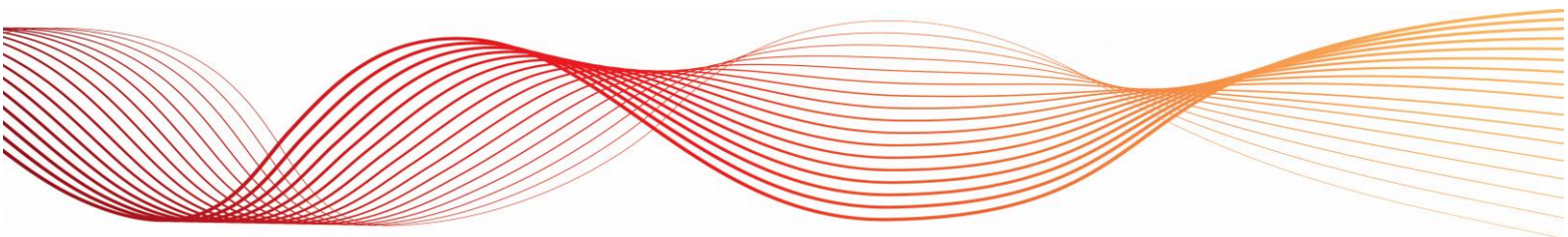


METERING DATA PROVISION PROCEDURES

CONSULTATION PAPER

Published: 30 APRIL 2015





EXECUTIVE SUMMARY

The publication of this Consultation Paper starts the first stage of the Rules consultation process conducted by AEMO to develop and publish the Metering Data Provision Procedures (Procedures) under clause 7.16 of the National Electricity Rules (NER).

AEMO has prepared this Consultation Paper to facilitate informed debate and feedback by industry about the most efficient way to meet the NER objectives.

In summary, the key areas addressed in the Procedures are:

- Metering data formats:
 - Summary data formats for interval and accumulation meters.
 - Detailed data formats for interval meters.
- Timeframes for retailers and Distribution Network Service Providers (DNSPs) to respond to a request from a:
 - Retail customer.
 - Customer authorised representative.
- The minimum delivery method for the requested metering data.

AEMO invites stakeholders to suggest other options where they do not agree that AEMO's proposals would achieve the relevant objectives.

AEMO also asks stakeholders to identify any unintended adverse consequences of the proposed changes.

Stakeholders are invited to submit written responses on the consultation and items identified in this paper by 5.00 pm (Australian Eastern Standard Time) on 5 June 2015, in accordance with the Notice of First Stage of Consultation published with this paper.

Please respond to: mdpp@aemo.com.au

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1 Stakeholder Consultation Process

As required by the NER, AEMO is consulting on the Procedures in accordance with the Rules consultation process in Rule 8.9 of the National Electricity Rules (NER).

Note that there is a glossary of terms used in this Consultation Paper at the end of the document.

AEMO's indicative timeline for this consultation is outlined below.

PROCESS STAGE	INDICATIVE DATE
Closing date for submissions in response to the Notice and this Issues Paper	5 June 2015
Publication of Draft Report and Determination	6 July 2015
Closing date for submissions in response to the Draft Report	21 July 2015
Publication of Final Report and Determination	1 September 2015

Stakeholders can request a meeting with AEMO, before submissions are due, to discuss the issues and proposed changes raised in this Consultation Paper.

During the consultation process, AEMO plans to hold a second workshop on 12 June 2015 to allow stakeholders to discuss their feedback on the strawman Procedures.

2 Background

2.1 NER requirements

NER clause 7.16 requires AEMO to establish, maintain and publish the Procedures. This consultation is in accordance with the Rules consultation process in NER Rule 8.9, which is required by NER clause 7.1.3.

Retailers and DNSPs must comply with the Procedures when responding to a retail customer or customer authorised request made under NER clause 7.7(a)(7).

The objective of the Procedures is to establish the minimum requirements for the manner and form in which metering data should be provided to a retail customer (or their customer authorised representative) in response to a request for such data from the retail customer or customer authorised representative.

The Procedures must include the minimum requirements for the:

- Manner and form a retail customer's metering data must be provided, including:
 - For interval metering data, a detailed data format and summary data format
 - For accumulation metering data, a summary data format.
- Timeframes for retailers and DNSPs to respond to a request from a retail customer or customer authorised representative.
- Minimum delivery method for the requested metering data.

2.2 Context for this consultation

2.2.1 AEMC Rule

In response to a Standing Council on Energy and Resources (now the COAG Energy Council) rule change request, the AEMC made rules that:

- Allowed retail customers to obtain their metering data from DNSPs.
- Allowed customer authorised parties to obtain metering data on behalf of retail customers.
- Requires retailers and DNSPs to comply with the minimum requirements included in the Procedures and the National Energy Retail Rules (NERR).
- Requires AEMO to develop and publish the Metering Data Provision procedures by 1 September 2015.

These became effective on 1 December 2014.

The policy intent is for the Procedures to place minimum requirements on retailers and DNSPs to provide retail customers with their interval and accumulation metering data in a standardised format. Retail customers can use this information to better assess their energy consumption information. A standardised format would make it simpler for:

- Retail customers to understand and compare their energy information from retailers or DNSPs.
- Third parties to assess a retail customer's information. This would reduce costs involved in building and maintaining comparative services that assess multiple data formats.

2.2.2 Stakeholder engagement

Before starting this rules consultation, AEMO engaged with stakeholders to understand their needs and concerns in the lead up to drafting the Procedures. This involved:

- Discussions at the March and April 2015 Retail Market Consultative Forum, and April Consumer Forum meetings.
- One-on-one stakeholder discussions, March 2015.
- Discussions with a various stakeholder groups in the first AEMO-led workshop, 13 April 2015.

The themes highlighted by stakeholders have informed the development of the strawman Procedures.

Stakeholders have raised the issue of retailers' and DNSPs' responsibilities for verification of a retail customer or customer authorised representative, including:

- DNSPs having insufficient customer details.
- The challenges for retailers and DNSPs receiving requests, needing to be verified, via customer authorised representatives.

AEMO notes this concern that needs to be addressed outside of this Procedures. This issue could impact the effectiveness of the Procedures in meeting the policy objective.

2.2.3 Approach to the development of the strawman Procedures

In light of the policy objective of providing customers improved access to consumption, AEMO acknowledges there are several options and different approaches taken in international energy markets to meet this objective. AEMO understands there are existing industry processes and systems, particularly in Victoria, and there would be significant challenges implementing a more sophisticated solution as part of this Procedure development.

AEMO acknowledges that retail markets are evolving at an increasing rate, as identified in the AEMC's Power of Choice Review. Therefore AEMO considers these Procedures to be an initial step to develop a set of requirements that lessen the impact on existing industry arrangements. The Procedures will not address existing issues arising from variations in consumption data quality over time. Specifically, the data accuracy requirements of the customer authorised representatives requires consideration.

3 Drafting for proposed changes

To help stakeholders and other interested parties respond to this Consultation Paper, AEMO has published a strawman Metering Data Provisions Procedures, available at: www.aemo.com.au/Consultations

The following section includes items in blue text boxes for stakeholders to consider and comment on. The responses will help AEMO take account of stakeholder concerns and inform the Draft Report.

3.1 Data formats

In accordance with NER clause 7.16(c)(3), the Procedures must specify the manner and form in which retail customers' metering data must be provided in summary and detailed data formats. For these minimum requirements, AEMO has focussed on providing the minimum information retail customers need to assess their historical metering data in an understandable and usable format.

Stakeholders should refer to Appendices A, B and C¹ in the strawman Procedures when responding to the items in the boxes throughout.

3.1.1 Summary data format – accumulation meters

In accordance with NER clause 7.16(c)(3), AEMO must specify a summary data format for accumulated metering data. For retail customers, AEMO considers the minimum requirements for accumulation metering data should include:

- The nature and extent of the energy usage.
- A diagrammatic representation of energy usage information.

The proposed minimum requirements for the accumulation metering data summary format is set out in Appendix A of the strawman Procedures. The Procedures focusses on providing the minimum information customers need to assess their energy usage for a specified period of time.

3.1.2 Summary data format – interval metering data

In accordance with NER clause 7.16(c)(2), AEMO must specify a summary data format for interval metering data, including:

- The nature and extent of the energy usage.
- Usage or load profile over a specified period.
- A diagrammatic representation of a retail customer's energy usage information.

The proposed minimum requirements for the interval metering data summary format are set out in Appendix B of the strawman Procedures.²

3.1.3 Detailed data format – interval metering data

The proposed minimum requirements for the interval metering data detailed format is set out in Appendix C of the strawman Procedures.³

The Procedures presents the minimum summary and detailed data formats. Please comment on the proposed formats and examples.

For large retail customers, please provide your view on including demand in the diagrammatic representation for the interval metering data summary format.

¹ Appendix A: Accumulation Metering Data Summary Format

² Appendix B: Interval Metering Data Summary Format

³ Appendix C: Interval Metering Data Detailed Format

4 Timeframes for delivering metering data formats

NER clause 7.16(c)(4) requires the Procedures to specify the minimum delivery timeframes for a retailer or DNSP to provide a retail customer, or their customer authorised representative, with their metering data.

Clause 7.16(c)(4) requires retailers and DNSPs to use reasonable endeavours to provide this information within the timeframes specified in the Procedures.

4.1 Responsibilities to retail customers

Where a retail customer makes request in accordance with NER clause 7.7(a)(7), the Procedures requires retailers and DNSPs to deliver that retail customers' metering data to that retail customer within 10 business days from receiving the request.

This timeframe is consistent with NER clause 7.16(c)(4)(i).

4.2 Responsibilities to customer authorised representatives

Where a customer authorised representative makes a request in accordance with NER clause 7.7(a)(7), the Procedures requires retailers and DNSPs to deliver retail customers' metering data to the requesting customer authorised representatives, as follows:

- For one retail customer request, within 10 business days.
- For more than one retail customer request, customer authorised representatives and retailers and DNSPs must agree on the delivery timeframe. This provides flexibility for parties to negotiate reasonable timeframes for individual circumstances.

An appropriate delivery timeframe for customer authorised representative requests is difficult to assess since these requests could involve a large number of individual retail customer requests at periodic times.

AEMO considers an alternative is to specify the delivery timeframes using a sliding scale for customer authorised representative's requests. The delivery timeframe could progressively increase in response to the number of individual customer requests included in a customer authorised representative's request.

What would be a reasonable maximum timeframe to specify for retailers and DNSPs to respond to requests from customer authorised representatives?

Should a sliding scale be used for delivery timeframes for requests from customer authorised representatives?

Is there a need to define what constitutes a customer request (for example, by phone, in writing)?

5 Delivery Method

NER clause 7.16(c)(5) requires the Procedures to specify the minimum delivery method for retailers and DNSPs to provide retail customers, or their customer authorised representatives, with the requested metering data. AEMO considers that delivery includes:

- How the metering data should be delivered.
- The file type to be delivered.

5.1 Summary data formats

Summary data formats for interval and accumulation metering data for a retail customer must be provided electronically and/or physically to the requesting retail customer or customer authorised representative.

This must be able to be offered to retail customers in either a Portable Document Format (PDF) and/or Comma Separated Values (CSV) format file, unless otherwise agreed with the retail customer or customer authorised representative.



Summary data formats constructed in a CSV format files may be delivered as a compressed file with a “.zip” extension if needed to manage file compression.

5.2 Detailed data format

A detailed data format for a retail customer must be provided electronically to the requesting retail customer or customer authorised representative.

This must be constructed in a CSV format file unless otherwise agreed with the retail customer or customer authorised representative.

A detailed data formats may be delivered as a compressed file with a “.zip” extension if needed to manage file compression.

The Procedures presents the minimum requirement for the detailed data format. Please comment on the these.



GLOSSARY

TERM OR ACRONYM	MEANING
AEMC	Australian Energy Market Commission
CSV	Comma Separated Values
DNSPs	Distribution Network Service Providers
NER	National Energy Rules
NERR	National Energy Retail Rules
PDF	Portable Document Format