HORIZON POWER COMMUNICATION RULES

DRAFT – V0.2

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Review and approval

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1. PRELIMINARY

1.1 Application

These rules apply to *Code participants* as defined by the *Metering Code*.

1.2 Definitions

In these rules, *italicised* terms are defined terms and, unless otherwise specified in the table below, have the meanings given to those terms in the *Metering Code* or the *Customer Transfer Code* (as applicable).

Defined Term	Meaning
AEMO	means the Australian Energy Market Operator.
aseXML	means the standard administered by *AEMO* to facilitate the exchange of information between participants of the energy industries using Extensible Market Language.
business day	means a day on which banks are open for general banking business in Perth, Western Australia excluding a Saturday, Sunday or public holiday.
Codes	means the *Customer Transfer Code* and the *Metering Code*.
Communication Rules	means this document (including the Schedule).
CSV	is the acronym for comma-separated values, another name for the comma delimited format of data representation.
customer	means: • a "customer" as defined in section 3 of the *Electricity Industry Act 2004* (WA); or • a customer of the *Code participant* who owns, operates or controls *generating plant*.
Customer Transfer Code	means *Electricity Industry (Customer Transfer) Code 2016* (WA) (as may be amended from time to time).
Customer Transfer Request Form	means the form referred to in clause 4.1 of the *Customer Transfer Code*, and which is published by *Horizon Power* from time to time.
Enhanced Technology Features	means as described in the Division 3.4 (Enhanced Technology Features of Metering Installations) of the *Metering Code* - Enhanced Technology Features of Metering Installations
Extended Metering Service	has the same meaning given to it in the *Metering SLA*.
generating plant	has the same meaning given to it in the [*Pilbara Networks Access Code 2020* (WA)].
High Voltage	means, in respect of a *connection point*, a voltage of equal to or above 1000 volts.
Horizon Power	means Regional Power Corporation trading as Horizon Power ABN 57 955 011 697
Low Voltage	means, in respect of a *connection point*, a voltage of less than 1000 voltages.
Metrology Procedure	means the *Horizon Power* Metrology Procedure approved by the Economic Regulation Authority.
Metering Code	means the *Electricity Industry (Metering) Code 2012* (WA) (as may be amended from time to time).

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Defined Term	Meaning
metering services	means the metering services provided by *Horizon Power* as set out in the *Metering SLA*.
Metering SLA	means the Metering Service Level Agreement between *Horizon Power* and the *Code participant.*
NEM12	means the aseXML:r19 metering data file format as per published *AEMO* standards, for the transfer of *interval energy data*.
NEM13	means the aseXML:r19 metering data file format as per published *AEMO* standards, for the transfer of *accumulated energy data*.
Network Supply Upgrade Project	means a project that is not a standard "pole to pillar connection".
Online new connection and supply upgrade application form	means the online application form (available via the *Horizon Power* website) required to be completed to obtain an assessment and quote to establish a new connection or upgrade an existing connection to the *Horizon Power* network.
online renewable energy application form	means the online application form (available via the *Horizon Power* website) required to be completed for approval to connect a renewable energy system to the *Horizon Power* network.
Responsible Retailer	means the *Code participant* with the current *retailer* responsibility for a *NMI*.
PNAC	Is the acronym for a Pilbara Network Access Contract.
Retailer Request for Data Form	means the form for a *Code participant* to request *standing data* or *metering data* (as published by *Horizon Power* from time to time).
Retailer Request for Service Form	means the form to request *metering services* (as published by *Horizon Power* from time to time).
SMTP	is the acronym for simple mail transfer protocol. It is the protocol used to send e- mail messages across the internet, from one server to another. The address of the Horizon Power SMTP is "
SFTP	is the acronym for secure file transfer protocol. SFTP is used to upload file to server, and download files from a server, using the internet. The address of the Horizon Power SFTP will be supplied upon the establishment of a PNAC.

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2. OBJECTIVES

2.1 Objectives

The objectives of *the Communication Rules* are to:

(a) establish the methods and protocols framework through which the communication of information and data between the *Network Operator* and *Code participants*, as required by, and in accordance with, the *Codes* and as agreed between *Users*, will occur, including within what timeframes which are detailed in the , *Metering SLA*;
(b) enable means of communication that are cost effective, feasible and practicable to the *Network Operator* and all *Code participants*; and
(c) provide certainty as to the method of communication to the *Network Operator* and all *Code participants*; 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 *Network Operator* and a *Code participant* 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 are acknowledged to limit system development costs.

3.2 Protocols

In order to use the above methods of communication, the *Network Operator* and a *Code participant* 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, including for historical consumption data, the formats for which are defined by the *AEMO* in its "Meter Data File Format Specification NEM12 & NEM13" document, and include relevant meter data event codes specified by the AEMO;
(d) MSATs and CATs file formats, which include all of the format details required by these Communications Rules for *standing data* as described in Clause 1.7.

3.3 Validation

The method of validation of all requests for services of any type (except for Service 20 in the *Metering* SLA) will be based on use of a valid NMI.

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3.4 Registry data updates

The *registry* of the *metering database* will be updated by the *Network Operator*. The triggers, processes and procedures for updating the *registry* are provided in **Schedule 1** (Communication Procedures) of the *Communication Rules*.

3.5 Data requests

Energy data and *standing data* may be requested by *Code participants* in accordance with the *Codes*. Specifics of transactions are detailed in **Schedule 1** (Communication Procedures) of the *Communication Rules*. Any submitted request can be withdrawn by the *Code Participants* in accordance with the *Codes*.

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 clause 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 *Network Operator's metrology Procedure*; or
(b) a review of the *Communication Rules* is necessary to satisfy the objectives of the *Communication Rules* and/or the *Codes*; or
(c) the *Network Operator* receives a reasonable request from any person to amend the *Communication Rules*, having regard to the objectives of the *Communication Rules* and/or the *Codes*; or
(d) the *Network Operator* proposes a reasonable change request to amend the *Communication Rules*, having regard to the objectives of the *Communication 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 *Network Operator* must notify *Code participants*, giving details of the proposed change;
(b) the *Network Operator* must then seek comment from the *Code participants*, for a period of not less than 14 days;
(c) if no comments are received from *Code participants* within the time period specified in clause 4.3(b), then *Code participants* will be deemed to have agreed to the proposed change;
(d) the *Network Operator*, acting as a reasonable and prudent person, must actively engage with *Code participants* 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 *Communication Rules* and/or the *Codes*;
(e) if resolution is reached in clause 4.3(d), the change will be deemed to be approved and the document will be updated as published on the *Network Operator's* website; and
(f) if resolution is not reached in clause 4.3(d), then the dispute resolution process under clause 5 will apply.

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4.4 Implementation

On completion of the approval process, as set out in clause 4.3 of the *Communication Rules*, the *Network Operator* will:

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

4.5 Post Implementation

On completion of the implementation process, as set out in clause 4.4 of the *Communication Rules*, the following post implementation process will apply:

(a) the *Network Operator* and *Code participants* will have 3 *business days* to assess the performance of the change;
(b) *Code participants* will have a further 2 *business days* to make written submissions, containing issues relating to the performance of the change under clause 4.5(a), to the *Network Operator*;
(c) the *Network Operator* and the relevant *Code participants* will negotiate in good faith for a further 5 *business days* to resolve any issues included in a submission under clause 4.5(b); and
(d) in the event that a resolution cannot be achieved under clause 4.5(c), the *Network Operator* will, subject to clause 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 the *Communication 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.

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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 *Network Operator* and the *Code participants* for services under the *Metering SLA* and the transfer of *customers* within the *Horizon Power* licence area in accordance with the *Customer Transfer Code*.

These procedures are to be read in conjunction with the *Metering SLA* and the *Metrology Procedure*. The timeframes within which the procedures for each of the services under the *Metering SLA* and the transfer of customers under the *Customer Transfer Code* will be undertaken, will be in accordance with the *Metrology Procedure*.

1. DATA COLLECTION AND PROVISION

1.1 Scheduled monthly meter reading

Overview

These procedures refer to Service 1 of the *Metering SLA*. The procedures cover the assignment of the monthly *meter* reading route, changes to the Annual Read Calendar, and the monthly provision of *interval energy data* or *accumulated energy data* (as applicable) to the *Responsible Retailer*.

Business Rules

At the time of connection, the *meter* reading route for the *connection point* will be assigned by the *Network Operator* and provided to the *Responsible Retailer*.

Any changes to the *meter* reading route for a *connection point* will be done following consultation with the impacted *Responsible Retailer*, and will be sent to the *Code participants* via *standing data* as described in the *Communication Rules* (see at section 1.7 of this Schedule).

Process – Annual Read Calendar Publication

Network Operator

a. The *Network Operator* will send the *Responsible Retailer* an email with the subject line of “Annual Read Calendar”.

b. The *Network Operator* will attach a file detailing the calendar for the upcoming year (the 'Annual Read Calendar') in the format specified below (refer to “File Format”).

Process – Annual Read Calendar Amendments

Network Operator

c. Where the *Network Operator* makes changes to the published Annual Read Calendar for a route, the *Network Operator* will send the *Responsible Retailer* notification of the changes, by email.

d. The *Network Operator* will attach a file detailing the revised Annual Read Calendar for the current year in the format specified below (refer to “File Format”).

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File Format

Annual Read Calendar will be in a *CSV* file and will contain the route and the scheduled reading dates for the calendar year.

Monthly *interval energy data* or *accumulated energy* data (as applicable) will be delivered in the *aseXML*:r19 *NEM12* or *NEM13* format.

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

1.2 Interval energy data (monthly)

Overview

These procedures refer to Service 2 of the *Metering SLA*. The procedures cover the assignment of the monthly *meter* reading cycle day, changes to the scheduled *meter* reading date for a *connection point*, and the monthly provision of *interval energy* data to the *Responsible Retailer*.

Business Rules

At the time of connection or *customer transfer*, the *meter* reading day of the month for the *connection point* will be advised by the *Network Operator* and provided to the *Responsible Retailer*.

The *Network Operator* will obtain all *meter* readings for the period since the last scheduled meter reading from midnight to midnight in accordance with the Metering Code 2012

Any changes to the *meter* reading day of the month for a *connection point* will be done following consultation with the impacted *Responsible Retailer*, and will be sent to the *Code participants* via *standing data* as described in this document.

Process – Annual Read Calendar Amendments

Network Operator

a. Where the *Network Operator* makes changes to the published the Annual Read Calendar for a *connection point*, the *Network Operator* will send the *Responsible Retailer* notification of the changes, per the provision of *standing data* (Service 7 in the *Metering SLA*).

Process - Monthly Interval Metering Data Provision

Network Operator

b. Metering data will be collected (and where required, substituted) per the *Metrology Procedure*, from midnight to midnight in accordance with the Metering Code 2012

c. The *Network Operator* will collate *interval energy data* for all *connection points* for which the *Code participant* is the *Responsible Retailer*.

d. The *Network Operator* will provide the *Responsible Retailer* with an appropriately formatted file (refer to “File Format”) containing the *interval energy data* via *SFTP*.

Code participants

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e. On receipt of the *interval energy data*, the *Code participant* will provide an acknowledgement (refer to "File Format") to the *Network Operator* via *SFTP*.

File Format - Monthly Interval Data Provision

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

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

1.3 Interval energy data (daily)

Overview

These procedures refer to Service 3 of the *Metering SLA*. These procedures cover the daily supply of *interval energy data* for a *connection point*.

Business Rules

Daily *meter* readings will be provided only on *business days*. Where the *business day* follows a non-*business day*, the *Network Operator* will collect all *meter* readings for the period since the last *meter* reading was collected and provide all of the *interval energy data* for that period to the *Responsible Retailer*.

Process - Daily Interval Energy Data Provision

Network Operator

a. *Interval energy data* will be collected (and where required, substituted) as per the *Metrology Procedure*, from midnight to midnight in accordance with the Metering Code 2012

b. The *Network Operator* will collate *interval energy data* for all *connection points* for which the *Code participant* is the *Responsible Retailer*.

c. The *Network Operator* will provide to the *Responsible Retailer* an appropriately formatted file (refer to "File Format") containing the *interval energy data* via *SFTP*.

Code participants

d. On receipt of the *interval energy data*, the *Code participant* will provide an acknowledgement (refer to "File Format") to the *Network Operator* via *SFTP*.

File Format - Daily Interval Energy Data Provision

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

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

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1.4 Special Reading (Final)

Overview

These procedures refer to Service 4 of the *Metering* SLA whereby a Special Reading (Final) may be requested by a *Code participant* to support its *customer* move out processes. These *meter* readings are collected outside the scheduled *meter* read cycle.

Business Rules

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

The *Code participant* can elect to make the request for a Special Reading (Final) via email (*SMTP*) or *SFTP* (*aseXML*).

Process (Email Request)

Code participants

a. To make a request for a Special Reading (Final), the *Code participant* will complete a *Retailer Request for Service Form*.

b. The *Retailer Request for Service Form* will require (at a minimum) the following information –

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

c. The completed *Retailer Request for Service 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".

Network Operator

d. Immediately on receipt of the request, the *Network Operator* 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 *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification – Special Read Final Declined". The *Network Operator* 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 *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification – Special Read Final Date Change" giving the revised scheduled *meter* read date.

e. Subject to the provisions within the *Metering SLA*, the *Network Operator* will obtain readings from the *meter* on the scheduled *meter* read date and from midnight to midnight in accordance with the Metering Code 2012

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g. The *Network Operator* will send an email with a subject line of "Service Notification – Special Read Final Completion" to the *Code participant's* nominated email address. The body of the email will contain the completion details including the date the work was completed.

h. The *Network Operator* will provide to the *Responsible Retailer* an appropriately formatted file containing the *interval energy data* or *accumulated energy data* (as applicable) via *SFTP*.

i. Where the service notification cannot be completed due to cancellation by the *Network Operator* or other reasons (for example, where access to the *meter* is prevented, or for safety reasons), the *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification – Special Read Final Not Completed". The *Network Operator* will include a detailed description of the reason for non-completion of the service request within the body of the email.

Code participants

j. Immediately on receipt of the email, the *Code participant* will send an automated email receipt to the sending email address.

k. On receipt of the *interval energy data*, the *Code participant* will provide an acknowledgement (refer to "File Format") to the *Network Operator* via *SFTP*.

l. Per the Customer Data Notification process detailed in this document (see at section 1.9 of this Schedule), the *Code participant* will provide updated *customer* details where required.

Process (SFTP aseXML Request)

Code participants

To make a request for a Special Reading (Final), the *Code participant* will use an appropriately formatted file (refer to "File Format") via *SFTP*.

Network Operator

m. On receipt of the request, the *Network Operator* will send an acknowledgement file (refer to "File Format").

n. The *Network Operator* will obtain readings from the *meter* on the scheduled *meter* read date.

o. The *Network Operator* will send the service order response indicating the outcome of the service order to the *Code participant* via an appropriately formatted file via *SFTP*.

p. The *Network Operator* will provide an appropriately formatted file (refer to "File Format") containing the *interval energy data* to the *Responsible Retailer* via *SFTP*.

q. Where the service notification cannot be completed due to cancellation by the *Network Operator* or other reasons (for example, where access to the *meter* is prevented, or for safety reasons), the *Network Operator* will provide a rejection or non-completion reason.

Code participants

r. On receipt of the service order response, the *Code participant* will send an appropriately formatted acknowledgement (refer to "File Format").

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s. On receipt of the *meter* read file, the *Code participant* will send an appropriately formatted acknowledgement (refer to “File Format”).

File Format

Interval energy data and *accumulated energy data* (as applicable) will be delivered in the

aseXML:r19 *NEM12* or *NEM13* format.

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

Where request is made via *aseXML* –

Request file will be in the *aseXML*:r17 format.

Transaction Group	SORD
Work Type	Special Read
Work Subtype	Final Read

Response file will be in the *aseXML*:r23 format.

1.5 Special Reading (Check)

Overview

These procedures refer to Service 5 of the *Metering SLA* whereby a Special Reading (Check) may be requested by a *Code participant* to support its business processes. These *meter* readings are collected outside the scheduled *meter* read cycle.

These procedures cover the format and business rules for the *Code participant* to request the service, and the format of the *Network Operator's* response.

Business Rules

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

The *Code participant* may include special instructions relating to obtaining the *meter* read.

The *Code participant* can elect to make the request via email (*SMTP*) or *SFTP* (*aseXML*).

Process (Email Request)

Code participants

a. To make a request for a Special Reading (Check), the *Code participant* will complete a *Retailer Request for Service Form*.

b. The *Retailer Request for Service Form* will require (at a minimum) the following information –

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

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c. The completed *Retailer Request for Service 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”.

Network Operator

d. Immediately on receipt of the request, the *Network Operator* 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 *Network Operator* will send an email response to the *Code participant’s* nominated email address with a subject line of “Service Notification – Special Read Check Declined”. The *Network Operator* 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 *Network Operator* will send an email response to the *Code participant’s* nominated email address with a subject line of “Service Notification – Special Read Check Date Change” giving the revised scheduled *meter* reading date.

g. Subject to the provisions within the *Metering SLA*, the *Network Operator* will obtain readings from the *meter* on the *meter* read date.

h. The *Network Operator* will send an email with a subject line of “Service Notification – Special Read Check Completion” to the *Code participant’s* nominated email address. The body of the email will contain the completion details including the date the work was completed.

i. The *Network Operator* will provide to the *Responsible Retailer* an appropriately formatted file (refer to “File Format”) containing the *interval energy data* or *accumulated energy data* (as applicable) via *SFTP*.

j. Where the service notification cannot be completed due to cancellation by the *Network Operator* or other reasons (for example, where access to the *meter* is prevented, or for safety reasons), the *Network Operator* will send an email response to the *Code participant’s* nominated email address with a subject line of “Service Notification – Special Read Check Not Completed”. The *Network Operator* will include a detailed description of the reason for non-completion of the service request within the body of the email.

Code participants

k. Immediately on receipt of the email, the *Code participant* will send an automated email receipt to the sending email address.

l. On receipt of the *interval energy data* or *accumulated energy data* (as applicable), the *Code participant* will provide an acknowledgement (refer to "File Format") to the *Network Operator* via *SFTP*.

Process (SFTP aseXML Request)

Code participants

m. To make a request for a Special Reading (Check), the *Code participant* will use an appropriately formatted file (refer to “File Format”) via *SFTP*.

Network Operator

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n. On receipt of the request, the *Network Operator* will send an acknowledgement file.

o. Subject to the provisions within the *Metering SLA*, the *Network Operator* will obtain readings from the *meter* on the *meter* read date.

p. The *Network Operator* will send the service order response indicating the outcome of the service order via an appropriately formatted file (refer to "File Format") to the *Code participant* via *SFTP*.

q. The *Network Operator* will provide an appropriately formatted file containing the *interval energy data* to the *Responsible Retailer* via *SFTP*.

r. Where the service notification cannot be completed due to cancellation by the *Network Operator* or other reasons (for example, where access to the *meter* is prevented, or for safety reasons), the *Network Operator* will provide a rejection or non-completion reason.

Code participant

s. On receipt of the service order response, the *Code participant* will send an appropriately formatted acknowledgement (refer to "File Format").

t. On receipt of the *meter* reading file, the *Code participant* will send an appropriately formatted acknowledgement (refer to "File Format").

File Format

Interval energy data or *accumulated energy data* (as applicable) will be delivered in the

aseXML:r19 *NEM12* or *NEM13* format.

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

Where request is made via *aseXML* –

Request file will be in the *aseXML*:r17 format

Transaction Group	SORD
Work Type	Special Read
Work Subtype	Check Read

Response file will be in the *aseXML*:r23 format.

1.6 Historical energy data (up to 12 months)

Overview

These procedures refer to Service 6 of the *Metering SLA*. These procedures cover the format and requirements for a *Code participant's* request for historical *energy data*, and the format of the *Network Operator's* response.

Business Rules

The *Code participant* is responsible for obtaining and retaining, subject to the *Codes*, the *customer's verifiable consent* to request historical *energy data* from the *Network Operator*.

Subject to the volumes specified in the *Metering SLA* document, the *Code participant* may request up to 12 months of historical consumption data (from the date of request) from the *Network Operator*.

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Where available and validated, the *Network Operator* will provide *interval energy data*. Where validated *interval energy data* is not available, the *Network Operator* will provide validated *accumulated energy data* (subject to availability).

Process

Code participants

a. To make a request for historical metering data, the *Code participant* will complete a *Retailer Request for Data Form*.

b. The *Retailer Request for Data Form* will require (at a minimum) the following information –

Retailer Name and Contact Details
NMI
NMI checksum

c. The completed *Retailer Request for Data 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".

Network Operator

d. Immediately on receipt of the request, the *Network Operator* will send an automated email receipt to the sending email address.

e. Where the request is valid, and consistent with the requirements of the *Metering SLA*, the *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Data Provision".

f. The *energy data*, in the file format specified below (refer to "File Format"), will be attached to the email.

g. Where the request is not valid, or the historical *energy data* is not available, the *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Data Provision – Historical Energy Data Declined". The *Network Operator* will include a detailed description of the reason for declining the historical energy data request within the body of the email.

Code participants

h. Immediately on receipt of the email, the *Code participant* will send an automated email receipt to the sending email address.

File Format

Interval energy data or *accumulated energy data* (as applicable) 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.

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1.7 Standing data provision

Overview

These procedures refer to Service 7 of the *Metering SLA*. *Standing data* will be provided to *Code participants* on request (subject to the *Codes* and *Metering SLA*), on completion of nominated activities, and on a regular basis to facilitate the *Code participants'* data maintenance.

These procedures cover the format and business rules for *Code participants* to request *standing data*, the business events that will trigger the *Network Operator* to send *standing data* to a *Code participant*, and the format of the *standing data* details for the following four processes –

1. Partial *standing data* (On Request)
2. Full *standing data* (On Customer Transfer)
3. *Standing data* (On Data Change)
4. Full *standing data* (All).

Business Rules

The *Network Operator* will provide to *Code participants* a daily extract of all current *standing data* for the *NMI*s for which the *Code participant* is the *Responsible Retailer,* via *SFTP*.

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 their contract quotation process.

Requests for *standing data* and historical *energy data* (Service 6 of the Metering SLA) for the same *NMI* may be combined on a single *Retailer Request For Data Form*.

The *Code participant* may elect to receive Partial *standing data* (On Request), Full *standing data* (On Customer Transfer) and *Standing data* (On Data Change) in *CSV* or *aseXML* format.

Process – Partial *standing data* (On Request)

A *Code participant* may request a subset of *standing data* from the *Network Operator* to facilitate their quotation process. Subject to the volume limitations detailed in the *Metering SLA*, this may be combined on a single form with the request for Historical *energy data* (up to 12 months) (Service 6 of the *Metering SLA*) (in accordance with section 1.76 of this Schedule) where the request is for the same *NMI*.

Code participants

a. To make a request, the *Code participant* will complete a *Retailer Request for Data Form*.

b. The *Retailer Request for Data Form* will require (at a minimum) the following information –

Retailer Name and Contact Details
NMI

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NMI checksum

c. The completed *Retailer Request for Data 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".

Network Operator

d. Immediately on receipt of the request, the *Network Operator* will send an automated email receipt to the sending email address.

e. The *Network Operator* will send an email response to the *Code participant'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 *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Data Provision – *standing data* Declined". The *Network Operator* will include a detailed description of the reason for declining the *standing data* request within the body of the email.

Code participants

h. Immediately on receipt of the email, the *Code participant* 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 *Network Operator* will provide the responsible *Code participant* a full suite of *standing data* to enable the incoming *Responsible Retailer* to populate its own database.

Network Operator

a. On completion of the *customer transfer request*, and subject to the timeframes detailed in the *Metering SLA*, the *Network Operator* will collate the *standing data* for the *NMI* for which the *Code participant* has become the *Responsible Retailer*.

b. The *Network Operator* will provide an appropriately formatted file (refer to "File Format") containing full *standing data* to the *Code participant* via *SFTP*.

Code participants

c. On receipt of the *standing data*, the *Code participant* will provide an acknowledgement (refer to "File Format") to the *Network Operator* via *SFTP*.

Process – S*tanding data* (On Data Change)

Where the *standing data* is updated for a *NMI*, the *Network Operator* must notify the *Responsible Retailer* (and the previous *Responsible Retailer*, as applicable, in accordance with clause 4.7 of the *Metering Code*) within the time frames specified in the *Metering Code* and the *Metering SLA*.

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Network Operator

a. On completion of the *standing data* updates to the *registry*, the *Network Operator* will collate the *standing data* for the *NMI* for which the *Code participant* is the *Responsible Retailer*.

b. The *Network Operator* will provide an appropriately formatted file (refer to "File Format") to the *Code participant* containing the *standing data* via *SFTP*.

c. If the updates to the *standing data* relate to a period or periods when the previous *Responsible Retailer* was the current *Responsible Retailer* for the *metering point*, the *Network Operator* will notify the previous *Responsible Retailer* of the updated *standing data* via email.

Code participants

d. On receipt of the *standing data*, the *Code participant* will provide an acknowledgement (refer to "File Format") to the *Network Operator* via *SFTP*.

Process - Full *standing data* (All)

Network Operator

a. On a daily basis, the *Network Operator* will collate the *standing data* for all *NMI*s for which the *Code participant* is the *Responsible Retailer*.

b. The *Network Operator* will provide the appropriately formatted file containing the full *standing data* to the *Code participants* via *SFTP*.

File Format

***aseXML* Format**

Standing data files will be in the *aseXML*:r23 format.
Transaction Group CATS.

Acknowledgements will be in the *aseXML*:r17 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	Transmission Node Identifier	The Transmission Node Identifier (**TNI**). The TNI Code entry in Table 2 (Description and designated source of *standing data* to be contained in the registry) of the *Metering Code* provides the substation name specified in	Y

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CSV Position	Field	Definition/Comments	Effective Dated?
		clause A4.1(c) of Annex 4 of the *Customer Transfer Code*. Example: **WAST**	
4	DLF	The Distribution Loss Factor (DLF) Code facilitates the lookup of DLF for *High Voltage* (HV) *customers* Example: QRT1	
5	FreeformAddress	Building or property name/description. Blank if not applicable	
6	LocationNumber	Blank if not applicable	
7	LotNumber	Blank if not available	
8	FlatOrUnitNumber	Blank if not applicable	
9	HouseNumber	Blank if not applicable	
10	HouseSuffix	Blank if not applicable	
11	StreetName	Street name including street type example SMITH ST	
12	StreetType	Blank if not applicable	
13	SuburbOrPlaceOrLocality		
14	StateOrTerritory		
15	Postcode		
16, 17	Status	Code used to indicate the status of the *NMI*	Y
18	Voltage	Indicator of whether the *connection point* is *high voltage* or *low voltage*. Valid values are HV, LV and DC (direct connect).	
19,20	Network Tariff Code	The Network Tariff Code is a free text field required by the CTC.	Y
21	Meter Use (Use)	A code identifying how the *meter* is used.	

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CSV Position	Field	Definition/Comments	Effective Dated?
22	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 should be displayed on physical device.	
23	Last Read Date	Indicates the last scheduled read date for the *meter*. Optional if remotely read, otherwise is required.	
24	Next Read Date	Indicates the scheduled next read date for the *meter*. Optional if remotely read, otherwise is required.	
25	Meter Exchange Required	This field indicates whether a new *meter* is required before *customer transfer*.	
26	Comms Required	This field indicates whether communications equipment is required before *customer 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*)	
2, 3	TNI	The TNI Code entry in Table 2 (Description and designated source of standing data to be contained in the registry) of the *Metering Code* provides the substation name specified in clause A4.1(c) of Annex 4 of the *Customer Transfer Code*. Example: **WAST**	Y
4	DLF	The Distribution Loss Factor (DLF) Code facilitates the lookup of DLF for *High Voltage* (HV) *customers* Example: QRT1	
5	FreeformAddress	Building or property name/description.	

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CSV Position	Field	Definition/Comments	Effective Dated?
		Blank if not applicable	
6	LocationNumber	Blank if not applicable	
7	LotNumber	Blank if not available	
8	FlatOrUnitNumber	Blank if not applicable	
9	HouseNumber	Blank if not applicable	
10	HouseSuffix	Blank if not applicable	
11	StreetName	Street name including street type example SMITH ST	
12	StreetType	Blank if not applicable	
13	SuburbOrPlaceOrLocality		
14	StateOrTerritory		
15	Postcode		
16,17	Status	Code used to indicate the status of the *NMI*	Y
18	Voltage	Indicator of whether the *connection point* is *high voltage* or *low voltage*. Valid values are HV, LV and DC (direct connect).	
Roles			
19,20	FRMP	The participant identification code (*Responsible Retailer*)	Y
Data Stream			
21	Suffix	Metering data stream identifier (for Meter Data Management).	
22, 23	StreamStatus	Code used to indicate the status of the suffix.	Y
Meter			
24	MeterSerialNumber	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, MeterSerial should be displayed on physical device.	

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CSV Position	Field	Definition/Comments	Effective Dated?
25	ScheduledReadDate	Indicates the scheduled next read date for the *meter*. Optional if Remotely read otherwise is Required.	
26	Route	The route identifier the *meter* is currently being read in	
27	MeterUse	A code identifying how the *meter* is used e.g. REVENUE	
28	MeterPoint	*Metering point* allows an audit trail when one meter is removed and a new meter is given the same Meter Point value.	
29,30	MeterStatus	A code to denote the status of the *meter.*	Y
Register Configuration			
31	RegisterID	The Register Id is used to identify a data source that is obtained from the *meter*. A single *meter* may provide multiple data sources.	
32,33	NetworkTariffCode	The Network Tariff Code is a free text field required by the CTC A4.1(g).	Y
34	UnitOfMeasure	Code to identify the unit of measure for *data* held in this register.	
35	MultFactor	Multiplier required to take a register value and turn it into a value representing billable energy. Applicable to non-interval energy.	
36	Multiplier	Multiplier required to take a register value and turn it into a value representing billable energy. Applicable to non-interval energy.	
37	Digits	Total number of dials (inclusive of the decimal point) e.g. “9 dial” *meter* with 3 decimals will be a 5.3 *meter.*	

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CSV Position	Field	Definition/Comments	Effective Dated?
38	Decimals	Number of Decimals	
39	RegisterSuffix	Must be a valid suffix for this *NMI* and is active for this date range.	
40,41	RegisterStatus	Code to indicate the status of the register, if register is active.	Y
42	DirectionIndicator	Indicates the flow of energy through the *meter* register. Import or Export.	

1.8 Verify Meter Energy Data

Overview

These procedures refer to Service 8 of the *Metering SLA* whereby a *Code participant*, subject to the volumes and timeframes documented in the *Metering SLA*, may request that the *Network Operator* verifies the *meter energy data* for a *NMI* in response to conditions such as data format errors, invalid or missing data.

Business Rules

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

Process

Code participants

a. To make a request, the *Code participant* will send an email with a subject line of "Verify Meter Data" to "metering.retailerservices@horizonpower.com.au".

b. The email will contain (at a minimum) the following information –

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

Network Operator

c. Immediately on receipt of the request, the *Network Operator* 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 (for example, where access to the *meter* is prevented, or for safety reasons), the *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Verify Meter Data - Declined". The *Network Operator* will include a detailed description of the reason for declining the service request within the body of the email.

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e. Subject to the provisions within the *Metering SLA*, the *Network Operator* will verify, substitute or acquire the required *meter* readings.

f. The *Network Operator* will send an email with a subject line of “Verify Meter Data - Completion” to the *Code participant’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, the *Network Operator* will provide an appropriately formatted file containing the *interval energy data* or *accumulated energy data* (as applicable) to the *Responsible Retailer,* via *SFTP*.

Code participants

h. Immediately on receipt of the email, the *Code participant* will send an automated email receipt to the sending email address.

i. On receipt of the *interval energy data* or *accumulated energy data* (as applicable), the *Code participant* will provide an acknowledgement (refer to "File Format") to the *Network Operator,* via *SFTP*.

File Format

Interval energy data or *accumulated energy data* (as applicable) will be delivered in the *aseXML*:r19 *NEM12* or *NEM13* format.

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

1.9 Customer Data Notification

Overview

These procedures refer to Service 9 of the *Metering SLA* and detail the requirements for *Code participants* to provide *customer data* relevant to the *Network Operator* in its role as *Network Operator* and for the *Network Operator* to process in order to generate *standing data* updates for *standing data* provision in accordance with Service 7 of the *Metering SLA*.

Business Rules

The Customer Data Notification file will be provided for all *customers* for which the *Code participant* is responsible and where the *Network Operator* is the *Network Operator* on completion of a *customer transfer*, on connection, or on a change to the *customer* details.

Process

Code participants

a. On completion of a *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 *Network Operator* a Customer Data Notification file in the appropriate format (refer to "File Format") via *SFTP*.

Network Operator

b. On processing of the Customer Data Notification, the *Network Operator* will provide an acknowledgement (refer to "File Format") to the *Responsible Retailer* via *SFTP*.

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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 procedures refer to Service 10 of the *Metering SLA* whereby a *Code participant* requests a new connection point be established in the *Network Operator's* Meter Data Management System

Business Rules

The *Responsible Retailer's customer* is responsible for applying to the *Network Operator* for connection to its network.

Upon agreement and payment from the *customer* to the *Network Operator*, the *customer* must obtain the Customer Reference Number from the *Responsible Retailer* for provision to the *customer*'s electrical contractor.

The *Responsible Retailer* must provide the connection information including the Customer Reference number to the *Network Operator*.

Process

Network Operator

a. Upon receipt of the connection point information from the responsible retailer, the *Network Operator* will establish the connection point in the Meter Data Management System including the standing data.

b. On receipt of a valid completion notice, the *Network Operator* will ensure that any new *metering installation*, new service installation, and testing that is required to effect the connection, is undertaken in accordance with the *Metering SLA*.

c. *Standing data* will be provided to the *Code participant* in accordance with the *Metering SLA* in accordance with section 1.7 of this Schedule.

Code participants

d. The *Code participant* will acknowledge the receipt of the *standing data* in accordance with section 1.7 of this Schedule.

File Format

For *standing data* see section 1.77 of this Schedule.

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2.2 Increase/Decrease contract maximum demand

Overview

These procedures refer to Service 11 of the *Metering SLA.* In response to an actual or projected increase in consumption at a *connection point, Meters* are upgraded to increase the size of supply to the site.

Process

Code participant

a. Where it receives a request for a supply upgrade from its *customer*, the *Code participant* will advise the *customer* to submit a request to the *Network Operator* by completing the *online new connection and supply upgrade application form*.

b. In the case of *customers* supplied by retailers other than Horizon Power, the *online new connection and supply upgrade application* website will advise the *customer* that it must provide an application reference number (which is provided at the completion of the online application process) to the *Code participant*.

c. To make a request for an increase or decrease in contract maximum demand, the *Code participant* will send an email to "metering.retailerservices@horizonpower.com.au" with a subject line of "Service Notification – Increase/decrease CMD".

Network operator

d. On receipt of a valid service notification from the *Code participant*, the *Network Operator* will confirm that an online application has been received from the *customer* and will await a preliminary notice relating to the customer works that will increase demand at the site before progressing the service request.

e. Once the service notification (from the *Code participant*), the online application (from the *customer*) and the preliminary notice (from the electrical contractor) have all been received, the *Network Operator* will ensure that any new *metering installation*, new service installation, and testing that is required to effect the request for a CMD increase/decrease, is undertaken in accordance with the *Metering SLA*.

f. The *Network Operator* may decline to complete the service request where any fees or charges payable by either the *customer* or the *Code participant* have not been paid. Where this occurs, the *Network Operator* will send an email with the subject line of "Service Notification – CMD change not progressed due to outstanding payment(s)" to the *Code participant's* nominated email address. The body of the email will advise the details of the failure to pay and provide available *Standing data* to the *Code participant* in accordance with the *Metering SLA* and in accordance with section 1.7 of this Schedule.

g. On completion of the service request, the *Network Operator* will send an email with a subject line of "Service Notification – increase/decrease CMD complete" to the *Code participant's* nominated email address. The body of the email will advise the completion of the works and provide full standing data to the *Code Participant.*

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2.3 Meter Exchange

Overview

These procedures refer to Service 12 of the *Metering SLA* whereby a *Code Participant* requests a *meter* exchange for any reason except those defined in the Connection Point Upgrade service defined above (see section **Error! Reference source not found.** of this Schedule).

These procedures cover the format and business rules for the *Code participants* to request the service and the format of the *Network Operator's* response, as per the *Communication Rules*.

Business Rules

Where a *meter* exchange is requested by a *Code participant,* the *Code participant* will be responsible for the cost of both the *meter* and the communication facility for remote reading.

The *Code participant* will ensure the *customer* is advised and has agreed that the power will be disconnected 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.

The *Code participant* can elect to make the request via email (*SMTP*) or *SFTP* (*aseXML*).

Process (Email Request)

Code participants

a. To make a request for a Meter Exchange, the *Code participant* will send an email to "metering.retailerservices@horizonpower.com.au" with a subject line of "Service Notification - Meter Exchange".

b. The email will contain (at a 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

Network Operator

c. Immediately on receipt of the request, the *Network Operator* 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 *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification – Meter Exchange Declined". The *Network Operator* 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 *Network Operator* will send an email response to the *Code participant's*

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nominated email address with a subject line of “Service Notification – Meter Exchange Date Change” giving the revised scheduled date.

f. On the scheduled date, the *Network Operator* will exchange the *meter* and obtain *meter* readings.

g. The *Network Operator* will send an email with a subject line of “Service Notification – Meter Exchange Completion” to the *Code participant’s* nominated email address. The body of the email will contain the completion details, including the date the work was completed.

h. The *Network Operator* will provide to the *Responsible Retailer* an appropriately formatted file (refer to "File Format") containing the *interval energy data* or *accumulated energy data* (as applicable), via *SFTP*.

i. The *Network Operator* will provide *standing data* as per section 1.7 of this Schedule.

j. Where the *meter* change cannot be completed due to cancellation by the *Network Operator* or other reasons (for example, where access to the *meter* is prevented or for safety reasons), the *Network Operator* will send an email response to the *Code participant’s* nominated email address with a subject line of “Service Notification – Meter Exchange Not Completed”. The *Network Operator* will include a detailed description of the reason for non-completion of the service request within the body of the email.

Code participants

k. Immediately on receipt of the email, the *Code participant* will send an automated email receipt to the sending email address.

l. On receipt of the metering data, the *Code participant* will provide an acknowledgement (refer to "File Format") to the *Network Operator,* via *SFTP*.

Process (SFTP aseXML Request)

Code participants

m. To make a request for a Meter Exchange, the *Code participant* will use an appropriately formatted file (refer to “File Format”) via *SFTP*.

Network Operator

n. On receipt of the request, the *Network Operator* will send an acknowledgement file (refer to "File Format").

o. On the scheduled date, the *Network Operator* will exchange the *meter* and obtain *meter* readings.

p. The *Network Operator* will send to the *Code participant* the service order response indicating the outcome of the service order via an appropriately formatted file (refer to "File Format") via *SFTP*.

q. The *Network Operator* will provide to the *Responsible Retailer* an appropriately formatted file (refer to "File Format") containing the *interval energy data* or *accumulated energy data* (as applicable) via *SFTP*.

r. The *Network Operator* will provide *standing data* as per section 1.7 of this Schedule.

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s. Where the service order cannot be completed due to cancellation by the *Network Operator* or other reasons (for example, where access to the *meter* is prevented, or for safety reasons), the *Network Operator* will provide a rejection or non-completion reason.

Code participants

t. On receipt of the response, the *Code participant* will send an appropriately formatted acknowledgement (refer to "File Format").

File Format

For *standing data* see section 1.7 of this Schedule.

Internal energy data or *accumulated energy data* (as applicable) will be delivered in the

aseXML:r19 *NEM12* or *NEM13* format.

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

Where request is made via *aseXML* –

Request file will be in the *aseXML*:r17 format.

Transaction Group	SORD
Work Type	Adds and Alts
Work Subtype	Exchange Meter

Response file will be in the *aseXML*:r23 format.

2.4 De-energise

Overview

These procedures refer to Service 13 of the *Metering SLA* whereby a *Code participant* requests the remote de-energisation of individual *metering points* to support its business processes.

These procedures cover the format and business rules for the *Code participants* to request the service and the format of the *Network Operator's* response.

Business Rules

Standing data and *energy data* will be provided as a result of the de-energisation.

The *Code participant* can elect to make the request via email (*SMTP*) or *SFTP* (*aseXML*).

Process (Email Request)

Code participants

a. To make a request for a De-energise service, the *Code participant* will complete a *Retailer Request for Service Form*.

b. The *Retailer Request for Service Form* will require (at a minimum) the following information –

Retailer Name and Contact Details
Requested Service
Requested Date

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

c. The completed *Retailer Request for Service 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".

Network Operator

d. Immediately on receipt of the request, the *Network Operator* 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 *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification – De-energise Declined". The *Network Operator* 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 *Network Operator* will send an email response to the *Code participant'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 *Network Operator* will de-energise the *meter* and obtain *meter* readings.

h. The *Network Operator* will send an email with a subject line of "Service Notification – De-energise Completion" to the *Code participant's* nominated email address. The body of the email will contain the completion details including the date the work was completed.

i. The *Network Operator* will provide an appropriately formatted file containing the *interval energy data* or *accumulated energy data* (as applicable) to the *Responsible Retailer,* via *SFTP*.

j. The *Network Operator* will provide *standing data* as per section 1.7 of this Schedule.

k. Where the De-energise cannot be completed due to cancellation by the *Network Operator* or other reasons (for example, where access to the *meter* is prevented, or for safety reasons), the *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification – De-energise Not Completed". The *Network Operator* will include a detailed description of the reason for non-completion of the service request within the body of the email.

Code participants

l. Immediately on receipt of the email, the *Code participant* will send an automated email receipt to the sending email address.

m. On receipt of the *interval energy data* or *accumulated energy data* (as applicable), the *Code participant* will provide to the *Network Operator* an acknowledgement, via *SFTP*.

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Process (SFTP aseXML Request)

Code participants

n. To make a request for a De-energise service, the *Code participant* will use an appropriately formatted file (refer to “File Format”) via *SFTP*.

Network Operator

o. On receipt of the request, the *Network Operator* will send an acknowledgement file (refer to "File Format").

p. On the scheduled date, the *Network Operator* will de-energise the *meter* and obtain *meter* readings.

q. The *Network Operator* will send to the *Code participant* the service order response indicating the outcome of the service order via an appropriately formatted file (refer to "File Format") via *SFTP*.

r. The *Network Operator* will provide to the *Responsible Retailer* an appropriately formatted file (refer to "File Format") containing the *interval energy data* or *accumulated energy data* (as applicable), via *SFTP*.

s. The *Network Operator* will provide *standing data* as per section 1.7 of this Schedule.

t. Where the service order cannot be completed due to cancellation by the *Network Operator* or other reasons (for example, where access to the *meter* is prevented, or for safety reasons), the *Network Operator* will provide a rejection or non-completion reason.

Code participants

u. On receipt of the service order response, the *Code participant* will send an appropriately formatted acknowledgement (refer to "File Format").

v. On receipt of the *meter* reading file, the *Code participant* will send an appropriately formatted acknowledgement (refer to "File Format").

File Format

For *standing data* see section 1.7 of this Schedule.

Interval energy data or *accumulated energy data* (as applicable) will be delivered in the

aseXML:r19 *NEM12* or *NEM13* format.

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

Where request is made via *aseXML* –

Request file will be in the *aseXML*:r17 format

Transaction Group	SORD
Work Type	De-energisation

Response file will be in the *aseXML*:r23 format.

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2.5 Re-energise

Overview

These procedures refer to Service 14 of the *Metering SLA*.

These procedures cover the format and business rules for *Code participants* to request the service and the format of the *Network Operator's* response.

Business Rules

Standing data and *energy data* will be provided as a result of the re-energisation.

The *Code participant* can elect to make the request via email (*SMTP*) or *SFTP* (*aseXML*).

Process (Email Request)

Code participants

a. To make a Re-energise service request, the *Code Participant* will complete a *Retailer Request for Service Form*.

b. The *Retailer Request for Service Form* will require (at a minimum) the following information –

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

c. The completed *Retailer Request for Service 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".

Network Operator

d. Immediately on receipt of the request, the *Network Operator* 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 *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification – Re-energise Declined". The *Network Operator* 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 *Network Operator* will send an email response to the *Code participant'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 *Network Operator* will re-energise the *meter* and obtain the metering data.

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h. The *Network Operator* will send an email with a subject line of “Service Notification – Re-energise Completion” to the *Code participant’s* nominated email address. The body of the email will contain the completion details, including the date the work was completed.

i. The *Network Operator* will provide to the *Responsible Retailer* an appropriately formatted file (refer to "File Format") containing the *interval energy data* or *accumulated energy data* (as applicable), via *SFTP*.

j. The *Network Operator* will provide *standing data* as per section 1.7 of this Schedule.

k. Where the Re-energise service cannot be completed due to cancellation by the *Network Operator* or other reasons (for example, where access to the *meter* is prevented, or for safety reasons), the *Network Operator* will send an email response to the *Code participant’s* nominated email address with a subject line of “Service Notification – Re-energise Not Completed”. The *Network Operator* will include a detailed description of the reason for non-completion of the service request within the body of the email.

Code participants

l. Immediately on receipt of the email, the *Code participant* will send an automated email receipt to the sending email address.

m. On receipt of the *interval energy data* or *accumulated energy data* (as applicable), the *Code participant* will provide an acknowledgement (refer to "File Format") to the *Network Operator,* via *SFTP*.

Process (SFTP aseXML Request)

Code participants

n. To make a request for a Re-energise service, the *Code participant* will use an appropriately formatted file (refer to “File Format”) via *SFTP*.

Network Operator

o. On receipt of the request, the *Network Operator* will send an acknowledgement file (refer to "File Format").

p. On the scheduled date, the *Network Operator* will re-energise the *meter* and obtain *meter* readings.

q. The *Network Operator* will send to the *Code participant* the service order response indicating the outcome of the service order via an appropriately formatted file (refer to "File Format') via *SFTP*.

r. The *Network Operator* will provide to the *Responsible Retailer* an appropriately formatted file (refer to "File Format') containing the *interval energy data* or *accumulated energy data* (as applicable), via *SFTP*.

s. The *Network Operator* will provide *standing data* as per section 1.7 of this Schedule.

t. Where the service order cannot be completed due to cancellation by the *Network Operator* or other reasons (for example, where access to the *meter* is prevented, or for safety reasons), the *Network Operator* will provide a rejection or non-completion reason.

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Code participants

u. On receipt of the service order response, the *Code participant* will send an appropriately formatted acknowledgement (refer to "File Format").

v. On receipt of the *meter* reading file, the *Code participant* will send an appropriately formatted acknowledgement (refer to "File Format").

File Format

For *standing data* see section 1.7 of this Schedule.

Interval energy data or *accumulated energy data* (as applicable) will be delivered in the *aseXML*:r19 *NEM12* or *NEM13* format.

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

Where request is made via *aseXML* –

Request file will be in the *aseXML*:r17 format

Transaction Group	SORD
Work Type	Re-energisation

Response file will be in the *aseXML*:r23 format.

2.6 Field Service Discon/Recon

Overview

These procedures refer to Service 15 of the *Metering SLA* whereby Code participants request the removal of all service and supply of electricity to the site for the purpose of renovations or such activity that would require the supply to be removed from the property. Upon completion of the works the supply is reconnected.

These procedures cover the format and business rules for the *Code participants* to request the service and the format of the *Network Operator's* response.

Business Rules

A Discon/Recon service may only be requested by the *Responsible Retailer*.

Process

Code participants

a. To make a request for a Discon/Recon service, the *Code participant* will complete a *Retailer Request for Service Form*.

b. The *Retailer Request for Service Form* will require (at a minimum) the following information –

Retailer Name and Contact Details
Requested Service

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Requested Date
Retailer's Service Order Number
NMI
NMI checksum
Meter Number(s)

c. The completed *Retailer Request for Service 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”.

Network Operator

d. Immediately on receipt of the request, the *Network Operator* 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 *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of “Service Notification – Discon/Recon Declined”. The *Network Operator* 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 *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of “Service Notification – Discon/Recon Date Change” giving the revised scheduled date.

g. On the scheduled date, the *Network Operator* will obtain metering data, and remove supply to the site in conjunction with the *customer* and will return supply upon the receipt of the electrical contractor's “Notice of Completion”.

h. The *Network Operator* will send an email with a subject line of “Service Notification – Discon/Recon Completion” to the *Code participant's* nominated email address. The body of the email will contain the completion details, including the date the work was completed.

i. The *Network Operator* will provide to the *Responsible Retailer* an appropriately formatted file (refer to "File Format") containing the *interval energy data* or *accumulated energy data* (as applicable), via *SFTP*.

j. The *Network Operator* will provide *standing data* as per section 1.7 of this Schedule.

k. Where the Service notification cannot be completed due to cancellation by the *Network Operator* or other reasons (for example, where access to the *meter* is prevented, or for safety reasons), the *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of “Service Notification – Discon/Recon Not Completed”. The *Network Operator* will include a detailed description of the reason for non-completion of the service request within the body of the email.

Code participants

l. Immediately on receipt of the email, the *Code participant* will send an automated email receipt to the sending email address.

m. On receipt of the *interval energy data* or *accumulated energy data* (as applicable), the *Code participant* will provide an acknowledgement (refer to "File Format") to the *Network Operator,* via *SFTP*.

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File Format

For *standing data* see section 1.7 of this Schedule.

Interval energy data or *accumulated energy data* (as applicable) will be delivered in the *aseXML*:r19 *NEM12* or *NEM13* format.

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

2.7 Manual De-energise

Overview

These procedures refer to Service 16 of the *Metering SLA* whereby *Code participants* request the de-energisation of supply of electricity to the site which requires a *Network Operator* crew to attend site to complete a disconnection of supply. A manual de-energisation is an *Extended Metering Service* to which additional costs apply.

These procedures cover the format and business rules for the *Code participants* to request the service, and the format of the *Network Operator's* response.

Business Rules

A Manual De-energisation service may only be requested by the *Responsible Retailer*.

The *Code participant* can elect to make the request via email (*SMTP*) or *SFTP* (*aseXML*).

Process (Email Request)

Code participants

a. To make a request for a Manual De-energise service, the *Code participant* will complete a *Retailer Request for Service Form*.

b. The *Retailer Request for Service Form* will require (at a 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 completed *Retailer Request for Service Form* (in PDF format) will be attached to an email with a subject line of "Service Notification – Manual De-energisation" and sent to "metering.retailerservices@horizonpower.com.au".

Network Operator

d. Immediately on receipt of the request, the *Network Operator* 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 *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification – Manual De-energisation Declined". The *Network*

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Operator 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 *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification – Manual De-energisation Date Change" giving the revised scheduled date.

g. On the scheduled date, the *Network Operator* will obtain *energy data*, and remove supply to the site.

h. The *Network Operator* will send an email with a subject line of "Service Notification – Manual De-energisation Completion" to the *Code participant's* nominated email address. The body of the email will contain the completion details, including the date the work was completed.

i. The *Network Operator* will provide to the *Responsible Retailer* an appropriately formatted file (refer to "File Format") containing the *interval energy data* or *accumulated energy data* (as applicable), via *SFTP*.

j. The *Network Operator* will provide *standing data* as per section 1.7 of this Schedule.

k. Where the Service notification cannot be completed due to cancellation by the *Network Operator* or other reasons (for example, where access to the *meter* is prevented, or for safety reasons), the *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification – Manual De-energisation Not Completed". The *Network Operator* will include a detailed description of the reason for non-completion of the service request within the body of the email.

Code participants

l. Immediately on receipt of the email, the *Code participant* will send an automated email receipt to the sending email address.

m. On receipt of the *interval energy data* or *accumulated energy data* (as applicable), the *Code participant* will provide to the *Network Operator* an acknowledgement (refer to "File Format"), via *SFTP*.

Process (SFTP aseXML Request)

Code participants

n. To make a request for a Manual De-energise service, the *Code participant* will use an appropriately formatted file (refer to "File Format") via *SFTP*.

Network Operator

o. On receipt of the request, the *Network Operator* will send an acknowledgement file (refer to "File Format").

p. On the scheduled date, the *Network Operator* will attend the site, de-energise the *meter* and obtain *meter* readings.

q. The *Network Operator* will send the service order response to the *Code participant* indicating the outcome of the service order via an appropriately formatted file (refer to "File Format") via *SFTP*.

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r. The *Network Operator* will provide to the *Responsible Retailer* an appropriately formatted file (refer to "File Format') containing the *interval energy data* or *accumulated energy data* (as applicable), via *SFTP*.

s. The *Network Operator* will provide *standing data* as per section 1.7 of this Schedule.

t. Where the service order cannot be completed due to cancellation by the *Network Operator* or other reasons (for example, where access to the *meter* is prevented, or for safety reasons), the *Network Operator* will provide a rejection or non-completion reason.

Code participants

u. On receipt of the service order response, the *Code participant* will send an appropriately formatted acknowledgement (refer to "File Format").

v. On receipt of the *meter* reading file, the *Code participant* will send an appropriately formatted acknowledgement (refer to "File Format").

File Format

For *standing data* see section 1.7 of this Schedule.

Interval energy data or *accumulated energy data* (as applicable) will be delivered in the *aseXML*:r19 *NEM12* or *NEM13* format.

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

Where request is made via *aseXML* –

Request file will be in the *aseXML*:r17 format
Transaction Group SORD
Work Type De-energisation

Response file will be in the *aseXML*:r23 format.

2.8 Manual Re-energise

Overview

These procedures refer to Service 17 of the *Metering SLA* whereby *Code participants* request the re-energisation of supply of electricity to the site which requires a *Network Operator* crew to attend site to complete a reconnection of supply. A manual re-energisation is an *Extended Metering Service* to which additional costs apply.

These procedures cover the format and business rules for the *Code participants* to request the service and the format of the *Network Operator's* response.

Business Rules

A Manual Re-energisation service may only be requested by the *Responsible Retailer*.

The *Code participant* can elect to make the request via email (*SMTP*) or *SFTP* (*aseXML*).

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Process (Email Request)

Code participants

a. To make a request for a Manual Re-energise service, the *Code participant* will complete a *Retailer Request for Service Form*.

b. The *Retailer Request for Service Form* will require (at a 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 completed *Retailer Request for Service Form* (in PDF format) will be attached to an email with a subject line of "Service Notification – Manual Re-energisation" and sent to "metering.retailerservices@horizonpower.com.au".

Network Operator

d. Immediately on receipt of the request, the *Network Operator* 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 *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification – Manual Re-energisation Declined". The *Network Operator* 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 *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification – Manual Re-energisation Date Change" giving the revised scheduled date.

w. On the scheduled date, the *Network Operator* will re-energise the *meter* and obtain *energy data*.

g. The *Network Operator* will send an email with a subject line of "Service Notification – Manual Re-energisation Completion" to the *Code participant's* nominated email address. The body of the email will contain the completion details, including the date the work was completed.

h. The *Network Operator* will provide to the *Responsible Retailer* an appropriately formatted file (refer to "File Format') containing the *interval energy data* or *accumulated energy data* (as applicable), via *SFTP*.

i. The *Network Operator* will provide *standing data* as per section 1.7 of this Schedule.

j. Where the Service notification cannot be completed due to cancellation by the *Network Operator* or other reasons (for example, where access to the *meter* is prevented, or for safety reasons), the *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification – Manual

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Re-energisation Not Completed". The *Network Operator* will include a detailed description of the reason for non-completion of the service request within the body of the email.

Code participants

k. Immediately on receipt of the email, the *Code participant* will send an automated email receipt to the sending email address.

l. On receipt of the *interval energy data* or *accumulated energy data* (as applicable), the *Code participant* will provide to the *Network Operator* an acknowledgement (refer to "File Format"), via *SFTP*.

Process (SFTP aseXML Request)

Code participants

m. To make a request for a Manual Re-energise service, the *Code participant* will use an appropriately formatted file (refer to "File Format") via *SFTP*.

Network Operator

n. On receipt of the request, the *Network Operator* will send an acknowledgement file (refer to "File Format').

o. On the scheduled date, the *Network Operator* will attend the site, re-energise the *meter* and obtain *meter* readings.

p. The *Network Operator* will send the service order response indicating the outcome of the service order via an appropriately formatted file to the *Code participant* via *SFTP*.

q. The *Network Operator* will provide to the *Responsible Retailer* an appropriately formatted file (refer to "File Format") containing the *interval energy data* or *accumulated energy data* (as applicable), via *SFTP*.

r. The *Network Operator* will provide *standing data* as per section 1.7 of this Schedule.

s. Where the service order cannot be completed due to cancellation by the *Network Operator* or other reasons (for example, where access to the *meter* is prevented, or for safety reasons), the *Network Operator* will provide a rejection or non-completion reason.

Code participants

t. On receipt of the service order response, the *Code participant* will send an appropriately formatted acknowledgement (refer to "File Format').

u. On receipt of the *meter* reading file, the *Code participant* will send an appropriately formatted acknowledgement (refer to "File Format").

File Format

For *standing data* see section 1.7 of this Schedule.

Interval energy data or *accumulated energy data* (as applicable) will be delivered in the *aseXML*:r19 *NEM12* or *NEM13* format.

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

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Where request is made via *aseXML* –

Request file will be in the *aseXML*:r17 format
Transaction Group SORD
Work Type Re-energisation

Response file will be in the *aseXML*:r23 format.

2.9 Meter Investigation (Low Voltage Installations or High Voltage Installations)

Overview

These procedures refer to Service 18 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. Both *Low Voltage* Meter Investigations and *High Voltage* Meter Investigations are an *Extended Metering Service* to which additional costs apply.

NB: A *High Voltage* Meter Investigation requires the involvement of scarce specialist resources, which will be reflected in the costs of the service.

These procedures cover the format and business rules for *Code participants* to request the service and the format of the *Network Operator's* response.

Business Rules

A Meter Investigation may only be requested by the *Responsible Retailer*.

Process

Code participants

a. To make a request for a Meter Investigation service, the *Code participant* 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 a 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

Network Operator

c. Immediately on receipt of the request, the *Network Operator* 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 *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification – Meter Investigation Declined". The *Network Operator*

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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 *Network Operator* will send an email response to the *Code participant'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 *Network Operator* will conduct the investigation and where required, obtain *energy data*.

g. The *Network Operator* will send an email with a subject line of "Service Notification – Meter Investigation Completion" to the *Code participant'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, the *Network Operator* will provide to the *Responsible Retailer* an appropriately formatted file (refer to "File Format') containing the *interval energy data* or *accumulated energy data* (as applicable), via *SFTP*.

i. Where required, the *Network Operator* will provide *standing data* as per section 1.7 of this Schedule.

j. Where the Meter Investigation cannot be completed due to cancellation by the *Network Operator* or other reasons (for example, where access to the *meter* is prevented, or for safety reasons), the *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification – Meter Investigation Not Completed". The *Network Operator* will include a detailed description of the reason for non-completion of the service request within the body of the email.

Code participants

k. Immediately on receipt of the email, the *Code participant* will send an automated email receipt to the sending email address.

l. On receipt of the *energy data*, the *Code participant* will provide to the *Network Operator* an acknowledgement (refer to "File Format'), via *SFTP*.

File Format

For *standing data* see section 1.7 of this Schedule.

Interval energy data or *accumulated energy data* (as applicable) will be delivered in the *aseXML*:r19 *NEM12* or *NEM13* format.

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

2.10 Supply Abolishment

Overview

These procedures refer to Service 19 of the *Metering SLA* whereby *Code participants* request 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 procedures cover the format and business rules for the *Code participants* to request the service and the format of the *Network Operator's* response.

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Business Rules

The *Responsible Retailer* is responsible for obtaining and retaining, subject to the *Codes*, the *customer's* verifiable consent to abolish the supply.

Process

Code participants

a. To make a request for a Supply Abolishment service, the *Code participant* will complete a *Retailer Request for Service Form*.

b. The *Retailer Request for Service Form* will require (at a 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 completed *Retailer Request for Service 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".

Network Operator

d. Immediately on receipt of the request, the *Network Operator* 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 *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification – Supply Abolishment Declined". The *Network Operator* 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 *Network Operator* will send an email response to the *Code participant'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 *Network Operator* will obtain *energy data*, and remove all *meters* and services to the site.

h. The *Network Operator* will send an email with a subject line of "Service Notification – Supply Abolishment Completion" to the *Code participant's* nominated email address. The body of the email will contain the completion details, including the date the work was completed.

i. The *Network Operator* will provide to the *Responsible Retailer* an appropriately formatted file (refer to "File Format') containing the *interval energy data* or *accumulated energy data* (as applicable), via *SFTP*.

j. The *Network Operator* will provide *standing data* as per section 1.7 of this Schedule.

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k. Where the Service notification cannot be completed due to cancellation by the *Network Operator* or other reasons (for example, where access to the *meter* is prevented, or for safety reasons), the *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification – Supply Abolishment Not Completed". The *Network Operator* will include a detailed description of the reason for non-completion of the service request within the body of the email.

Code participants

l. Immediately on receipt of the email, the *Code participant* will send an automated email receipt to the sending email address.

m. On receipt of the *interval energy data* or *accumulated energy data* (as applicable), the *Code participant* will provide to the *Network Operator* an acknowledgement (refer to "File Format"), via *SFTP*.

File Format

For standing data see section 1.7 of this Schedule.

Interval energy data or accumulated energy data (as applicable) will be delivered in the aseXML:r19 NEM12 or NEM13 format.

Acknowledgements will be in the aseXML:r17 format.

3. TECHNICAL SERVICES

3.1 Customer Transfer

Overview

These procedures refer to Service 20 of the *Metering SLA*. The *customer transfer* service enables system, metering and testing requirements to be completed to facilitate the *transfer* of *customers* to the *Code participant*. This service includes installation of in-field pulse output, *CT*/*VT* testing where required, and all associated activities. The service must be requested and provided in accordance with the *Customer Transfer Code*.

Business Rules

The *Code participant* is responsible for obtaining and retaining, subject to the *Codes*, the *customer's verifiable consent* to a *customer transfer*.

Customers must have an *interval meter* with communications installed to *transfer* between *Code participants*.

Process

Subject to the volumes specified in the *Customer Transfer Code*, the *Code participant* may request the *transfer* of a *NMI* to the *Code participant*.

Code participants

a. To make a request, the *Code participant* will provide the *Network Operator* a *Customer Transfer Request* by completion of a *Customer Transfer Request Form*.

The *Customer Transfer Request Form* will require (at a minimum) the following information –

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Retailer Name
Reason for *Transfer*
Nominated *Transfer Date* [which date must be nominated in accordance with the requirements of clause 4.7 of the *Customer Transfer Code*]
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 completed *Customer Transfer Request 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".

Network Operator

b. Where the *customer transfer request* is not valid (that is, the *customer transfer request* is subject to an *objection* by the *Network Operator* under clauses 4.9(1) and 4.9(3) of the *Customer Transfer Code*), the *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Customer Transfer Request – Objection". The *Network Operator* will include a detailed description of the reason for objecting to the *customer transfer request* within the body of the email and the steps the *retailer* is required to take, in accordance with the *Customer Transfer Code*.

c. The *Network Operator* will determine if the *transfer date* is valid as per the *Metering SLA* and the *Customer Transfer Code*. If the *transfer date* is outside of the requirements in the *Metering SLA* and the *Customer Transfer Code*, and cannot be met, the *Network Operator* will notify the *Code participant* via email of the revised *transfer date*. The email heading will be "Customer Transfer Request – Date Change". If the *transfer date* is valid, the *Network Operator* will notify the *Code participant* via email that the customer transfer has been accepted. The email heading will be "NWIS Customer Transfer Is Accepted". The body of the email will contain the *NMI, NMI checksum*, and *transfer date*.

d. The *Network Operator* will send an email to the existing (outgoing) *retailer's* nominated email address advising of the *customer transfer request*. The email heading will be "NWIS Customer Transfer Request Received" for *customer transfer requests* and "NWIS 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*.

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Outgoing retailer

e. Immediately on receipt of the email, the outgoing *retailer* will send an automated email receipt to the sending email address.

Network Operator: information to outgoing retailer

f. The *Network Operator* will ensure that any new *metering installation*, new service installation and testing that is required to effect the *customer transfer*, is undertaken on or before the nominated *transfer date*.

g. The *Network Operator* 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*.

h. The *Network Operator* will complete all other work necessary to effect the *transfer* to the *Responsible Retailer*.

i. The *Network Operator* will send the response to the outgoing *retailer's* standard email address with a subject line of "NWIS Customer Transfer Out Completed" for *customer transfer requests* and "NWIS 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

j. Immediately on receipt of the email, the outgoing *retailer* will send an automated email receipt to the sending email address.

Network Operator: information to Responsible Retailer

k. The *Network Operator* will send the response to the *Responsible Retailer's* nominated email address with a subject line of "NWIS Customer Transfer In Completed" for *customer transfer requests* and "NWIS 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*.

l. Full *standing data* will be provided to the *Responsible Retailer* in accordance with the *Metering SLA* and the *Metering Code* as per section 1.7 of this Schedule.

Responsible Retailer

m. Immediately on receipt of the email, the *Responsible Retailer* will send an automated email receipt to the sending email address.

File Format

For *standing data* see section 1.7 of this Schedule.

3.2 Meter Test – Lab

Overview

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

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Business Rules

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

The *Code participant* will ensure the *customer* is advised and has agreed that the power will be removed while the *meter* is exchanged to enable testing.

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

Code participants

a. Prior to submitting a Meter Test – Lab service request, the *Code participant* will obtain and retain the ***customer's*** consent to remove the power for the duration of the *meter* exchange.

b. To make a request for a Meter Test - Lab, the *Code participant* will complete a *Retailer Request for Service Form*.

c. The *Retailer Request for Service Form* will require (at a 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 completed *Retailer Request for Service 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".

Network Operator

e. Immediately on receipt of the request, the *Network Operator* 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 *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification – Meter Test Declined". The *Network Operator* 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 *Network Operator* will send an email response to the *Code participant'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 *Network Operator* will de-energise the site, exchange the *meter* and re-energise the site.

i. The *Network Operator* will transport the exchanged *meter* to the testing laboratory and conduct the required tests.

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j. The *Network Operator* will provide *standing data* containing the details of the new *meter*, as per section 1.7 of this Schedule.

k. The *Network Operator* will send an email with a subject line of "Service Notification – Meter Test Completion" to the *Code participant's* nominated email address. The body of the email will contain the completion details, including the date the work was completed.

l. The *Network Operator* will send an email with a subject line of "Service Notification – Meter Test Results" to the *Code participant'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 in the *registry* will be as per the *Metrology Procedure* and section 4.6 of the *Metering Code* and will be supplied via the *SFTP*.

n. Where the Meter Test – Lab cannot be completed due to cancellation by the *Network Operator* or other reasons (for example, where access to the *meter* is prevented, or for safety reasons), the *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification – Meter Test Not Completed". The *Network Operator* will include a detailed description of the reason for non-completion of the service request within the body of the email.

Code participants

o. Immediately on receipt of the email, the *Code participant* will send an automated email receipt to the sending email address.

File Format

For *standing data* see section 1.7 of this Schedule.

Interval energy data or *accumulated energy data* (as applicable) will be delivered in the

aseXML:r19 *NEM12* format.

3.3 Meter Test – NATA Certified

Overview

These procedures refer to Service 22 of the *Metering SLA*. The *meter* is exchanged with a new *meter* and the exchanged *meter* is subsequently tested under NATA Certified laboratory 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 *Code participant* will ensure the *customer* is advised and has agreed that the power will be removed while the *meter* is exchanged to enable testing.

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.

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Process

Code participants

a. Prior to submitting a request for a Meter Test – NATA Certified service, the *Code participant* will obtain and retain the ***customer's*** consent to remove the power for the duration of the test.

b. To make a request for a Meter Test – NATA Certified service, the *Code participant* will complete a *Retailer Request for Service Form*.

c. The *Retailer Request for Service Form* will require (at a 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 completed *Retailer Request for Service 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".

Network Operator

e. Immediately on receipt of the request, the *Network Operator* 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 *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification – Meter Test Declined". The *Network Operator* 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 *Network Operator* will send an email response to the *Code participant'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 *Network Operator* will de-energise the site, exchange the *meter* and re-energise the site.

i. The *Network Operator* will transport the exchanged *meter* to the NATA Certified testing laboratory where the testing will be completed.

j. The *Network Operator* will provide *standing data* containing the details of the new *meter*, as per section 1.7 of this Schedule.

k. The *Network Operator* will send an email with a subject line of "Service Notification – Meter Test Completion" to the *Code participant's* nominated email address. The body of the email will contain the completion details including the date the work was completed.

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l. The *Network Operator* will send an email with a subject line of "Service Notification – Meter Test Results" to the *Code participant'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 in the *registry* will be as per the *Metrology Procedure* and section 4.6 of the *Metering Code* and will be supplied via the *SFTP*.

n. Where the Meter Test – NATA Certified cannot be completed due to cancellation or other reasons, the *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification – Meter Test Not Completed". The *Network Operator* will include a detailed description of the reason for non-completion of the service request within the body of the email.

Code participants

o. Immediately on receipt of the email, the *Code participant* will send an automated email receipt to the sending email address.

File Format

For *standing data* see section 1.7 of this Schedule.

Interval energy data or *accumulated energy data* (as applicable) will be delivered in the

aseXML:r19 *NEM12* or *NEM13* format.

3.4 Metering Installation Test – CT/VT

Overview

These procedures 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 *Code participant* 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.

Process

Code participants

a. Prior to submitting a request for a Metering Installation Test service, the *Code participant* will obtain and retain the *customer's* consent to remove the power for the duration of the test.

b. To make a request for a Metering Installation Test service, the *Code participant* will complete a *Retailer Request for Service Form*.

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c. The *Retailer Request Service Form* will require (at a 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 completed *Retailer Request Service 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".

Network Operator

e. Immediately on receipt of the request, the *Network Operator* 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 *Network Operator* will send an email response to the *Code participants'* nominated email address with a subject line of "Service Notification – Metering Installation Test Declined". The *Network Operator* 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 *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification – Metering Installation Test Date Change" giving the revised scheduled date.

h. On the scheduled date, the *Network Operator* will de-energise the site, test all *metering installation* equipment on site, and re-energise the site. Where discrepancies are discovered, a fault note will be prepared and handed to the *customer* advising them of their requirement to repair the *metering installation* within the time frame advised, which timeframe will be at the *Network Operator's* discretion. The metering data substitution, and estimation procedures will be followed until the relevant *metering installation* equipment is repaired or replaced.

i. The *Network Operator* will send an email with a subject line of "Service Notification – Metering Installation Test Completion" to the *Code participant's* nominated email address. The body of the email will contain the completion details, including the date the work was completed.

j. The *Network Operator* will send an email with a subject line of "Service Notification – Metering Installation Test Results" to the *Code participant's* nominated email address. The meter test report will be attached to the email.

k. Where *metering installation* equipment is exchanged due to defect, the *Network Operator* will provide *standing data* as per section 1.7 of this Schedule.

l. Any metering data, historical and future, that is required to be replaced in the *registry* will be replaced as per the *Metrology Procedure* and section 4.6 of the *Metering Code* and will be supplied via the *SFTP*.

m. Where the Metering Installation Test – *CT*/*VT* cannot be completed due to cancellation or other reasons (for example, where access to the *meter* is prevented, or for safety reasons), the *Network Operator* will send an email response to the *Code participant's* nominated

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email address with a subject line of “Service Notification – Metering Installation Test Not Completed”. The *Network Operator* will include a detailed description of the reason for non-completion of the service request within the body of the email.

Code participants

n. Immediately on receipt of the email, the *Code participant* will send an automated email receipt to the sending email address.

File Format

For *standing data* see section 1.7 of this Schedule.

Interval energy data or *accumulated energy data* (as applicable) will be delivered in the *aseXML*:r19 *NEM12* or *NEM13* format.

3.5 Meter Installation Repair

Overview

These procedures refer to Service 24 of the *Metering SLA* whereby a *Code participant* requests, and the *Network Operator* agrees, that a *metering installation* requires repair. A Metering Installation Repair service 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*.

These procedures cover the format and business rules for *Code participants* to request the service, and the format of the *Network Operator’s* response.

Business Rules

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

Where *customer* owned equipment (for an example of which, see the note to clause 3.5(7) in the *Metering Code*), is found to be faulty, a fault note may be issued as per the standard process for faulty equipment.

Process

Code participants

a. To make a request for a Meter Installation Repair, the *Code participant* will complete a *Retailer Request for Service Form*.

b. The *Retailer Request for Service Form* will require (at a minimum) the following information –

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

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Meter Number(s)
Repair Required

c. The completed *Retailer Request for Service 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”.

Network Operator

d. Immediately on receipt of the request, the *Network Operator* 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 *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of “Service Notification – Meter Installation Repair Declined”. The *Network Operator* 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 *Network Operator* will send an email response to the *Code participant'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 *Network Operator* 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 as per the standard process for faulty equipment. Where it is not possible to repair, the *meter* may, at the discretion of *Horizon Power*, be replaced.

h. The *Network Operator* will send an email with a subject line of “Service Notification – Meter Installation Repair Completion” to the *Code participant's* nominated email address. The body of the email will contain the completion details, including the date the work was completed.

i. The *Network Operator* will provide to the *Responsible Retailer* an appropriately formatted file (refer to "File Format") containing the *interval energy data* or *accumulated energy data* (as applicable), via *SFTP*.

j. The *Network Operator* will provide *standing data* as per section 1.7 of this Schedule.

k. Where the Meter Installation Repair cannot be completed due to cancellation or other reasons, the *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of “Service Notification – Meter Installation Repair Not Completed”. The *Network Operator* will include a detailed description of the reason for non-completion of the service request within the body of the email.

Code participant

l. Immediately on receipt of the email, the *Code participant* will send an automated email receipt to the sending email address.

m. On receipt of the *interval energy data* or *accumulated energy data* (as applicable), the *Code participant* will provide to the *Network Operator* an acknowledgement (refer to "File Format'), via *SFTP*.

File Format

For *standing data* see section 1.7 of this Schedule.

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Interval energy data or *accumulated energy data* (as applicable) will be delivered in the *aseXML*:r19 *NEM12* or *NEM13* format.

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

3.6 Meter Reconfiguration

Overview

These procedures refer to Service 25 of the *Metering SLA* whereby a *Code participant* requests the reconfiguration of a *meter* within the *meter's* existing capabilities.

These procedures cover the format and business rules for the *Code participant* to request the service and the format of the *Network Operator's* response.

Business Rules

The *Responsible Retailer* is responsible for obtaining and retaining, subject to the *Codes*, the *customer's* verifiable consent to reconfigure the *meter*.

Process

Code participants

a. To make a request for a Meter Reconfiguration Service, the *Code participant* will complete a *Retailer Request for Service Form*.

b. The *Retailer Request for Service Form* will require (at a 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 completed *Retailer Request for Service 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".

Network Operator

d. Immediately on receipt of the request, the *Network Operator* 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 *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification – Meter Reconfiguration Declined". The *Network Operator* 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 *Network Operator* will send an email response to the *Code participant's*

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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 *Network Operator* will obtain metering data and reconfigure the *meter*.

h. The *Network Operator* will send an email with a subject line of “Service Notification – Meter Reconfiguration Completion” to the *Code participant’s* nominated email address. The body of the email will contain the completion details including the date the work was completed.

i. The *Network Operator* will provide to the *Responsible Retailer* an appropriately formatted file (refer to "File Format") containing the *interval energy data* or *accumulated energy data* (as applicable), via *SFTP*.

j. The *Network Operator* will provide *standing data* as per section 1.7 of this Schedule.

k. Where the Meter Reconfiguration cannot be completed due to cancellation or other reasons, the *Network Operator* will send an email response to the *Code participant’s* nominated email address with a subject line of “Service Notification – Meter Reconfiguration Not Completed”. The *Network Operator* will include a detailed description of the reason for non-completion of the service request within the body of the email.

Code participants

l. Immediately on receipt of the email, the *Code participant* will send an automated email receipt to the sending email address.

m. On receipt of the metering data, the *Code participant* will provide to the *Network Operator* an acknowledgement (refer to "File Format"), via *SFTP*.

File Format

For *standing data* see section 1.7 of this Schedule.

Interval energy data or *accumulated energy data* (as applicable) will be delivered in the *aseXML*:r19 *NEM12* or *NEM13* format.

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

3.7 Renewable Energy Assessment

Overview

These procedures refer to Service 26 of the *Metering SLA*. These procedures cover the format and business rules for *Code participants* to request the service, and the format of the *Network Operator’s* response.

Business Rules

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

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Code participants

a. In response to enquiries from its customer, the *Code participant* will advise the customer to make any request for a renewable energy assessment by completing the *online renewable energy application form*.

b. In the case of customers supplied by retailers other than Horizon Power, the *online renewable energy application* website will advise the customer that it must provide an application reference number (which is provided at the completion of the *online renewable application process*) to the *Code participant*.

c. The *Code participant* will advise the *Network Operator* of the email address to which communications regarding any renewable energy application should be sent.

d. Regardless of whether it intends to endorse or not endorse the *customer's* application, the *Code participant* will make all reasonable endeavours to respond to the "Notice of customer requested Renewable Energy Assessment" within 10 business days.

Network Operator

e. Upon completion by the *customer* of the *online renewable energy application form*, the *Network Operator* will send an automated email to the *customer* containing the application reference number, information regarding next steps and advising of the need to contact the *Code participant* to obtain the *Code participant's* endorsement. The customer will be advised that application cannot be processed unless the *Code participant* advises the *Network Operator* that it endorses the *customer's* application.

f. Immediately on receipt of a valid *online renewable energy application form*, the *Network Operator* will send an email with a subject line of "Notice of customer requested Renewable Energy Assessment" to the *Code participant*'s nominated email address. The email will advise the *Code participant* that the *Network Operator* cannot continue to process the *customer's* application unless and until the *Code participant* advises that it endorses the *customer's* application. The email will provide the following details concerning the *customer's* application –

Proposed size and type of renewable energy installation
Requested Date
NMI
NMI checksum
Meter Number(s)
Application reference number

g. Where the *Code participant* advises that it endorses the *customer's* application, the *Network Operator* will complete its technical assessment of the application. The *Network Operator* will directly advise the *customer* of the outcome and invoice the *customer* directly for the cost of any studies or works required to facilitate the assessment or the connection of the proposed renewable energy system.

h. The Network Operator will send an email with a subject line of "Service Notification – Renewable Energy Assessment Complete" to the Code participant's nominated email address. The body of the email will contain the outcome of the assessment including the date the assessment was completed. Attached to the email will be the results of the assessment, including any conditions of approval (including generation management requirements).

Code participants

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i. The *Code participant* will respond to the "Notice of customer requested Renewable Energy Assessment" email from the *Network Operator* by sending a reply email advising that it either endorses or does not endorse the ***customer's*** application. Where the *Code participant* endorses the ***customer's*** application, this will be construed as a request by the *Code participant* to change the reference service at the *connection point*, if required, to the bi-directional reference service most closely corresponding with the existing reference service.

j. The email will provide the following details concerning the ***customer's*** application –

Code participant response: "application endorsed" / "application not endorsed"
Date of endorsement
NMI
NMI checksum
Meter Number(s)

3.8 Enhanced Technology Features

Overview

These procedures refer to Service 27 of the *Metering SLA* whereby a *Code participant* requests, and the *Network Operator* agrees, to provide *Enhanced Technology Features* at a metering installation. *Enhanced Technology Features* may be requested and the decision to provide the requested *Enhanced Technology Features*, is at the discretion of *Horizon Power* and would be based upon the *Enhanced Technology Features* available within the existing metering installation.

These procedures cover the format and business rules for *Code participants* to request the service, and the format of the *Network Operator's* response.

Business Rules

The charge for establishment of *Enhanced Technology Features* will include the full cost of developing the feature within the installation within the *Horizon Power* metering laboratory, testing development and confirmation of the results required by the Code participant, and filed deployment. Where the *Enhanced Technology Features* already exist and has been developed and tested, the charge will be for confirmation of outputs and field deployment only.

Process

Code participant

a. To make a request for *Enhanced Technology Features*, the *Code participant* will complete a *Retailer Request for Service Form*.

b. The *Retailer Request for Service Form* will require (at a 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

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c. The completed *Retailer Request for Service Form* (in PDF format) will be attached to an email with a subject line of "Service Notification – Request for Enhanced Technology Feature" and sent to "metering.retailerservices@horizonpower.com.au".

Network Operator

d. Immediately on receipt of the request, the *Network Operator* will send an automated email receipt to the sending email address.

e. Immediately upon receipt of the request and within the terms of the Metering SLA, the Network Operator will return a quote (in PDF format) for the required Enhanced Technology Features attached to an email with a subject line of "Service Notification – Request for Enhanced Technology Feature Quote" to the *Code participant* for their review.

f. Upon acceptance of the quote, the *Code participant* shall return the completed *Retailer Request for Service Form* (in PDF format) noted as "quote accepted" attached to an email with a subject line of "Service Notification – Request for Enhanced Technology Feature – Quote Accepted" and sent to "metering.retailerservices@horizonpower.com.au".

g. Where the service request is not valid, or the service is not available, the *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification – Request for *Enhanced Technology Features*". The *Network Operator* will include a detailed description of the reason for declining the service request within the body of the email.

h. Where, subject to the *Metering SLA*, the service request cannot be completed by the requested date, the *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification – Request for Enhanced Technology Feature Date Change" giving the revised scheduled date.

i. On the scheduled date, the *Network Operator* will visit the site and deploy the Enhanced Technology Feature.

j. The *Network Operator* will send an email with a subject line of "Service Notification – Request for Enhanced Technology Feature Completion" to the *Code participant's* nominated email address. The body of the email will contain the completion details, including the date the work was completed.

k. Where the Request for Enhanced Technology Feature deployment cannot be completed due to cancellation or other reasons, the *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification – request for Enhanced Technology Feature Not Completed". The *Network Operator* will include a detailed description of the reason for non-completion of the service request within the body of the email.

Code participant

l. Immediately on receipt of the email, the *Code Participant* will send an automated email receipt to the sending email address.

File Format

For *standing data* see section 1.7 of this Schedule.

Interval energy data or *accumulated energy data* (as applicable) will be delivered in the *aseXML*:r19 *NEM12* or *NEM13* format. Acknowledgements will be in the *aseXML*:r17 format.

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