



# GUIDE TO THE ROLE OF THE METERING COORDINATOR

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## Current version release details

Version	Effective date	Summary of changes
1.0	1 Dec 2017	First Issue
1.1	1 Dec 2017	Final Version
1.2	1 Oct 2021	Updated to incorporate reference to Registration of DNSPs in MC role related to Cross Boundary Connection Points – National Electricity Amendment (Global settlement and market reconciliation) Rule 2018 No. 14
1.3	2 Jun 2024	Updated for National Electricity Amendment (Integrating energy storage systems in the NEM) Rule 2021, including terminology changes to incorporate <i>non-market bidirectional units</i> and <i>small resource connection points</i> in section 4.1
<u>2.0</u>	<u>1 Dec 2025</u>	<u><a href="#">Updated for Metering Services Review, package 1.</a></u>

# 1. Introduction

## 1.1. Purpose and scope

This Guide to the Role of the Metering Coordinator (Guide) is made under clause 7.3.1(c) of the NER and provides information on the roles and responsibilities of MCs under the NER and procedures authorised under the NER.

This document has effect only for the purposes set out in the NER. The NER and the National Electricity Law prevail over this document 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 Guide; and
- (b) should be read with this Guide.

## 1.3. Related documents

Title	Location
Retail Electricity Market Procedures – Glossary and Framework	<a href="https://www.aemo.com.au/energy-systems/electricity/national-electricity-market-nem/market-operations/retail-and-metering">https://www.aemo.com.au/energy-systems/electricity/national-electricity-market-nem/market-operations/retail-and-metering</a>
Application for Registration as a Metering Coordinator	<a href="https://www.aemo.com.au/energy-systems/electricity/national-electricity-market-nem/participate-in-the-market/registration/register-as-a-metering-coordinator-in-the-nem">https://www.aemo.com.au/energy-systems/electricity/national-electricity-market-nem/participate-in-the-market/registration/register-as-a-metering-coordinator-in-the-nem</a>
Application for Registration as Initial Metering Coordinator	<a href="https://www.aemo.com.au/energy-systems/electricity/national-electricity-market-nem/participate-in-the-market/registration/register-as-a-metering-coordinator-in-the-nem">https://www.aemo.com.au/energy-systems/electricity/national-electricity-market-nem/participate-in-the-market/registration/register-as-a-metering-coordinator-in-the-nem</a>
Qualification Procedure (MP, MDP & ENM)	<a href="https://www.aemo.com.au/energy-systems/electricity/national-electricity-market-nem/market-operations/retail-and-metering/accreditation-and-registration">https://www.aemo.com.au/energy-systems/electricity/national-electricity-market-nem/market-operations/retail-and-metering/accreditation-and-registration</a>
Accreditation Checklists (MP, MDP & ENM)	<a href="https://www.aemo.com.au/energy-systems/electricity/national-electricity-market-nem/market-operations/retail-and-metering/accreditation-and-registration">https://www.aemo.com.au/energy-systems/electricity/national-electricity-market-nem/market-operations/retail-and-metering/accreditation-and-registration</a>
Accredited Metering Data Providers	<a href="https://www.aemo.com.au/energy-systems/electricity/national-electricity-market-nem/market-operations/retail-and-metering/accreditation-and-registration">https://www.aemo.com.au/energy-systems/electricity/national-electricity-market-nem/market-operations/retail-and-metering/accreditation-and-registration</a>
Accredited Metering Providers	<a href="https://www.aemo.com.au/energy-systems/electricity/national-electricity-market-nem/market-operations/retail-and-metering/accreditation-and-registration">https://www.aemo.com.au/energy-systems/electricity/national-electricity-market-nem/market-operations/retail-and-metering/accreditation-and-registration</a>
Metrology Procedure: Part A	<a href="https://www.aemo.com.au/energy-systems/electricity/national-electricity-market-nem/market-operations/retail-and-metering/metrology-procedures-and-unmetered-loads">https://www.aemo.com.au/energy-systems/electricity/national-electricity-market-nem/market-operations/retail-and-metering/metrology-procedures-and-unmetered-loads</a>

Title	Location
<b>Metrology Procedure: Part B</b>	<a href="https://www.aemo.com.au/energy-systems/electricity/national-electricity-market-nem/market-operations/retail-and-metering/metrology-procedures-and-unmetered-loads">https://www.aemo.com.au/energy-systems/electricity/national-electricity-market-nem/market-operations/retail-and-metering/metrology-procedures-and-unmetered-loads</a>
<b>Service Level Procedure (MP)</b>	<a href="https://www.aemo.com.au/energy-systems/electricity/national-electricity-market-nem/market-operations/retail-and-metering/metering-procedures-guidelines-and-processes">https://www.aemo.com.au/energy-systems/electricity/national-electricity-market-nem/market-operations/retail-and-metering/metering-procedures-guidelines-and-processes</a>
<b>Service Level Procedure (MDP)</b>	<a href="https://www.aemo.com.au/energy-systems/electricity/national-electricity-market-nem/market-operations/retail-and-metering/metering-procedures-guidelines-and-processes">https://www.aemo.com.au/energy-systems/electricity/national-electricity-market-nem/market-operations/retail-and-metering/metering-procedures-guidelines-and-processes</a>
<b>Exemption Guideline – Small Customer Metering Installations</b>	<a href="https://www.aemo.com.au/energy-systems/electricity/national-electricity-market-nem/market-operations/retail-and-metering/metering-procedures-guidelines-and-processes">https://www.aemo.com.au/energy-systems/electricity/national-electricity-market-nem/market-operations/retail-and-metering/metering-procedures-guidelines-and-processes</a>
<b>Exemption Procedure – Metering Installation Malfunctions</b>	<a href="https://www.aemo.com.au/energy-systems/electricity/national-electricity-market-nem/market-operations/retail-and-metering/metering-procedures-guidelines-and-processes">https://www.aemo.com.au/energy-systems/electricity/national-electricity-market-nem/market-operations/retail-and-metering/metering-procedures-guidelines-and-processes</a>

## 2. Metering Coordinator (MC)

### 2.1. Who is an MC

An MC is a person registered with AEMO who engages in the coordination and provision of metering services at a connection point.

### 2.2. Registration

An MC must be registered in accordance with clause 2.4A.1 of the NER. Eligibility for registration is set out in clause 2.4A.2.

A person may apply for registration as an MC by completing the form “Application for Registration as a Metering Coordinator”, available on AEMO’s website.

LNSPs who were the ‘responsible persons’ for connection points with type 5 and 6 metering installations immediately prior to 1 December 2017 must apply for registration as MCs by completing the form “Application for Registration as a Metering Coordinator for the Purposes of clause 11.86.7 of the National Electricity Rules”, available on AEMO’s website.

LNSPs who intend to be MCs for Cross Boundary connection points between adjacent distribution networks, in accordance with clause 7.6.3B of the NER, must apply for registration as MCs by completing the form “Application for Registration as a Metering Coordinator for Cross Boundary Connection Points”, available on AEMO’s website.

### 2.3. Appointment

An MC must be appointed for every connection point.

The parties who can appoint an MC for a connection point and the requirements relating to the terms and conditions for that appointment are specified in clause 7.6 of the NER.

For LNSPs who were ‘responsible persons’ that become MCs after 1 December 2017, the requirements relating to the terms and conditions on which it will act as the MC are specified in clause 11.86.7.

## 3. Key Responsibilities

### 3.1. Coordination and Provision of Metering Services

The MC’s key responsibilities are detailed in clause 7.3.1 of the NER, including:

- provision, installation and maintenance of a metering installation;
- collection, processing, retention and delivery of metering data; and
- management of access to and security of the metering installation.

The MC must perform its role under normal and emergency conditions<sup>1</sup> in accordance with the NER and procedures authorised under the NER.

Further information about these responsibilities can be found in sections 4 and 5.

### 3.2. MP and MDP Appointments

Under clause 7.3.2(a) – (d) of the NER, for every *connection point* for which it is responsible (other than a *connection point* with a type 7 *metering installation*), the MC must appoint:

- an MP for the provision, installation and maintenance of the *metering installation*; and
- except as specified in clause 7.5.1, an MDP for the collection, processing and delivery of *metering data*.

Lists of currently accredited MPs and MDPs are available on AEMO’s website.

Clause 7.4.3 details the requirements relating to the terms and conditions of appointment of the MP and MDP.

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<sup>1</sup> See clause 7.8.5(a) of the NER.

## 4. Responsibilities in respect of metering installations

### 4.1. Metering Installations

A number of obligations in respect of metering installations are imposed on MCs under clause 7.3.2(e) – (g) of the NER, including:

- ensuring that a *metering installation* is provided, installed and maintained in accordance with the NER and procedures authorised under the NER;
- where *remote acquisition* is used or is to be used, ensuring that a *communications interface* is installed and maintained to facilitate connection to the *telecommunications network*; and
- ensuring that *energy data* is retrieved from a *small customer metering installation* via remote access.

Under clause 7.8.1, the MC must ensure that:

- there is a *metering installation* at each *connection point* in respect of which it is the MC;
- the *energy data* held in the *metering installation* is based on units of watthour for *active energy*
- and (where required) varhour for *reactive energy*; and
- installation and maintenance of a *metering installation* is carried out only by the MP appointed by the MC under clause 7.3.2(a).

Under clause 7.8.2, the MC must comply with additional requirements with respect to *metering installations* for *non-market generating units*, *non-market bidirectional units* and *small resource connection points*.

The MC must ensure that the metering point is located as close as possible to the connection point under clause 7.8.7(a).

Design requirements are specified in clause S7.4.6.1 and changes to the parameters or settings within a *metering installation* must be managed by MCs in accordance with clause 7.8.11.

### 4.2. Small Customer Metering Installations

A number of further obligations are imposed on MCs by clause 7.3.2(i) of the NER in respect of *small customer metering installations*, including:

- access to *energy data* held by *small customer metering installations*;
- *disconnection* and *reconnection* arrangements; and
- *retailer planned interruptions*.

Under clause 7.8.3(a), an MC must replace a *metering installation* for a *small customer* with a *metering installation* that meets the *minimum services specification* unless:

- (a) exempted by AEMO under clause 7.8.4(a); or



- (b) the *small customer* has communicated its refusal to the installation of a type 4 *metering installation* under clause 7.8.4(d).

Details of the minimum service levels and minimum standards applicable to the *minimum services specification* can be found in Metrology Procedure: Part A.

An application for exemption needs to be submitted by the MC in accordance with the Exemption Guideline – Small Customer Metering Installations.

### 4.3. Check Metering Installations

MCs have a number of responsibilities in respect of *check metering installations* under clause 7.8.7(a)(2) and 7.8.8(b) of the NER. Moreover, the physical arrangement of partial *check metering* must be agreed with AEMO as required by clause S7.4.4(e).

### 4.4. Joint Metering Installations

Special requirements apply to joint *metering installations* under clause 7.8.13 of the NER.

### 4.5. Network Devices

MCs have a number of responsibilities in respect of *network devices* under clause 7.8.6(d) – (i) of the NER and section 11 of Metrology Procedure: Part A.

### 4.6. Meter Churn

The Current MC is the only party who can initiate a meter churn.

The rationale for this is that clause 7.3.1(a)(1) of the NER states that, in respect of a *connection point*, the MC is the person responsible for the provision, installation and maintenance of a *metering installation*; clause 7.3.2(e) specifies that the MC at a *connection point* (other than a type 7 *metering installation*) must ensure, amongst other things, that the *metering installation* is provided, installed and maintained in accordance with the NER and procedures authorised by the NER.

Clause 7.8.9(a) then requires the meter churn to be managed in accordance with the *meter churn procedures*, which can be found in Metrology Procedure: Part A.

### 4.7. Security

MCs must ensure that *metering installations* are secure to a standard that is acceptable to AEMO under clause 7.15.2(a) of the NER, broken seals are replaced in accordance with clause 7.15.2(d).

## 4.8. Metering Installation Malfunctions

There are strict time limits imposed by clause 7.8.10(a) of the NER for the repair of a *metering installation malfunction* unless an exemption is obtained by an MC from AEMO in accordance with the Exemption Procedure – Metering Installation Malfunctions.

## 4.9. Inspections, Testing and Audits

Inspections, testing and audits of *metering installations* must be coordinated by MCs in accordance with clause 7.9.1, and relevant results provided to AEMO under clause 7.9.1(k). Arrangements to restore the accuracy of *metering installations* are to be made in accordance with 7.9.2(a).

The standards to which *metering installation* equipment must be tested are specified in clause S7.6.1, including frequency of testing and inspections. MCs may propose an asset management strategy with an alternative testing practice under clause S7.6.1(c)(2) and section 8 of Metrology Procedure: Part A.

Under clause 7.9.3(e1), MCs must ensure that AEMO has unrestrained access to *metering installations* for the purpose of carrying out random audits.

When advised by AEMO under clause 7.12.2(a) that the *metering register* indicates that a *metering installation* or *check metering installation* does not comply with the NER, the MC must ensure the discrepancy is corrected within 2 *business days* of AEMO's notice under clause 7.12.2(b).

## 4.10. Defects at the metering installation

Where a legacy meter is prevented from being replaced by a defect at the metering installation, the Metering Coordinator must update the defect flag, originating MC attribute and defect type in MSATS within 5 business days of being notified by the Metering Provider. :

# 5. Responsibilities in respect of metering data

## 5.1. Collection, Processing and Delivery

A number of obligations in respect of *metering installations* are imposed on MCs under clause 7.3.2(h), of the NER, including:

- ensuring that *metering data services* are provided in accordance with the NER and procedures authorised under the NER; and
- ensuring that any MDP appointed by the MC accommodates any special site or technology related conditions.

Except for *connection points* on a *transmission network* (where AEMO is responsible for the collection of *metering data* – see clause 7.5.1), MCs must ensure that:

- *metering data* is provided to AEMO for all TIs where the *metering installation* has *remote acquisition* capability that meets the performance standards specified in clause 7.10.7(a), and where it is a type 4A *metering installation*, it meets the requirements set out in clause 7.10.7(d);
- access to *energy data* is scheduled appropriately as required by clause 7.15.5(b) to avoid congestion;
- services relating to the collection, processing and delivery of *metering data* meet the requirements of the Service Level Procedure (MDP);
- the processing of *metering data* is performed in accordance with Metrology Procedures: Part A and Part B;
- the delivery of *metering data* meets the MDFF Specification NEM 12 and NEM 13;
- *metering data* is delivered to AEMO in accordance with the Data Delivery Calendar.

## 5.2. Security

MCs must ensure that *energy data* is protected by suitable password and security controls under clause 7.15.3 of the NER and may provide 'read only' passwords to a retail customer on request.

Additional requirements apply to *energy data* and services from *small customer metering installations* under clause 7.15.4.

## 5.3. Data Inconsistencies

Inconsistencies in data held in a *metering installation* and the *metering database* must be resolved between MCs and *Registered Participants* with a financial interest in the affected *metering installation* or the *energy* measured by it in accordance with clause 7.9.3(c) of the NER.

## 5.4. Errors

MCs must ensure that erroneous *metering data* is substituted in accordance with clause 7.9.4 and 7.10.1 of the NER, as appropriate.

## 5.5. Changes to Data

The MC has a number of obligations in clause 7.11.3 when testing a *metering installation* to ensure the integrity of *energy data* and *metering data*.

# 6. Retailer Of Last Resort (ROLR) Events

If a ROLR Event occurs, MCs must ensure they meet their obligations in the NEM ROLR Processes.

## 7. Document retention

The requirements for data and record retention can be found in clause 7.9.5 and S7.6.1(b) of the NER and state that specified data must be retained for a minimum of 7 years from their creation, longer for type test and pattern approval documentation.

## 8. Market systems

### 8.1. MSATS

MCs will be using MSATS to record various activities they carry out under the NER and in order to comply with the MSATS Procedures. Information on the functions and use of MSATS is available in the following documents, all of which are available on AEMO's website:

- Introduction to MSATS
- Guide to MSATS Web Portal
- Guide to User Rights Management

### 8.2. B2B e-Hub

MCs may also use the *B2B e-Hub* for *B2B Communications*, but will need to be accredited first in accordance with the B2B e-Hub Accreditation and Revocation Process.

Information on the functions and use of the *B2B e-Hub* can be found in the Shared Market Protocol (SMP) Technical Guide.

The operation of the *B2B e-Hub* is governed by the following:

- B2B Procedures: Service Order Process
- B2B Procedures: Customer and Site Details Notification Process
- B2B Procedures: Meter Data Process
- B2B Procedures: One Way Notification Process
- B2B Procedures: Technical Delivery Specification

## 9. Compliance

Registration under clause 2.4A.1 of the NER is conditional on an MC's demonstration of ongoing compliance with their obligations under the NER, which are summarised in sections 4, 5, 6 and 7 and procedures authorised under the NER, which are listed in section 1.3.

MCs must provide to AEMO the following within one month of each anniversary of the effective date of their registration:

- an independent audit review of their compliance with the NER and procedures authorised under the NER;

- evidence of the independence of the auditor and suitability of the auditor to assess compliance; and
- certificates of currency of all insurance policies required to be held by them in their capacity as a *Metering Coordinator*.

## 10. Default and de-registration

Clause 7.7 of the NER specifies the process AEMO must follow in the event of a *Metering Coordinator default event*, and the consequences.

The Default and De-registration Procedure sets out in detail the process AEMO will follow in the event of:

- a breach of the NER or procedures authorised under the NER by an MC;
- any action that may be taken as a result of a breach; and
- a voluntary deregistration.