

# METER CHURN PROCEDURE FOR FINANCIALLY RESPONSIBLE MARKET PARTICIPANTS

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FINAL DRAFT

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## Version Release History

<u>VERSION</u>	<u>DATE</u>	<u>AUTHOR</u>	<u>PEER REVIEW</u>	<u>APPROVED</u>	<u>COMMENTS</u>
<u>1</u>	<u>November 2007</u>	<u>AEMO</u>			<u>Initial draft</u>
<u>2</u>	<u>April 2008</u>	<u>AEMO</u>			<u>Draft after first round of Consultation.</u>
<u>3</u>	<u>June 2008</u>	<u>AEMO</u>			<u>Draft after second round of Consultation.</u>
<u>4</u>	<u>February 2010</u>	<u>AEMO</u>			<u>Updated to AEMO format</u>
<u>5</u>	<u>February 2011</u>	<u>AEMO</u>	<u>MSWG</u>	<u>AEMO</u>	<u>Document updated / rewritten to become a procedure to comply with Version 41 of the Rules.</u>
<u>6</u>	<u>March 2014</u>	<u>Lee Brown</u>	<u>MSWG</u>	<u>AEMO</u>	<u>Redrafted to ensure Procedure is consistent with the Rules</u>

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## 1. GENERAL

### 1.1 Background

- 1.1.1 Meter Churn occurs when components of a metering installation are changed or altered resulting in a change to the nature of metering data produced by the metering installation. Meter Churn can also occur when components of a metering installation are changed and there is also a change of Metering Service Provider(s).
- 1.1.1 — Retailers (financially responsible Market Participants) compete for the provision of electrical energy to customers within the National Electricity Market (NEM).
- 1.1.2 — Often, at the time of transfer, the new financially responsible Market Participant, in conjunction with the responsible person, may initiate a transfer of Metering Provider and Metering Data Provider for the provision of metering services and metering data services. It is common for the new responsible person to arrange for the metering installation to be installed several days prior to the actual change (transfer) date, or on a date after the actual change (transfer) date. This action taken by any new responsible person, Metering Provider and Metering Data Provider to make ready the metering installation for transfer will impact on the ability of the current Metering Data Provider (to fulfil metering data services) and the new Metering Provider in the maintenance of NMI Standing Data for the connection point during the Meter Churn Period. The action of changing of Metering Service Providers in conjunction with the alteration of a metering installation collectively impacts on the accuracy of NMI Standing Data and continuance of metering data to AEMO and participants for the connection point.
- 1.1.3 — There are many effects of Meter Churn including:
- 1.1.4 — *Temporary impairment to delivery of quality metering data;*
- 1.1.5 — *Complications and delays in end use customer Retail billing and inaccuracies in network billing calculations;*
- 1.1.6 — *Meter type changes necessitate metering data aggregation in order for a continuous set of metering data to be provided to the market;*
- 1.1.7 — *Like for like metrology changes require Metering Data Providers to facilitate the alignment of data streams*
- 1.1.8 — *Delays in NMI Standing Data updates into MSATS, resulting in the information incorrectly reflecting installed metering installation details and site configuration;*
- 1.1.9 — *Impairment for Metering Service Providers and responsible persons to meet compliance and contractual obligations;*
- 1.1.10 — *Inaccuracies in prudential monitoring, forecasting and hedging assessments;*
- 1.1.11 — *Increase in B2B processing and industry queries;*
- 1.1.12 — *Increase in consumer queries; and*
- 1.1.13 — *Inaccuracies in market settlements.*
- 1.1.14 — From an ideal perspective, Meter Churn may be significantly reduced by the financially responsible Market Participant (in conjunction with, or as the responsible person) not changing Metering Service Providers, or currently installed metrology at the connection point. However, contractual arrangements with

## Meter Churn Procedure for Financially Responsible Market Participants

~~Metering Service Providers and the end use consumer may require changes to be made.~~

~~1.1.15 The Australian Energy Market Commission (AEMC) recognised the potential critical impacts disrupting the flow of *metering data* between participants may have on the market, with release of Version 41 of the *Rules* and introduced a requirement on AEMO to establish a Meter Churn Procedure for *financially responsible Market Participants*.~~

~~1.1.2 The *responsible person* can initiate *Meter Churn* at any time. Where the *financially responsible Market Participant* is not the *responsible person*, the *financially responsible Market Participant* for the *market load* may request the *responsible person* perform *Meter Churn* in line with the *B2B Procedures*.~~

~~1.1.3 This Procedure details the requirements for two additional scenarios that require the *financially responsible Market Participant* to perform additional actions:~~

- ~~a) Type 5 or -6 to a type 1-4 *Meter Churn* - where the *Local Network Service Provider* will remain as *the responsible person*:
  - ~~i. The *financially responsible Market Participant* may request the *responsible person* perform *Meter Churn* in accordance with the *B2B Procedures*, having first requested and accepted the *Local Network Service Provider's* offer to be the *responsible person*.~~~~
- ~~b) Type 5 or -6 to a type 1-4 *Meter Churn* - where the *financially responsible Market Participant* intends on becoming the *responsible person*:
  - ~~i. The *financially responsible Market Participant* for the *market load* in MSATS can engage its selected service providers to perform *Meter Churn*, providing the *responsible person* has been made aware of the *Meter Churn* in advance. Following the *Meter Churn*, the *financially responsible Market Participant* must become the *responsible person* in accordance with the MSATS Procedures.~~~~

## 1.2 Interpretation

~~1.2.1 In this procedure words that are shown in italics have the meaning specified in the *Rules*, or if they are not specified in the *Rules*, they have the meaning specified in section 1.4 of this procedure.~~

~~1.2.2 A reference in this procedure to a provision in the *Rules* is taken to be a reference to that provision as renumbered from time to time.~~

~~1.2.3 In this procedure words in the singular include the plural and words in the plural include the singular.~~

~~1.2.4 A reference within this document to 'Metering Service Provider' is a reference to either a *Metering Provider* or a *Metering Data Provider* unless otherwise specified.~~

## 1.3 Regulatory framework

~~1.3.1 This Meter Churn Procedure details the requirements that the *financially responsible Market Participant* and the *responsible person* must consider in the management of *Meter Churn* resulting from an alteration to a *metering installation*.~~

~~1.3.2 In accordance with clause 7.3.4 (m) of the *Rules*, this Meter Churn Procedure also applies to *financially responsible Market Participants* who are not the *responsible person* for a type 5 or type 6 *metering installation* that is being altered.~~

~~1.3.3 This procedure is established by AEMO under clause 7.3.4 (j) of the *Rules*. The requirement to establish this procedure was inserted into the *Rules* to ensure that a~~

set of protocols and rules existed that govern *Meter Churn* behaviour of *financially responsible Market Participant*.

## 1.2 Interpretation

- 1.2.1 ~~In this procedure words that are shown in italics have the meaning specified in the *Rules*, or if they are not specified in the *Rules*, they have the meaning specified in section 1.5 of this procedure.~~
- 1.2.2 ~~A reference in this procedure to a “*Rule*” followed by a number refers to a provision of the *Rules*.~~
- 1.2.3 ~~A reference in this procedure to a provision in the *Rules* is taken to be a reference to that provision as renumbered from time to time.~~
- 1.2.4 ~~In this procedure words in the singular include the plural and words in the plural include the singular.~~
- 1.2.5 ~~A reference within this document to ‘*Metering Service Provider*’ is a reference to either a *Metering Provider* or a *Metering Data Provider* unless otherwise specified.~~

## 1.3 Regulatory Framework

- 1.3.1 ~~This Meter Churn Procedure details the requirements that the *financially responsible Market Participants* and the *Responsible Person* must consider in the management of *Meter Churn* resulting from an alteration to a *metering installation*.~~
- 1.3.2 ~~In accordance with clause 7.3.4 (m) of the *Rules*, this Meter Churn Procedure also applies to *financially responsible Market Participants* who are not the *responsible person* for a type 5 or type 6 *metering installation* that is being altered.~~
- 1.3.3 ~~This procedure is established by AEMO under clause 7.3.4 (j) of the *Rules*. The requirement to establish this procedure was inserted into the *Rules* to ensure that a set of protocols and rules existed that govern *Meter Churn* behaviour of participants.~~
- 1.3.4 ~~In the event of any inconsistency between this procedure and the MSATS Procedures, the MSATS Procedures shall prevail to the extent of the inconsistency.~~

## 1.4 References

- 1.4.1 In this Meter Churn Procedure, a reference to:
- a) ‘MSATS’ or ‘MSATS Procedures’ is a reference to any one or all of the following documents in accordance with the context of the provision.
    - i. ‘CATS Procedure’ is a reference to the CATS Procedures Principles and Obligations; and
    - ~~i.~~ ‘WIGS Procedure’ is a reference to the Procedures for the Management of Wholesale, Interconnector, Generator and Sample (WIGS) NMIs; ~~and~~
    - ii. ‘Standing Data’ is a reference to the static *metering data* held within MSATS as detailed in ‘Standing Data for MSATS’;
  - b) ‘B2B Procedures’ is a reference to any one or all of the following documents in accordance with the context of the provision:
    - i. ‘Customer and Site Details Notification Process’;
    - ii. ‘Service Order Process’;
    - iii. ‘Meter Data Process’; and
    - iv. ‘One Way Notification’.

- c) ~~'metrology procedure: Part A' is a reference to the 'Metrology Procedure: Part A' National Electricity Market.~~
- e) ~~'Meter Churn Procedure' is a reference to this document.~~
- e) ~~'MDFP' is a reference to;~~
- e) ~~The Meter Data File Format Specification for provision of metering data to Local Retailers, Market Customers, Network Service Providers and other Metering Data Providers. This document is currently the "Meter Data File Format Specification NEM12 & NEM13", AEMO document No. ME\_MA001; or~~
- f) ~~An alternative version of the Meter Data File Format Specification which may be used for the provision of metering data to a Generator. This is currently the NEM01 format as specified in the "Meter Data File Format", AEMO document No. ME\_MA001.~~

## 1.5 Definitions

- 1.5.1 ~~Meter Churn - Meter Churn occurs where one or more meters are changed or altered at a connection point metering installation which results in a misalignment between the information provided in the participant MDFP metering data file and NMI Standing Data details recorded in MSATS.~~
- 1.5.2 ~~Meter Churn Data - Meter Churn Data relates to the interchange of metering data between the real Metering Data Provider and the current Metering Data Provider for the connection point.~~
- 1.5.3 ~~Meter Churn Period - The Meter Churn Period is the period between the date of the physical meter change and the date that the NMI Standing Data details are updated in MSATS.~~
- 1.5.4.1.5.2 ~~new Metering Data Provider, new Metering Provider, new responsible person, new financially responsible Market Participant - A metering service provider, Registered Participant or Market Participant that is not, but is proposed to be, the active participant in MSATS for the connection point. (Refer State Diagrams below)~~
- 1.5.3 ~~current Metering Data Provider, current Metering Provider, current responsible person, current financially responsible Market Participant - A metering service provider, Registered Participant or Market Participant that is the active participant in MSATS for the connection point.~~

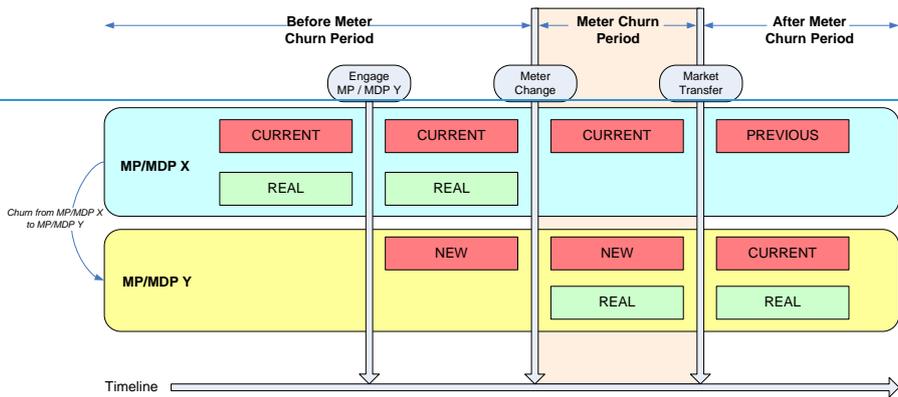
### (Refer State Diagrams below)

- 1.5.5 ~~previous Metering Data Provider, previous Metering Provider, previous responsible person, previous financially responsible Market Participant - A metering service provider or Market Participant that was, but is no longer, the active participant in MSATS for the connection point. (Refer State Diagrams below)~~
- 1.5.6 ~~real Metering Provider - The Metering Provider whose equipment is installed at the metering installation. (Refer State Diagrams below)~~
- 1.5.7 ~~real Metering Data Provider - The Metering Data Provider that is actually collecting the metering data from the metering installation. (Refer State Diagrams below)~~

**State Diagram of Pre-Transfer Meter Churn**

**LEGEND**

- State of Metering Service Provider in MSATS
- The real Metering Service Provider
- Non-Steady State (Steady State is where the *CURRENT* Metering Service Provider is also the *REAL* Metering Service Provider)

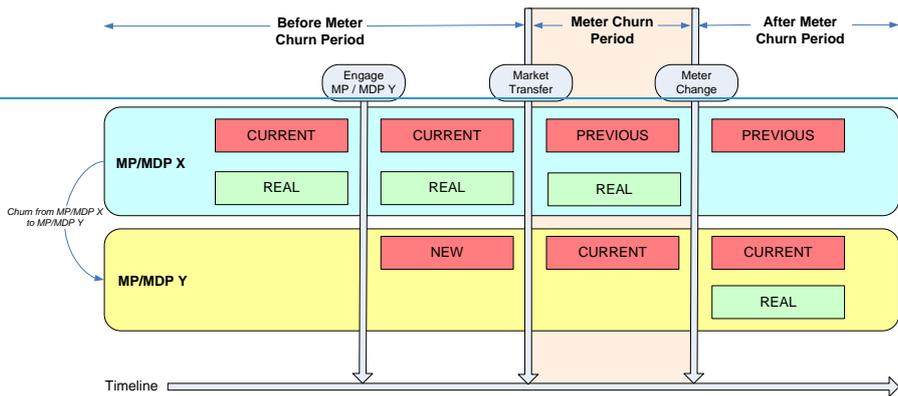


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**State Diagram of Post-Transfer Meter Churn**

**LEGEND**

- State of Metering Service Provider in MSATS
- The real Metering Service Provider
- Non-Steady State (Steady State is where the *CURRENT* Metering Service Provider is also the *REAL* Metering Service Provider)



## 2. PURPOSE

The purpose of this Meter Churn Procedure ~~for financially responsible Market Participants~~ is to define obligations that the ~~FRMP~~financially responsible Market Participant ~~is to follow to in the management of Meter Churn, by minimising:~~

## 3. OBLIGATIONS

### 3.1 Initiating Meter Churn

3.1.1 ~~Meter Churn can be initiated by the responsible person at any time.~~

3.1.2 ~~Meter Churn can be initiated by the financially responsible Market Participant for the relevant market load, as recorded in MSATS, in the following circumstances:~~

- a) ~~Where the financially responsible Market Participant does not intend to become the responsible person for the metering installation as a result of the Meter Churn, the financially responsible Market Participant may request the responsible person to perform Meter Churn in accordance with the B2B Procedures; or~~
- b) ~~Where the financially responsible Market Participant intends to become the responsible person for the metering installation as a result of the Meter Churn, the financially responsible Market Participant must notify the current responsible person in advance of any alterations to the metering installation or change of service provision being undertaken, including:~~
  - i. ~~Of the proposed date of the change or alteration; and~~
  - ii. ~~In accordance with the requirements of the MSATS Procedures.~~

3.1.3 ~~If Meter Churn will result in a type 5 or 6 metering installation becoming a type 1, 2, 3 or 4 metering installation, the financially responsible Market Participant must become the responsible person as a result of the Meter Churn, unless the financially responsible Market Participant has requested the Local Network Service Provider to provide an offer to act as the responsible person and has accepted that offer in accordance with section 7.2.2 of the Rules.~~

- i. ~~any interruption to the flow of metering data;~~
- ii. ~~the degree of 'off market' metering data transfers between Metering Data Providers;~~
- iii. ~~the delay in updates to NMI Standing Data in the metering database (MSATS); and~~
- iv. ~~the time frame to effect a transfer of connection point and change of responsible person.~~

## OBLIGATIONS

### ~~Obligations of the Financially Responsible Market Participant when not the Responsible Person~~

~~Subject to the retrospective and prospective transfer periods in MSATS, the financially responsible Market~~

~~Participant must only submit a consumer transfer, after the following conditions are met:~~

~~There is an explicit informed consent with the end use consumer;~~

~~The minimum mandatory information is acquired prior to submitting a valid MSATS customer change request;~~

~~The correct detail with respect to proposed date and read type code is in accordance with MSATS Procedures; and~~

~~B2B service orders have been raised with appropriate parties, where applicable, in accordance with the B2B Service Order Procedure;~~

~~The financially responsible Market Participant must submit a consumer transfer, as per MSATS procedures, or as required by the relevant jurisdiction;~~

~~The financially responsible Market Participant must ensure that change requests submitted to MSATS which have failed are withdrawn within required timeframes in accordance with MSATS Procedures.~~

#### ~~2.13.2 Obligations of the Financially Responsible Market Participant as new Responsible Person~~Managing Meter Churn

~~3.2.1~~ Where there is a change in *Metering Provider* as a result of *Meter Churn*, the initiator of that *Meter Churn* must:

- ~~a)~~ Ensure the *metering installation* is at all times, compliant with the *Rules*;
- ~~b)~~ Ensure that information is made available to the new *Metering Provider* to facilitate the *Meter Churn*, which must include, but is not limited to:
  - ~~i.~~ The NMI;
  - ~~iii.~~ The *connection point* site address;
  - ~~iv.~~ The meter serial number(s) of the meter(s) to be removed;
  - ~~v.~~ The name of current *Metering Provider*;
  - ~~vi.~~ The name of current *Metering Data Provider*;
  - ~~vii.~~ The current *metering installation* type; and
  - ~~viii.~~ Instructions on the required changes.
- ~~c)~~ Ensure that the new *Metering Provider* operates in accordance with the requirements of the Service Level Procedure: *Metering Provider Services*

## Meter Churn Procedure for Financially Responsible Market Participants

Category B for Metering Installation Types 1, 2, 3, 4, 5 and 6, and metrology procedure: Part A' including:

- i. The return of all removed metering equipment to the owner of that equipment;
- ii. The provision of the relevant official metering change documentation to the *Local Network Service Provider*; and
- iii. The provision of the metering installation details to the *Metering Data Provider*.

d) Ensure that the start date for the new *Metering Provider* and new *Metering Data Provider* is:

- i. The meter change date for an accumulation to interval meter change;
- ii. The meter change date for an interval to interval meter change; and
- iii. Subject to jurisdictional regulations, the meter change date + 1 day for an interval to accumulation meter change.

e) Where there is a change in *Metering Data Provider*, ensure the *metering data* is managed in accordance with the requirements of the *Service Level Procedure: Metering Data Provider Services Category D and C for Metering Installation Types 1, 2, 3, 4, 5, 6 and 7*;

2.1.1 ~~The new *financially responsible Market Participant* as the new *responsible person* must:~~

- a) ~~Comply with all details as listed section 3-1;~~
- b) ~~Not initiate changes to a *metering installation* by the *Metering Provider* prior to submitting the relevant customer transfer request into MSATS;~~
- c) ~~Ensure changes to a *metering installation* considered necessary pre-transfer must be undertaken as close as practical to the transfer date and no earlier than a maximum of 20 business days' pre-transfer;~~
- d) ~~Ensure all 'role' assignments submitted to in MSATS for the *connection point* are correct in accordance with MSATS Procedures;~~
- e) ~~Ensure the *metering installation* current or changed is compliant with the *Rules*;~~
  - (i) ~~Where there is a change in *Metering Provider* ensure that the new *Metering Provider* returns all removed *metering equipment* to the asset owner within the performance timeframes specified in the *Service Level Procedure: Metering Provider Services Category B for Metering Installation Types 1, 2, 3, 4, 5 and 6*' of The pThe p;~~
- f) ~~Notify the *current responsible person* in advance of any metrology changes or change of service provision being undertaken;~~

Where there is a change in *Metering Data Provider* Ensure the *real Metering Data Provider* provides *metering data* to the *current Metering Data Provider* \_\_\_ within the performance timeframes specified in the *Meter Churn Data Management Procedure*;

Ensure the new *Metering Provider* provides the relevant official *metering change* documentation to the *Local Network Service Provider* within the performance timeframes

## Meter Churn Procedure for Financially Responsible Market Participants

~~specified in the 'Service Level Procedure: Metering Provider Services Category B for Metering Installation Types 1, 2, 3, 4, 5 and 6';~~

~~Ensure the new Metering Provider provides the metering installation details to the new Metering Data Provider in accordance with 'Service Level Procedure: Metering Provider Services Category B for Metering Installation Types 1, 2, 3, 4, 5 and 6';~~

~~Where the financially responsible Market Participant is changing, consider aligning the transfer date with the meter change date where the metering installation change is from an accumulation meter type 6 to an interval meter type 1-4;~~

~~g)f) Action and rectify in a timely manner any metering installation malfunction, during the Meter Churn Period following any alterations to the metering installation; and~~

~~h)g) Ensure relevant registration information is received after the field works is performed at the connection point by the Local Network Service Provider or Metering Provider; and~~

~~Ensure that the metering installation is compliant with the Rules and metrology procedure.~~

~~Obtain and provide to the new Metering Provider the following (minimum) information pertaining to the connection point:~~

~~NMI~~

~~Connection point site Address~~

~~Meter number to be removed~~

~~Name of current Metering Provider~~

~~Name of current Metering Data Provider~~

~~Current Metering Installation Type~~

~~Where there is no change in FRMP, ensure the start date for the new Metering Provider and new Metering Data Provider is:~~

~~The meter change date for an accumulation to interval meter change;~~

~~The meter change date + 1 day for an interval to interval meter change; and~~

~~Subject to jurisdictional regulations, the meter change date + 1 day for an interval to accumulation meter change.~~

### **Obligations of the Financially Responsible Market Participant when not the Responsible Person**

~~financially responsible Market Participant Subject to the retrospective and prospective transfer periods in MSATS, the financially responsible Market Participant must only submit a consumer transfer, after the following conditions are met:~~

~~There is an explicit informed consent with the end use consumer;~~

~~The minimum mandatory information is acquired prior to submitting a valid MSATS customer change request;~~

~~The correct detail with respect to proposed date and read type code is in accordance with MSATS Procedures; and~~

~~B2B service orders have been raised with appropriate parties, where applicable, in accordance with the B2B Service Order Procedure;~~

~~The financially responsible Market Participant must submit a consumer transfer, as per MSATS procedures, or as required by the relevant jurisdiction.~~

~~The financially responsible Market Participant must ensure that change requests submitted to MSATS which have failed are withdrawn within required timeframes in accordance with MSATS Procedures.~~

~~Notify the current responsible person in advance of any metrology changes or change of service provision being undertaken;~~

## **METER CHURN EVENTS**

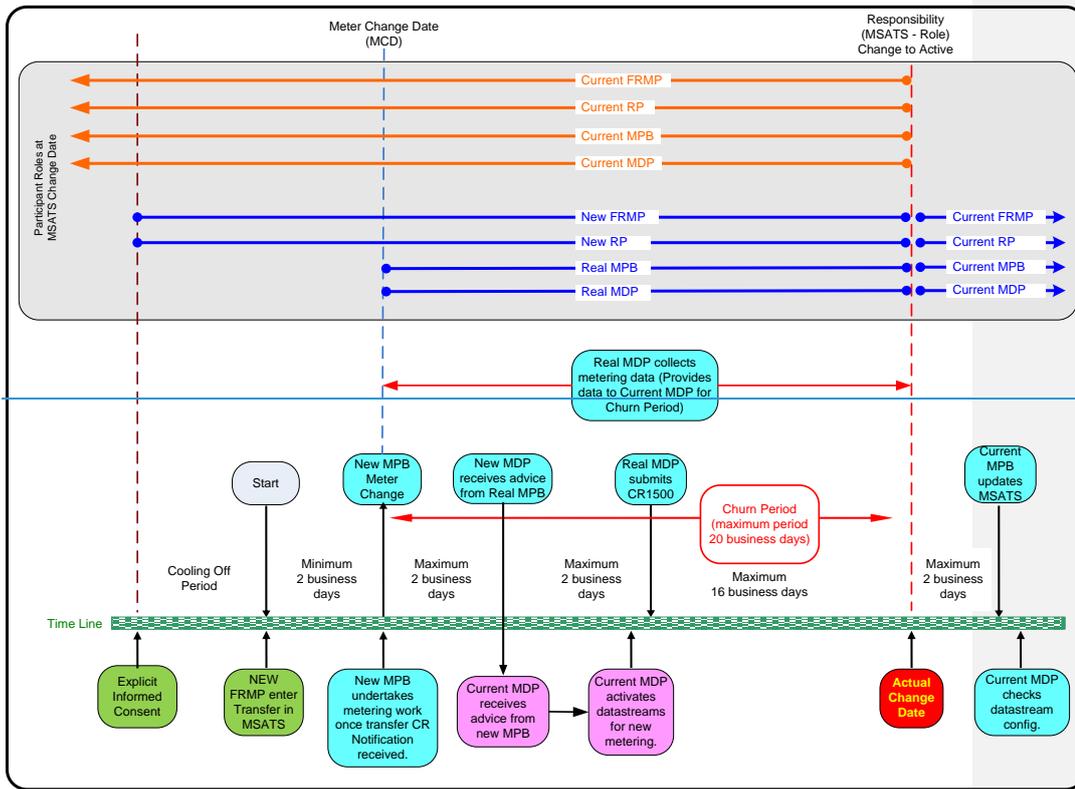
~~The following diagrams illustrate the most common scenarios but are not exhaustive of *Meter Churn* and *Meter Churn Periods* associated with a financially responsible Market Participant initiated alteration of a metering installation associated with the retail transfer of the connection point.~~

~~The following diagrams detail the expected time frames that the financially responsible Market Participants must consider in managing any alteration to installations associated with retail transfer.~~

Meter Churn Procedure for Financially Responsible Market Participants

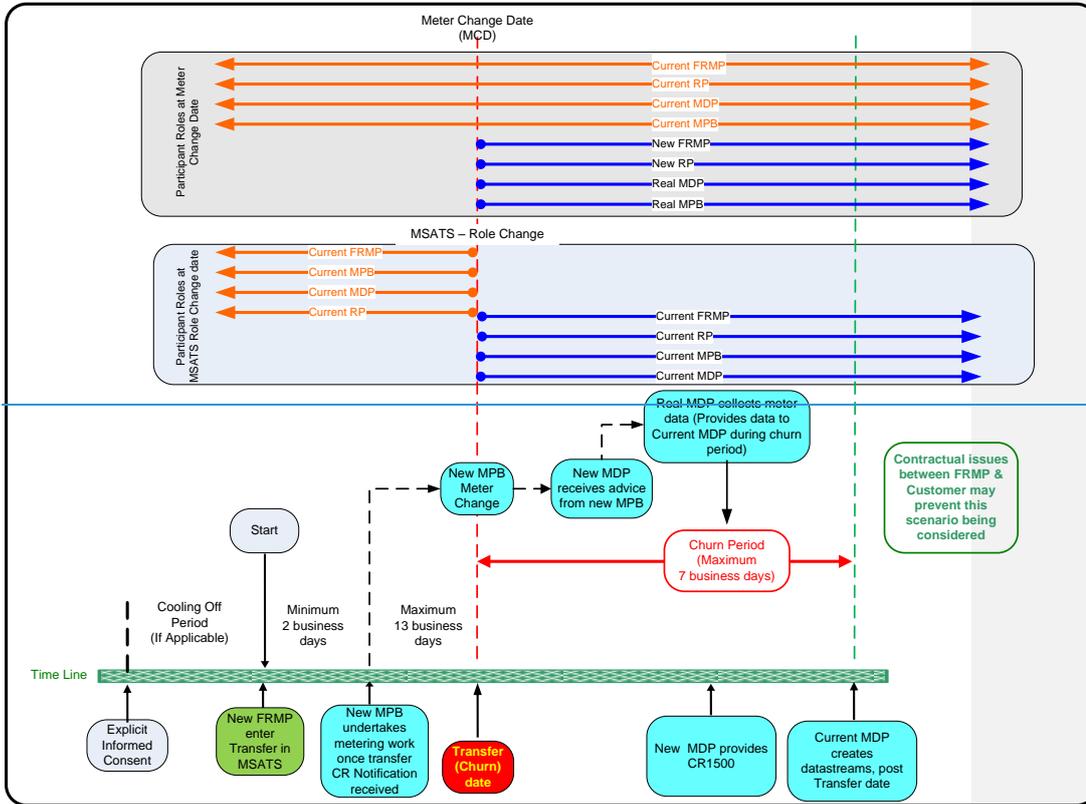
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Meter change prior to customer transfer date.



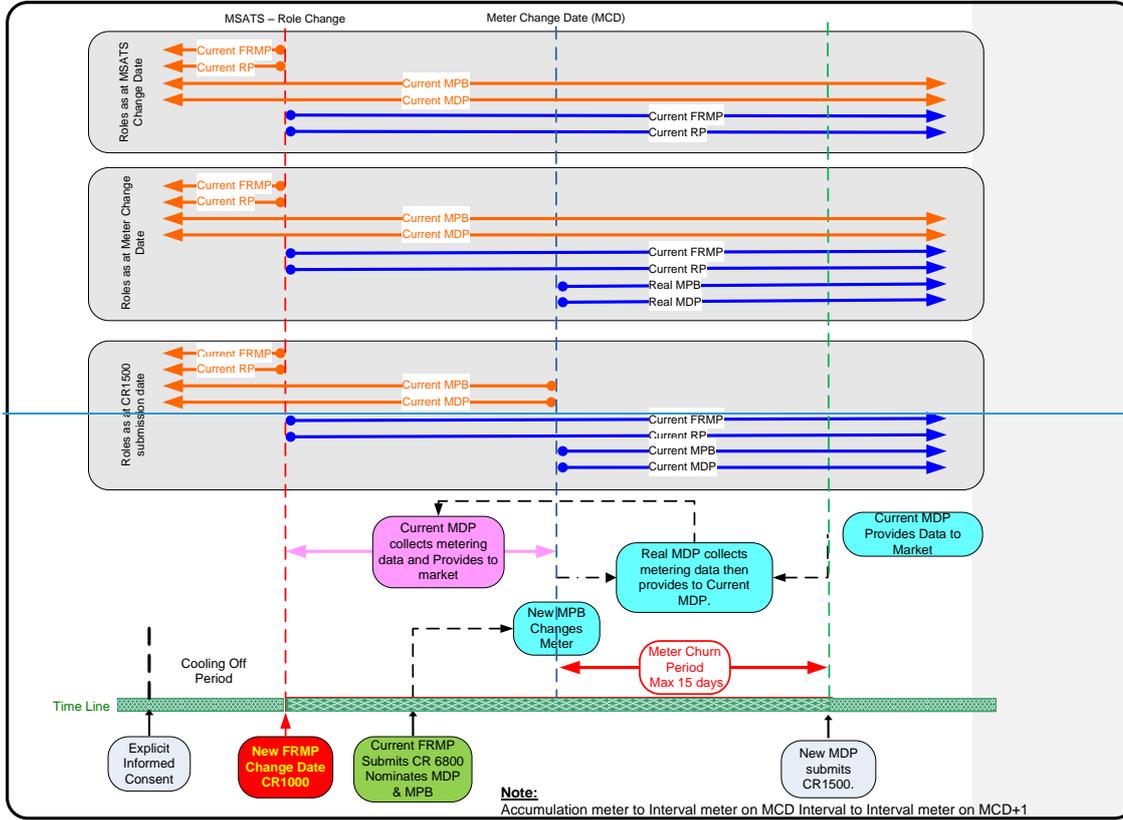
Meter Churn Procedure for Financially Responsible Market Participants

Meter Churn on customer transfer date.



Meter Churn Procedure for Financially Responsible Market Participants

**Meter change post MSATS customer transfer date using CR6800** — Preferred Option for like-to-like metrology



Meter Churn Procedure for Financially Responsible Market Participants

Meter change post MSATS customer transfer date using CR6801 — If CR6800 missed or not raised.

