

# METER INSTALLATION TIMEFRAMES

STAKEHOLDER WORKSHOP

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AUSTRALIAN ENERGY MARKET COMMISSION  
12 OCTOBER 2018

AEMC

# Agenda

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Time	Agenda item	Presenter
10:00am	Morning tea on arrival	
10:10am	Welcome and introduction	Richard Owens (AEMC)
10:20am	Current state of metering installation delays	Brian Humble (EWOSA)
10:35am	Roundtable discussion	All
10:50am	Overview of timeframes for customer initiated meter installations	Ed Chan (AEMC)
11:10am	Roundtable discussion	All
11:50am	Coffee break	
12:00pm	Overview of additional measures in the draft rule	Jess Boddington (AEMC)
12:15pm	Roundtable discussion	All
12:50pm	Next steps	Richard Owens (AEMC)
1:00pm	Close	



We are the rule maker  
for Australian electricity and  
gas markets

## What we do

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We make and amend the:



National Electricity  
Rules



National Gas  
Rules



National Energy  
Retail Rules



We also  
provide market  
development  
advice to  
governments

## Case for a rule change

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“We’re stepping in to give consumers more power and certainty with enforceable new timeframes in the least cost way.”

- Anne Pearson, AEMC Chief Executive

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Meter installation delays can have a severe impact on customers, and need to be addressed.

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# RULE OVERVIEW

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## Timeframe requirements

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- **Timeframes on retailers for customer initiated installations**
  - The draft rule places a timeframe on retailers for meter installations that are initiated by a small customer.
- **Draft rule provides for different scenarios**
  - The length of the timeframe will differ depending on whether it is a new connection or a meter exchange.
- **Limited exceptions available**
  - In limited circumstances where an installation cannot happen due to something outside the control of the retailer, an exemption to the timeframe will apply.

## Measures to increase consumer confidence and control

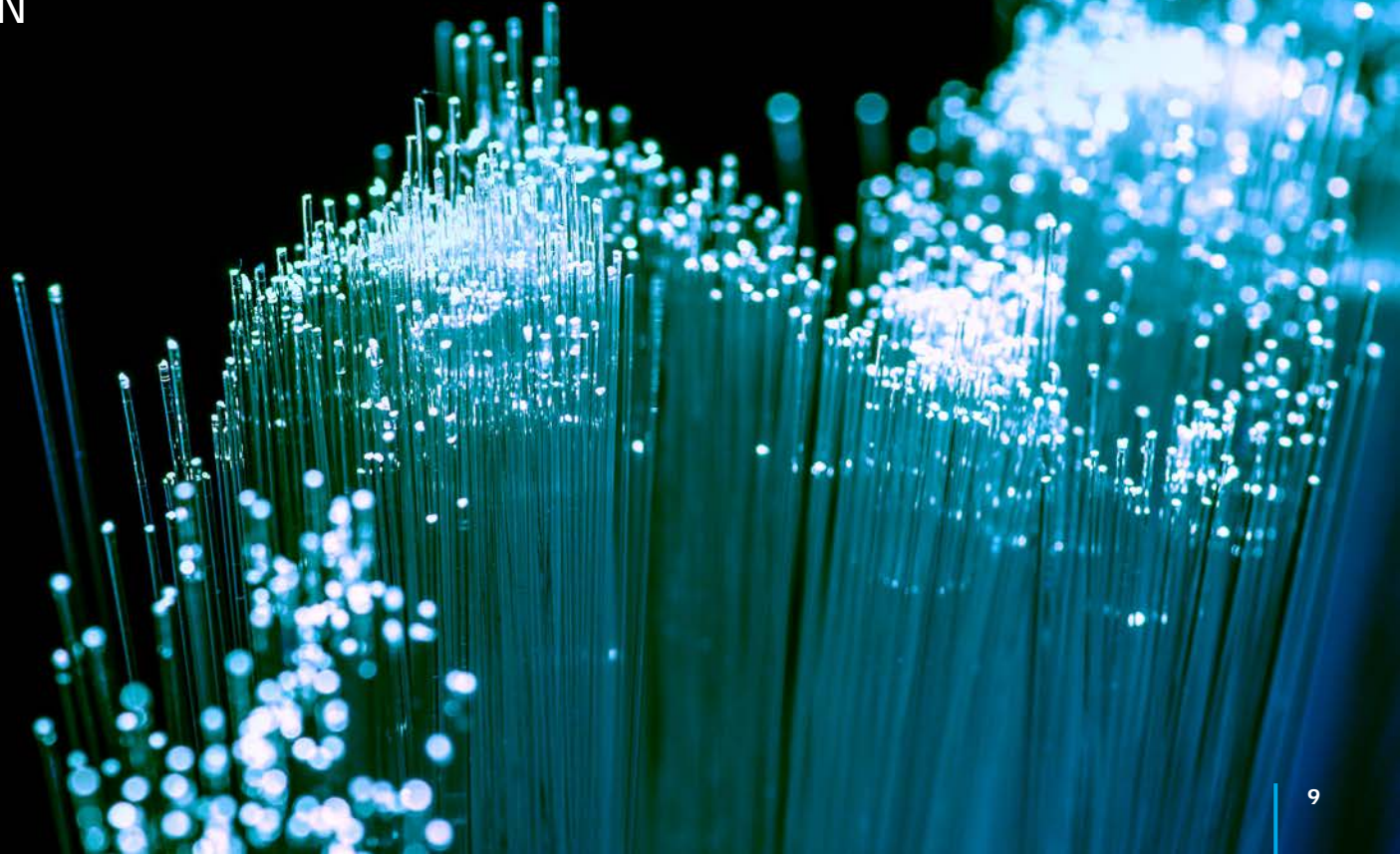
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- Obligations on the retailer to inform small customers of the metering timeframes
- Extending current civil penalty provisions to the new timeframes
- Making retailer planned interruption notices more flexible
- Harmonising the timeframe to repair and replace a faulty meter with meter exchanges
- Recommendation to AEMO to streamline the appointment process for metering parties.



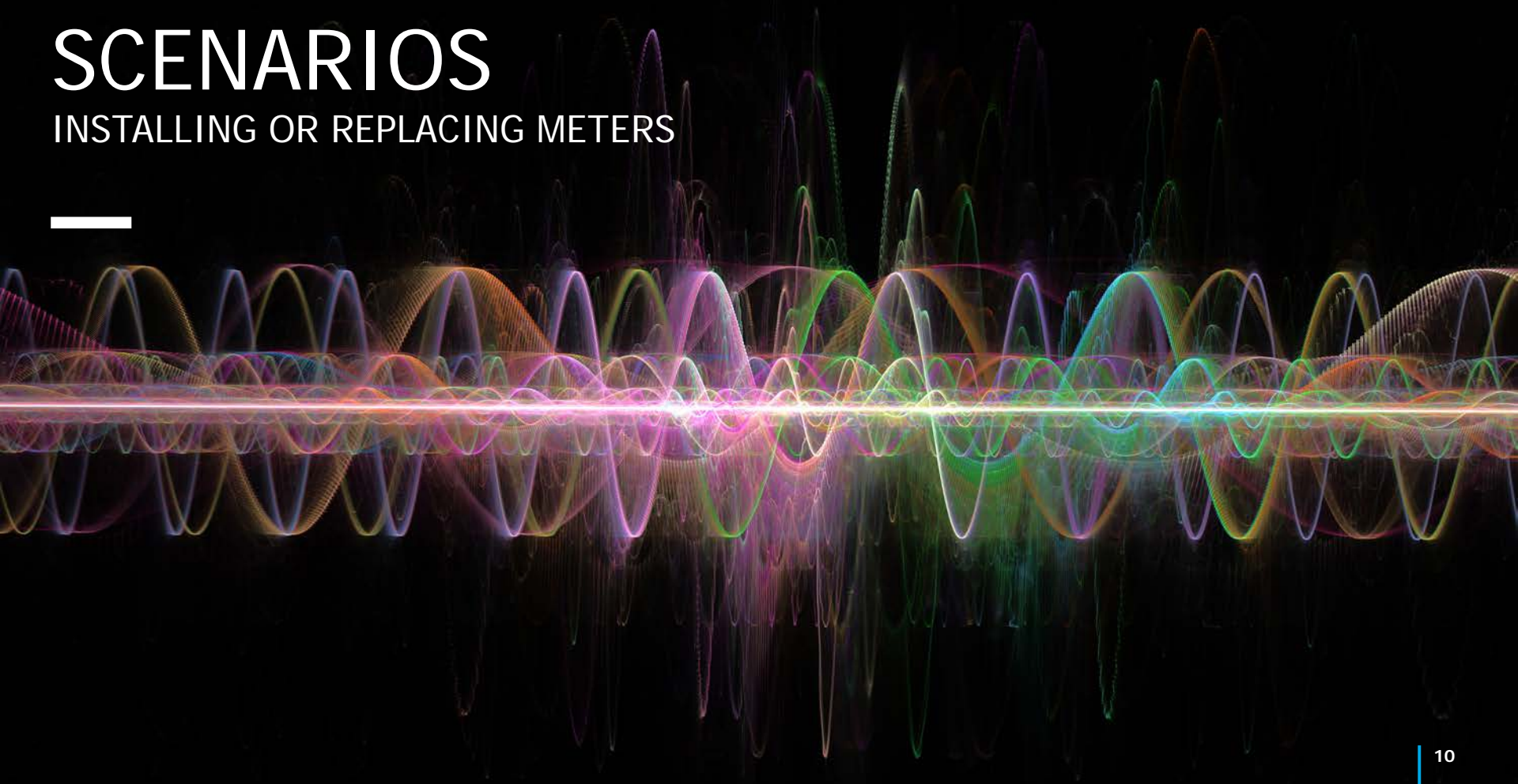
# CURRENT STATE OF METERING INSTALLATION DELAYS

## ENERGY OMBUDSMAN



# SCENARIOS

INSTALLING OR REPLACING METERS



## Three categories of new meter installations

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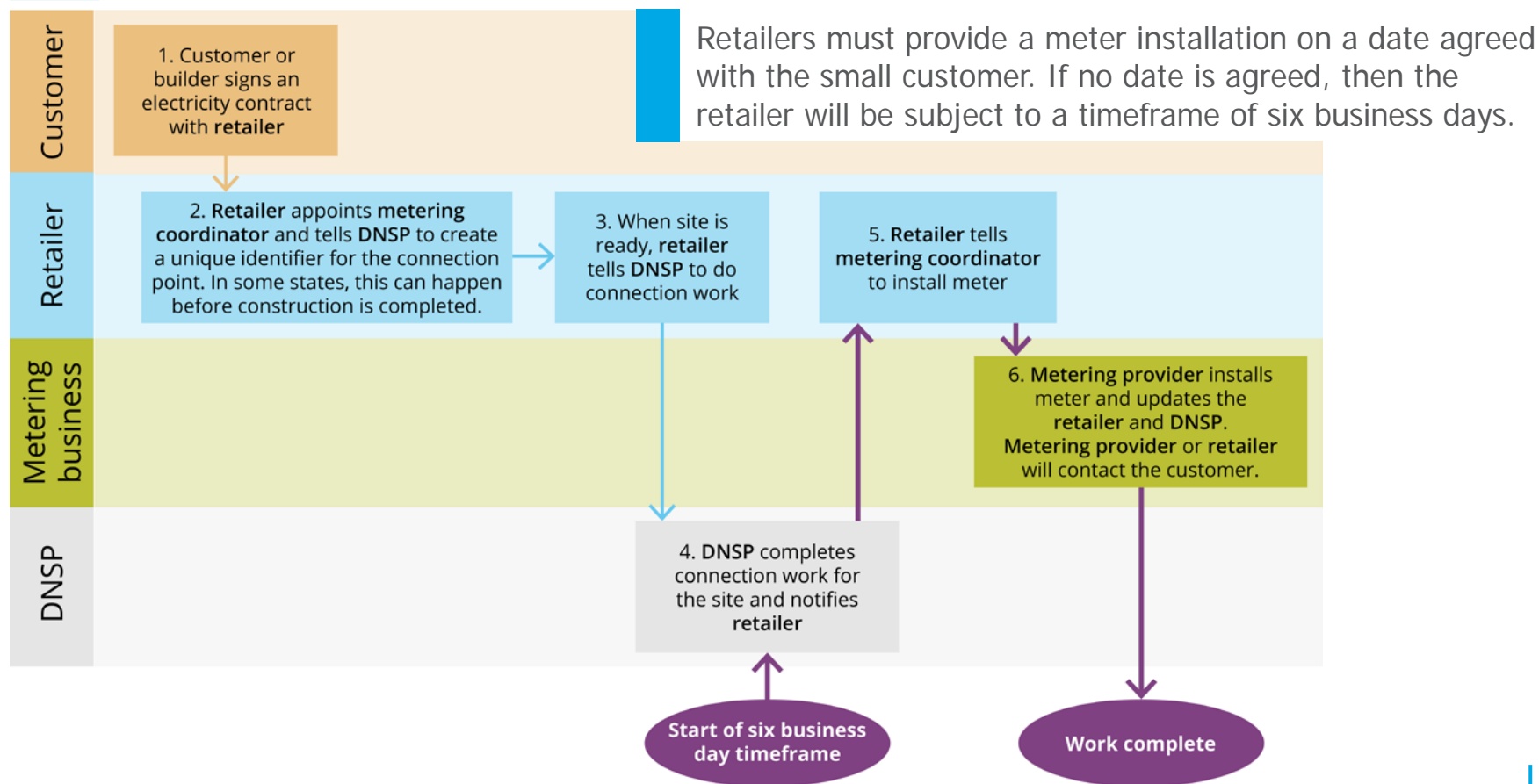
1. Customer initiated
  - New connections
  - Simple meter exchange (no connection alteration)
  - Complex meter exchange requiring connection alteration
2. Replacement of malfunctioning meters
3. Retailer-led installations

# CUSTOMER INITIATED METER INSTALLATIONS

## STAKEHOLDER WORKSHOP

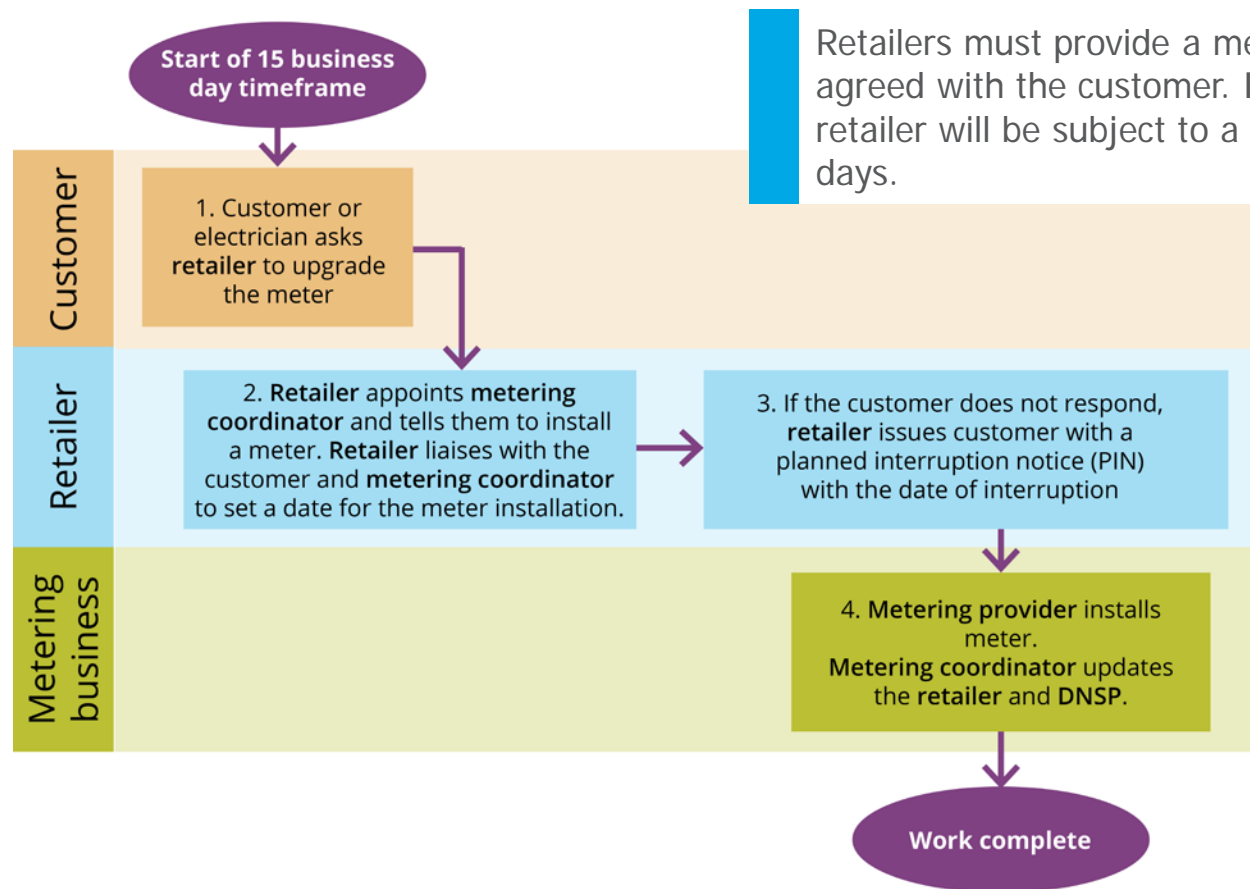


## Timeframes for new connections





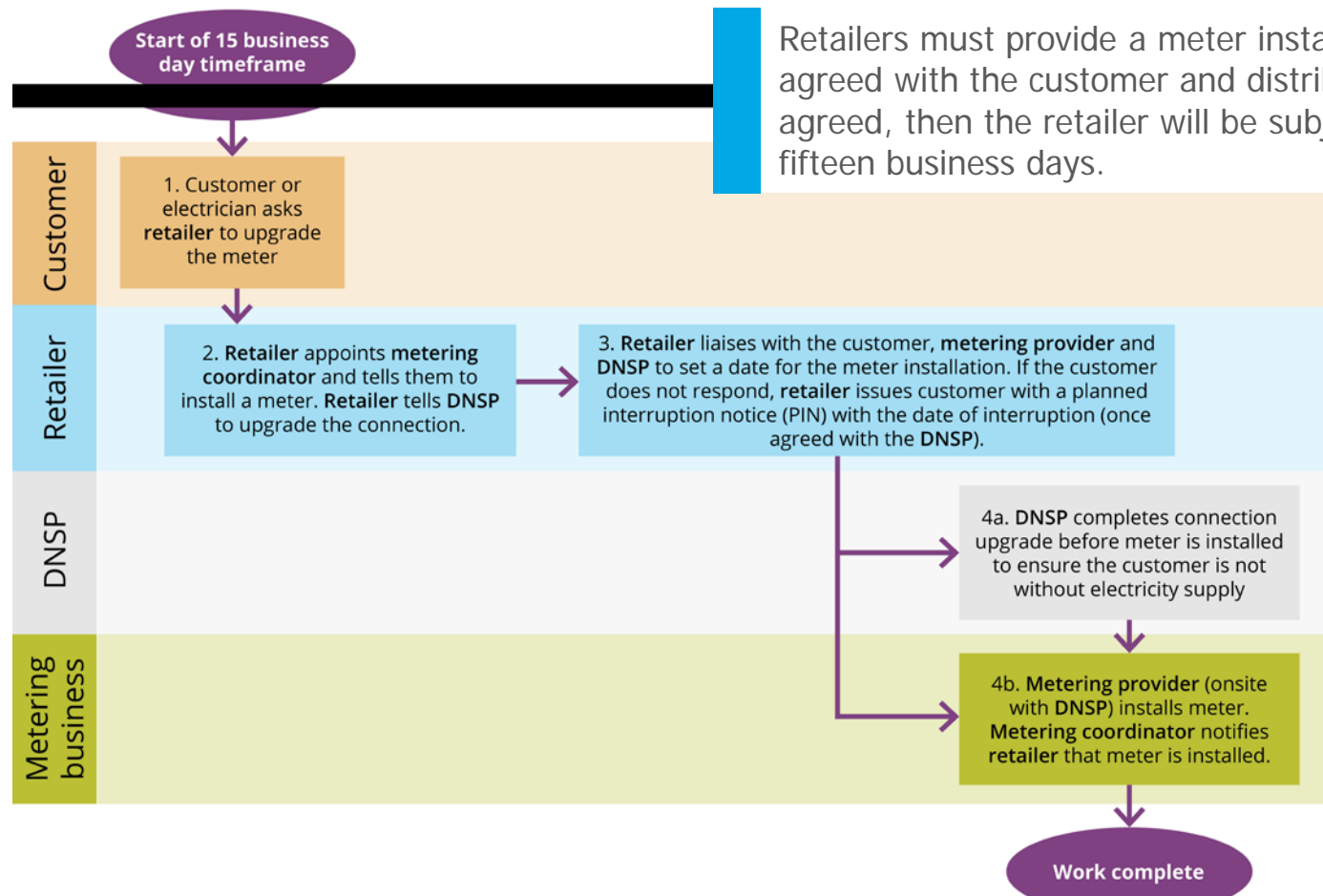
## Timeframes for simple meter exchanges



Retailers must provide a meter installation on a date agreed with the customer. If no date is agreed, then the retailer will be subject to a timeframe of fifteen business days.

To assist retailers in meeting this timeframe, the draft rule provides more flexibility for them to notify customers of a planned outage

## Timeframes for complex meter exchanges



Retailers must provide a meter installation on a date agreed with the customer and distributor. If no date is agreed, then the retailer will be subject to a timeframe of fifteen business days.

The distributor must coordinate the connection alteration in order to allow the retailer to meet its timeframe

## Compliance and enforcement

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The draft rule allows for retailers to gain an exception to the timeframe in limited circumstances, such as where:

- electrical or other safety constraints prevent work from proceeding
- the meter installation requires an interruption to the power supply of third party customers
- extra work needs to be completed at the site by another party before the meter can be installed
- the site is not accessible.



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We will recommend that the timeframes are subject to civil penalties

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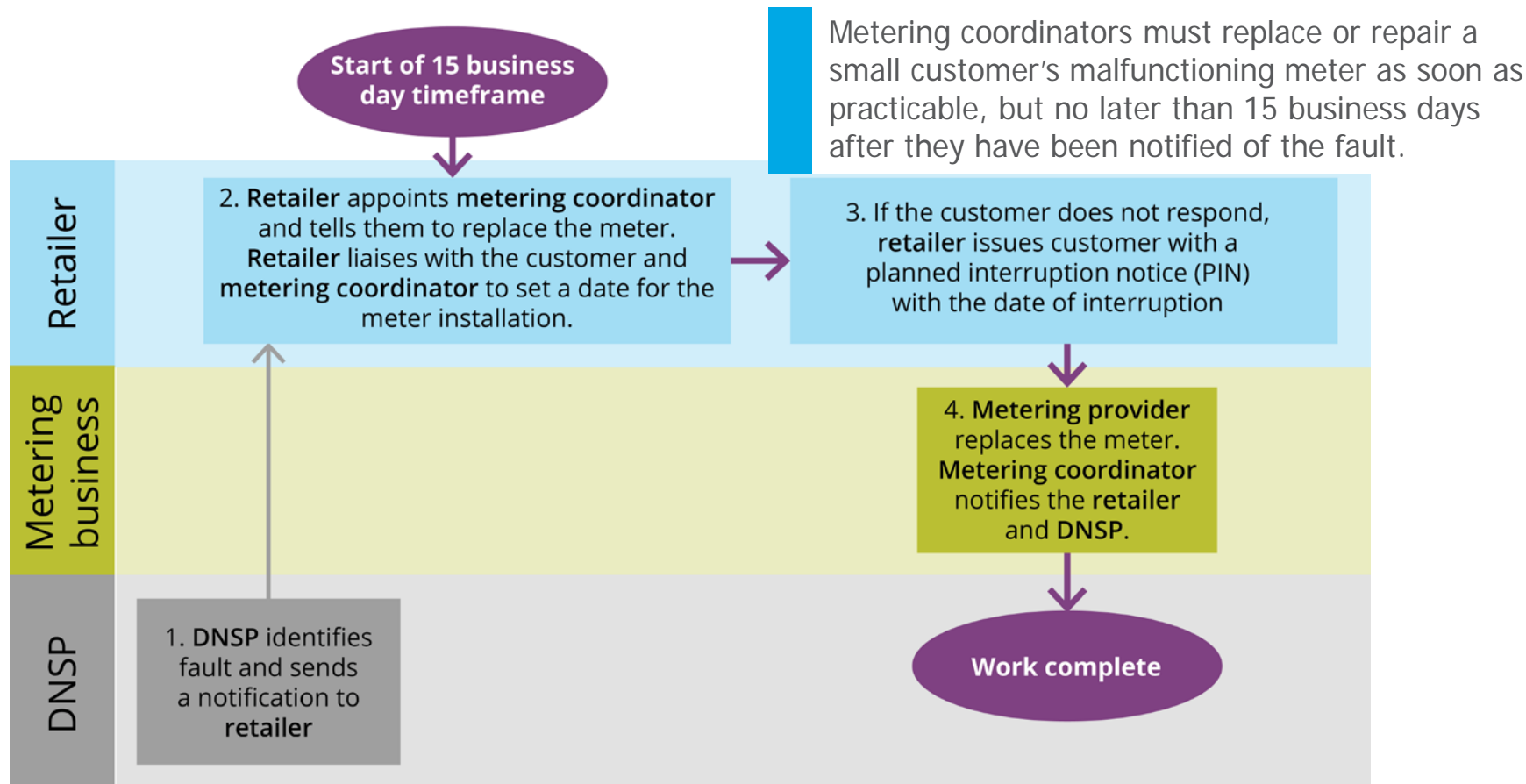


# ADDITIONAL MEASURES

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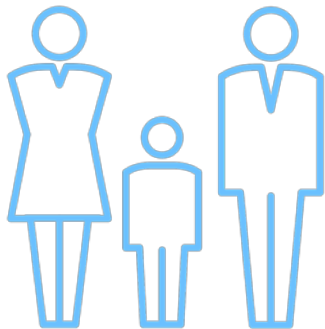


## Timeframes for rectifying a faulty meter



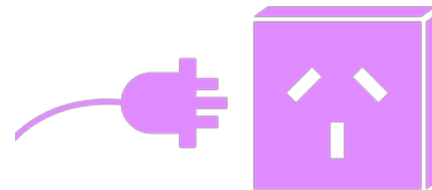
## Other measure to reduce meter installation delays

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### Planned outages for metering works

The rule provides retailers with the flexibility to conduct outages at shorter notice, as long as the customer consents. It will also give customers greater flexibility and control over the timing of their planned interruption.



### Streamlining the appointment of metering parties

The rule recommends that the objection period for metering role changes should be reduced to zero days in cases where an existing accumulation or manually read interval meter needs to be replaced with an advanced meter.

1 January 2019

Proposed commencement date for the changes to Chapter 7 of the NER and new clause 56C of the NERR, which relate to metering installation timeframes.

6 December 2018

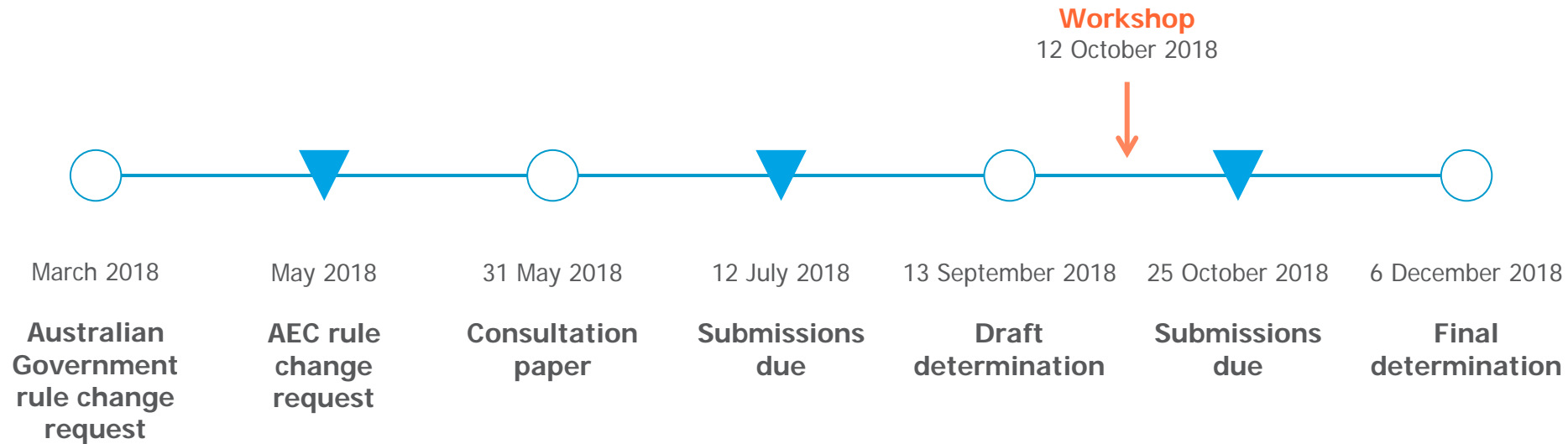
Proposed commencement date for the provisions related to retailer planned interruption notifications.

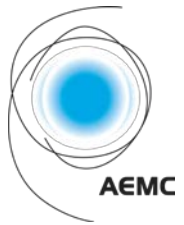
# NEXT STEPS & CLOSING

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## Next steps





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