



# HORIZON POWER COMMUNICATION RULES

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## About this document

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### Distribution list



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### Document version history

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### Review and approval

Name	Role	Signature	Date
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1. PRELIMINARY

1.1 Application

These rules apply to *Contracted Party* and the *Service Provider* as defined in the Electricity Networks Access Code 2004.

1.2 Definitions

Definitions to be applied to these rules are:

<b>Phrase/term</b>	<b>Meaning</b>
<b>“AEMO”</b>	Australian Energy Market Operator
<b>“aseXML”</b>	means the standard administered by AEMO to facilitate the exchange of information between participants of the energy industries using XML.
<b>“Communication Rules”</b>	means this document.
<b>“Connection Request Form”</b>	means the form published by Horizon Power to <i>Contracted Parties</i> and required to request the processing of a new connection request.
<b>“Contracted Party/Parties”</b>	means a Customer under either an access agreement or an access arrangement.
<b>“CSV”</b>	means the acronym for comma-separated values, another name for the comma delimited format of data representation.
<b>“Customer Transfer Code”</b>	means Electricity Industry Customer Transfer Code 2016.
<b>“HTTP”</b>	means acronym for hypertext transfer protocol. HTTP is the underlying protocol used to describe the formatting and transmission of messages across the internet
<b>“Metrology Procedure”</b>	means the Horizon Power Metrology Procedure V3
<b>“Metering Code”</b>	means the Electricity Industry Metering Code 2012
<b>“Metering SLA”</b>	means the Metering Service Level Agreement between the <i>Service Provider</i> and a <i>Contracted Party</i> .
<b>“NEM12”</b>	means the metering data file format used by the National Electricity Market, for the transfer of interval metering data.
<b>“NEM13”</b>	means the metering data file format used by the National Electricity Market, for the transfer of basic metering data.
<b>“Renewable Energy System – Electricity System Connection Application Form”</b>	means the form required to be completed for permission to connect a renewable energy system to the Horizon Power network. Available on the Horizon Power website.
<b>“Responsible Retailer”</b>	The <i>Contracted Party</i> with current retailer responsibility for a NMI

<b>Phrase/term</b>	<b>Meaning</b>
<b><i>“Retailer Request for Data Form”</i></b>	means the form published by Horizon Power to <i>Contracted Parties</i> for the request of standing or metering data.
<b><i>“Service Provider”</i></b>	Is as defined in the Electricity Networks Access Code.
<b><i>“SMTP”</i></b>	means acronym for simple mail transfer protocol. It is the protocol used to send e- mail messages across the internet, from one server to another
<b><i>“SFTP”</i></b>	means acronym for secure file transfer protocol. FTP is used to upload file to server, and download files from a server, using the internet.

Unless the contrary intention is apparent, a defined meaning in the Metering Code or Customer Transfer Code has the same meaning in this document.

## 2. OBJECTIVES

### 2.1 Objectives

The objectives of these rules are to:

- (a) establish the methods and protocols framework through which the communication of information and data between the *Service Provider* and a *Contracted Party*, as required by, and in accordance with, the Codes, will occur;
- (b) enable means of communication and limitations on required data sets that are cost effective, feasible and practicable to the *Service Provider* and all *Contracted Parties*; and
- (c) provide certainty as to the method of communication to the *Service Provider* and all *Contracted Parties*; and
- (d) provide sufficient flexibility to allow progressive improvement to the communication protocols and to react to changes in a dynamic and evolving market.

### 3. METHODS AND PROTOCOLS

#### 3.1 Methods

There are two methods that can be used by the *Service Provider* and a *Contracted Party* to exchange or provide information and data as required under the Codes. These methods are:

- (a) by way of Email communications; and
- (b) by way of electronic business-to-business transactions

Note that business-to-business transactions may be manually processed and acknowledged to limit system development costs.

#### 3.2 Protocols

In order to use the above methods of communication, the *Service Provider* and a *Contracted Party* require, dependent on the method used, the following protocols:

- (a) *SMTP* for email communications;
- (b) *aseXML*, *CSV* and *SFTP* and its derivatives, for supply of data;
- (c) *NEM12* and *NEM13* file formats, for historical consumption data, the formats for which are defined by the *AEMO*.

#### 3.3 Validation

Where manually processed, validations will be per the details in **Schedule 1** (Communication Procedures) of this document.

System validations for *aseXML* documents will be per the published *AEMO* standards.

#### 3.4 Registry Data Updates

The registry of the metering database will be updated by the *Service Provider*. The triggers, processes and procedures for updating the registry will be provided in **Schedule 1** (Communication Procedures) of this document.

#### 3.5 Data Requests

Data may be requested by *Contracted Parties* in accordance with the Codes. Specifics of transactions will be detailed in **Schedule 1** (Communication Procedures) of this document.



## 4. CHANGE CONTROL MANAGEMENT FOR DOCUMENTS

### 4.1 Overview

The *Communication Rules* may be varied or amended from time to time by following the processes set out in this Part 4.

### 4.2 Trigger Events

The process in clause 4.3 will be triggered if:

- (a) any changes are required to the *Communication Rules* to give effect to any legislative provision or any provision of the *Service Provider's* Metrology Procedure;  
or
- (b) a review of the *Communication Rules* is necessary to satisfy the objectives of the rules and/or Codes; or
- (c) the *Service Provider* receives a reasonable request from any person to amend the *Communication Rules*, having regard to the objectives of the rules and/or the Codes;  
or
- (d) the *Service Provider* proposes a reasonable change request to amend the *Communication Rules*, having regard to the objectives of the rules and/or the Codes.

### 4.3 Approval Process

The following process applies in relation to any proposed changes to the *Communication Rules* resulting from a trigger event under clause 4.2:

- (a) the *Service Provider* must notify *Contracted Parties*, giving details of the proposed change;
- (b) the *Service Provider* must then seek comment from the *Contracted Parties*, for a period of not less than 14 days;
- (c) if no comment is received from a *Contracted Party* within the time period specified in clause 4.3(b), then that *Contracted Party* will be deemed to have agreed to the proposed change;
- (d) the *Service Provider*, acting as a reasonable and prudent person, must actively engage with *Contracted Parties* to address any significant issues arising from the comments received under clause 4.3(b) with the aim of reaching a resolution that satisfies the objectives of the rules and/or Codes;
- (e) if resolution is reached in clause 4.3(d), the change will be deemed to be approved;  
and
- (f) if resolution is not reached in clause 4.3(d), then the dispute resolution process under Part 5 will apply.

#### 4.4 Implementation

On completion of the approval process, set out in clause 4.3 of these rules, the *Service Provider* will:

- (a) test the proposed change to ensure there are no negative impacts on the *Service Provider's* information systems;
- (b) in the case of business to business transactions, provide industry testing;
- (c) once testing is satisfactorily completed, the *Service Provider* will negotiate an implementation date, acceptable to all *Contracted Parties* affected by the change. All parties must act reasonably when negotiating the implementation date;
- (d) implement the change on the agreed date; and within one business day of the implementation, the *Service Provider* will notify *Contracted Parties* of the change.

#### 4.5 Post Implementation

On completion of the implementation process, set out in clause 4.4 of these rules, the following post implementation process will apply:

- (a) the *Service Provider* and *Contracted Parties* will have 3 business days to assess the performance of the change;
- (b) *Contracted Parties* will have a further 2 business days to make written submissions, containing issues relating to the performance of the change under (a), to the *Service Provider*;
- (c) the *Service Provider* and the relevant *Contracted Parties* will negotiate in good faith for a further 5 business days to resolve any issues included in a submission under (b); and
- (d) in the event that a resolution cannot be achieved under (c), the *Service Provider* will, subject to Part 5, withdraw the change. Further modifications to enable the change will be re-implemented in accordance with clause 4.4.

**5. DISPUTE RESOLUTION**

If any dispute or difference arises in respect of any matter under or in connection with these rules, the applicable “dispute resolution procedure”, detailed under Part 8 of the Metering Code or under Part 7 of the Customer Transfer Code (as appropriate), will apply to that dispute.

## SCHEDULE 1

### Communication Procedures

The purpose of this schedule is to set out specific details as to how the data and information exchange processes will be implemented to enable communication to occur between the *Service Provider* and the *Contracted Parties* for metering services and the transfer of customers within the Horizon Power licence area.

These procedures are subject to the *Metering SLA* and the relevant *Metrology Procedure*.

#### 1. DATA COLLECTION AND PROVISION

##### 1.1 Scheduled Bi-Monthly Meter Reading

###### Overview

These guidelines refer to Service 1 of the *Metering SLA*. The guidelines cover the assignment of the bi-monthly reading route, changes to the meter reading schedule, and the bi-monthly provision of interval data to the *Responsible Retailer*.

###### Business Rules

At time of connection or transfer in, and according to the *Metering SLA* for the provision of Standing Data, the reading route for the connection point will be assigned by the *Service Provider* and provided to the *Responsible Retailer*.

Any changes to the reading route for a connection point will be done following consultation with the impacted *Responsible Retailer*, and will be sent to the *Contracted Party* via Standing Data as described in this document.

###### Process – Annual Calendar Publication

###### Service Provider

- a. Within the timeframe set out by the *Metering SLA* the *Service Provider* will send the *Responsible Retailer* an email with the subject line of “Annual Read Calendar”.
- b. The *Service Provider* will attach a file detailing the calendar for the upcoming year in the format specified below (refer to “File Format”).

###### Process - Reading Schedule Amendments

###### Service Provider

- c. Where the *Service Provider* makes changes to the published meter reading schedule for a route, the *Service Provider* will send the *Responsible Retailer* notification of the changes, by email.
- d. The *Service Provider* will attach a file detailing the revised calendar for the current year in the format specified below (refer to “File Format”).

###### Process – Bi-Monthly Metering Data Provision

###### Service Provider

- a. Metering data will be collected (and where required, substituted) per the *Metrology Procedure*.
- b. The *Service Provider* will collate energy data for all applicable sites for which the *Contracted Party* is the *Responsible Retailer*.

- c. In accordance with the *Metering SLA*, the *Service Provider* will provide an appropriately formatted file (refer to "File Format") containing the reading data to the *Responsible Retailer* via *SFTP*.

### **Contracted Party**

- d. On receipt of the metering data, the *Contracted Party* will provide an acknowledgement to the *Service Provider* via *SFTP*.

### **File Format**

Annual read calendar will be in CSV file and contain the route and the scheduled reading dates for the calendar year.

Bi-monthly metering data will be delivered in the *aseXML:r19 NEM13* format.

Acknowledgements will be in the *aseXML:r17* format.

## **1.2 Scheduled Monthly Meter Reading**

### **Overview**

These guidelines refer to Service 2 of the *Metering SLA*. The guidelines cover the assignment of the monthly reading route, changes to the meter reading schedule, and the monthly provision of interval data to the *Responsible Retailer*.

### **Business Rules**

At time of connection or transfer in, and according to the *Metering SLA* for the provision of Standing Data, the reading route for the connection point will be assigned by the *Service Provider* and provided to the *Responsible Retailer*.

Any changes to the reading route for a connection point will be done following consultation with the impacted *Responsible Retailer*, and will be sent to the *Contracted Party* via Standing Data as described in this document.

### **Process – Annual Calendar Publication**

#### **Service Provider**

- a. In accordance with the *Metering SLA* the *Service Provider* will send the *Responsible Retailer* an email with the subject line of "Annual Read Calendar".
- b. The *Service Provider* will attach a file detailing the calendar for the upcoming year in the format specified below (refer to "File Format").

### **Process - Reading Schedule Amendments**

#### **Service Provider**

- c. Where the *Service Provider* makes changes to the published meter reading schedule for a route, the *Service Provider* will send the *Responsible Retailer* notification of the changes, by email.
- d. The *Service Provider* will attach a file detailing the revised calendar for the current year in the format specified below (refer to "File Format").

## Process – Monthly Interval Data Provision

### Service Provider

- e. Metering data will be collected (and where required, substituted) per the *Metrology Procedure*.
- f. The *Service Provider* will collate energy data for all applicable sites for which the *Contracted Party* is the *Responsible Retailer*.
- g. In accordance with the *Metering SLA*, the *Service Provider* will provide an appropriately formatted file (refer to “File Format”) containing the reading data to the *Responsible Retailer* via *SFTP*.

### Contracted Party

- h. On receipt of the metering data, the *Contracted Party* will provide an acknowledgement to the *Service Provider* via *SFTP*.

### File Format

Annual read calendar will be in CSV file and contain the route and the scheduled reading dates for the calendar year.

Monthly metering data will be delivered in the *aseXML:r19 NEM13* format.

Acknowledgements will be in the *aseXML:r17* format.

## 1.3 Manually collected energy interval data (monthly)

### Overview

These guidelines refer to Service 3 of the *Metering SLA*. The guidelines cover the assignment of the monthly reading cycle day, changes to the schedule date for a connection point, and the monthly provision of interval data to the *Responsible Retailer*.

### Business Rules

At time of connection or transfer in, and according to the *Metering SLA* for the provision of Standing Data, the reading day-of-month for the connection point will be assigned by the *Service Provider* and provided to the *Responsible Retailer*.

Where the reading day-of-month falls on a weekend or public holiday, the *Service Provider* will obtain the readings on the next business day.

The *Service Provider* will obtain all readings for the period since the last reading was collected.

Any changes to the day-of-month for a connection point will be done following consultation with the impacted *Responsible Retailer*, and will be sent to the *Contracted Party* via Standing Data as described in this document.

### Process - Reading Schedule Amendments

#### Service Provider

- a. Where the *Service Provider* makes changes to the published meter reading schedule for a connection point, the *Service Provider* will send the *Responsible Retailer* notification of the changes, per the Standing Data Update process.

## Process - Monthly Interval Data Provision

### Service Provider

- b. Metering data will be collected (and where required, substituted) per the *Metrology Procedure*.
- c. The *Service Provider* will collate interval energy data for all applicable sites for which the *Contracted Party* is the *Responsible Retailer*.
- d. In accordance with the *Metering SLA*, the *Service Provider* will provide an appropriately formatted file (refer to "File Format") containing the interval reading data to the *Responsible Retailer* via *SFTP*.

### Contracted Party

- e. On receipt of the metering data, the *Contracted Party* will provide an acknowledgement to the *Service Provider* via *SFTP*.

## File Format - Monthly Interval Data Provision

Metering data will be delivered in the *aseXML:r19 NEM12* format.

Acknowledgements will be in the *aseXML:r17* format.

## 1.4 Remotely collected energy interval data (monthly)

### Overview

These guidelines refer to Service 4 of the *Metering SLA*. The guidelines cover the assignment of the monthly reading cycle day, changes to the schedule date for a connection point, and the monthly provision of interval data to the *Responsible Retailer*.

### Business Rules

At time of connection or transfer in, and according to the *Metering SLA* for the provision of Standing Data, the reading day-of-month for the connection point will be assigned by the *Service Provider* and provided to the *Responsible Retailer*.

Where the reading day-of-month falls on a weekend or public holiday, the *Service Provider* will obtain the readings on the next business day.

The *Service Provider* will obtain all readings for the period since the last reading was collected.

Any changes to the day-of-month for a connection point will be done following consultation with the impacted *Responsible Retailer*, and will be sent to the *Contracted Party* via Standing Data as described in this document.

Although monthly data is supplied this may be provided as a number of smaller, more regular feeds to ensure the timely provision of the full set of interval data at month end.

## Process - Reading Schedule Amendments

### Service Provider

- a. Where the *Service Provider* makes changes to the published meter reading schedule for a connection point, the *Service Provider* will send the *Responsible Retailer* notification of the changes, per the Standing Data Update process.

## Process - Monthly Interval Data Provision

### Service Provider

- b. Metering data will be collected (and where required, substituted) per the *Metrology Procedure*.
- c. The *Service Provider* will collate interval energy data for all applicable sites for which the *Contracted Party* is the *Responsible Retailer*.
- d. In accordance with the *Metering SLA*, the *Service Provider* will provide an appropriately formatted file (refer to "File Format") containing the interval reading data to the *Responsible Retailer* via *SFTP*.

### Contracted Party

- e. On receipt of the metering data, the *Contracted Party* will provide an acknowledgement to the *Service Provider* via *SFTP*.

## File Format - Monthly Interval Data Provision

Metering data will be delivered in the aseXML:r19 NEM12 format.

Acknowledgements will be in the aseXML:r17 format.

## 1.5 Remotely collected energy interval data (daily)

### Overview

These guidelines refer to Service 5 of the *Metering SLA*.

### Business Rules

Daily readings will be provided only on business days. Where the business days follows a non-business day, the *Service Provider* will collect all readings for the period since the last reading was collected.

A daily reading cycle is available only by agreement with the *Service Provider*.

## Process - Daily Interval Data Provision

### Service Provider

- a. Metering data will be collected (and where required, substituted) per the *Metrology Procedure*.
- b. The *Service Provider* will collate interval energy data for all applicable sites for which the *Contracted Party* is the *Responsible Retailer*.
- c. In accordance with the *Metering SLA*, the *Service Provider* will provide an appropriately formatted file (refer to "File Format") containing the interval reading data to the *Responsible Retailer* via *SFTP*.

### Contracted Party

- d. On receipt of the metering data, the *Contracted Party* will provide an acknowledgement to the *Service Provider* via *SFTP*.

## File Format - Daily Interval Data Provision

Metering data will be delivered in the aseXML:r19 NEM12 format.



Acknowledgements will be in the aseXML:r17 format.

## 1.6 Special Reading (Final)

### Overview

These guidelines refer to Service 6 of the *Metering SLA* whereby a Special Reading (Final) may be requested by a *Contracted Party* to support their customer move out processes. These readings are collected outside the scheduled read cycle.

These guidelines cover the format and business rules for the *Contracted Party* to request the service and the format of the *Service Provider's* response, per the *Communication Rules*.

### Business Rules

Special Reading (Final) will provide actual reads; validation will be carried out but estimation or substitution of this reading will not be carried out without consultation with the relevant *Contracted Party*.

### Process

#### *Contracted Party*

- a. To make a request the *Contracted Party* will complete a *Retailer Request for Service* form.
- b. The form will contain (at minimum) the following information –

- Retailer Name and Contact Details
- Requested Service
- Requested Date
- Retailer's Service Order Number
- NMI
- NMI Checksum

- c. The form (in PDF format) will be attached to an email with a subject line of "Service Notification – Special Read Final" and sent to [metering.retailerservices@horizonpower.com.au](mailto:metering.retailerservices@horizonpower.com.au).

#### *Service Provider*

- d. Immediately on receipt of the request, the *Service Provider* will send an automated email receipt to the sending email address.
- e. Where the service request is not valid, or the service is not available, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Special Read Final Declined". The *Service Provider* will include a detailed description of the reason for declining the service request within the body of the email.
- f. Where the service request cannot be completed by the requested date, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Special Read Final Date Change" giving the revised scheduled date.
- g. Subject to the provisions within the *Metering SLA*, the *Service Provider* will obtain readings from the meter on the scheduled date.
- h. In accordance with the *Metering SLA*, the *Service Provider* will send an email with a subject line of "Service Notification – Special Read Final Completion" to the *Contracted Party's* nominated email address. The body of the email will contain the completion details including the date the work was completed.
- i. In accordance with the *Metering SLA*, the *Service Provider* will provide an appropriately formatted file containing the interval reading data to the *Responsible Retailer* via *SFTP*.
- j. Where the Service Notification cannot be completed due to cancellation or other reasons, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject

line of “Service Notification – Special Read Final Not Completed”. The *Service Provider* will include a detailed description of the reason for non-completion of the service request within the body of the email.

### **Contracted Party**

- k. Immediately on receipt of the email, the *Contracted Party* will send an automated email receipt to the sending email address.
- l. On receipt of the metering data, the *Contracted Party* will provide an acknowledgement to the *Service Provider* via *SFTP*.
- m. Per the Customer Data Notification process detailed in this document, the *Contracted Party* will provide updated customer details where required.

### **File Format**

Metering data will be delivered in the *aseXML:r19 NEM12* format.

Acknowledgements will be in the *aseXML:r17* format.

## **1.7 Special Reading (Check)**

### **Overview**

These guidelines refer to Service 7 of the *Metering SLA* whereby a Special Reading (Check) may be requested by a *Contracted Party* to support their business processes. These readings are collected outside the scheduled read cycle.

These guidelines cover the format and business rules for the *Contracted Party* to request the service and the format of the *Service Provider's* response, per the *Communication Rules*.

### **Business Rules**

Special Reading (Check) will provide actual reads; validation will be carried out but estimation or substitution of this reading will not be carried out without consultation with the relevant *Contracted Party*.

The *Contracted Party* may include special instructions relating to obtaining the read.

### **Process**

#### **Contracted Party**

- a. To make a request the *Contracted Party* will complete a *Retailer Request for Service* form.
- b. The form will contain (at minimum) the following information –

- Retailer Name and Contact Details
- Requested Service
- Requested Date
- Retailer's Service Order Number
- NMI
- NMI Checksum

- c. The form (in PDF format) will be attached to an email with a subject line of “Service Notification – Special Read Check” and sent to [metering.retailerservices@horizonpower.com.au](mailto:metering.retailerservices@horizonpower.com.au).

#### **Service Provider**

- d. Immediately on receipt of the request, the *Service Provider* will send an automated email receipt to the sending email address.

- e. Where the service request is not valid, or the service is not available, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Special Read Check Declined". The *Service Provider* will include a detailed description of the reason for declining the service request within the body of the email.
- f. Where the service request cannot be completed by the requested date, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Special Read Check Date Change" giving the revised scheduled date.
- g. Subject to the provisions within the *Metering SLA*, the *Service Provider* will obtain readings from the meter on the scheduled date.
- h. In accordance with the *Metering SLA*, the *Service Provider* will send an email with a subject line of "Service Notification – Special Read Check Completion" to the *Contracted Party's* nominated email address. The body of the email will contain the completion details including the date the work was completed.
- i. In accordance with the *Metering SLA*, the *Service Provider* will provide an appropriately formatted file (refer to "File Format") containing the interval reading data to the *Responsible Retailer* via *SFTP*.
- j. Where the Service Notification cannot be completed due to cancellation or other reasons, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Special Read Check Not Completed". The *Service Provider* will include a detailed description of the reason for non-completion of the service request within the body of the email.

#### **Contracted Party**

- k. Immediately on receipt of the email, the *Contracted Party* will send an automated email receipt to the sending email address.
- l. On receipt of the metering data, the *Contracted Party* will provide an acknowledgement to the *Service Provider* via *SFTP*.

#### **File Format**

Metering data will be delivered in the *aseXML: r19 NEM12* format.

Acknowledgements will be in the *aseXML:r17* format.

### **1.8 Historical energy data (up to 12 months)**

#### **Overview**

These guidelines refer to Service 8 of the *Metering SLA*. The guidelines cover the format and requirements for the *Contracted Party's* request for historical data, and the format of the *Service Provider's* response, per the *Communication Rules*.

#### **Business Rules**

The *Contracted Party* is responsible for obtaining and retaining, subject to all relevant codes, customer's verifiable consent to request historical metering data.

Subject to the volumes specified in the *Metering SLA* document, the *Contracted Party* may request up to 12 months of historical consumption data (from the date of request) from the *Service Provider*.

Where available and validated, the *Service Provider* will provide interval reading data. Where validated interval reading data is not available, the *Service Provider* will provide validated basic meter readings (subject to their availability).

**Process****Contracted Party**

- a. To make a request for historical energy data the *Contracted Party* will complete a *Retailer Request for Data* form.
- b. The form will contain (at minimum) the following information –
  - Retailer Name and Contact Details
  - NMI
  - NMI Checksum
- c. The form (in PDF format) will be attached to an email with a subject line of “Data Request” and sent to [metering.retailerservices@horizonpower.com.au](mailto:metering.retailerservices@horizonpower.com.au).

**Service Provider**

- d. Immediately on receipt of the request, the *Service Provider* will send an automated email receipt to the sending email address.
- e. Where the request is valid, and within the *Metering SLA*, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of “Data Provision”.
- f. The metering data, in the file format specified below (refer to “File Format”), will be attached to the email.
- g. Where the data request is not valid, or the data is not available, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of “Data Provision – Historical Metering Data Declined”. The *Service Provider* will include a detailed description of the reason for declining the Metering Data request within the body of the email.

**Contracted Party**

- h. Immediately on receipt of the email, the *Contracted Party* will send an automated email receipt to the sending email address.

**File Format**

Metering data will be delivered in CSV format per the following format -

Meter Serial Number, Register, UOM, Read Date, Interval, Usage

Where one row represents one time interval per day per meter register.

**1.9 Standing data provision****Overview**

These guidelines refer to Service 9 of the *Metering SLA*. Standing data will be provided to *Contracted Parties* on request (subject to the *Codes* and *Metering SLA*) and subject to any limitations as set out in Business Rules below, on completion of nominated activities, and on a regular basis to facilitate the *Contracted Party's* data maintenance.

These guidelines cover the format and business rules for the *Contracted Party* to request standing data, the business events that will trigger the *Service Provider* to send standing data to a *Contracted Party*, and the format of the standing data details, per the *Communication Rules* for the following four processes –

1. Partial Standing Data (On Request)
2. Full Standing Data (On Customer Transfer)

3. Partial or Full Standing Data (On Data Change)
4. Full Standing Data (All)

### Business Rules

To satisfy clause 4.8(3A) of the *Metering Code*, the *Service Provider* will provide to the *Contracted Party* a daily extract of all current standing data for the NMIs for which the *Contracted Party* is the *Responsible Retailer* via *SFTP*.

The standing data limitations are set out in the table below and exist for the reasons provided in the table.

Metering point reference details, including:	Comment / Field	Communications Rules Requirements
2. substation name	Not Available	Horizon Powers networks are mostly smaller non-interconnected systems that have relatively few or no sub-stations. The networks are not in a competitive environment and accordingly this has not been developed in the Horizon Power Systems.
3. the length of network between the metering point and the substation	Not Available	Horizon Powers networks are mostly smaller non-interconnected systems that have relatively few or no sub-stations. The networks are not in a competitive environment and accordingly this has not been developed in the Horizon Power Systems.
5. distribution loss factor	Not Available	Horizon Powers networks are mostly smaller non-interconnected systems that have relatively few or no sub-stations. The networks are not in a competitive environment and accordingly this has not been developed in the Horizon Power Systems.
6. network tariff description	Not Available	Horizon Powers networks are mostly smaller non-interconnected systems that have relatively few or no sub-stations. The networks are not in a competitive environment and accordingly this has not been developed in the Horizon Power Systems.
19. calibration tables, where applied to achieve metering installation accuracy in accordance with the accuracy requirements in Table 3 in Appendix 1	Not Available	All Horizon Power Metering Installations meet the requirements of the code, so no calibration tables are used or required. It is policy to maintain this position.
25. user identification and access rights	Not Available	Horizon Powers networks are mostly smaller non-interconnected systems that have relatively few or no sub-stations. The networks are not in a competitive environment and accordingly this has not been developed in the Horizon Power Systems.
27. algorithms	Not Available	All Horizon Power Metering Installation meet the requirements of the code, so no calibration tables are used or required. It is policy to maintain this position.
27. algorithms	Not Available	All Horizon Power Metering Installation meet the requirements of the code, so no calibration tables are used or required. It is policy to maintain this position.
30. check metering compensation details	Not Available	All Horizon Power Metering Installation meet the requirements of the code, so no calibration tables are used or required. It is policy to maintain this position.

No acknowledgement is required for receipt of the daily “all” full standing data file.

Only the *Responsible Retailer* may be provided with full standing data.

Prospective retailers are entitled to request a subset of standing data to facilitate the contract quotation process.

Standing data and meter data history requests for the same NMI may be combined on a single request form.

### Process – Partial Standing Data (On Request)

A *Contracted Party* may request a subset of Standing Data from the *Service Provider* to facilitate their quotation process. Subject to the volumes detailed in the *Metering SLA*, this may be combined on a single form with a Meter Data History request where the request is for the same NMI.

**Contracted Party**

- a. To make a request the *Contracted Party* will complete a *Retailer Request for Data* form.
- b. The form will contain (at minimum) the following information –
  - Retailer Name and Contact Details
  - NMI
  - NMI Checksum
- c. The form (in PDF format) will be attached to an email with a subject line of “Data Provision” and sent to [metering.retailerservices@horizonpower.com.au](mailto:metering.retailerservices@horizonpower.com.au).

**Service Provider**

- d. Immediately on receipt of the request, the *Service Provider* will send an automated email receipt to the sending email address.
- e. In accordance with the *Metering SLA*, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of “Data Provision”.
- f. The standing data will be attached to the email in a CSV format per the file format specifications (refer to “File Format”).
- g. Where the data request is not valid, or the data is not available, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of “Data Provision – Standing Data Declined”. The *Service Provider* will include a detailed description of the reason for declining the Standing Data request within the body of the email.

**Contracted Party**

- h. Immediately on receipt of the email, the *Contracted Party* will send an automated email receipt to the sending email address.

**Process - Full Standing Data (On Customer Transfer)**

On completion of a Customer Transfer request or the creation of Standing Data for a New Connection, and subject to the *Metering SLA*, the *Service Provider* will provide the responsible *Contracted Party* a full suite of standing data to enable the incoming *Responsible Retailer* to populate its own database.

**Service Provider**

- a. On completion of the Customer Transfer request, and subject to the timeframes detailed in the *Metering SLA*, the *Service Provider* will collate the standing data for the NMI for which the *Contracted Party* has become the *Responsible Retailer*.
- b. In accordance with the *Metering SLA*, the *Service Provider* will provide an appropriately formatted file containing full standing data to the *Contracted Party* via *SFTP*.

**Contracted Party**

- c. On receipt of the standing data, the *Contracted Party* will provide an acknowledgement to the *Service Provider* via *SFTP*.

**Process – Partial or Full Standing Data (On Data Change)**

Where the standing data is updated for a NMI, the *Responsible Retailer* must be notified within the time frames specified in the Metering SLA.

**Service Provider**

- a. On completion of the standing data updates to the metering registry, and in accordance with the *Metering SLA*, the *Service Provider* will collate the standing data for the updated NMI.
- b. In accordance with the *Metering SLA*, the *Service Provider* will send an email to the *Contracted Party's* nominated email address with a subject line of "Standing Data Update". The body of the email will include the NMI and a description of the change.
- c. In accordance with the *Metering SLA*, the *Service Provider* will provide the *Responsible Retailer* with a file containing the full standing data for the updated NMI via *SFTP*, per the file format below (refer to "File Format").
- d. In accordance with the *Metering SLA*, the *Service Provider* will provide the *Responsible Retailer* with a file containing the full standing data for the updated NMI via *SFTP*, per the file format below (refer to "File Format").

**Contracted Party**

- e. Immediately on receipt of the email, the *Contracted Party* will send an automated email receipt to the sending email address.

On receipt of the standing data, the *Contracted Party* will provide an acknowledgement to the *Service Provider* via *SFTP*.

**Process - Full Standing Data (All)**

**Service Provider**

- a. On a daily basis the *Service Provider* will collate the standing data for all NMIs for which the *Contracted Party* is the *Responsible Retailer*.
- b. The *Service Provider* will provide the appropriately formatted file containing the full standing data to the *Contracted Party* via *SFTP*.

**File Format**

CSV Format.

**Partial Standing Data (On Request)**

CSV Position	Field	Definition/Comments	Effective Dated?
1	NMI (inc Checksum)	Unique Metering Identifier (including checksum)	
2, 3	Status	Code used to indicate the status of the NMI	Y
4	Site Address	All stored site address fields	
7	Supply voltage	This field (combined with the TNI) allows the lookup of the Distribution Loss Factor (DLF) for High Voltage (HV) customers	

CSV Position	Field	Definition/Comments	Effective Dated?
8	Voltage	Indicator of whether the connection point is high voltage or low voltage	
11	Meter Use (Use)	A code identifying how the meter is used	
12	Meter Serial Number	The meter serial number uniquely identifies a meter for a given NMI. Maximum 12 Characters (alpha numeric). Unique for NMI. Except for unmetered supplies and logical meters, Meter Serial Numbers should be displayed on physical device.	
13	Last Read Date	Indicates the last scheduled read date for the meter. Optional if remotely read otherwise is required.	
14	Next Read Date	Indicates the scheduled next read date for the meter. Optional if remotely read otherwise is required.	
15	Meter Exchange Required	This field indicates whether new meter is required before transfer.	
16	Comms Required	This field indicates whether communications equipment is required before transfer.	

### Full Standing Data (On Customer Transfer, Data Change and All)

CSV Position	Field	Definition/Comments	Effective Dated?
NMI Standing Data			
1	NMI (inc Checksum)	Unique Metering Identifier (including checksum)	
5	FlatOrUnitType	Blank if not applicable	
6	FlatOrUnitNumber	Blank if not applicable	
7	FloorOrLevelType	Blank if not applicable	
8	FloorOrLevelNumber	Blank if not applicable	
9	BuildingOrPropertyName	Blank if not applicable	
10	LocationDescriptor	Blank if not applicable	
11	HouseNumber	Blank if not applicable	
12	LotNumber	Blank if not available	
13	StreetName	Street name including street type example SMITH STREET	
14	StreetType	NOT USED	
15	StreetSuffix	Blank if not applicable	
16	SuburnOrPlaceOrLocality		



CSV Position	Field	Definition/Comments	Effective Dated?
17	StateOrTerritory		
18	Postcode		
19,20	Status	Code used to indicate the status of the NMI	Y
21	Voltage	Indicator of whether the connection point is high voltage or low voltage. Valid values are HV, LV and DC (direct connect).	
<b>Roles</b>			
22, 23	FRMP	The participant identification code (Retailer)	Y
<b>Data Stream</b>			
24	Suffix	Metering data stream identifier (for Meter Data Management (MDM). Refer to WA NMI Allocation Rules for more information on structure.	
25, 26	Status	Code used to indicate the status of the suffix.	Y
<b>Meter</b>			
27	Meter Serial Number	The meter serial number uniquely identifies a meter for a given NMI. Maximum 12 Characters (alpha numeric). Unique for NMI. Except for Unmetered supplies and logical meters, Meter Serial Numbers should be displayed on physical device.	
28	Scheduled Read Date	Indicates the scheduled next read date for the meter. Optional if remotely read otherwise is required.	
29	Meter Route	The route identifier the meter is currently being read in	
30	Meter Use	A code identifying how the meter is used e.g. REVENUE	
31	Meter Point	Metering point allows an audit trail when one meter is removed and a new meter is given the same Meter Point value.	
32, 33	Meter Status	A code to denote the status of the meter	Y
34	Customer Funded Meter	It indicates whether the customer has funded the purchase of the meter	
<b>Register Configuration</b>			
35	Register Id	The Register Id is used to identify a data source that is obtained from the meter. A single meter may provide multiple data sources.	
37	Unit Of Measure	Code to identify the unit of measure for data held in this register.	

CSV Position	Field	Definition/Comments	Effective Dated?
38	MultFactor	Multiplier required to take a register value and turn it into a value representing billable energy. Applicable to non-interval energy.	
39	Multiplier	Multiplier required to take a register value and turn it into a value representing billable energy. Applicable to non-interval energy.	
40	Digits	Total number of dials (inclusive of the decimal point) e.g. "9 dial" meter with 3 decimals will be a 5.3 meter.	
41	Decimals	Number of Decimals	
42	Register Suffix (Suffix)	Must be a valid suffix for this NMI and is active for this date range.	
42, 43	Register Status (Status)	Code to indicate the status of the register, if register is active.	Y
44	Direction Indicator	Indicates the flow of energy through the meter register. Import or Export.	

## 1.10 Verify Meter Data

### Overview

These guidelines refer to Service 10 of the *Metering SLA* whereby a *Contracted Party*, subject to the volumes and timeframes documented in the *Metering SLA*, may request that the *Service Provider* verifies the meter data for a NMI in response to conditions such as data format errors, invalid or missing data.

### Business Rules

Verify Meter Data requests may be made only by a *Responsible Retailer* (or where the *Contracted Party* was the *Responsible Retailer* for the requested period).

### Process

#### **Contracted Party**

- a. To make a request the *Contracted Party* will send an email with a subject line of "Verify Meter Data" and sent to "metering.retailerservices@horizonpower.com.au"
- b. The email will contain (at minimum) the following information –

Retailer Name and Contact Details  
NMI  
NMI Checksum  
Meter Serial Number  
Verification Dates

#### **Service Provider**

- c. Immediately on receipt of the request, the *Service Provider* will send an automated email receipt to the sending email address.

- d. Where the service request is not valid, or the service is not available, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Verify Meter Data - Declined". The *Service Provider* will include a detailed description of the reason for declining the service request within the body of the email.
- e. Subject to the provisions within the Metering SLA, the *Service Provider* will verify, substitute or acquire the required readings.
- f. In accordance with the *Metering SLA*, the *Service Provider* will send an email with a subject line of "Verify Meter Data - Completion" to the *Contracted Party's* nominated email address. The body of the email will contain the completion details including the date the work was completed, and whether the readings have been replaced, acquired or verified.
- g. If required, and in accordance with the *Metering SLA*, the *Service Provider* will provide an appropriately formatted file containing the interval reading data to the *Responsible Retailer* via *SFTP*.

#### **Contracted Party**

- h. Immediately on receipt of the email, the *Contracted Party* will send an automated email receipt to the sending email address.
- i. On receipt of the metering data, the *Contracted Party* will provide an acknowledgement to the *Service Provider* via *SFTP*.

#### **File Format**

Metering data will be delivered in the aseXML:r19 *NEM12* format.

Acknowledgements will be in the aseXML:r17 format.

### **1.11 Customer Data Notification**

#### **Overview**

These guidelines detail the requirement for the *Contracted Party* to provide Customer Data relevant to the *Service Provider* in their role as *Network Operator*.

#### **Business Rules**

The Customer Details File will contain a row for all customers for which the *Contracted Party* is responsible and where the *Service Provider* is the *Network Operator* i.e. not limited to those that have been updated.

#### **Process**

##### **Contracted Party**

- a. On completion of the Customer Transfer, on connection, or on a change to the customer details the *Responsible Retailer* will, within the timeframe allowed in the *Metering Code*, provide the *Service Provider* a Customer Data Notification file in the appropriate format via *SFTP*.

##### **Service Provider**

- b. On processing of the Customer Data Notification, the *Service Provider* will provide an acknowledgement to the *Responsible Retailer* via *SFTP*.

#### **File Format**

Customer data will be delivered in the aseXML:r17 format.

Acknowledgements will be in the aseXML:r17 format.

## 2. OTHER METERING SERVICES

### 2.1 Establishment of New Connection Point

#### Overview

These guidelines refer to Service 11 of the *Metering SLA* whereby a *Contracted Party* requests a new connection to the Horizon Power network.

#### Business Rules

The *Contracted Party* is responsible for providing the customer with the required customer reference number.

Customer reference number will not be provided until after the connection application has been assessed by the Horizon Power network operator, any required quotation is provided, and payment to the network operator has been made.

#### Process

##### *Contracted Party*

- a. The *Contracted Party* will, on behalf of their customer, complete and send a Connection Application form and an Application for CT Metering Works (available via the Horizon Power website) to the appropriate regional office.

##### *Horizon Power Regional Office*

- b. The regional office will complete a quotation in liaison with the Responsible Retailer and the customer. On completion the Regional Office will send advice to Horizon Power Metering Services.

##### *Service Provider*

- c. On processing of the application, the *Service Provider* will send an email to the *Contracted Party's* nominated email address advising of the Customer Reference Number. The Customer Reference Number is to be provided to the Electrical Contractor and quoted on all electrical notices.

##### *Contracted Party*

- d. Immediately on receipt of the email, the *Contracted Party* will send an automated email receipt to the sending email address.

##### *Service Provider*

- e. On receipt of a valid completion notice, the *Service Provider* will ensure that any new meter installation, new service installation and testing that is required to effect the connection is undertaken within the *Metering SLA*.
- f. In accordance with the *Metering SLA*, send the response to the *Contracted Party's* nominated email address with a subject line of "Connection Request Completed". The body of the email will contain the NMI, NMI Checksum and the connection date.
- g. Full standing data will be provided to the *Contracted Party* in accordance with the *Metering SLA* per Section 1.9 of this schedule.

##### *Contracted Party*

- h. Immediately on receipt of the email, the *Contracted Party* will send an automated email receipt to the sending email address.

#### File Format

For Standing Data see 1.9

## 2.2 Meter Upgrade

### Overview

A meter upgrade refers to Service 12 of the *Metering SLA* and is performed in response to an actual or projected increase in consumption at a metering connection point, otherwise the service is classed as a meter change. Meters are ONLY upgraded as part of a larger project to increase the size of supply to the site. All communication will be via the project and hence documented within this schedule.

## 2.3 Meter Change

### Overview

These guidelines refer to Service 13 of the *Metering SLA* whereby the *Contracted Party* requests a meter change for any reason except those defined in the Meter Upgrade service defined above.

These guidelines cover the format and business rules for the *Contracted Party* to request the service and the format of the *Service Provider's* response, per the *Communication Rules*.

### Business Rules

Where a meter changes is requested by a *Contracted Party* the *Contracted Party* will be responsible for the cost of both the meter and the communication facility for remote reading.

The *Contracted Party* will ensure the customer is advised and has agreed that the power will be removed while the meter is exchanged.

The visiting technician will verify the customer's consent to have the power removed during the period of the meter exchange. If the customer is unable to be without supply for this period, they will be asked to contact their Retailer on how they would like the work to proceed.

### Process

#### **Contracted Party**

- a. To make a request the *Contracted Party* will send an email to "metering.retailerservices@horizonpower.com.au" with a subject line of "Service Notification - Meter Change"
- b. The email will contain (at minimum) the following information –

Retailer Name and Contact Details  
Requested Service  
Requested Date  
Retailer's Service Order Number  
NMI  
NMI Checksum  
Meter Number(s)  
Reason for meter change  
Details of meter required

#### **Service Provider**

- c. Immediately on receipt of the request, the *Service Provider* will send an automated email receipt to the sending email address.
- d. Where the service request is not valid, or the service is not available, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Meter Change Declined". The *Service Provider* will include a detailed description of the reason for declining the service request within the body of the email.

- e. Where, subject to the *Metering SLA*, the service request cannot be completed by the requested date, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Meter Change Date Change" giving the revised scheduled date.
- f. On the Scheduled Date the *Service Provider* will exchange the meter and obtain readings.
- g. In accordance with the *Metering SLA*, the *Service Provider* will send an email with a subject line of "Service Notification – Meter Change Completion" to the *Contracted Party's* nominated email address. The body of the email will contain the completion details including the date the work was completed.
- h. In accordance with the *Metering SLA*, the *Service Provider* will provide an appropriately formatted file containing the interval reading data to the *Responsible Retailer* via *SFTP*.
- i. In accordance with the *Metering SLA*, the *Service Provider* will provide standing data per section 1.9 of this schedule.
- j. Where the Service Notification cannot be completed due to cancellation or other reasons, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Meter Change Not Completed". The *Service Provider* will include a detailed description of the reason for non-completion of the service request within the body of the email.

**Contracted Party**

- k. Immediately on receipt of the email, the *Contracted Party* will send an automated email receipt to the sending email address.
- l. On receipt of the metering data, the *Contracted Party* will provide an acknowledgement to the *Service Provider* via *SFTP*.

**File Format**

For Standing Data see 1.9

Metering data will be delivered in the *aseXML:r19 NEM12* format.

Acknowledgements will be in the *aseXML:r17* format.

**2.4 De-energise**

**Overview**

These guidelines refer to Service 14 of the *Metering SLA* whereby the *Contracted Party* requests the de-energisation of individual metering points to support their business processes.

These guidelines cover the format and business rules for the *Contracted Party* to request the service and the format of the *Service Provider's* response, per the *Communication Rules*.

**Business Rules**

Standing data and meter reading will be provided at de-energisation.

**Process**

**Contracted Party**

- a. To make a request the *Contracted Party* will complete a *Retailer Request for Service* form.
- b. The form will contain (at minimum) the following information –

- Retailer Name and Contact Details
- Requested Service
- Requested Date

Retailer's Service Order Number  
 NMI  
 NMI Checksum  
 Meter Number(s)

- c. The form (in PDF format) will be attached to an email with a subject line of "Service Notification – De-energise" and sent to "metering.retailerservices@horizonpower.com.au".

**Service Provider**

- d. Immediately on receipt of the request, the *Service Provider* will send an automated email receipt to the sending email address.
- e. Where the service request is not valid, or the service is not available, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – De-energise Declined". The *Service Provider* will include a detailed description of the reason for declining the service request within the body of the email.
- f. Where, subject to the *Metering SLA*, the service request cannot be completed by the requested date, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – De-energise Date Change" giving the revised scheduled date.
- g. On the Scheduled Date the *Service Provider* will de-energise the meter and obtain readings.
- h. In accordance with the *Metering SLA*, the *Service Provider* will send an email with a subject line of "Service Notification – De-energise Completion" to the *Contracted Party's* nominated email address. The body of the email will contain the completion details including the date the work was completed.
- i. In accordance with the *Metering SLA*, the *Service Provider* will provide an appropriately formatted file containing the interval reading data to the *Responsible Retailer* via *SFTP*.
- j. In accordance with the *Metering SLA*, the *Service Provider* will provide standing data per section 1.9 of this schedule.
- k. Where the Service Notification cannot be completed due to cancellation or other reasons, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – De-energise Not Completed". The *Service Provider* will include a detailed description of the reason for non-completion of the service request within the body of the email.

**Contracted Party**

- l. Immediately on receipt of the email, the Contracted Party will send an automated email receipt to the sending email address.
- m. On receipt of the metering data, the *Contracted Party* will provide an acknowledgement to the *Service Provider* via *SFTP*.

**File Format**

For Standing Data see 1.9

Metering data will be delivered in the aseXML:r19 NEM12 format.

Acknowledgements will be in the aseXML:r17 format.

## 2.5 Re-energise

### Overview

These guidelines refer to Service 15 of the *Metering SLA*.

These guidelines cover the format and business rules for the *Contracted Party* to request the service and the format of the *Service Provider's* response, per the *Communication Rules*.

### Business Rules

Standing data and meter reading will be provided at re-energisation.

### Process

#### *Contracted Party*

- a. To make a request the *Contracted Party* will complete a *Retailer Request for Service* form.
- b. The form will contain (at minimum) the following information –

- Retailer Name and Contact Details
- Requested Service
- Requested Date
- Retailer's Service Order Number
- NMI
- NMI Checksum

- c. The form (in PDF format) will be attached to an email with a subject line of "Service Notification – Re-energise" and sent to "metering.retailerservices@horizonpower.com.au".

#### *Service Provider*

- d. Immediately on receipt of the request, the *Service Provider* will send an automated email receipt to the sending email address.
- e. Where the service request is not valid, or the service is not available, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Re-energise Declined". The *Service Provider* will include a detailed description of the reason for declining the service request within the body of the email.
- f. Where, subject to the *Metering SLA*, the service request cannot be completed by the requested date, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Re-energise Date Change" giving the revised scheduled date.
- g. On the Scheduled Date the *Service Provider* will re-energise the meter and obtain readings.
- h. In accordance with the *Metering SLA*, the *Service Provider* will send an email with a subject line of "Service Notification – Re-energise Completion" to the *Contracted Party's* nominated email address. The body of the email will contain the completion details including the date the work was completed.
- i. In accordance with the *Metering SLA*, the *Service Provider* will provide an appropriately formatted file containing the interval reading data to the *Responsible Retailer* via *SFTP*.
- j. In accordance with the *Metering SLA*, the *Service Provider* will provide standing data per section 1.9 of this schedule.
- k. Where the Service Notification cannot be completed due to cancellation or other reasons, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Re-energise Not Completed". The *Service Provider* will include a detailed description of the reason for non-completion of the service request within the body of the email.



### **Contracted Party**

- l. Immediately on receipt of the email, the *Contracted Party* will send an automated email receipt to the sending email address.
- m. On receipt of the metering data, the *Contracted Party* will provide an acknowledgement to the *Service Provider* via *SFTP*.

### **File Format**

For Standing Data see 1.9

Metering data will be delivered in the aseXML:r19 *NEM12* format.

Acknowledgements will be in the aseXML:r17 format.

## **2.6 Meter Investigation**

### **Overview**

These guidelines refer to Service 16 of the *Metering SLA* whereby the *Responsible Retailer* requests a detailed investigation of a meter or metering installation. A meter investigation may be required to locate metering points for customers, identify meter tampering, identify crossed meters or metering irregularities, or for general investigative purposes.

These guidelines cover the format and business rules for the *Contracted Party* to request the service and the format of the *Service Provider's* response, per the *Communication Rules*.

### **Business Rules**

A meter investigation may only be requested by the *Responsible Retailer*.

### **Process**

#### **Contracted Party**

- a. To make a request the *Contracted Party* will send an email to "metering.retailerservices@horizonpower.com.au" with a subject line of "Service Notification - Meter Investigation"
- b. The email will contain (at minimum) the following information –

- Retailer Name and Contact Details
- Requested Date
- Retailer's Service Order Number
- NMI
- NMI Checksum
- Meter Number(s)
- Details of meter investigation required

#### **Service Provider**

- c. Immediately on receipt of the request, the *Service Provider* will send an automated email receipt to the sending email address.
- d. Where the service request is not valid, or the service is not available, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Meter Investigation Declined". The *Service Provider* will include a detailed description of the reason for declining the service request within the body of the email.

- e. Where, subject to the *Metering SLA*, the service request cannot be completed by the requested date, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Meter Investigation Date Change" giving the revised scheduled date.
- f. On the Scheduled Date the *Service Provider* will conduct the investigation and where required, obtain readings.
- g. In accordance with the *Metering SLA*, the *Service Provider* will send an email with a subject line of "Service Notification – Meter Investigation Completion" to the *Contracted Party's* nominated email address. The body of the email will contain the completion details including the date the work was completed, and the detailed investigation results.
- h. Where obtained and in accordance with the *Metering SLA*, the *Service Provider* will provide an appropriately formatted file containing the interval reading data to the *Responsible Retailer* via *SFTP*.
- i. Where required and in accordance with the *Metering SLA* established in the *Metering SLA*, the *Service Provider* will provide standing data per section 1.9 of this schedule.
- j. Where the Service Notification cannot be completed due to cancellation or other reasons, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Meter Investigation Not Completed". The *Service Provider* will include a detailed description of the reason for non-completion of the service request within the body of the email.

#### **Contracted Party**

- k. Immediately on receipt of the email, the *Contracted Party* will send an automated email receipt to the sending email address.
- l. On receipt of the metering data, the *Contracted Party* will provide an acknowledgement to the *Service Provider* via *SFTP*.

#### **File Format**

For Standing Data see 1.9

Metering data will be delivered in the *aseXML:r19 NEM12* format.

Acknowledgements will be in the *aseXML:r17* format.

## **2.7 Supply Abolishment**

### **Overview**

These guidelines refer to Service 18 of the *Metering SLA* whereby the *Contracted Party* requests the removal of all service and supply of electricity to the site and the abolishment of the NMI where the property is to be demolished.

These guidelines cover the format and business rules for the *Contracted Party* to request the service and the format of the *Service Provider's* response, per the *Communication Rules*.

### **Business Rules**

The *responsible retailer* is responsible for obtaining and retaining, subject to all relevant codes, customer's verifiable consent to abolish the supply.

### **Process**

#### **Contracted Party**

- a. To make a request the *Contracted Party* will complete a *Retailer Request for Service* form.
- b. The form will contain (at minimum) the following information –

Retailer Name and Contact Details  
 Requested Service  
 Requested Date  
 Retailer's Service Order Number  
 NMI  
 NMI Checksum  
 Meter Number(s)

- c. The form (in PDF format) will be attached to an email with a subject line of "Service Notification – Supply Abolishment" and sent to "metering.retailerservices@horizonpower.com.au."

**Service Provider**

- d. Immediately on receipt of the request, the *Service Provider* will send an automated email receipt to the sending email address.
- e. Where the service request is not valid, or the service is not available, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Supply Abolishment Declined". The *Service Provider* will include a detailed description of the reason for declining the service request within the body of the email.
- f. Where, subject to the *Metering SLA*, the service request cannot be completed by the requested date, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Supply Abolishment Date Change" giving the revised scheduled date.
- g. On the Scheduled Date the *Service Provider* will obtain readings and remove all meters and services to the site.
- h. In accordance with the *Metering SLA*, the *Service Provider* will send an email with a subject line of "Service Notification – Supply Abolishment Completion" to the *Contracted Party's* nominated email address. The body of the email will contain the completion details including the date the work was completed.
- i. In accordance with the *Metering SLA*, the *Service Provider* will provide an appropriately formatted file containing the interval reading data to the *Responsible Retailer* via *SFTP*.
- j. In accordance with the *Metering SLA*, the *Service Provider* will provide standing data per section 1.9 of this schedule.
- k. Where the Service Notification cannot be completed due to cancellation or other reasons, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Supply Abolishment Not Completed". The *Service Provider* will include a detailed description of the reason for non-completion of the service request within the body of the email.

**Contracted Party**

- l. Immediately on receipt of the email, the Contracted Party will send an automated email receipt to the sending email address.
- m. On receipt of the metering data, the *Contracted Party* will provide an acknowledgement to the *Service Provider* via *SFTP*.

**File Format**

For Standing Data see 1.9

Metering data will be delivered in the aseXML:r19 NEM12 format.

Acknowledgements will be in the aseXML:r17 format.

## 2.8 Renewable Energy Request Assessment

### Overview

These guidelines refer to Service 19 of the *Metering SLA*.

These guidelines cover the format and business rules for the *Contracted Party* to request the service and the format of the *Service Provider's* response, per the *Communication Rules*.

### Business Rules

To ensure the security of the network, all renewable energy applications are subject to Horizon Power assessment against technical requirements prior to installation and are subject to generation management and hosting capacity. See Horizon Power website.

Where conditional approval for connection is provided, it is the responsibility of the *Contracted Party* to ensure the customer is aware of and compliant with the conditions of approval.

### Contracted Party

- a. To make a request the *Contracted Party* will forward, on behalf of their customer, the completed *Renewable Energy System – Electricity System Connection Application* form containing all required information.
- b. The form (in PDF format) and all required supporting documentation will be attached to an email with a subject line of "Service Notification – Renewable Energy Assessment" and sent to "metering.retailerservices@horizonpower.com.au".

### Service Provider

- c. Immediately on receipt of the request, the *Service Provider* will send an automated email receipt to the sending email address.
- d. Where the service request is not valid, or the service is not available, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Renewable Energy Assessment Declined". The *Service Provider* will include a detailed description of the reason for declining the service request within the body of the email.
- e. In accordance with the *Metering SLA*, the *Service Provider* will complete the technical assessment of the application.
- f. In accordance with the *Metering SLA*, the *Service Provider* will send an email with a subject line of "Service Notification – Renewable Energy Assessment Complete" to the *Contracted Party's* nominated email address. The body of the email will contain the completion details including the date the work was completed.
- g. Attached to the email will be the results of the assessment, including any conditions of approval (including generation management requirements).
- h. Where the *Service Notification* cannot be completed due to cancellation or other reasons, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Renewable Energy Assessment Not Completed". The *Service Provider* will include a detailed description of the reason for non-completion of the service request within the body of the email.

### Contracted Party

- i. Immediately on receipt of the email, the *Contracted Party* will send an automated email receipt to the sending email address.
- j. The *Contracted Party* will communicate the results of the assessment to the customer via their internal mechanisms.

### 3. TECHNICAL SERVICES

#### 3.1 Customer Transfer

##### Overview

These guidelines refer to Service 20 of the *Metering SLA*. This service enables system, metering and testing requirements to be completed to facilitate the transfer of customers to the *Contracted Party*. This service includes installation of in-field pulse output, CT/VT testing where required, and all associated activities.

##### Business Rules

The *Contracted Party* is responsible for obtaining and retaining, subject to all relevant codes, customer's verifiable consent to transfer.

Customers must have an interval meter with communications installed to transfer between *Contracted Parties*.

##### Process

Subject to the volumes specified in the Metering SLA document, the Contracted Party may request the transfer of the NMI to the Contracted Party.

##### **Contracted Party**

- a. To make a request the *Contracted Party* will provide the *Service Provider* a Customer Transfer Request file in the appropriate format via *SFTP*.
- b. Optionally, the Contracted Party may instead submit the request by completion of a *Customer Transfer Request* form.

The form will contain (at minimum) the following information –

Retailer Name  
Reason for Transfer  
Nominated Transfer Date  
New Meter Required  
Estimated Annual Consumption  
Retailer Access Contract Reference  
Proposed Network Tariff  
Contracted Maximum Demand

AND

NMI  
NMI Checksum

OR (where NMI not allocated)

Customer Name  
Lot number  
Unit number (if applicable)  
Street number (if applicable)  
Street  
Suburb  
Meter Number(s)

The form (in PDF format) will be attached to an email with a subject line of "Customer Transfer Request" and sent to "metering.retailerservices@horizonpower.com.au."

##### **Service Provider**

- c. On processing of the request, the *Service Provider* will provide an acknowledgement to the *Contracted Party* via *SFTP*.
- d. Where the transfer request is not valid the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Customer Transfer Request – Declined". The *Service Provider* will include a detailed description of the reason for declining the transfer request within the body of the email.
- e. The *Service Provider* will determine if the Transfer Date is valid per the *Metering SLA*. If the transfer date is outside of the SLA, and cannot be met, the *Service Provider* will notify the *Contracted Party* via email of the revised transfer date. The email heading will be "Customer Transfer Request – Date Change". If the transfer date is valid, the *Service Provider* will notify the *Contracted Party* via email that the transfer has been accepted. The email heading will be "Customer Transfer In Accepted". The body of the email will contain the NMI, NMI Checksum, and Transfer Date.
- f. In accordance with the *Metering SLA*, the *Service Provider* will send an email to the existing (outgoing) Retailer's nominated email address advising of the Transfer Request. The email heading will be "Customer Transfer Request Received" for transfer requests and "Customer Transfer Request Received – Erroneous Transfer" for correction of erroneous transfers. The body of the email will contain the NMI, NMI Checksum and Transfer Date.

**Outgoing Retailer**

- g. Immediately on receipt of the email, the *Outgoing Retailer* will send an automated email receipt to the sending email address.

**Service Provider**

- h. The *Service Provider* will ensure that any new meter installation, new service installation and testing that is required to effect the transfer is undertaken on or before the nominated transfer date.
- i. The *Service Provider* will ensure that either a scheduled meter read or a special meter read, as applicable, is conducted for the customer on the nominated transfer date.
- j. In accordance with the *Metering SLA*, the *Service Provider* will complete all other work necessary to effect the transfer to the *Contracted Party*.
- k. In accordance with the *Metering SLA*, the *Service Provider* will send the response to the *Outgoing Retailer's* standard email address with a subject line of "Customer Transfer Out Completed" for transfers and "Customer Transfer Out Completed – Erroneous Transfer" for correction of erroneous transfers. The body of the email will contain the NMI, NMI Checksum and the effected Customer Transfer date.

**Outgoing Retailer**

- l. Immediately on receipt of the email, the *Outgoing Retailer* will send an automated email receipt to the sending email address.

**Service Provider**

- m. In accordance with the *Metering SLA*, the *Service Provider* will send the response to the *Contracted Party's* nominated email address with a subject line of "Customer Transfer In Completed" for transfers and "Customer Transfer In Completed – Erroneous Transfer" for correction of erroneous transfers.. The body of the email will contain the NMI, NMI Checksum and the effected Customer Transfer date.
- n. Full standing data will be provided to the *Contracted Party* in accordance with the *Metering SLA* per Section 1.9 of this schedule.

**Contracted Party**

- o. Immediately on receipt of the email, the *Contracted Party* will send an automated email receipt to the sending email address.

#### **File Format**

For Standing Data see 1.9

Customer Transfer Request will be provided in the aseXML:r17 format.

Acknowledgements will be provided in the aseXML:r17 format.

### **3.2 Meter Test – Lab**

#### **Overview**

These guidelines refer to Service 21 of the *Metering SLA*. The meter is exchanged with a new meter and is subsequently tested under lab conditions, a report is provided, and corrective action is taken where required.

#### **Business Rules**

This service is available for single and three phase meters only.

The *Contracted Party* will ensure the Customer is advised and has agreed that the power will be disconnected while the meter is exchanged to enable testing.

The visiting technician will verify the customer's consent to have the power disconnected during the period of the meter exchange. If the customer is unable to be without supply for this period, they will be asked to contact their Retailer on how they would like the work to proceed.

#### **Process**

##### ***Contracted Party***

- a. Prior to submitting a request to test the meter, the *Contracted Party* will obtain and retain customer's consent to disconnect the power for the duration of the meter exchange.
- b. To make a request the *Contracted Party* will complete a *Retailer Request for Service* form.
- c. The form will contain (at minimum) the following information –
  - Retailer Name and Contact Details
  - Requested Service
  - Requested Date
  - Retailer's Service Order Number
  - NMI
  - NMI Checksum
  - Meter number(s)
- d. The form (in PDF format) will be attached to an email with a subject line of "Service Notification – Meter Test" and sent to "metering.retailerservices@horizonpower.com.au."

##### **Service Provider**

- e. Immediately on receipt of the request, the *Service Provider* will send an automated email receipt to the sending email address.
- f. Where the service request is not valid, or the service is not available, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Meter Test Declined". The *Service Provider* will include a detailed description of the reason for declining the service request within the body of the email.

- g. Where the service request cannot be completed by the requested date, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Meter Test Date Change" giving the revised scheduled date.
- h. On the Scheduled Date the Service Provider will de-energise the site, exchange the meter and re-energise the site.
- i. The Service Provider will transport the exchanged meter to the testing lab and conduct the required tests.
- j. In accordance with the *Metering SLA*, the *Service Provider* will provide standing data containing the details of the new meter, per section 1.9 of this schedule.
- k. In accordance with the *Metering SLA*, the *Service Provider* will send an email with a subject line of "Service Notification – Meter Test Completion" to the *Contracted Party's* nominated email address. The body of the email will contain the completion details including the date the work was completed.
- l. In accordance with the *Metering SLA*, the *Service Provider* will send an email with a subject line of "Service Notification – Meter Test Results" to the *Contracted Party's* nominated email address. The meter test report will be attached to the email.
- m. Any metering data, historical and future, that is required to be replaced will be as per the Metrology Procedure and Section 6.5 of the Metering Code and will be supplied via the
- n. Where the Service Notification cannot be completed due to cancellation or other reasons, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Meter Test Not Completed". The *Service Provider* will include a detailed description of the reason for non-completion of the service request within the body of the email.

#### **Contracted Party**

- o. Immediately on receipt of the email, the *Contracted Party* will send an automated email receipt to the sending email address.

#### **File Format**

For Standing Data see 1.9

Metering data will be delivered in the aseXML:r19 NEM12 format.

### **3.3 Meter Test – NATA Certified**

#### **Overview**

These guidelines refer to Service 22 of the *Metering SLA*. The meter is exchanged with a new meter and is subsequently tested under NATA Certified lab conditions, a report is provided, and corrective action is taken where required.

#### **Business Rules**

This service is available for single and three phase meters only.

The *Contracted Party* will ensure the Customer is advised and has agreed that the power will be disconnected while the meter is exchanged to enable testing.

The visiting technician will verify the customer's consent to have the power disconnected during the period of the meter exchange. If the customer is unable to be without supply for this period, they will be asked to contact their Retailer on how they would like the work to proceed.



## Process

### **Contracted Party**

- a. Prior to submitting a request to test the meter, the *Contracted Party* will obtain and retain customer's consent to remove the power for the duration of the test.
- b. To make a request the *Contracted Party* will complete a *Retailer Request for Service* form.
- c. The form will contain (at minimum) the following information –
  - Retailer Name and Contact Details
  - Requested Service
  - Requested Date
  - Retailer's Service Order Number
  - NMI
  - NMI Checksum
  - Meter number(s)
- d. The form (in PDF format) will be attached to an email with a subject line of "Service Notification – Meter Test" and sent to "metering.retailerservices@horizonpower.com.au."

### **Service Provider**

- e. Immediately on receipt of the request, the *Service Provider* will send an automated email receipt to the sending email address.
- f. Where the service request is not valid, or the service is not available, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Meter Test Declined". The *Service Provider* will include a detailed description of the reason for declining the service request within the body of the email.
- g. Where the service request cannot be completed by the requested date, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Meter Test Date Change" giving the revised scheduled date.
- h. On the Scheduled Date the *Service Provider* will de-energise the site, exchange the meter and re-energise the site.
- i. The *Service Provider* will transport the exchanged meter to the NATA Certified testing lab where the testing will be completed.
- j. In accordance with the *Metering SLA*, the *Service Provider* will provide standing data containing the details of the new meter, per section 1.9 of this schedule.
- k. In accordance with the *Metering SLA*, the *Service Provider* will send an email with a subject line of "Service Notification – Meter Test Completion" to the *Contracted Party's* nominated email address. The body of the email will contain the completion details including the date the work was completed.
- l. In accordance with the *Metering SLA*, the *Service Provider* will send an email with a subject line of "Service Notification – Meter Test Results" to the *Contracted Party's* nominated email address. The meter test report will be attached to the email.
- m. Any metering data, historical and future, that is required to be replaced will be as per the Metrology Procedure and Section 6.5 of the Metering Code.
- n. Where the Service Notification cannot be completed due to cancellation or other reasons, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject

line of “Service Notification – Meter Test Not Completed”. The *Service Provider* will include a detailed description of the reason for non-completion of the service request within the body of the email.

**Contracted Party**

- o. Immediately on receipt of the email, the *Contracted Party* will send an automated email receipt to the sending email address.

**File Format**

For Standing Data see 1.9

Metering data will be delivered in the aseXML:r19 NEM12 format.

**3.4 Metering Installation Test – CT/VT**

**Overview**

These guidelines refer to Service 23 of the *Metering SLA* and are applicable to CT and VT Metering Installations. The metering installation is tested at the customer’s premise, a report is provided, and corrective action is taken where required.

**Business Rules**

The *Contracted Party* will ensure the Customer is advised and has agreed that the power will be removed while the test is being conducted.

The visiting technician will verify the customer’s consent to have the power removed during period of the test. If the customer is unable to be without supply for this period, they will be asked to contact their Retailer on how they would like the work to proceed.

All site equipment will be inspected and tested, to ensure operation as per the *Metrology Procedure* for the type of installation.

Site comparison between the meter database information will be compared to the actual equipment installed.

**Process**

**Contracted Party**

- a. Prior to submitting a request to test the meter, the *Contracted Party* will obtain and retain customer’s consent to remove the power for the duration of the test.
- b. To make a request the *Contracted Party* will complete a Retailer *Request for Service* form.
- c. The form will contain (at minimum) the following information –

- Retailer Name and Contact Details
- Requested Service
- Requested Date
- Retailer's Service Order Number
- NMI
- NMI Checksum
- Meter number(s)

- d. The form (in PDF format) will be attached to an email with a subject line of “Service Notification – Meter Test” and sent to “metering.retailerservices@horizonpower.com.au.

**Service Provider**

- e. Immediately on receipt of the request, the *Service Provider* will send an automated email receipt to the sending email address.
- f. Where the service request is not valid, or the service is not available, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Meter Test Declined". The *Service Provider* will include a detailed description of the reason for declining the service request within the body of the email.
- g. Where the service request cannot be completed by the requested date, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Meter Test Date Change" giving the revised scheduled date.
- h. On the Scheduled Date the *Service Provider* will de-energise the site, test all metering installation equipment on site, and re-energise the site. Where discrepancies are discovered, a meter installation repair will be ordered. The meter data substitution, and estimation procedures will be followed until the relevant equipment is repaired or replaced.
- i. In accordance with the *Metering SLA*, the *Service Provider* will send an email with a subject line of "Service Notification – Meter Test Completion" to the *Contracted Party's* nominated email address. The body of the email will contain the completion details including the date the work was completed.
- j. In accordance with the *Metering SLA*, the *Service Provider* will send an email with a subject line of "Service Notification – Meter Test Results" to the *Contracted Party's* nominated email address. The meter test report will be attached to the email.
- k. Where metering installation equipment is exchanged due to defect, and in accordance with the *Metering SLA*, the *Service Provider* will provide standing data per section 1.9 of this schedule.
- l. Any metering data, historical and future, that is required to be replaced will be as per the Metrology Procedure and Section 6.5 of the Metering Code
- m. Where the Service Notification cannot be completed due to cancellation or other reasons, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Meter Test Not Completed". The *Service Provider* will include a detailed description of the reason for non-completion of the service request within the body of the email.

#### **Contracted Party**

- n. Immediately on receipt of the email, the *Contracted Party* will send an automated email receipt to the sending email address.

#### **File Format**

For Standing Data see 1.9

Metering data will be delivered in the aseXML:r19 NEM12 format.

### **3.5 Meter Reconfiguration**

#### **Overview**

These guidelines refer to Service 24 of the *Metering SLA* whereby the *Contracted Party* requests the reconfiguration of a meter within the meter's existing capabilities.

These guidelines cover the format and business rules for the *Contracted Party* to request the service and the format of the *Service Provider's* response, per the *Communication Rules*.

#### **Business Rules**

The *responsible retailer* is responsible for obtaining and retaining, subject to all relevant codes, customer's verifiable consent to reconfigure the meter.

**Process****Contracted Party**

- a. To make a request the *Contracted Party* will complete a *Retailer Request for Service* form.
- b. The form will contain (at minimum) the following information –
  - Retailer Name and Contact Details
  - Requested Service
  - Requested Date
  - Retailer's Service Order Number
  - NMI
  - NMI Checksum
  - Meter Number(s)
  - Required Configuration
- c. The form (in PDF format) will be attached to an email with a subject line of "Service Notification – Meter Reconfiguration" and sent to "metering.retailerservices@horizonpower.com.au"

**Service Provider**

- d. Immediately on receipt of the request, the *Service Provider* will send an automated email receipt to the sending email address.
- e. Where the service request is not valid, or the service is not available, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Meter Reconfiguration Declined". The *Service Provider* will include a detailed description of the reason for declining the service request within the body of the email.
- f. Where, subject to the *Metering SLA*, the service request cannot be completed by the requested date, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Meter Reconfiguration Date Change" giving the revised scheduled date.
- g. On the Scheduled Date the *Service Provider* will obtain readings and reconfigure the meter.
- h. In accordance with the *Metering SLA*, the *Service Provider* will send an email with a subject line of "Service Notification – Meter Reconfiguration Completion" to the *Contracted Party's* nominated email address. The body of the email will contain the completion details including the date the work was completed.
- i. In accordance with the *Metering SLA*, the *Service Provider* will provide an appropriately formatted file containing the interval reading data to the *Responsible Retailer* via *SFTP*.
- j. In accordance with the *Metering SLA*, the *Service Provider* will provide standing data per section 1.9 of this schedule.
- k. Where the Service Notification cannot be completed due to cancellation or other reasons, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Meter Reconfiguration Not Completed". The *Service Provider* will include a detailed description of the reason for non-completion of the service request within the body of the email.

**Contracted Party**

- l. Immediately on receipt of the email, the *Contracted Party* will send an automated email receipt to the sending email address.
- m. On receipt of the metering data, the *Contracted Party* will provide an acknowledgement to the *Service Provider* via *SFTP*.

**File Format**

For Standing Data see 1.9

Metering data will be delivered in the aseXML:r19 NEM12 format.

Acknowledgements will be in the aseXML:r17 format.

**3.6 Meter Installation Repair****Overview**

These guidelines refer to Service 25 of the *Metering SLA* whereby the *Contracted Party* requests and the *Service Provider* agrees that a meter installation requires repair. A metering installation repair may be ordered, following completion of a test or investigation of the metering installation, when the meter is found to be faulty (i.e. operating outside of its design tolerances) or damaged. The decision to repair, as opposed to replace the meter, is at the discretion of Horizon Power Metering Services.

These guidelines cover the format and business rules for the *Contracted Party* to request the service and the format of the *Service Provider's* response, per the *Communication Rules*.

**Business Rules**

There is no charge, unless there is evidence of deliberate or accidental damage or tampering to the meter and repair costs will be capped at meter replacement cost plus technical labour and travel.

Where customer owned equipment is found to be faulty, a fault note may be issued per the standard process for faulty equipment.

**Process*****Contracted Party***

- a. To make a request the *Contracted Party* will complete a *Retailer Request for Service* form.
- b. The form will contain (at minimum) the following information –

Retailer Name and Contact Details  
Requested Service  
Requested Date  
Retailer's Service Order Number  
NMI  
NMI Checksum  
Meter Number(s)  
Repair Required

- c. The form (in PDF format) will be attached to an email with a subject line of "Service Notification – Meter Installation Repair" and sent to "metering.retailerservices@horizonpower.com.au"

***Service Provider***

- d. Immediately on receipt of the request, the *Service Provider* will send an automated email receipt to the sending email address.
- e. Where the service request is not valid, or the service is not available, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Meter Installation Repair Declined". The *Service Provider* will include a detailed description of the reason for declining the service request within the body of the email.
- f. Where, subject to the *Metering SLA*, the service request cannot be completed by the requested date, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address

with a subject line of "Service Notification – Meter Installation Repair Date Change" giving the revised scheduled date.

- g. On the Scheduled Date the *Service Provider* will visit the site and where possible, repair the metering installation. Where customer owned equipment is found to be faulty, a fault note may be issued per the standard process for faulty equipment. Where it is not possible to repair, the meter may at the discretion of the *Service Provider*, be replaced.
- h. In accordance with the *Metering SLA*, the *Service Provider* will send an email with a subject line of "Service Notification – Meter Installation Repair Completion" to the *Contracted Party's* nominated email address. The body of the email will contain the completion details including the date the work was completed.
- i. In accordance with the *Metering SLA*, the *Service Provider* will provide an appropriately formatted file containing the interval reading data to the *Responsible Retailer* via *SFTP*.
- j. In accordance with the *Metering SLA*, the *Service Provider* will provide standing data per section 1.9 of this schedule.
- k. Where the Service Notification cannot be completed due to cancellation or other reasons, the *Service Provider* will send an email response to the *Contracted Party's* nominated email address with a subject line of "Service Notification – Meter Installation Repair Not Completed". The *Service Provider* will include a detailed description of the reason for non-completion of the service request within the body of the email.

#### **Contracted Party**

- l. Immediately on receipt of the email, the Contracted Party will send an automated email receipt to the sending email address.
- m. On receipt of the metering data, the *Contracted Party* will provide an acknowledgement to the *Service Provider* via *SFTP*.

#### **File Format**

For Standing Data see 1.9

Metering data will be delivered in the aseXML:r19 NEM12 format.

Acknowledgements will be in the aseXML:r17 format.