



# Service Level Procedure NMI Service Provider

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## Current version release details

Version	Effective Date	Summary of Changes
1.0	30 September 2025	First Issue Document incorporates: National Electricity Amendment (Unlocking CER benefits through flexible trading) Rule 2024 No. 15

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

# 1. Introduction

## 1.1. Purpose and scope

This is the Service Level Procedure – NMI Service Provider made under clause 7.16.6C of the National Electricity Rules (NER) (**Procedure**).

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

## 1.2. Definitions and interpretation

### 1.2.1. Glossary

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

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

The Retail Electricity Market Procedures – Glossary and Framework:

Is incorporated into and forms part of this Procedure; and

Should be read in conjunction with this Procedure.

### 1.2.2. Interpretation

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

## 1.3. Related documents

Title	Location
Retail Electricity Market Procedures – Glossary and Framework	<a href="http://aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Glossary-and-Framework">http://aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Glossary-and-Framework</a>
MSATS Procedures	<a href="http://aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Market-Settlement-and-Transfer-Solutions">http://aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Market-Settlement-and-Transfer-Solutions</a>
Metrology Procedure: Part A	<a href="http://aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering">http://aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering</a>
Guide to Embedded Networks	<a href="http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Metering-procedures-guidelines-and-processes">http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Metering-procedures-guidelines-and-processes</a>
Qualification Procedure	<a href="http://aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Metering-procedures-guidelines-and-processes">http://aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Metering-procedures-guidelines-and-processes</a>

Title	Location
Default and Deregistration Procedure	<a href="http://aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Metering-procedures-guidelines-and-processes">http://aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Metering-procedures-guidelines-and-processes</a>
aseXML Guidelines	<a href="http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/IT-systems-and-change/aseXML_standards">http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/IT-systems-and-change/aseXML_standards</a>
NMI Procedure	<a href="http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Metering-procedures-guidelines-and-processes">http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Metering-procedures-guidelines-and-processes</a>

## 2. Obligations

The *NMI Service Provider* must carry out its obligations and provide its services in accordance with the NER, procedures authorised under the NER and relevant Jurisdictional codes and policies.

The *NMI Service Provider* must be accredited and registered by AEMO in accordance with clause 7.4.2C of the NER and the Qualification Procedure.

### 2.1. NMI Management Services

#### 2.1.1. The Services

In addition to all NER requirements, the *NMI Service Provider* must provide *NMI management services*. The following is a list of those services:

- (a) Provide market interface services for *secondary settlement point* End Users, which are services that link End Users to the National Electricity Market (NEM) systems, for example:
  - (i) Create *secondary settlement point* National Metering Identifier NMI;
  - (ii) Maintain *secondary settlement point* NMI Consumer Administration and Transfer Solution (CATS) Standing Data; and
- (b) Upon request from a *retailer*, apply to AEMO for NMIs for *secondary settlement points* in which they are the NMI Service Provider;
- (c) Register *secondary settlement point* NMIs in Market Settlements and Transfer Solution (MSATS);
- (d) Provide the Metering Coordinator (MC), Financially Responsible Market Participant (FRMP), and Premises Network Service Provider NMI of the *secondary settlement point*;
- (e) Establish and maintain the *NMI Standing Data* for its *secondary settlement point* NMIs within MSATS;
- (f) ;
- (g) Act in the Role of Local Network Service Provider (LNSP) in MSATS for its *secondary settlement point*;

- (h) Ensure the Distribution Loss Factor (DLF) to each *secondary settlement point* in MSATS matches the DLF for the connection point for the premises.
- (i) Maintain a register of all allocated *secondary settlement point* NMIs.

### 2.1.2. Additional obligations

In the provision of *NMI management services*, the *NMI Service Provider* must:

- (a) Comply with all directions from AEMO to fulfil any obligation under this Procedure;
- (b) Co-operate in good faith with AEMO, all *Registered Participants*, Metering Providers (MPs), Metering Data Providers (MDPs), Embedded Network Managers (ENMs) and other NMI Service Providers;
- (c) Ensure any information collected by the NMI Service Provider is kept confidential and secure in accordance with the NER and only provided to persons entitled to have such access; and

## 2.2. Use of Sub-Contractors

Where an *NMI Service Provider* engages a sub-contractor to perform any of its obligations specified in the NER or this Procedure, the *NMI Service Provider*:

- (a) Must ensure that auditable processes are in place to certify that all work performed by the sub-contractor complies with the NER and this Procedure;
- (b) Remains liable for all acts and omissions of any sub-contractor;
- (c) Must have policies and procedures for assessing the sub-contractor's capability and competency where the *NMI Service Provider* engages a sub-contractor to provide opinions and interpretations of technical information, and must provide the authorisation for the sub-contractor to provide the opinion and interpretation;
- (d) Must provide AEMO, upon request, with any information pertaining to the sub-contractor that AEMO reasonably considers necessary for the discharge of the *NMI Service Provider's* responsibilities under the NER; and
- (e) Must notify AEMO immediately if the *NMI Service Provider* elects to engage or change a sub-contractor for the delivery of any part of the services for which the NMI Service Provider is accredited and subject to AEMO's assessment of the notification:
  - (i) The *NMI Service Provider* may be required to undertake an accreditation review to approve the engagement or change; and
  - (ii) Where practicable, the accreditation review may take place as part of the next scheduled *NMI Service Provider* audit.

## 2.3. Insurance

The *NMI Service Provider* must:

- (a) Hold public liability insurance for an amount not less than \$5,000,000 per occurrence;
- (b) Hold professional indemnity insurance for an amount of not less than \$1,000,000 per occurrence, which must be maintained for a period of seven years after termination of the *NMI Service Provider's* accreditation; and
- (c) Provide AEMO with certified current copies of insurance policies upon request.

## 3. Systems and Administration

### 3.1. Systems and Interface Requirements

- (a) Each *NMI Service Provider* must establish and maintain systems and business interfaces to:
  - (i) MSATS for the management of *secondary settlement point* creation, updates, notifications, objections, reports, and relevant CATS Standing Data;
  - (ii) Other technologies for the general management of information and alternative delivery of information to *Registered Participants*, MDPs, MPs and ENMs; and
  - (iii) Where the *NMI Service Provider* is proposing to become a *B2B Participant*, the *B2B e-Hub* for the interface with *B2B Participants*.
- (b) Each *NMI Service Provider* must maintain a MarketNet connection for the purposes of communication and file transfer with MSATS.
- (c) Each *NMI Service Provider* will be provided with an inbox and outbox directory on the MSATS file server, which must be used for the transfer of files to and from AEMO via MarketNet and manage the appropriate directories in accordance with the MSATS Procedures.
- (d) Each *NMI Service Provider* must interface with MSATS either via the browser or a batch interface, or both, using the market aseXML file format in accordance with the aseXML Guidelines and schemas.
- (e) The provision of any documents, plans or other information required to be kept by the *NMI Service Provider* (**information**), regardless of form, and provided by *NMI Service Provider* to AEMO or any other person in accordance with this Procedure, does not give rise to any intellectual property rights in the recipient. Nevertheless, the *NMI Service Provider* grants AEMO and each other person to whom such information is provided (**recipient**), a perpetual, irrevocable, royalty-free, transferable and non-exclusive licence (including sub-licence) to copy and use any intellectual property forming part of that information for the purpose of fulfilling the recipient's obligations under the NER or any procedure under the NER.

### 3.2. Secondary Settlement Point Information

The *NMI Service Provider* must maintain information about each *secondary settlement point* it is responsible for, which includes:

- (a) Type and configuration of *metering installations* for all *secondary settlement points*;
- (b) Subtractive or other arrangements used in respect of those *metering installations*;
- (c) Correspondence with all persons.

### 3.3. Audits Undertaken by AEMO

- (a) The *NMI Service Provider* must undertake all services in a manner that is auditable by AEMO and must provide all reasonable assistance to AEMO in discharging its obligations under the NER in relation to *secondary settlement points*.
- (b) AEMO will undertake periodic certification reviews to a negative assurance level of any relevant database maintained by the *NMI Service Provider* to assess the *NMI Service Provider's* compliance with the NER, applicable procedures under the NER and this Procedure and for the maintenance of its accreditation as a *NMI Service Provider*.

- (c) All scheduled reviews will be through a centralised review process established by AEMO and will be undertaken at the *NMI Service Provider's* cost.

### 3.3.1. NMI Service Provider to Assist

Where a review is conducted under this Procedure, the *NMI Service Provider* must, at its cost, provide all reasonable assistance including making databases, equipment and premises available for inspection, making personnel available for questioning, and providing copies of any data or information as requested.

### 3.3.2. Timing of Audits

Scheduled reviews of the *NMI Service Provider's* performance will be as follows:

- (a) The first audit to be nominally within six months after accreditation; and
- (b) At AEMO's discretion annually based on previous satisfactory audit reviews.

### 3.3.3. Notice of Audit

AEMO must provide the *NMI Service Provider* a minimum of:

- (a) 30 *business days'* notification prior to a scheduled review; and
- (b) 15 *business days'* notification for the provision of any specific data requests as part of the audit.

## 3.4. Other Audits

- (a) Audits may be undertaken at any time by AEMO in accordance with the NER and may be carried out following a request from a *Registered Participant*.
- (b) Each *NMI Service Provider* must assist AEMO with reasonable requests for the provision of information about the types and configuration of metering installations, or CATS Standing Data relating to secondary settlement point that are the subject of a market audit.

## 3.5. Review of Accreditation

AEMO may review a *NMI Service Provider's* accreditation and subsequently require the NMI Service Provider to apply for re-accreditation in accordance with the Qualification Procedure if:

- (a) A *NMI Service Provider* has been suspended from providing *NMI management services* and seeks to have the suspension lifted;
- (b) There are changes to the NER, procedures under the NER, or *service level procedures*. This is likely to apply where changes to the NER have been made or new versions of the *metrology procedure* have been issued that require significant functional system, process or procedural changes to be made by *NMI Service Providers*;
- (c) The *NMI Service Provider* is proposing to make significant changes or upgrades to a *NMI Service Provider's* existing systems, *telecommunications networks* or a system platform; or
- (d) The *NMI Service Provider* is the subject of organisational mergers and acquisitions.



### 3.6. Disputes

For the purposes of dispute resolution in accordance with clause 8.2 of the NER, the NMI Service Provider is considered to be a *Registered Participant*. If a dispute arises between a *NMI Service Provider* and AEMO, a *Registered Participant*, an MDP, an MP, an ENM or any other *NMI Service Provider* in relation to the provision of services or this Procedure, the process detailed in clause 8.2 of the NER shall apply.

## 4. Market Interface Functions

### 4.1. NMI Allocation

The *NMI Service Provider* must do the following to allocate a *NMI* to a *secondary settlement point* that does not already have a *NMI*:

- (a) Upon request from a FRMP for a new *metering installation* at a *secondary settlement point*, apply to AEMO for a *NMI* for that *secondary settlement point*.
- (b) Provide the MC, FRMP and if required PNSP with the *NMI* for the *metering installation* within five *business days* of receiving the *NMI* from AEMO.
- (c) Create the *secondary settlement point* *NMI* in MSATS using Create NMI Change Request 2040 When creating the *secondary settlement point* *NMI* the *NMI Service Provider* must:
  - (i) Ensure the *secondary settlement point* *NMI* is linked to the Premises Connection Point *NMI*; and
  - (ii) Ensure the DLF Code for the *secondary settlement point* *NMI* matches the DLF code for the PCP *NMI*

### 4.2. MSATS Setup

#### 4.2.1. Market Exit

When a *secondary settlement point* is no longer settled in the *market*, the following applies:

- (a) Upon request from the FRMP of the *secondary settlement point* *NMI*, the *NMI Service Provider* must update the *NMI Status Code* of the *secondary settlement point* *NMI* in MSATS to 'N' using Maintain NMI Change Request 5060 or 5061 within five *business days* of the *secondary settlement point* no longer being settled in the *NEM*.
- (b) The *NMI Standing Data* maintenance and obligations on the *NMI Service Provider* do not apply for the *secondary settlement point* *NMI* while it has the *NMI Status Code* of 'N'.
- (c) Roles do not need to be updated. Current Roles (i.e. Current *NMI Service Provider*) remain recorded against the *secondary settlement point* *NMI*.

#### 4.2.2. Resumption as Secondary Settlement Point

When an inactive *secondary settlement point* becomes active and a *NMI* already exists in MSATS for that *connection point*:

- (a) The existing MSATS transfer processes will apply.

- (b) Within five *business days* of a request from the FRMP of the *secondary settlement point* NMI which is becoming active, the *NMI Service Provider* must update the NMI Status Code to 'A' in MSATS using Maintain NMI Change Request 5060 or 5061.

#### 4.2.3. De-energisation and Re-energisation of Secondary Settlement Point NMIs

The *NMI Service Provider* must update the *secondary settlement point* NMI status in MSATS when a *NMI* is de-energised or re-energised as follows:

- (a) Use Change Request Maintain NMI 5060 or 5061.
- (b) Update NMI Status Code to 'D' within five *business days* of the *secondary settlement point* being de-energised. The Proposed Change Date shall be the *day* after the de-energisation for an Interval Metered *secondary settlement point* or the *day* of the de-energisation of an Accumulation Metered *secondary settlement point*.
- (c) Update the *secondary settlement point* NMI Status Code to 'A' within five *business days* of the *secondary settlement point* being re-energised. The Proposed Change Date shall be the *day* the *secondary settlement point* is re-energised.

#### 4.2.4. Secondary Settlement Point NMI Abolishment

The *NMI Service Provider* must update the *secondary settlement point* NMI status to 'X' using Change Request Maintain NMI 5060 or 5061 within five *business days* of becoming aware of the abolition of the *secondary settlement point*. The Proposed Change Date shall be the *day* after the *secondary settlement point* was removed for an Interval Metered *secondary settlement point* or the *day* of the removal for an Accumulation Metered *secondary settlement point*.

## 5. Delivery of information upon deregistration

All data, documents, plans or other information required to be kept by the *NMI Service Provider*, regardless of form, must be delivered by the *NMI Service Provider* to AEMO (or AEMO's nominee) in a format required by AEMO if the *NMI Service Provider* is to be deregistered in accordance with the Default and Deregistration Procedure.

## Version release history

Version	Effective Date	Summary of Changes
1.0	30 September 2025	First Issue Document incorporates: National Electricity Amendment (Unlocking CER benefits through flexible trading) Rule 2024 No. 15

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