Distribution based MDPs:

Handling of changes to Substituted reads for transfers for a Basic Meter

Distribution based MDPs were asked:

Following the 1 October 2021 Customer Switching changes, can you please provide your defined business rules for when you will and when you won't be adjusting a substituted read that is provided for a customer transfer?

This information is to provide these business rules to retailers so they can use the information to explain to their customers what the transfer process entails when using a substituted read.

The wholesale settlement process for basic meters is done using Net System Load Profile. This profile is calculated for every settlement. This profile is then locked 15 weeks after the trading week and any settlements done after that 15 weeks uses the locked profile. If data changes after that (unless it's significant) it does not update the profile.

From a retail billing perspective undercharging and overcharging provisions in the NERR must be adhered to for all types of metering installations.

Information provided to the request:

Participant	Details

Ausgrid	• As a rule we will not adjust Transfer Readings for BASIC meters. We have logic in the system to protect transfer readings.
	    ○ The next Actual Reading will be recorded in the system as a 'Delta' of the previous substitute.
	• MRIM readings will update once actual data is obtained as per BAU processes.
	• We would adjust BASIC Readings on Retailer request with approval from the Ausgrid.
	• The system will automatically adjust the transfer reading if subsequent Actual reading causes a Negative Wrap to the Substitution.
	    ○ In instances where we replace readings we will use the F69 logic to pro-rata readings.

AusNet Services	AusNet Services will only be adjusting a substituted read provided for a transfer is when the read for a Basic Meter was previously overestimated and considered too high for use in a transfer.
CitiPower, Powercor and United Energy	If a transfer completes on a substitute reading and a subsequent actual reading confirms previous substitute period(s) are incorrect, we will correct all incorrect substitute reads, as per Metrology Part B. This applies to manually read meters.

Participant	Details
Endeavour Energy	Endeavour Energy will adjust a substituted read that is provided for a customer transfer in the following scenarios: 1. Where a subsequent actual read is lower than the substituted read 2. Where we receive information that the substituted read does not reflect the energy consumed
EQL (ENERGEXM and WBAYM)	EQL (ENERGEXM and WBAYM) would adjust a substituted read, used for transfer, in the following situations: • When a new actual read or customer self-read is received within 10 business days of the substituted read; the system will automatically smooth the substitute using an ADL methodology • When the next actual read is found to be less than the substitution • For consumption data streams when the next actual read is found to be significantly higher than the estimate and results in the 'stacking' of consumption in a short period, and the ADL of the period between reads is greater than 50 kwh before smoothing, the estimate will be smoothed. • For solar data streams any subsequent actual read, resulting in a high consumption validation failure, will have the previous substitution manually smoothed. • When the substitution is in a disconnected period and the next actual read results in consumption in a disconnected period the substitution will be adjusted. • If the meter was found to be removed and a previous substitution was non-zero then it would be replaced with a zero value substitution if it was not possible to remove the meter at a retro date. • If the substitution was done due to an actual reading failing validation, and then the subsequent actual read showed the original actual to be correct, the substitution would be replaced with that original actual reading. Some further comments apply to likelihood/magnitude of adjustment being required: • The validity of our substitutions are dependent on the history of actual reads on site and how frequently we are getting access. • A NMI with only occasional access issues is unlikely to need a substitution adjusting. • A brand new NMI with no history or one with long term access issues is more likely to need its substitutions adjusting. • FRMPs would be advised to consider transfers (Customer Switching) being allowed for NMIs with long term access issues, as there can be significant reading adjustment, over lengthy periods, and for significant consumption, when access if finally granted.
Evoenergy	1. When new Actual read is less than substituted read. 2. If new Actual read has a very low or very high ADL that falls outside High/Low parameters. 3. If a photographic read is provided/emailed by the customer (can be via their retailer). 4. By exception circumstances (complaints / claims / other)

Participant	Details
	This approach is not different to our current BAU approach to reversing substituted readings.
Jemena	**Scenario #1** If a meter is not communicating and the site went through retailer transfer with substitute reads, once the meter communication was established the substitute read will be replaced with actual read. **Scenario #2** If a meter is fault and the site went through retailer transfer with substitute reads, then once the meter is replaced the substitute reads will be replaced with final substitute.
SA Power Networks	As per customer switching rules, if no read exists on the actual read date SA Power Networks will create a substituted read with reason code 67. If a substituted read already exists due to a cyclic read (i.e no access), the existing sub will be used for transfer with existing reason code. Adjustments to substituted reads will be made in the below scenarios: **Type 6** **Substituted reads will be created as Quality Flag "F"** 1. When a subsequent actual read comes in lower for any date after the transfer date, the original sub will be adjusted accordingly. 2. When a subsequent actual read comes in higher (above tolerance) for any date prior to or after the transfer date, the original sub. may be smoothed to adjust the consumption across the period. 3. When a subsequent actual read comes in for the transfer date, this will replace the original substituted read. **Type 5** **Substituted reads will be created as Quality Flag "S"** 1. When subsequent actual read data comes in for the substituted period, this will replace the original substituted read data 2. When new substituted data comes in for a cyclic read for a different reason i.e. no access, this will replace the original substituted read data
TasNetworks	TasNetworks will adjust a basic substituted read that is provided for a customer transfer in the following scenarios: • Where a subsequent actual read is lower than the substituted read. • Where a subsequent actual read results in a high consumption validation failure, adjustment/smoothing of the substituted read may be appropriate. • Where a subsequent actual read is validated for the transfer date, in addition to the substituted reading, the actual reading may replace the sub rather than providing two reads for the same date.