

ASP General Information

Metering Compliance & Regulation



Alert Number: GI23_17 v3

Subject: ASP/2 2017 AEMO Transition and POC question and answers

21 December 2017

General

Alteration to Submission of Connection Applications and Use of Job Numbers to Order Meters for Gross to Net Conversion Policy.

On 23 November 2016 (GI34_16), Ausgrid introduced a policy to allow ASPs to pick up metering for Gross to Net conversion without submitting a connection application or using a valid Job number. This was to encourage customers to change their metering from Gross to Net to get the full benefit of their solar system.

With the current AEMO Transitional changes this policy has been reviewed and Ausgrid will **no longer permit ASPs to pick up meters for Gross to Net conversion without a job number.**

As the eligibility requirements due to the AEMO transitional arrangements have already ceased for connection alterations, if a customer wishes to convert their Gross metering to a Net configuration, they will need to contact their retailer to arrange the metering conversion.

Question 1: Why is there a transition period?

Answer: There were concerns from Industry participants and regulators that if participant systems and processes were not fully operational, customers seeking connection services may have difficulties in being able to connect new installations or upgrade connections past 30 November 2017.

Question 2: What are the transition arrangements?

Answer: Retailers must notify the network if they choose to participate in the transition. Retailers who do not notify the network are not eligible to participate and Ausgrid ToU or flat rate meters cannot be installed on these sites. To allow Networks to continue to provide ToU and flat rate metering equipment to ASPs where an application was received before 1 December 2017 for participating retailer sites. This applies to New and altered connections. Participating retailers can still opt to install a Type 4 advanced meter for eligible sites.

Question 3: What are the eligibility requirements for the transition period?

Answer: The following table outlines the eligibility requirements to install ToU or flat rate metering between 1 December 2017 to 30 March 2018.

Transitional process.	Up to 30 November.	December 1 onwards.
New connections.	Any job number notification issued to the connection applicant by Ausgrid may engage an ASP to install Ausgrid ToU or flat rate metering up to 30 March 2018.	Any Job number notification issued to the connection applicant by Ausgrid will require the FRMP to arrange for a Type 1-4 metering installation to be connected.

Ads and Alts*. (where alteration of metering is required)	Any valid Connection Application received by Ausgrid may engage an ASP to install Ausgrid ToU or flat rate metering up to 30 March 2018.	Any valid Connection Application received by Ausgrid will require the FRMP to arrange for a Type 1-4 metering installation to be connected.
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*Addition and Alteration rules:

Amended Connection Application – Updating information only;

- If same connection applicant resubmits a CA for same NMI, initial submission date will apply.
- If different connection applicant submits an updated CA for the same NMI, current submission date applies for new connection applicant.

5kW-30kW generation CA. These require a 2 step CA process:

- Initial CA submitted,
- Ausgrid sends back a request for further generator information.
- The date Ausgrid will use for these CA's is the initial CA date, NOT the follow up CA information date.

Returned/invalid CA:

- Any CA that is not complete or invalid, will be returned to connection applicant, the date of the invalid CA submission WILL NOT apply.

Question 4: Why is bulk meter issue being removed?

Answer: Ausgrid has strict conditions imposed on us by the regulators regarding meter installation during the AEMO Transition period. Only under specific circumstances may an Ausgrid ToU or flat rate meter be installed after 1 December 2017. To mitigate the risk of metering being installed on an ineligible NMI, bulk issue of metering to eligible ASP2's will cease on the 27 October 2017.

Question 5: Why do I need to return my bulk issue meters on the 24 November 2017?

Answer: Bulk issue meters are to be returned on the 24 November so we can run reports and follow up ASPs who have not returned Bulk issue meters before the 1 December deadline.

Question 6: Where can I pick up my meters after 1 December 2017?

Answer: Only meter stores that will be open for pick ups and drop-offs from 1 December 2017 to 30 March 2018 are:

Hornsby – 8am - 3pm – Tuesdays

Wallsend – 8am - 3pm – Wednesdays

Muswellbrook - 8am - 3pm – Thursdays

Oatley – 8am - 3pm – Thursdays

Question 7: How do I order meter from 1 December 2017?

Answer: The ASP must submit a meter requisition form and Ausgrid job number response to the connection application for each NMI where metering is required to one of the following email addresses.

Hornsby – meterstorehornsby@ausgrid.com.au

Wallsend – meterstorewallsend@ausgrid.com.au

Muswellbrook – metersmuswellbrook@ausgrid.com.au

Oatley – meterstoreoatley@ausgrid.com.au

Question 8: Why are meter stores only open one day a week after 1 December 2017?

Answer: Internal transformation initiative have centralised administration support. This means full time administration support is no longer available at regional depots.

Question 9: How do I get my meter and sealing plier security returned?

Answer: ASPs who no longer require their meter or sealing plier security are required to make a written request for its return in accordance with ES4, noting that no ASPs will require meter security from 30 March 2018. The requirements for the return of meter security deposits is outlined in ES4 CI 10.2.4.10. The requirements for the return of sealing plier deposits is outlined in ES4 CI 10.6. All applications for refunds of security deposits should be emailed to asplevel2@ausgrid.com.au.

Question 10: Who do I contact to arrange a metering where Ausgrid meters cannot be installed?

Answer: The ASP must discuss with the connecting customer who their retailer is. The ASP can then contact the retailer to arrange Type 4 advanced metering to be installed.

Question 11: Under the new POC, how do we connect to the network?

Answer: A connection application must be submitted to Ausgrid on behalf of the new connecting customer or where an upgrade is required (eg. increase to 3 phase or solar). Once approved, the ASP must discuss with the connecting customer who their retailer is. The ASP can then contact the retailer to arrange Type 4 advanced metering to be installed.

Question 12: Who do we ring to get a meter installed?

Answer: The ASP must discuss with the connecting customer who their retailer is. The ASP can then contact the retailer to arrange Type 4 advanced metering to be installed.

Question 13: Can we connect the customer prior to a meter being installed?

Answer: No, it is not permitted to connect to the network with no meter installed, unless it is an approved Special Small Service (Chapter 5 of the SIRs of NSW).

Question 14: Where will ASPs pick up NOSW books and Seals from post 1 December 2017?

Answer: From 1 December 2017 – 31 March 2018, the process will remain status quo and ASPs will continue to pick up NOSW books and Seals from the meter stores. Note: Please take into account the changes to meter store opening hours as per Question 6. Prior to 31 March 2018, Ausgrid will issue further correspondence on the process for ASPs to obtain NOSWs and Seals post that date. ASPs are reminded that ES4 also has a NOSW form that can be printed and completed by the ASP.

Question 15: Are there going to be any changes to the ASP scheme rules or Service and Installation Rules of NSW?

Answer: Yes, the NSW Department of Planning and Environment will be releasing an updated version of the ASP Scheme rules on Friday 1 December 2017. Link to website → <https://www.resourcesandenergy.nsw.gov.au/energy-supply-industry/pipelines-electricity-gas-networks/network-connections/contestable-works>

Ausgrid



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ASP/2 POC Update October 2017

Items

1. Review of Power of Choice Metering Rules
2. AEMO Transitional Proposal
3. Eligibility – Connection Applications
4. Meter Issue changes
5. Inspection
6. Meter Returns

Metering Policy Changes

- **New National Electricity Rules:**
 - Introduced 26 November 2015.
 - **Applicable from 1 December 2017 – and confirmed**
 - **Transitional arrangements for in-flight new and altered connections up to 30 March 2018.**
- **NSW Electricity Supply Amendment (Advanced Meters) Bill 2016:**
 - Introduced 1 July 2016
 - Changes inspection obligations for advanced meter installations.
 - Transitional arrangements for flat rate and ToU metering.
- **NSW Regulations changes for Metering:**
 - Service & Installation Rules review – Aug 2016 & Nov 2016
 - Code for safe installation of direct-connected whole current electricity metering in NSW Minimum requirement for safety management systems – July 2016

New National Electricity Rules

- Previous three ASP 2 seminars discussed “Competition in Metering” rule change. National initiative, not instigated by Ausgrid.
- Australian Energy Market Commission (AEMC):
 - COAG Energy Council proposed reforms.
 - Changes in National Electricity Rules (NER) proposed.
 - Consulted throughout the industry in 2014 and 2015.
 - Draft Determination 26 March 2015.
 - Final Determination 26 November 2015.
 - **Rules Implementation Date 1 December 2017.**
- Details
 - <http://www.aemc.gov.au/Rule-Changes/Expanding-competition-in-metering-and-related-serv>

New National Electricity Rules

- Impact of Rules Change (for small customers):
 - Retailer responsible for appointing Metering Coordinator (MC).
 - MC appoints Metering Provider (MP).
 - MP install and maintains **advanced meter** (not ASP).
 - ASP still responsible for installation of service works (not MC/MP).
 - Confirmation still being sought from NSW Government about ASP2D still being responsible for energising new installations.
 - All new, upgrade and replacement must be **advanced meter** (at 1 December 2017), **subject to transitional arrangements**.
 - Network is initial MC for existing Type 5 and 6 metering.
 - No customer opt out for a new advanced meter, unless current meter is compliant (ie. proactive rollout).
 - Customer can opt for advance meter **without** the communications device installed.

New National Electricity Rules

- What is an Advanced Meter?
 - Meter on remote communications.
 - Registered as Type 4 in the National Electricity Market (NEM).
 - Supports the Minimum Services Specification (MSS).
 - Option for Type 4A for where customers elect for a meter with no remote communication module or where no communications are available.
- What is the Minimum Services Specification (MSS):
 - Remote disconnection service.
 - Remote reconnection service. } Function not currently allowed in NSW
 - Remote on-demand meter read service.
 - Remote scheduled meter read service.
 - Meter installation inquiry service.
 - Advanced meter reconfiguration service.

NSW Electricity Supply Amendment (Advanced Meters) Bill 2016

- ASP Scheme:
 - Do not need to be an ASP to install advanced meter (Type 4).
 - Between **1 July 2016 and 30 March 2018**, the installation of ToU and flat rate meters (Type 5 and 6) must still be conducted by ASP2D:
 - NOSW still required to be submitted for metering and service works.
 - Confirmation still being sought from NSW Government about ASP2D still being responsible for energising new installations.
 - **ASP2D is still required for installation of ToU and flat rate metering during transitional period (1 July 2016 and 30 March 2018).**
 - ASP2A, 2B and 2C:
 - NOSW still required to be submitted for disconnect / reconnect & service works.
 - ASP submitting CA will need to confirm with your customer which retailer to contact to arrange an advanced meter.
 - ASP2 must not alter, remove or install advanced meter unless engaged by the MP.

AEMO Transitional Arrangements.

- Why?
 - There were concerns that customers may be impacted in connecting to the network leading up to and during the changeover period.
 - To alleviate these concerns, AEMO developed a transitional strategy to ensure customers would not be impacted if industry systems and processes were not fully operational at December 1.
- What is the transition?
 - To allow Networks to continue to provide ToU and flat rate metering equipment to ASPs where an application was received before 1 December 2017 for participating retailer sites.
 - This applies to new and altered connections only.
 - Retailers must notify the network if they choose to participate in the transition. Retailers who do not notify the network are **not** eligible to participate.
 - ASPs should contact the retailer to determine if they are participating in the transitional arrangements prior to ordering an Ausgrid ToU or flat rate meter.
 - Participating retailers can still opt to install a Type 4 advanced meter for eligible sites.
- Strict criteria has been imposed on Ausgrid to facilitate this transitional arrangement.

Eligibility for Transition – Connection Applications

- The following table outlines the eligibility criteria for the transitional arrangement.

Transitional process.	Up to 30 November.	December 1 onwards.
New connections.	Any job number notification issued to the connection applicant by Ausgrid may engage an ASP to install Ausgrid ToU or flat rate metering up to 30 March 2018.	Any Job number notification issued to the connection applicant by Ausgrid will require the retailer to arrange for a Type 1-4 metering installation to be connected.
Ads and Alts. (where alteration of metering is required)	Any valid Connection Application received by Ausgrid may engage an ASP to install Ausgrid ToU or flat rate metering up to 30 March 2018.	Any valid Connection Application received by Ausgrid will require the retailer to arrange for a Type 1-4 metering installation to be connected.

Eligibility for Transition – Connection Applications

- Addition and Alteration rules:
- Amended Connection Application (CA) – Updating information only;
 - If same connection applicant resubmits a CA for same NMI, initial submission date will apply.
 - If different connection applicant submits an updated CA for the same NMI, current submission date applies for new connection applicant.
- 5kW-30kW generation CA. These require a 2 step CA process:
 - Initial CA submitted,
 - Ausgrid sends back a request for further generator information.
 - The date Ausgrid will use for these CA's is the initial CA date, NOT the follow up CA information date.
- Returned/invalid CA:
 - Any CA that is not complete or invalid, will be returned to connection applicant, the date of the invalid CA submission WILL NOT apply.

Notification Requirements

- ASPs must continue submit:
 - NOSWs for any service works;
 - NOSWs for any ToU or flat rate, installations or removals;
 - CCEWs for any electrical works, including solar or battery installations.
- Notification requirements for the transition period are the same as they are today.

Changes to Meter Issue

- Transformation initiatives have centralised admin support, moving them out of regional depots.
- ASPs will only be able to order meters using the job number notification provided by Ausgrid.
 - When ordering meters the job number notification must be provided to the meter store for each job number requiring a meter.
 - Modifications made to job number email to assist ASPs ordering meters.
 - Orders must be emailed to the meter store where you intend to pick up meter.
 - Two business days notice must be given for all meter orders prior to pickup (subject to meter availability).
 - ASP will not be issued meters unless the job number notification is provided with the meter requisition form or meter requisition details completed on job number notification.
- Meter store opening schedule from 1 December to 30 March 2018:
 - **Hornsby – 8am - 3pm – Tuesdays** - meterstorehornsby@ausgrid.com.au
 - **Wallsend – 8am - 3pm – Wednesdays** - meterstorewallsend@ausgrid.com.au
 - **Muswellbrook - 8am - 3pm – Thursdays** - metersmuswellbrook@ausgrid.com.au
 - **Oatley – 8am - 3pm – Thursdays**- meterstoreoatley@ausgrid.com.au


Changes to Meter Issue

- Meters will **not** be able to be ordered, returned, reissued or picked up at **Somersby** depot.
- Bulk meter issue will be revoked from 27 October 2017:
 - All bulk issue meters to be returned to Ausgrid by 24 November.
- Overdue meter process will continue to be enforced, including bulk issue not returned by 24 November.
- Unused meters issued via job number must be returned to Ausgrid by 30 March 2018.
- ASPs are to notify Ausgrid 2 weeks prior to ordering 30 meters or more in one order to ensure meter stock availability.

Refund of ASP Security Deposits

Refund of ASP Security Deposits

- With the upcoming changes regarding the issue and installation of meters, Ausgrid wishes to remind all ASPs of the requirements when requesting the return of your meter or sealing plier security deposits.
- For the return of your meter security deposits, ASPs must email ASPLevel2@ausgrid.com.au to confirm your existing ASP/2 security details. Once confirmed, you must complete ES4 - Annexure L and email it to ASPLevel2@ausgrid.com.au.
- For the return of your sealing plier security, ASPs are required to return the pliers to Ausgrid accompanied with a letter on company letter head.



Annexure L – ASP/2 Meter Security Form

Meter Security Increase / Decrease Request

Important – Prior to completing this form, please ensure that you email ASPLevel2@ausgrid.com.au to confirm your existing ASP/2 security details.

I wish to increase / (decrease) my ASP/2 security deposit as detailed in Ausgrid's ES4 – Service Provider Authorisation

Details – ASP/2	
Contact Name: John Smith	AUC#: 1234
Company Name (Trading as): Electrified	Phone number: 9999 0000
Address: Sunny St, Condit Point Postcode: 0011	
Security Account #: 123456789	Confirmed with Ausgrid as requested above: <input checked="" type="checkbox"/> Yes (mandatory)
Current Meter Security Deposit	
Current Meter Security Held:	
20 Meters x \$50 = \$ 1000 (A)	Confirmed with Ausgrid as requested above: <input checked="" type="checkbox"/> Yes (mandatory)
Proposed Meter Security Deposit	
Proposed Total Meter Security Amount (including existing security):	
0 Meters x \$50 = \$ 0 (B)	
Note: Any increase or decrease must be in multiples of five (5) meters	
The meter security deposit is required to be <u>increased</u> / (decreased) by: \$ 1000 (C) - Difference between A & B	
<u>For increases in security only:</u>	
I can confirm that I have paid the additional security required (C) into my security account and the receipt number is below: <input type="checkbox"/> Yes (mandatory)	
Receipt Number #: _____ (mandatory)	
Note: To make a payment to your Security Account via Phone, please call 13 13 65 (an unassisted service). Once payment is made, a receipt number will be issued that must be quoted above.	
I have completed the requirements above and confirm that I am requesting my security deposit to be increased/decreased as per the above details.	
John Smith Name	_____ Signed
	02/12/17 Date
Completed forms are to be emailed to ASPLevel2@ausgrid.com.au	
OFFICE USE ONLY	
Security Account # _____	Previous Balance: \$ _____
Is Refund Required? Yes/No _____	Amount refunded/paid: \$ _____
	TOTAL \$ _____
Metering Business System _____	Processed by: _____
Existing maximum issue: _____	New maximum issue: _____
	MES updated by: _____
SAP updated: _____	AUC record updated by: _____

ES4 Accredited Service Provider Authorisation (2017)

Inspection During Transition

- Ausgrid will continue to inspect ASPs installing ToU or flat rate metering equipment during the transition period.
- Ausgrid does not inspect Type 4 metering.
- The inspection will verify compliance to the Service and Installation Rules of NSW (November 2016 version), ES1, ES3 Part A, ES3 Part B and other relevant Ausgrid Network standards.
- Any identified defects must be rectified by the ASP.

Meter Returns During Transition

- ToU and flat rate meter returns will continue to be available for ASPs returning metering equipment at the following depots:
 - Hornsby;
 - Muswellbrook;
 - Oatley; and
 - Wallsend.
- ToU and flat rate meters are **NOT** to be returned to Somersby depot and no facilities will be available.
- Only Ausgrid meters are to be returned.
- Meters must still be returned in a clean and safe manner as outlined in clause 10 of ES3 Part A.
- ASPs are only to return Ausgrid ToU and flat rate metering when they have been replaced with Ausgrid ToU and flat rate metering or site has been permanently disconnected.
- ASPs installing AEMO MPB Type 4 advanced meters, must follow the MPBs procedures for ToU and flat rate meter return.

Other Information

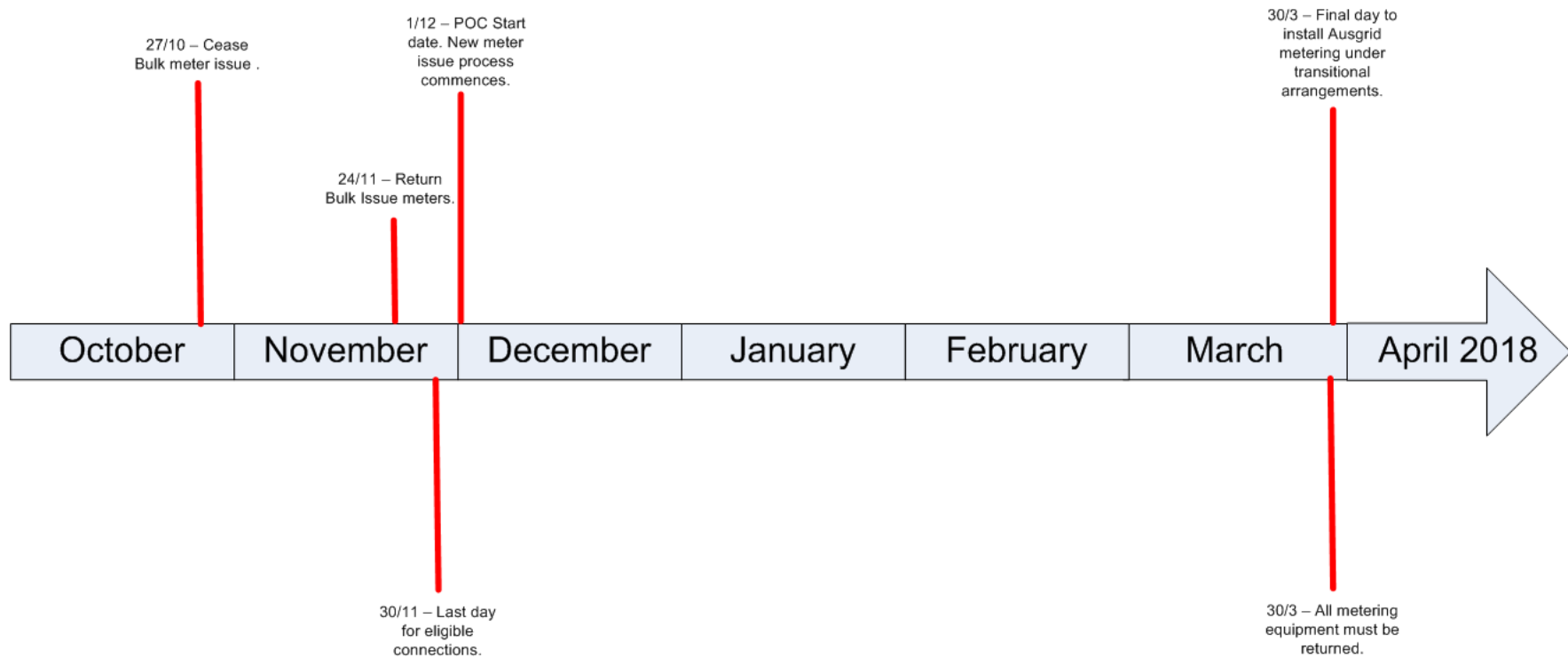
- From 1 December 2017, Ausgrid regional depots will no longer sell low voltage current transformers (CT) and associated equipment (eg. CT test blocks). If low voltage current transformers or associated equipment are required for a job, you will need to contact the retailer, metering provider or manufacturer.

AEMO Transition Summary

- The new metering rules still apply from 1 December. AEMO has implemented a transitional arrangement where Ausgrid ToU and flat rate meters can continue to be installed by ASPs up to 30 March 2018 where agreed with the retailer.
- Transitional arrangements only apply to new connections and validated upgrades received before 1 December 2017.
- Bulk issue meters must be returned to Ausgrid meter store by 24 November 2017.
- Meters will only be issued where the ASP provides the Ausgrid job number notification to the meter store when ordering meters.
- Meter store opening schedules to pick up meters from 1 December to 30 March 2018:
 - **Hornsby – 8am - 3pm – Tuesdays** - meterstorehornsby@ausgrid.com.au
 - **Wallsend – 8am - 3pm – Wednesdays** - meterstorewallsend@ausgrid.com.au
 - **Muswellbrook - 8am - 3pm – Thursdays** - metersmuswellbrook@ausgrid.com.au
 - **Oatley – 8am - 3pm – Thursdays**- meterstoreoatley@ausgrid.com.au

AEMO Transition Summary

- AEMO Transition Timeline



Questions?

- We have developed a Q&A document which accompanies this slide pack.
- Please send any questions or comments to the following email address and we will endeavour to provide you a timely response.
- asplevel2@ausgrid.com.au