METERING INSTALLATION EXEMPTIONS GUIDELINE

Creation and Management of Metering Installation Exemptions

Prepared by:	AEMO Markets
Version:	1.1
Effective date:	4 March 2024
Status:	FINAL

Approved for distribution and use by:

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Date:	01/03/2024

Contents

Current version release details

Version	Effective date	Summary of changes
1.1	4 March 2024	The following changes have been made: • Minor corrections through document • Corrected exemption list date filter description. • Updated screen shot for Add NMI details pop-up window. • Included steps to remove blank rows from Add NMI details to a new exemption. • Updated NMI actions for provide more information window, Including:

Version	Effective date	Summary of changes

		o Separating each action
		   o Include steps to remove blank rows from Add NMI details pop-up.
		   o Remove incorrect screen shots of loaded .csv file display.
		 • Removed incorrect screen shot of loaded .csv file display from managing an exemption.
		 • Corrected JSON file formats for Submit Meter Exemption API.
		 • Updated Appendix A codes to match MSATS_CODE COMBO and MSATS_CODE values.

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

1. Introduction

1.1. Purpose and scope

This Guideline supplements the Metering NEM Exemption Procedures. The NER and the National Electricity Law prevail over this Guideline to the extent of any inconsistency.

1.2. Definitions and interpretation

The Retail Electricity Market Procedures – Glossary and Framework:

(a)   is incorporated into and forms part of this Guideline; and

(b)   should be read with this Guideline.

1.3. Related documents

Title	Location
Retail Electricity Market Procedures – Glossary and Framework	https://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering
Metrology Procedure: Part A	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retailand-metering
Exemption Procedure Metering Installation Malfunctions	https://aemo.com.au//media/files/electricity/nem/retail_and_metering/market_settlement_and_transfer_solutions/2022/exemption-procedure-meter-installation-malfunctions-v12.pdf?la=en
Metering Exemption (Small Customer Metering Installation)	https://aemo.com.au/-/media/files/electricity/nem/retail_and_metering/metering-procedures/exemption-guideline---small-customer-metering-installation.pdf?la=en

2. DISCLAIMER

The intention of this guideline is to assist MCs with the creation and management of metering exemptions.

- reflects the identification of exemption status.

- reflects the validation of NMIs within an exemption and their status

- reflect the ability to manage an exemption through the exemption life cycle.

3. Application Process

The only person who can apply for an exemption from the requirement in clause 7.8.10(a) or 7.8.10 (a) of the NER is the Current MC.

3.1. Generally

The MC is responsible for the registration and management and resolution of metering exemptions prior to the exemption expiry date.

3.2. Responsibility

The MC must request an exemption within the Rule nominated period once they are aware that the issue cannot be resolved within the Rule requirement period.

The MC must ensure every endeavour to resolve the issue prior to requesting the metering exemption and must provide satisfactory evidence that this action has taken place.

AEMO has the responsibility of reviewing the evidence is satisfactory for an exemption to be granted and to either approve the exemption, reject the exemption, or request more information to support the exemption granting decision.

3.3. Supporting Information to support Application

The Current MC may apply for an exemption by creating an application within MSATS. Once the exemption is raised and when required, the Current MC must provide via email supporting information identifying the allocated Exemption number (see email templates in Appendix B). All supporting documentation must be sent to meter@aemo.com.au

4. Creation and Management of an Application

The following section provides instructions for the creation and management of an application within MSATS.

4.1. Exemption life cycle

Each exemption will run through a life cycle, from creation to completion, which also includes each associated NMI.

Each exemption may contain between 1 to 75,000 NMIs that are of the same Exemption category, Exemption type and Nature of exemption. If any of these items change for any corresponding NMIs a second exemption may be created to record the different conditions.
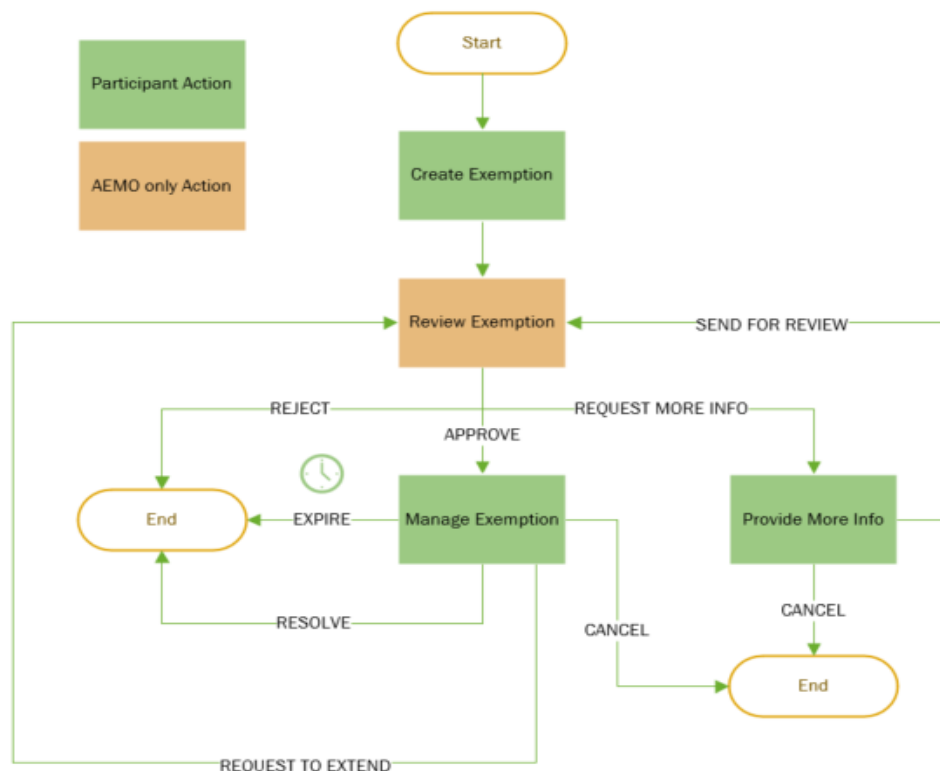
A copy of the 'logic' life cycle is provided below:

Diagram 1 – Exemption 'logical' life cycle

The following sections will step thought the exemption process within MSATS and include information to support the creation, management, and completion of an exemption.

4.2. Navigation to exemptions

To support the integration of Metering Installation Exemptions into MSATS a new menu path for exemptions is available via the MSATS Browser and the Markets Portal.
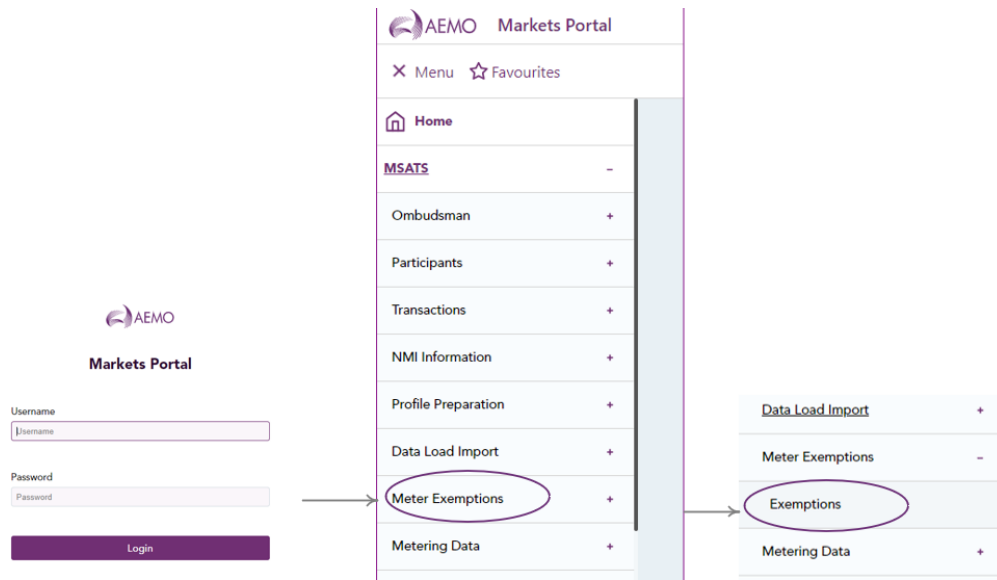

Diagram 2 – Exemptions menu path

The New menu path consists of a Meter Exemptions directory with a link to the Exemptions function.

Note: participants have the ability to create, manage and complete exemptions via APIs. For API details refer to section 4.12

4.3. Exemption list

Selection of the Exemptions link from the menu will direct the user to the Exemptions window.

This window is populated with the latest 1000 exemptions for the registered participant ID. AEMO users have the ability to view all participant the latest 1000 exemptions for monitoring and management purposes.

Search criteria can be used to return the latest 1000 exemptions for input criteria.

Diagram 3 – Exemption list

The Exemptions window includes the following features:

- Search parameter: to refine the list of exemptions to be displayed, including a calendar picker for each date field selection.

  - Search (Exemption ID): will restrict the exemption id results to an exact match to the entered value.
  - Status: allows the user to select an exemption status and restricts the results to match the status selected
  - From: restricts the results where the exemption end date is greater than or equal to the entered value
  - To: restricts the results where the exemption end date is less than or equal to the entered value
  - NMI: restricts the results to display exemptions where the NMI value has been included

  - Participant ID: restricts the results where the exemption has been raised by the entered participant id – case sensitive (used by AEMO)

- Sort arrows; to sort the returned values into ascending and descending orders via each column.

- Page option: to enable the user to page through the list of exemptions.

- Drill down ability: will open the exemption on selection of the Exemption ID.

- New exemption: enables the user to create a new exemption for the registered participant id

- Download as CSV: allows the user to retrieve the results list of exemptions for the current search parameters.

The Exemption list window (or related API) can be used to identify lists of exemptions with a specific status.
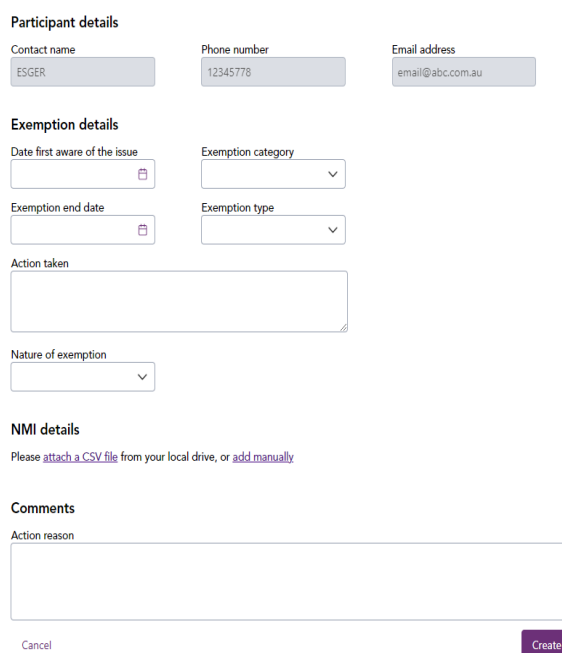
Example: to identify a list of new exemptions that have moved to the 'MoreInfo" status, the Status should be set to MoreInfo and the creation range can be added to the Start or From dates (e.g. Adding a start date will display a list of meter exemptions created after the date specified, where adding an end date will display a list of meter exemptions that will end prior to the date specified) This response can also be downloaded as a CSV.

4.4. Creating a new exemption

Selection of the New exemption button on the Exemptions window will direct the user to the Create exemption window.

The create exemption window allows the participant to enter the exemption details and associated NMIs.

Diagram 4 – Create Exemption window

The Create exemptions window includes the following features:

- Participant details registered with AEMO for the participant ID will be automatically displayed, these details can be maintained via participant contacts in MSATS.

- Exemption category, exemption type and nature of exemption values are configurable by AEMO and will display different values depending on the exemption selections (refer to Appendix A)

- Action taken: identifies the actions that have been performed prior to request of the exemption.

- NMI details: used to populate the list of NMIs related to the exemption – refer section 5.4.1

- Comments, Action reason: this section is to provide additional details related to the exemption. An example, if the MC cancels an Exemption, the participant may want to add a reason, or if the MC wants an extension, the details should include the new requested expiry date, why the exemption needs an extension and the actions that have been taken to resolve the exemptions prior to the extension being granted.
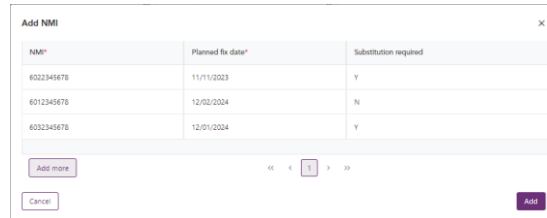
On completion of populating the exemption data, selection of the Create button will create the exemption and validate the associated NMI details. Once created an acceptance message will be generated.

Note: Selection of the Cancel link will return the user to the Exemptions list window without saving any data changes.

4.4.1. Population of NMI Details

Two options have been provided for the online process to support the population of NMI details within an exemption:

1. **Add manually**: selection of the link will present the user with a pop-up input window.

Diagram 5 – Add NMI pop-up window
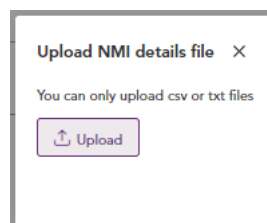
Selecting the "Add more" button will provide a row to input NMI details.

Once the pop-up window exceeds its capacity of the current page a message will be displayed to the user to select the next page to continue entering NMIs.

Once all values have been included select the "Add" Button to validate and save the NMI list to the meter exemption.

Where an error is displayed for a row that has been added that contains no values, the row will need to be removed prior to the update being able to be processed. To remove the unwanted row use the following steps:
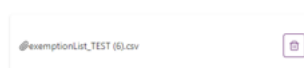
- Select the 'X' in the top right-hand corner of the pop-up window (this will close the window

- Re-select the "Add manually" option to redisplay the popup window with previously input NMI values.

- Select the 'Add" button to assign NMIs to the meter exemption.

2. **Attach a CSV file**: selection of the link will present the user with a pop-up window to select a file, please refer to section 4.11 For CSV format requirements

Diagram 6 – Upload file pop-up window

The uploaded CSV file will be displayed, this file can be deleted prior to the Exemption being saved, and a new file can be loaded.

Diagram 7 – Add NMI pop-up window

When recording a NMI the following information must be provided:

1. NMI
2. Planned fix date: Date by when the NMI issue will be resolved this date must be prior to the exemption expiry date and must provide a progression of correction over the exemption period.
3. Substitution Required: Identifies if meter reads for the NMI will require substitution until the issue resolution and the MDP has been notified.

Once the exemption create button is selected the associated NMIs entered via the Add manual or Attach a CSV file processes will be validated, any NMIs that fail validation will be excluded from the exemption.

The following validations will reject the NMI during the creation process:

1. Any duplicate NMI values within the exemption list.

2. NMI does not exist in MSATS

3. NMI with a status of 'X' (extinct) or 'N' (non-market)

4. The requesting participant id is not the active MC (RP) participant ID assigned to the NMI

5. NMI is included in another active exemption id.

4.4.2. Providing supporting information

While raising an exemption additional documentation may be required to support the exemption request[1]. This additional information will not be loaded into MSATS and must be sent to meter@aemo.com.au

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[1] Exemption supporting information will be stored in an AEMO directory separate from MSATS
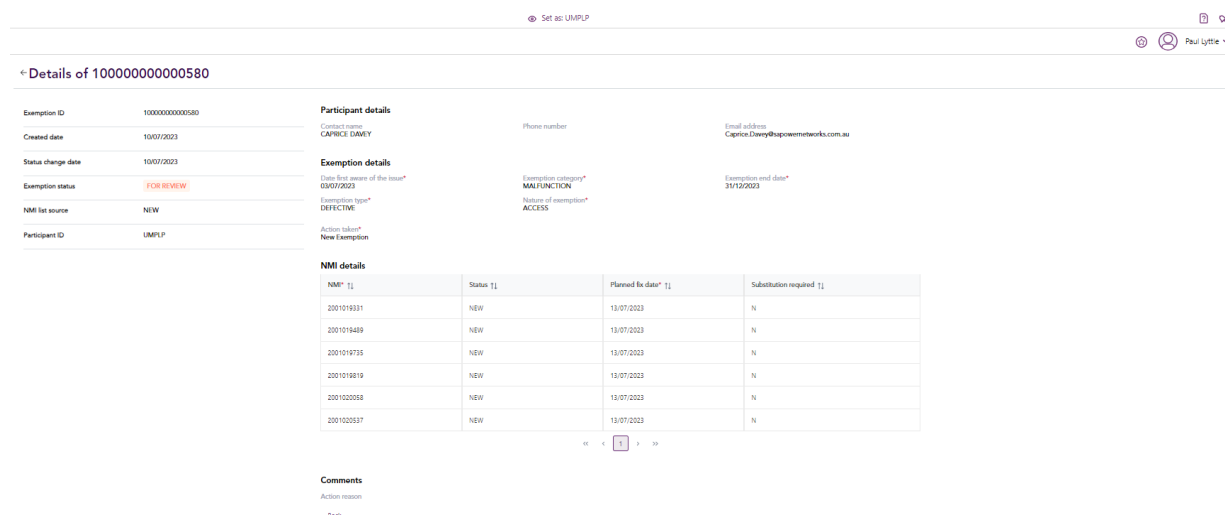
4.5. Reviewing an exemption

Once the participant has created an exemption, the exemption status will be set to a status of 'For Review'. AEMO is responsible for reviewing all exemptions with a 'For Review' status. AEMO is the only party who can make changes while the exemption status is 'For Review'

While reviewing the exemption AEMO have 3 processing options:

1. Approve: the exemption has been provided until the exemption expiry date[2]. If AEMO approves an exemption with conditions, the condition details will display in the exemption history section on the right-hand side of the exemption detail window.

2. More info: AEMO may request supporting information and or apply conditions prior to Approving or Rejecting the exemption request.

3. Reject: where AEMO believe the exemption is not supported within the rules, AEMO will reject the exemption.

While the exemption is in the 'For Review' status, participants will be able to view exemption details but will not be able to change or update the exemption.

Diagram 8 – Participant view when the exemption status is 'For Review'

Once an exemption is approved, MSATS will perform additional automation. Depending on the Exemption category value the following processes will be performed[3]:

- Metering Installation Malfunction – once the exemption is approved MSATS will;
  - Raise a CR5101 change request for each NMI to populate the standing data fields of Meter Malfunction Exemption Number and Meter Malfunction Exemption Expiry Date.
  - Completion of the CR5101 will send a notification to all eligible participants as per the CATS Procedures.
  - Exemptions for a Type 4A category will not update the Meter Malfunction Exemption Number or Meter Malfunction Exemption Expiry Date field in the NMI Details table within MSATS.

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[2] Participants will enter a requested exemption expiry date, however AEMO may at their discretion update the expiry date.

[3] The Exemption category is a configurable field by AEMO and new values and actions may be included in the future.
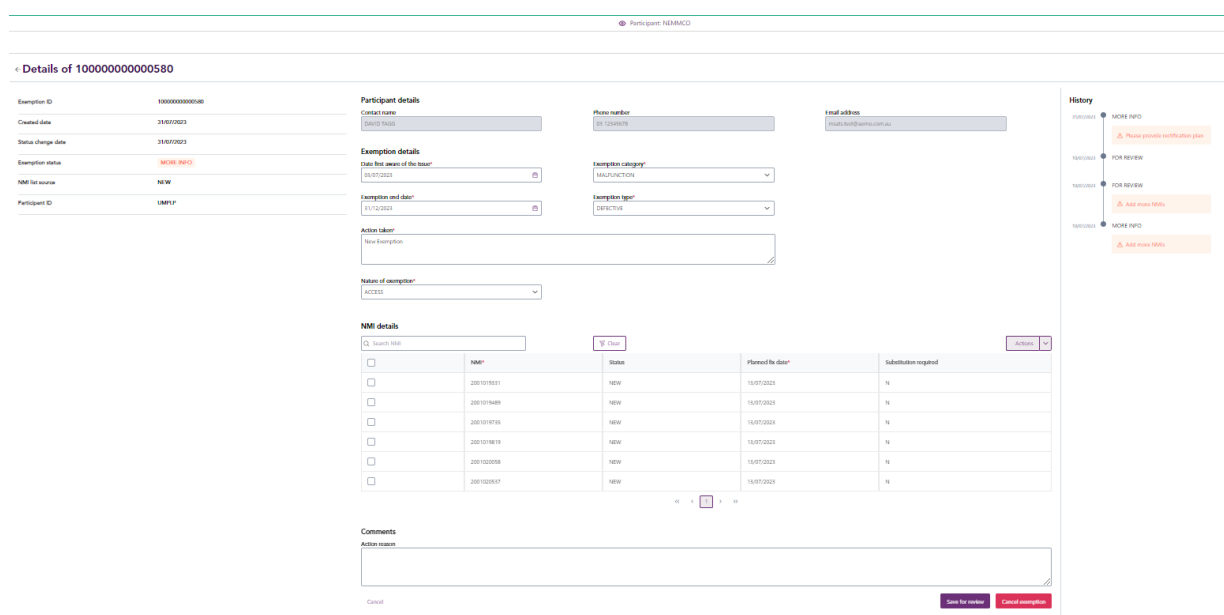
- Type 4A – a new SDQ check will notify MCs of exemptions that have been approved, rejected or sent for more info within the previous 14 days.

- Malfunctions – a new SDQ check will notify MCs of exemptions that have been approved, rejected or sent for more info within the previous 14 days.

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4.6. Providing more information

Where AEMO has requested more information, the status will be updated to 'More Info. Participants are required to:

- provide additional supporting documentation for the exemption[4], or
- update the exemption details and/or NMI details.

Only the first 1000 NMIs will be return for each exemption, to locate a specific NMI the NMI Search field can be used, or a full list of NMIs for the exemption can be downloaded using the download NMI list action.

Diagram 9 – Details window when the exemption status is 'More Info'

Once the updates have been completed and/or supporting documentation provided to AEMO (where required) the selection of the Save for review button will return the exemption to AEMO for review.

Alternatively, the requesting participant has the option to cancel the exemption by selecting the Cancel exemption button. Selecting the button will set any NMIs registered in the exemption that have a status of active or new to cancelled. The cancellation of a NMI allows the NMI to be included in a new exemption if required.

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[4] Additional information will not be loaded into MSATS and must be sent to meter@aemo.com.au
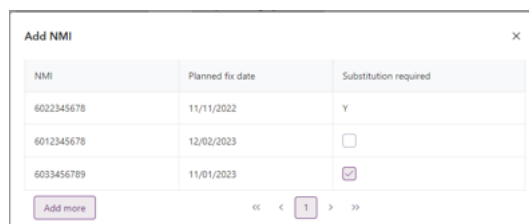
Note: Selection of the Cancel link (bottom left of the window) will return the user to the Exemptions list window without saving any data changes.

4.6.1. Updating of NMI Details

A number of options are available to support the updating of NMIs within an exemption these include:

1. Online adding of additional NMIs

    a. Add NMI: selection of the link will present the user with a pop-up input window.

Diagram 5 – Add NMI pop-up window

    b. Selection of the "Add more" button will provide a row to input NMI details.

    c. Once the pop-up window exceeds its capacity of the current page a message will be displayed to the user to select the next page to continue entering NMIs.

    d. Once the action button is selected the updates will be validated and processed immediately.

    e. Where an error is displayed for a row that has been added that contains no values, the row will need to be removed prior to the update being able to be processed. To remove the unwanted row use the following steps:

    o Select the 'X' in the top right-hand corner of the pop-up window (this will close the window

    o Re-select the "Add manually" option to redisplay the popup window with previously input NMI values.

    o Select the 'Add" button to assign NMIs to the meter exemption.

2. Online update of NMIs

    a. Remove NMIs from the exemption: Select the check box next to the NMI(s) to be removed by selecting the Remove NMI action.

    b. Updating NMIs already assigned to an exemption: Select the check box next to the NMI(s) to be updated by updating the Planned fix data and/or Substitute required checkbox, then select the Change NMI details action.

    c. Once the action button is selected the action will be performed immediately, and the NMI details will be updated to the saved exemption details

3. Uploading of additional NMIs

    a. Upload NMI list: Selection of the Upload NMI list action will enable the participant to load additional NMIs to be included against the exemption request (only available prior to the exemption being approved).

    b. Only a single CSV file can be loaded for an exemption via the online upload process

c. Attach a CSV file: selection of the link will present the user with a pop-up window to select of file, please refer to section 4.11 for CSV format requirements.

Diagram 10 – Upload file pop-up window

d. Once the exemption Send for review button is selected the associated upload file will be validated, any NMIs that fail validation will be excluded from the exemption.

The following validations will reject the NMI during the creation process:

i. Any duplicate NMI values within the exemption.

ii. NMI does not exist in MSATS

iii. NMI with a status of 'X' (extinct) or 'N' (non-market)

iv. The requesting participant id is not the active MC (RP) participant ID assigned to the NMI

v. NMI is included in another active exemption ID that is granted to the Current MC.

6. Uploading changes to existing NMIs

a. Upload NMI changes: Selection of the Upload NMI list action will enable the participant to load a list of NMI for the Planned Fix Date and Substitute Required for NMIs already assigned to the Exemption.

b. Attach a CSV file: selection of the link will present the user with a pop-up window to select a file, refer to section 4.11 for CSV format requirements.

Diagram 11 – Upload file pop-up window

c. Once the exemption Send for review button is selected the associated file will be processed and valid changes will be updated for the NMI(s)

4.6.2. Downloading NMI List

To assist with the management of a large quantity of NMIs the user will be able to request a CSV list of NMIs for the exemption.

Selecting the NMI details action Download list will generate a CSV file in the participants download folder. The list will contain all NMIs, current status and status_message (which includes the rejection reason if applicable)

```
C,PRODUCTION,METER_EXEMPTION_NMI,NEMMCO,POWERCOR,2022/04/07,22:04:05,,,,NEM,,
I,MEN,NMI,STATUS,PLAN_DATE,SUBSTITUTION_REQ,STATUS_MESSAGE
D,MEN,1234567890,ACTIVE,2023/08/06,Y,
D,MEN,1234567891,REJECTED,2023/08/06,Y,Participant Not MC.
C,END OF REPORT,5
```

4.7. Managing an exemption

Once AEMO has Approved the exemption the status will be updated to 'Active'. All details within the exemption (including NMI details) are stored and cannot be updated, except the Action Reason field.

Participants are now required to manage the exemption by:

- Actioning each of the NMIs, then
- Actioning the exemption

Diagram 12 – Details window when the exemption status is 'Active'

4.7.1. Actioning a NMI(s)

A number of options are available to support the updating of NMIs within an exemption these include:

1. Online actioning NMIs via

   a. selecting the check box next to a NMI(s) and selecting the Resolve action. This option will set the NMI status to Resolved for the checked NMIs

   b. selecting the check box next to a NMI(s), and selecting the Cancel NMI action. This option will set the NMI status to Cancelled for the checked NMIs.

   Once the action button is selected the action will be performed immediately, and the NMI details will be updated to the saved exemption details.

2. Uploading of NMI list via

   a. Selecting the Upload NMI status action will update the status for the existing NMI details within the exemption.

   Only a single CSV file can be loaded for an exemption via the online upload process

Attach a CSV file: selection of the link will present the user with a pop-up window to select of file, please refer to section 4.11 for CSV format requirements.
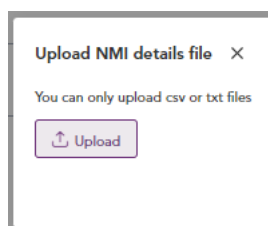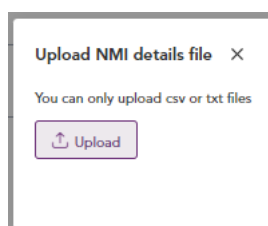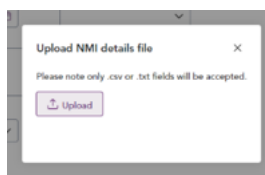

Diagram 13 – Upload file pop-up window

Once the exemption action button is selected the associated upload file will be processed against the associated NMIs.

Once updates to all NMI details have been completed, selection of the Save changes button will process the exemption changes as per *Diagram 14*.

Alternatively, the requesting participant has other options to select from:

- Cancel Exemption: will cancel the exemption and set any NMI that has not been resolved to cancelled[5].
- Resolve: will resolve the exemptions and set any NMIs that have not been resolved or cancelled to resolved.
- Extend: will send the exemption back for review, the participant should include details in the Action Reason field of when the extension is needed and a proposed new expiry date for the exemption. The AEMO reviewer will update the expiry date during the approval process.

4.7.2. Expiry of an exemption

Where an exemption reaches its expiry date the exemption and the associated NMIs will automatically be set to expired using AEMO Batch processes.

AEMO will notify MCs up to 21 days prior to an exemption expiry date that the exemption is due to expire. The notification will be included in a standing data quality (SDQ) report.

Once an Exemption is set to expired no updates are allowed. AEMO will also notify the MC of exemptions that have expired via a SDQ report.

4.7.3. Churn of MC

During the lifecycle of the exemption the MC may change. To support the churn of MCs a new SDQ check will identify exempt NMIs that have a different active NMI MC compared to the MC on the exemption, where this condition is identified the status of the NMI will be set to MC Churn against the exemption.

If the New MC for that metering installation determines that an exemption is still required, the New MC must submit a new exemption application within five business days of becoming the New MC. Applications are to be submitted using the MSATS application process and the New MC must provide the supporting documentation.

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[5] Cancelling a NMI enables the NMI to be included in a new exemption.

4.7.4. Downloading NMI List

To assist with the management of a large quantity of NMIs the user will be able to request a CSV list of NMIs for the exemption.

Selecting the NMI details action Download list will generate a CSV file in the participants download folder. The list will contain all NMIs for the exemption in the format described in section 4.11.

4.8. Viewing closed exemptions

Once an exemption has been closed the exemption can be viewed but cannot be updated. There is no process to re-activate a closed exemption, in this circumstance a new exemption will need to be created. Exemptions can be closed for any of the following reasons.

- Rejected: exemption application has been rejected
- Cancelled: participant has cancelled the exemption
- Resolved: participant has resolved the exemption
- Expired: exemption expiry date has been reached.

Diagram 14 – Details window when the exemption is closed

4.9. Exemption notifications

Letters and correspondence will not be sent for metering exemptions in this automated process. It is the participants responsibility to monitor and manage the exemption progress.

However new Standing Data Quality (SDQ) checks will be included into the weekly reporting to MCs, The SDQ checks will be:

- ME_EXPIRE_SOON
    - Description: Identifies metering exemptions due to expire in the next 21 calendar days
    - Header details: QueryId, Stat_Date, ParticipantID, RoleID, Source, Table, ME_ID, Sdr_Key_2, Sdr_Key_3, Start_Date, End_Date, Field, ME_Status, Category, Type, Nature, NMI_Qt

- ME_EXPIRED
    - Description: identifies metering exemptions that have reached the expiry date and have been updated to expired
    - Header details: QueryId, Stat_Date, ParticipantID, RoleID, Source, Table, ME_ID, Sdr_Key_2, Sdr_Key_3, Start_Date, End_Date, Field, ME_Status, Category, Type, Nature, NMI_Qt

- ME_MC_CHURN
    - Description: NMI assigned to an Exemption has changed MC and is no longer exempt.
    - Header details: QueryId, Stat_Date, ParticipantId, RoleId, Source, Table, NMI_ID, ME_ID, Sdr_Key_3, Start_Date, End_Date, Field, ME_Status, Category, Type, Nature, Old_MC

- ME_T4A_REVIEW
    - Notify the MC when an exemption with an Exemption category of Type 4A has been updated to Approved, Rejected or MoreInfo.
    - QueryId,Stat_Date,ParticipantId,RoleId,Source,Table, ME_ID, Sdr_Key_2, Sdr_Key_3,Start_Date,End_Date, Field, ME_Status,Category,Type,Nature, NMI_Qt

- ME_MAL_REVIEW
    - Notify the MC when an exemption with an Exemption category of Malfunction has been updated to Approved, Rejected or MoreInfo.
    - QueryId,Stat_Date,ParticipantId,RoleId,Source,Table, ME_ID, Sdr_Key_2, Sdr_Key_3,Start_Date,End_Date, Field, ME_Status,Category,Type,Nature, NMI_Qt

Upon approval of a *metering installation malfunction* exemption all participants who are entitled under the CATS Procedures will receive a Completion Notification when the CR5101 has completed. This notification will provide the *metering installation malfunction* exemption number and expiry date.

Upon resolution, cancellation, or expiration of a *metering installation malfunction* exemption all participants who are entitled under the CATS Procedures will receive a Completion Notification when the CR5101 has completed. This notification will remove the *metering installation malfunction* exemption number and expiry date, the exemption field names will be there but with no data as per standard xml format.

4.10. Transition of existing exemptions

To support the management of exemptions, AEMO will transition all metering exemptions into MSATS where the expiry date of the exemption is greater than go live date. The transition will include all NMIs registered against the exemption at the time of registration.

It will be the responsibility of the participant to update any NMIs that have been actioned between the date of registration assigned to the exemption.

Participants will receive all CR5101 notifications as per the MSATS CATS procedure at transition of existing exemptions.

4.11. CSV formats

Where a user elects to load a list of NMIs via the MSATS windows the standard AEMO CSV data format standard[6] must be used.

An example of the CSV file content is as follows:

```
C,PRODUCTION,METER_EXEMPTION_NMI,NEMMCO,POWERCOR,2022/04/07,22:04:05,,,,NEM,0,
I,MEN,ACTION,NMI,PLAN_DATE,SUBSTITUTION_REQ
D,MEN,NEW,1234567890,2023/08/06,Y
C,END OF REPORT,4
```

where the ACTION can be:

- NEW: insert record
- CANCEL: update meter exemption NMI, status to 'CANCELLED'
- REMOVE: update meter exemption NMI, status to 'REMOVED'
- RESOLVE: update meter exemption NMI, status to 'RESOLVED'
- UPDATE: update meter exemption NMI

Note: the NEW action is only able to be performed during the creation of an exemption or when the exemption is in a status of MoreInfo.

4.12. API Navigation

To assist participants with the automation of the exemption creation and management of metering exemptions, APIs will be published for participant use.

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[6] Refer CSV Data Format for more information.

4.12.1. GET_METER_EXEMPTION_LIST

This API is called to get a list of Meter Exemptions.

Access to this API is controlled by URM entity WS_GET_METER_EXEMPTION_LIST

Method	GET
Gateway URI	NEMRetail/MeterExemption/exemptionList
Gateway Headers	Authorization: Basic userId:password – used to get Redis session ID (SSID) and insert X-ss-id header into native request.
Native URI	/msats/ws/getMeterExemptionList
Request Content	None
Error Content	HTML formatted reason for non-200 response code

Native Headers

Parameter Name	Mandatory	Description
Accept	N	Identifies content types accepted by the client. Options: application/json text/csv Default is 'application/json'.
X-initiatingParticipantID	Y	Identifies which participant the user is acting for. Only Meter Exemptions for this participant will be returned. Refer to the Set Participant browser function.
X-market	Y	Identifies the market: "NEM"
X-ss-id	Y	Identifies a Redis session for authorisation.
X-transactionID	N	Unique identifier for each request.Used for logging.

Request Query

Parameter Name	Mandatory	Description
status	N	When present, only list Meter Exemptions with the given status.
meterExemptionId	N	When present, only list the Meter Exemptions with that ID.
meterExemptionFromDate	N	When present, only list Meter Exemptions from the given date. Format YYYY-MM-DD
meterExemptionToDate	N	When present, only list Meter Exemptions up to the given date. Format YYYY-MM-DD
NMI	N	When present, only list Meter Exemptions for given NMI.
participantId	N	When present, only list Meter Exemptions for given participant ID. This is only supplied when it is a NEMMCO user and they have permission to perform search. For participant, if this parameter is supplied then it is ignored.

Response Code

Code	Description
200	Request processed successfully, list returned in JSON format.
400, 401, 403, 405, 429	Errors in headers or too many requests.
500	Request processing failed, reason for failure is returned.

Response Content

List of Meter Exemptions, identified by meterExemptionId.

Supports two formats: CSV and JSON.

CSV

If *'Accept'* = *'text/csv'* then response is in CSV format

C,PRODUCTION,METER_EXEMPTION,NEMMO,POWERCOR,2022/04/07,22:04:05,,,,NEM,,

*I,MEL,METER_EXEMPTION_ID,EXEMPTION_DATE,CREATE_DATE,AGE,END_DATE,STATUS,NMI_QUANTITY,PARTICI
PANTID*

D,MEL,123456789012345,2022/07/12,2022/08/06,14,2023/01/12,FOR REVIEW,5000,ORIGINMC

C,END OF REPORT,4

JSON

If *'Accept'= 'application/json'* then response is in JSON format:

```
{
  "transactionId": "12345-abcd-27",
  "data": {
    "meterExemptions": [
      {
        "meterExemptionId": "123456789012345",
        "exemptionDate": "2022-07-12",
        "createDate": "2022-08-06",
        "age": "14",
        "endDate": "2023-01-12",
        "status": "FOR REVIEW",
        "nmiQuantity": "5000",
        "participantId": "ORIGINMC"
      }
    ]
  }
}
```

For JSON response, the maximum number of Meter Exemptions returned will be configured by AEMO.

4.12.2. GET_METER_EXEMPTION

This API which is called to get the following for the specified Meter Exemption:

- Participant Contact details
- Meter Exemption details
- Meter Exemption history
- Meter Exemption NMI list
    - If NMI specified then return only that NMI details.
    - If NMI not specified then
        - For CSV response, return the complete NMI list.
        - For JSON response, the maximum number of NMIs returned is defined by configuration, currently set to 1,000.

Access to this API is controlled by URM entity WS_GET_METER_EXEMPTION

Method	GET
Gateway URI	NEMRetail/MeterExemption/exemptionDetails
Gateway Headers	Authorization: Basic userId:password – used to get Redis session ID (SSID) and insert X-ss-id header into native request.
Native URI	/msats/ws/getMeterExemption
Request Content	None
Error Content	HTML formatted reason for non-200 response code

Native Headers

Parameter Name	Mandatory	Description
Accept	N	Identifies content types accepted by the client. Options: • application/json • text/csv Default is 'application/json'.
X-initiatingParticipantID	Y	Identifies which participant the user is acting for. Only Meter Exemptions for this participant will be returned. Refer to the Set Participant browser function.
X-market	Y	Identifies the market: "NEM"
X-ss-id	Y	Identifies a Redis session for authorisation.
X-transactionID	N	Unique identifier for each request.Used for logging.

Request Query

Parameter Name	Mandatory	Description
meterExemptionId	Y	Identifies the Meter Exemption to be retrieved. If participant is NEMMCO then can retrieve any Meter Exemption. If participant is not NEMMCO then can only retrieve a Meter Exemption for that participant.
NMI	N	Identifies the NMI to be retrieved. NMI must be part of Meter Exemption.

Response Code

Code	Description
200	Request processed successfully, response returned in requested format.
400, 401, 403, 405, 429	Errors in headers or too many requests.
500	Request processing failed, reason for failure is returned.

Response Content

Response content can be either:

CSV

If 'Accept' = 'text/csv' then response is in CSV format and contains:

- Meter Exemption NMI list identified by meterExemptionId

C,PRODUCTION,METER_EXEMPTION_NMI,NEMMCO,POWERCOR,2022/04/07,22:04:05,,,,NEM,,

I,MEN,NMI,STATUS,PLAN_DATE,SUBSTITUTION_REQ,STATUS_MESSGAGE

D,MEN,1234567890, ACTIVE,2023/08/06,Y,XYZ

C,END OF REPORT,4

JSON

If 'Accept'= 'application/json' or not specified then response is in default JSON format and contains:

- Participant Contact details identified by participantId
- Meter Exemption details identified by meterExemptionId
- Meter Exemption history identified by meterExemptionId
- Meter Exemption NMI list identified by meterExemptionId and NMI if supplied.

```
{
"transactionId": "12345-abcd-27",
"data": {
    "participantContact":
     {
        "contactName": "John Smith",
        "phoneNumber": "0123456789",
        "email": john.smith@company.com
     }
    "meterExemption":
     {
        "meterExemptionid": "123456789012345",
```

```
        "participantId": "ORIGINMC",
        "startDate": "2022-08-06",
        "endDate": "2022-09-06",
        "status": "ACTIVE",
        "statusDate": "2022-08-06",
        "exemptionDate": "2022-08-12",
        "exemptionCategory": "MALFUNCTION",
        "exemptionType": "DEFECTIVE"
        "exemptionNature": "ACCESS"
        "actionTaken": "Issue logged with Telstra. Fix ETA 13/10/2022"
        "actionReason": "Checked communications"
        "conditions": "This exemption is conditional on receipt of a plan for the rectification of the metering
        installation containing the matters referred to in section 3.2 of the Exemption Procedure – Metering
        Installation Malfunctions"
        "extendCount": "1"
    }
    "meterExemptionHistory":
    {
        "meterExemptionStatus":
        [
          {
                "status": "MORE INFO",
                "statusDate": "2022-07-01",
                "conditions": "This exemption is conditional on receipt of a plan for the rectification of the
                metering installation containing the matters referred to in section 3.2 of the Exemption
                Procedure – Metering Installation Malfunctions"
          }
        ]
    }
    "meterExemptionNMIs": [
    {
                "NMI": "1234567890",
                "status": "NEW",
                "planDate": "2022-08-06",
                "substitutionReq": "Y"
                statusMessage': "XYZ"
    ..}
    ]
    }
}
```

Request Query Parameters

- Validation

  o meterExemptionId must be a valid number.

  o NMI must be alphanumeric

4.12.3. SUBMIT METER EXEMPTION

This API is called to submit a Meter Exemption payload and receive a message acknowledgment.

For NMI list payload either CSV or JSON, the maximum number of NMIs allowed is defined by configuration, currently set to 75,000.

Access to this API is controlled by URM entity WS_SUBMIT_METER_EXEMPTION

Method	Post
Gateway URI	NEMRetail/MeterExemption/submission
Gateway Headers	Authorization: Basic userId:password – used to get Redis session ID (SSID) and insert X-ss-id header into native request.
Native URI	/msats/ws/submitMeterExemption
Native Headers	See below
Request Query Parameters	See below
Request Content	See below
Response Codes	See below
Response Content	None
Error Content	HTML formatted reason for non-200 response code

Native Headers

Parameter Name	Mandatory	Description
X-initiatingParticipantID	Y	Identifies which participant the user is acting for. Only Meter Exemptions for this participant will be returned. Refer to the Set Participant browser function.
X-market	Y	Identifies the market: "NEM"
X-ss-id	Y	Identifies a Redis session for authorisation.
X-transactionID	N	Unique identifier for each request.Used for logging.

Request Query Parameters

Parameter Name	Mandatory	Description
action	Y	
meterExemptionId	N	When presents, identifies the Meter Exemption to be updated. If participant is NEMMCO then can update any meter exemption. If participant is not NEMMCO then can only update a meter exemption for that participant.

Request Content

Multipart.

First part: Meter Exemption - JSON

> {
>
> "meterExemption":

```
    {
        "exemptionDate": "2022-08-12",
        "endDate": "2022-09-06",
        "exemptionCategory": "MALFUNCTION"
        "exemptionType": "DEFECTIVE"
        "exemptionNature": "ACCESS"
        "actionTaken": "Issue logged with Telstra. Fix ETA 13/10/2022"
        "actionReason": "Checked communications"

    }

    }
```

Second part: NMI list – CSV or JSON

CSV

```
C,PRODUCTION,METER_EXEMPTION_NMI, POWERCOR,NEMMCO,2022/04/07,22:04:05,,,,NEM,0,

I,MEN,ACTION,NMI,PLAN_DATE,SUBSTITUTION_REQ

D,MEN,NEW,1234567890,2023/08/06,Y

C,END OF REPORT,4
```

JSON

```
    {
        "meterExemptionNMIs":
        [
            {
                "action": "NEW"
                "NMI": "1234567890",
                "planDate": "2022-08-06",
                "substitutionReq": "Y"
            }
        ]

    }
```

where ACTION can be:

- NEW: insert record

- CANCEL: update meter exemption NMI, status to 'CANCELLED'

- REMOVE: update meter exemption NMI, status to 'REMOVED'

- RESOLVE: update meter exemption NMI, status to 'RESOLVED'

- UPDATE: update meter exemption NM

Request Query Parameters

- Mandatory parameters
  - o Check following parameters are supplied and if not then reject request.
    - ▪ action

- Validation

- action must be 'NEW', 'APPROVE' , 'CANCEL', 'EXTEND', 'MOREINFO', 'REJECT', 'RESOLVE', 'REVIEW' or 'UPDATE'.
- If action = 'APPROVE', 'MOREINFO' or 'REJECT' then X-initiatingParticipantID must be 'NEMMCO'.
- If action = 'NEW' then meterExemptionId should not be supplied.
- If action = 'APPROVE' , 'CANCEL', 'EXTEND', 'MOREINFO', 'REJECT', 'RESOLVE', 'REVIEW' or 'UPDATE' then meterExemptionId is mandatory.
- meterExemptionId must be a valid number.

Payload

- Mandatory
    - If action = 'NEW' or 'REVIEW' then payload must be supplied both
        - first part: Meter Exemption – JSON and
        - second part: NMI list – CSV or JSON
    - If action = 'UPDATE', then payload must be supplied either
        - first part: Meter Exemption – JSON or
        - second part: NMI list – CSV or JSON or
        - both
    - If action = 'APPROVE', 'MOREINFO' or 'REJECT' then payload may be supplied only
        - first part: Meter Exemption – JSON
    - If action = 'CANCEL', 'EXTEND' or 'RESOLVE' then payload may be supplied
        - first part: Meter Exemption – JSON or
        - second part: NMI list – CSV or JSON or
        - both
- Validation
    - First part: Meter Exemption – JSON
    - If *action* = 'NEW'
        - *exemptionDate* is mandatory, must be in date format 'YYYY/MM/DD' and cannot be a future date (must be today or date in the past).
        - *endDate* is mandatory, must in date format 'YYYY/MM/DD' and and cannot be a date in the past (must be today or date in the future).
        - *exemptionCategory* is mandatory and must one of allowed codes.
        - *exemptionType* is mandatory and must one of allowed codes.
        - *exemptionNature* is mandatory and must one of allowed codes.
        - *actionTaken* is mandatory and must be only 1500 characters long.
        - *actionReason* is optional and must be only 1500 characters long.

        Note: exemption category/type/nature are interconnected. Only certain combinations of category/type/nature are valid.

    - If *action* = 'APPROVE', 'MOREINFO' or 'REJECT'

- *endDate* is optional and if supplied must not be blank, must b*e* in date format 'YYYY/MM/DD' and cannot be a date in the past (must be today or date in the future).
- *conditions* is optional and if supplied must be only 1500 characters long.
- No other meter exemption details are allowed.

o If *action* = 'CANCEL' or 'REVIEW'

- *exemptionDate* is optional and if supplied must not be blank, must in date format 'YYYY/MM/DD' and cannot be a future date (must be today or date in the past).
- *endDate* is optional and if supplied must not be blank, must in date format 'YYYY/MM/DD' and cannot be a date in the past (must be today or date in the future).
- *exemptionCategory* is optional and if supplied must not be blank must one of allowed codes.
- *exemptionType* is optional and if supplied must not be blank must one of allowed codes.
- *exemptionNature* is optional and if supplied must not be blank and must one of allowed codes.
- *actionTaken* is optional and if supplied must not be blank and must be only 1500 characters long.
- *actionReason* is optional and if supplied be only 1500 characters long.
- No other meter exemption details are allowed.

o If *action* = 'EXTEND' or 'RESOLVE'

- *actionTaken* is optional and if supplied must be only 1500 characters long.
- No other meter exemption details are allowed.

o If *action* = 'UPDATE'

- If *X-initiatingParticipantID* = 'NEMMCO'

  - *endDate* is optional and if supplied must not be blank, must in date format 'YYYY/MM/DD' and cannot be a date in the past (must be today or date in the future).
  - *conditions* is optional and if supplied must be only 1500 characters long.

- *actionTaken* is optional and if supplied must not be blank and must be only 1500 characters long.
- No other meter exemption details are allowed.

- Second part: NMI List

  o CSV

  - Control records
    - First line validation
      - Must be the header 'C' Record.
      - Must match this format and contain this information:

        C,*system*,*report id*,*from*,*to*,*payload creation date*,
        payload creation time,,,,*market*,*payload id*

- System is mandatory and must match either uppercase 'TEST, 'PREPROD' or 'PROD'.
- Report Id is mandatory and must be uppercase 'METER_EXEMPTION_NMI'.
- From Participant Id '*from*' is mandatory and must match 'X-initiatingParticipantID'.
- To Participant Id '*to*' is mandatory and must be uppercase 'NEMMCO'.
- Payload Creation Date is mandatory and must in date format 'YYYY/MM/DD'.
- Payload Creation Time is mandatory and must in time format 'HH:MM:SS'.
- Market is mandatory and must be uppercase 'NEM'.
- Payload Id is mandatory and must not be more that 50 characters long.
  - There is no validation on the contents.
  - AEMO suggest defaulting the value to 0.
- Last line validation
  - Must be the 'End of Report' 'C' Record.
  - Must match this format and contain this information:

    C,*end of report indicator*,*row count*
  - End of Report Indicator is mandatory and must be uppercase 'END OF REPORT.
  - Row Count is mandatory and must match total rows in the CSV Payload.
  - Row Count must not be more than configurable limit, currently set to 75,000.
- CSV and JSON
  - Number of NMIs must not be more than configurable limit, currently set to 75,000.
  - *action* is mandatory and must be 'NEW', 'CANCEL', 'REMOVE', 'RESOLVE' or 'UPDATE'.
  - *NMI*
    - Mandatory.
    - Must be alphanumeric.
    - Must be only 10 characters long.
    - Must be unique on NMI list.

      Done in backend processing
  - If *action* = 'NEW'
    - *Meter exemption action* must be 'NEW' or 'REVIEW'.
    - *planDate* is mandatory and must in date format 'YYYY/MM/DD'.
    - *subsitutionReq* is mandatory and must either 'Y' or 'N'.
  - If *action* = 'CANCEL', 'REMOVE', 'RESOLVE' or 'UPDATE'.

- *Meter exemption action* cannot be 'APPROVE', 'MOREINFO' or 'REJECT'.

- *planDate* is optional and must in date format 'YYYY/MM/DD'.

- *subsitutionReq* is optional and must either 'Y' or 'N'.

Response Codes

Code	Description
200	Request processed successfully, list returned in JSON format.
400, 401, 403, 405, 429	Errors in headers or too many requests.
500	Request processing failed, reason for failure is returned.

5.   Appendix A

5.1.   Exemption Fields Values

Below is a list of values that will be configured by AEMO for the meter exemption process.

Please note: these field values are configurable in MSATS and may change over-time

5.1.1.   Exemption category codes

CODE TYPE	CODE	DESCRIPTION
EXEMPTION_CATEGORY	MALFUNCTION	METERING EXEMPTION MALFUCTION
EXEMPTION_CATEGORY	TYPE4A	TYPE 4A (NO REMOTE COMMUNICATION)

5.1.2.   Exemption type codes

CODE TYPE	CODE	DESCRIPTION
EXEMPTION_TYPE	DEFECTIVE	DEFECTIVE / FAULTY METERING EQUIPMENT
EXEMPTION_TYPE	FAMILY	METER FAMILY FAILURE
EXEMPTION_TYPE	SHARED	SHARED FUSE (SHARED SUPPLY)
EXEMPTION_TYPE	NOPUBNWK	NO PUBLIC TELECOMS NETWORK
EXEMPTION_TYPE	NOALTNWK	NO ALTERNATIVE TELECOMS NETWORK
EXEMPTION_TYPE	ENVIRON	PHYSICAL OR ENVIRONMENTAL CONDITIONS PREVENTING REMOTE COMMS

5.1.3.   Nature of Exemption codes

CODE TYPE	CODE	DESCRIPTION
EXEMPTION_NATURE	ADMIN	MC ADMIN ISSUE
EXEMPTION_NATURE	ACCESS	ACCESS ISSUE
EXEMPTION_NATURE	SAFETY	SAFETY ISSUE
EXEMPTION_NATURE	TECHNICAL	SITE TECHNICAL ISSUE
EXEMPTION_NATURE	CUSTOMER	CUSTOMER WORK/UPGRADE REQUIRED

5.1.4. Exemption Hierarchy

CODE TYPE	CODE1 (Category)	CODE2 (Type)	CODE 3 (Nature)
EXEMPTION_HEIRARCHY	MALFUNCTION	DEFECTIVE	ACCESS
EXEMPTION_HEIRARCHY	MALFUNCTION	DEFECTIVE	SAFETY
EXEMPTION_HEIRARCHY	MALFUNCTION	DEFECTIVE	TECHNICAL
EXEMPTION_HEIRARCHY	MALFUNCTION	DEFECTIVE	CUSTOMER
EXEMPTION_HEIRARCHY	MALFUNCTION	DEFECTIVE	ACCESS
EXEMPTION_HEIRARCHY	MALFUNCTION	DEFECTIVE	SAFETY
EXEMPTION_HEIRARCHY	MALFUNCTION	FAMILY	TECHNICAL
EXEMPTION_HEIRARCHY	MALFUNCTION	FAMILY	CUSTOMER
EXEMPTION_HEIRARCHY	MALFUNCTION	FAMILY	ACCESS
EXEMPTION_HEIRARCHY	MALFUNCTION	FAMILY	SAFETY
EXEMPTION_HEIRARCHY	MALFUNCTION	SHARED	TECHNICAL
EXEMPTION_HEIRARCHY	MALFUNCTION	SHARED	CUSTOMER
EXEMPTION_HEIRARCHY	TYPE4A	SHARED	ACCESS
EXEMPTION_HEIRARCHY	TYPE4A	SHARED	TECHNICAL
EXEMPTION_HEIRARCHY	TYPE4A	NOPUBNWK	ADMIN
EXEMPTION_HEIRARCHY	TYPE4A	NOPUBNWK	ACCESS
EXEMPTION_HEIRARCHY	TYPE4A	NOPUBNWK	TECHNICAL
EXEMPTION_HEIRARCHY	TYPE4A	NOALTNWK	CUSTOMER
EXEMPTION_HEIRARCHY	TYPE4A	NOALTNWK	ADMIN
EXEMPTION_HEIRARCHY	TYPE4A	NOALTNWK	ACCESS
EXEMPTION_HEIRARCHY	TYPE4A	NOALTNWK	SAFETY
EXEMPTION_HEIRARCHY	TYPE4A	ENVIRON	TECHNICAL
EXEMPTION_HEIRARCHY	TYPE4A	ENVIRON	CUSTOMER
EXEMPTION_HEIRARCHY	TYPE4A	ENVIRON	ADMIN

5.1.5. Exemption Status codes

CODE TYPE	CODE	DISPLAY
EXEMPTION STATUS	ACTIVE	ACTIVE
EXEMPTION STATUS	CANCELLED	CANCELLED
EXEMPTION STATUS	EXPIRED	EXPIRED
EXEMPTION STATUS	MOREINFO	MORE INFO
EXEMPTION STATUS	REJECTED	REJECTED
EXEMPTION STATUS	RESOLVED	RESOLVED
EXEMPTION STATUS	REVIEW	FOR REVIEW

5.1.6. Exemption NMI Status codes

CODE TYPE	CODE	DISPLAY
NMI_ME_STATUS	NEW	NEW
NMI_ME_STATUS	CANCELLED	CANCELLED
NMI_ME_STATUS	MCCHURN	MC CHURN
NMI_ME_STATUS	REJECTED	REJECTED
NMI_ME_STATUS	RESOLVED	RESOLVED
NMI_ME_STATUS	REMOVED	REMOVED

6. Appendix B

Email Templates

New Exemption Application:

Subject: New Exemption Application – Exemption Number xxxxx

Hi AEMO,

Please find attached relevant additional documentation for the above exemption application.

Should you need any further information please do not hesitate to contact me.

Regards

Exemption Extension Application

Subject: Exemption Extension Application – Exemption Number xxxxx

Hi AEMO,

Please find attached relevant additional documentation for the above exemption extension application.

Should you need any further information please do not hesitate to contact me.

Regards

Note:

The supporting documents/evidence required (additional information) for the different types of exemption application is below. This list is a minimum list and AEMO may request other information.

1. **Types 4 (small), 5 & 6**
   - MP Rectification plan/s
2. **Type 1-4 (Large)**
   - MP Rectification Plan
   - Copies of field/ test reports
   - Correspondence with FRMP and customers
   - MDP Action Plan
3. **Type 4A (**manually read**)**
   - MP Comms signal assessment report/ form
   - Site photos (i.e., meter, antenna, basement, switchboard etc.)
   - Telecoms Network maps – 3G, 4G, 5G (Telstra, Vodafone etc.)

- Telecoms Network plans

Version release history

Version	Effective Date	Summary of Changes
1.0	4 March 2024	Creation of Guideline to support the integration of Exemptions into MSATS
1.1	4 March 2024	The following changes have been made: • Minor corrections through document • Corrected exemption list date filter description. • Updated screen shot for Add NMI details pop-up window. • Included steps to remove blank rows from Add NMI details to a new exemption. • Updated NMI actions for provide more information window, Including: o Separating each action o Include steps to remove blank rows from Add NMI details pop-up. o Remove incorrect screen shots of loaded .csv file display. • Removed incorrect screen shot of loaded .csv file display from managing an exemption. • Corrected JSON file formats for Submit Meter Exemption API. • Updated Appendix A codes to match MSATS_CODE COMBO and MSATS_CODE values.