



Draft National Electricity Amendment (Metering installation timeframes) Rule 2018 No. [###]

under the National Electricity Law to the extent applied by:

- (a) the National Electricity (South Australia) Act 1996 of South Australia;
- (b) the Electricity (National Scheme) Act 1997 of the Australian Capital Territory;
- (c) the Electricity - National Scheme (Queensland) Act 1997 of Queensland;
- (d) the Electricity - National Scheme (Tasmania) Act 1999 of Tasmania;
- (e) the National Electricity (New South Wales) Act 1997 of New South Wales;
- (f) the National Electricity (Victoria) Act 2005 of Victoria;
- (g) the National Electricity (Northern Territory)(National Uniform Legislation) Act 2015; and
- (h) the Australian Energy Market Act 2004 of the Commonwealth.

The Australian Energy Market Commission makes the following Rule under the National Electricity Law.

John Pierce
Chairman
Australian Energy Market Commission

Draft National Electricity Amendment (Metering installation timeframes) Rule 2018 No. [###]

1 Title of Rule

This Rule is the *Draft National Electricity Amendment (Metering installation timeframes) Rule 2018 No. [###]*.

2 Commencement

This Rule commences operation on 1 January 2019.

3 Amendment of the National Electricity Rules

The National Electricity Rules are amended as set out in Schedule 1.

Schedule 1 Amendment to the National Electricity Rules

(Clause 3)

[1] Clause 7.8.10 Meter installation malfunctions

In the title of clause 7.8.10, omit "**Meter**" and substitute "**Metering**".

[2] Clause 7.8.10 Metering installation malfunctions

Omit paragraph (a) of clause 7.8.10 in its entirety before the note and substitute:

- (a) Unless an exemption is obtained by the *Metering Coordinator* from *AEMO* under this clause 7.8.10, the *Metering Coordinator* must, if a *metering installation malfunction* occurs in respect of a *connection point* with a type 1, 2 or 3 *metering installation*, cause repairs to be made to the *metering installation* as soon as practicable but no later than 2 *business days* after the *Metering Coordinator* has been notified of the *metering installation malfunction*.

[3] Clause 7.8.10 Metering installation malfunctions

After clause 7.8.10(a), insert:

- (aa) Unless an exemption is obtained by the *Metering Coordinator* from *AEMO* under this clause 7.8.10, if a *metering installation malfunction* occurs, the *Metering Coordinator* must in respect of a *connection point* with:
 - (1) a *metering installation* at a *small customer's* premises, cause repairs to be made to the *metering installation* as soon as practicable but no later than 15 *business days* after the *Metering Coordinator* has been notified of the *metering installation malfunction*; or
 - (2) a *metering installation* other than the installations referred to in paragraph (a) or subparagraph (aa)(1), cause repairs to be made to the *metering installation* as soon as practicable but no later than 10 *business days* after the *Metering Coordinator* has been notified of the *metering installation malfunction*.

[4] Clause 7.8.10 Metering installation malfunctions

In paragraph (b) of clause 7.8.10, omit "paragraph" and substitute "paragraphs".

[5] Clause 7.8.10 Metering installation malfunctions

In paragraph (b) of clause 7.8.10, insert "and (aa)" at the end of the sentence.

[6] Clause 7.8.10 Metering installation malfunctions

In paragraph (d) of clause 7.8.10, omit "paragraph" and substitute "paragraphs".

[7] Clause 7.8.10 Metering installation malfunctions

In paragraph (d) of clause 7.8.10, insert "and (aa)" at the end of the sentence.

[8] New clause 7.8.10A Timeframes for meters to be installed – new connection

After clause 7.8.10, insert:

7.8.10A Timeframes for meters to be installed – new connection

- (a) Subject to paragraph (b), where a *new connection* is requested at a *small customer's* premises, the *small customer's retailer* must arrange a *meter* to be installed:
 - (1) on a date agreed with the *small customer*; or
 - (2) failing agreement with the *small customer*, no later than 6 *business days* of the *Distribution Network Service Provider* (or, as applicable, the person acting as an agent of the *small customer* in accordance with the *energy laws*) informing the *retailer* that the *connection service* (as defined in clause 5A.A.1) is complete.
- (b) The date agreed under subparagraph (a)(1) or the timeframe under subparagraph (a)(2) (as applicable) will not apply where:
 - (1) the customer has not entered into an agreement with the *retailer* for the *meter* to be installed;
 - (2) the proposed site for the *meter* at the *small customer's* premises is not accessible or safe, or the *connection service* has not been completed; or
 - (3) installing the *meter* requires interrupting *supply* to another *retail customer*.
- (c) Subject to the reapplication of paragraph (b), on and from the date that an exception under paragraph (b) ceases to apply, the *retailer* must arrange for the *meter* to be installed:
 - (1) on a new date agreed with the *small customer*; or
 - (2) failing agreement, on a date no later than 6 *business days* from the date that the exception ceases to apply.
- (d) Any communications required between the *retailer* and the *Distribution Network Service Provider* under this clause 7.8.10A

must be made promptly through the *B2B e-Hub* or any other agreed method.

Note

Under the *NERR*, a *retailer* must inform its *small customers* of its obligations under this clause.

[9] New clause 7.8.10B Timeframes for meters to be installed – where a connection service is not required

After new clause 7.8.10A, insert:

7.8.10B Timeframes for meters to be installed – where a connection service is not required

- (a) Subject to paragraph (b), if a *small customer* has requested the *retailer* to install a *meter* at the customer's premises and a *connection service* is not required, the *small customer's retailer* must arrange for the *meter* to be installed:
 - (1) on a date agreed with the *small customer*; or
 - (2) failing agreement, on a date no later than 15 *business days* after the *retailer* received the request from the *small customer* for the *meter* to be installed.
- (b) The date agreed under subparagraph (a)(1) or the timeframe under subparagraph (a)(2) (as applicable) will not apply where:
 - (1) the customer has not entered into an agreement with the *retailer* for the *meter* to be installed;
 - (2) the proposed site for the *meter* at the *small customer's* premises is not accessible, safe, or ready for the *meter* to be installed; or
 - (3) installing the *meter* requires interrupting *supply* to another *retail customer*.
- (c) Subject to the reapplication of paragraph (b), on and from the date that an exception under paragraph (b) ceases to apply, the *retailer* must arrange for the *meter* to be installed:
 - (1) on a new date agreed with the *small customer*; or
 - (2) failing agreement, on a date no later than 15 *business days* from the date that the exception ceases to apply.
- (d) For the avoidance of doubt, the timeframes for *meters* to be installed under this rule 7.8.10B do not apply for a *retailer* initiated

installation of a *meter*, including for a *new meter deployment* (as defined in the *NERR*), or for a *new connection*.

Note

Under the *NERR*, a *retailer* must inform its *small customers* of its obligations under this clause.

[10] New clause 7.8.10C Timeframes for meters to be installed – where a connection alteration is required

After clause 7.8.10B, insert:

7.8.10C Timeframes for meters to be installed – where a connection alteration is required

- (a) Subject to paragraph (b), if a *small customer* has requested a *meter* to be installed at the customer's premises, where a *connection alteration* is also required:
- (1) the *retailer* must arrange for the *meter* to be installed:
 - (i) on a date agreed with the *small customer*, and the *Distribution Network Service Provider* where the *Distribution Network Service Provider* is providing the *connection alteration*; or
 - (ii) failing agreement, on a date no later than 15 *business days* after the *retailer* received the request from the customer for the *meter* to be installed; and
 - (2) where a *Distribution Network Service Provider* is providing the *connection alteration*, it must co-ordinate the *connection alteration*, with the *retailer* and other relevant parties, in order to allow the *retailer* to comply with its obligation under subparagraph (a)(1).
- (b) The date agreed under subparagraph (a)(1)(i) or the timeframe under subparagraph (a)(1)(ii) (as applicable) will not apply where:
- (1) the customer has not entered into an agreement with the *retailer* for the *meter* to be installed;
 - (2) the proposed site for the *meter* at the *small customer's* premises is not accessible, safe, or ready for the *meter* to be installed;
 - (3) installing the *meter* requires interrupting *supply* to another *retail customer*; or
 - (4) the *small customer* has not met the conditions that it is required to comply with under its *connection contract*.

- (c) Subject to the reapplication of paragraph (b), on and from the date that an exemption under paragraph (b) ceases to apply:
 - (1) the *retailer* must arrange for the *meter* to be installed:
 - (i) on a new date agreed with the *small customer*; or
 - (ii) failing agreement, on a date no later than 15 *business days* from the date that the exception ceases to apply; and
 - (2) where a *Distribution Network Service Provider* is providing the *connection alteration*, it must co-ordinate the *connection alteration*, with the *retailer* and other relevant parties, in order to allow the *retailer* to meet its obligation under subparagraph (c)(1).
- (d) If the *retailer* receives a request from a *small customer* for a *meter* to be installed at the customer's premises where a *connection alteration* is also required, the *retailer* must inform the *Distribution Network Service Provider* of the request no later than the next *business day* after receiving the request.
- (e) Any communications required between the *retailer* and the *Distribution Network Service Provider* under this clause 7.8.10C must be made promptly through the *B2B e-Hub* or any other agreed method.
- (f) For the avoidance of doubt, the timeframes for *meters* to be installed under this clause 7.8.10C do not apply for a *retailer* initiated installation of a *meter*, including for a *new meter deployment* (as defined in the *NERR*), or for a *new connection*.

Note

Under the *NERR*, a *retailer* must inform its *small customers* of its obligations under this clause.
