. Action taken to date in relation to the <i>metering installation malfunction</i> , including any instructions provided to the MDP and MP.	
11. Describe all options or solutions to be considered to rectify or otherwise repair the <i>metering installation malfunction</i> , or provide a draft of the MP's proposed rectification plan:	
12. List of the affected Participant IDs:	LNSP: Participant ID:
	LR: Participant ID:
	MDP: Participant ID:
	MP: Participant ID:
	FRMP: Participant ID:
	Other: (e.g. NSP2, EENSP etc) Participant ID:
13. Explain the impact the exemption will have on the Applicant's, and other Participants', ability to comply with the NER:	
14. How will the provision of <i>metering data</i> be addressed during exemption, if granted?	
15. Period of exemption sought Include details if there is a specific event (such as a substation upgrade, or an abolishment of supply, etc.) that may mean that the exemption could end sooner.	

16. Describe how the <i>metering installation malfunction</i> will be addressed if the exemption is not granted:	

Please send this application to:
meter@aemo.com.au

Appendix B. APPLICATION FOR EXTENSION

Application for Extension of Exemption from the Requirement to Repair Metering Installation Malfunction within the period specified in clause 7.8.10(a) of the National Electricity Rules

To enable a timely response to your Application please complete all sections of this form. Please use additional pages and attach supporting documentation where required.

1. Applicant: Participant ID:		
2. Contact Details: Name: Phone: Email:		
3. Postal Address:		
4. Exemption ID:		
5. Date of application for extension:		
6. NMI/NMIs (attach a spreadsheet for more than one NMI)		
7. Reason for seeking extension to exemption:		
8. Remedial action taken to date:		
9. List of the affected Participant IDs:	LNSP:	Participant ID:
	LR:	Participant ID:
	MDP:	Participant ID:
	MP:	Participant ID:
	FRMP:	Participant ID:
	Other: (e.g. NSP2, EENSP etc)	Participant ID:
10. Explain the impact the exemption will have on the Applicant's, and other Participants', ability to comply with the NER: (If no change from the date of the original application, please indicate 'no change')		
11. How will the provision of <i>metering data</i> be addressed during the extension, if granted? (If no change from the date of the original application, please indicate 'no change')		
12. Describe how the <i>metering installation malfunction</i> will be addressed if the extension is not granted: (If no change from the date of the original application, please indicate 'no change')		
13. Period of extension sought: Include details if there is a specific event (such as a substation upgrade, or an abolishment of supply, etc.) that may mean that the exemption could end sooner.		

IMPORTANT NOTE: This application will be rejected if an updated draft of the MP's rectification plan is not provided with this application form to AEMO.

Please send this application to:

meter@aemo.com.au

Version release history

Version	Effective Date	Summary of Changes
1.3	4 March 2024	Updated to reflect changes for new automation of exemptions
1.2	1 May 2022	Updated to incorporate clause reference changes in National Electricity Amendment (Introduction of metering coordinator planned interruptions) Rule 2020 No. 7.
1.1	20 May 2020	Updated to incorporate additional clause reference in the National Electricity Amendment (Metering installation timeframes) Rule 2018 No. 15.
1.0	1 December 2017	<p>First Issue.</p> <p>Document incorporates:</p> <ul style="list-style-type: none"> National Electricity Amendment (Expanding Competition in Metering and Related Services) Rule 2015. No.12; National Electricity Amendment (Embedded Networks) Rule 2015 No. 15; and National Electricity Amendment (Meter Replacement Processes) Rule 2016 No. 2.