



National Electricity Amendment (Metering installation timeframes) Rule 2018 No. 15

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

National Electricity Amendment (Metering installation timeframes) Rule 2018 No. 15

1 Title of Rule

This Rule is the *National Electricity Amendment (Metering installation timeframes) Rule 2018 No.15*.

2 Commencement

This Rule commences operation on 1 February 2019.

3 Amendment to the National Electricity Rules

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

4 Savings and Transitional Amendment to the National Electricity Rules

The National Electricity Rules are amended as set out in Schedule 2.

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 clause 7.8.10(a) 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*.

Note

For the application of this clause 7.8.10(aa) to type 5 or 6 *metering installations*, where the *Local Network Service Provider* is the *Metering Coordinator*, see clause 11.86.7.

[4] Clause 7.8.10 Metering installation malfunctions

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

[5] Clause 7.8.10 Metering installation malfunctions

In clause 7.8.10(b), insert "and (aa)" after "paragraphs a".

[6] Clause 7.8.10 Metering installation malfunctions

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

[7] Clause 7.8.10 Metering installation malfunctions

In clause 7.8.10(d), insert "and (aa)" after "paragraphs a".

[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) by a date agreed with the *small customer*; or
 - (2) failing agreement with the *small customer*, on a date no later than 6 *business days* from the date the *retailer* is informed that the *connection service* (as defined in clause 5A.A.1) is complete.
- (b) The timeframe under subparagraph (a)(1) or (a)(2) (as applicable) will not apply where:
 - (1) the *small 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 ready for the *meter* to be installed, or the *connection service* (as defined in clause 5A.A.1) has not been completed;
 - (3) installing the *meter* requires interrupting *supply* to another *retail customer*; or
 - (4) the *retail customer* requesting the *meter* to be installed has entered into an aggregated electricity consumption agreement with the *retailer* under subrule 5(2) of the *NERR* for the relevant premises, and the agreement specifically provides for the timeframe not to apply.
- (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) by 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* (as defined in clause 5A.A.1) is not required, the *small customer's retailer* must arrange for the *meter* to be installed:
- (1) by 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 timeframe under subparagraph (a)(1) or (a)(2) (as applicable) will not apply where:
- (1) the *small 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 *retail customer* requesting the *meter* to be installed has entered into an aggregated electricity consumption agreement with the *retailer* under subrule 5(2) of the *NERR* for the relevant premises, and the agreement specifically provides for the timeframe not to apply.

- (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) by 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 new 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) by 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 timeframe under subparagraph (a)(1)(i) or (a)(1)(ii) (as applicable) will not apply where:

- (1) the *small 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*;
 - (4) the *small customer* has not met the conditions that it is required to comply with under its *connection contract*;
 - (5) the *retail customer* requesting the *meter* to be installed has entered into an aggregated electricity consumption agreement with the *retailer* under subrule 5(2) of the *NERR* for the relevant premises, and the agreement specifically provides for the timeframe not to apply; or
 - (6) *augmentation* is required for the purposes of the *connection alteration* and has not yet been completed.
- (c) Subject to the reapplication of paragraph (b), on and from the date that an exception under paragraph (b) ceases to apply:
- (1) the *retailer* must arrange for the *meter* to be installed:
 - (i) by a new 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* 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 7.8.10(C) 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.

[11] Chapter 10 Glossary

Omit the definition of "connection alteration" and substitute:

connection alteration

Has (in the context of Chapters 5A and 7) the meaning given in clause 5A.A.1.

[12] Chapter 10 Glossary

Omit the definition of "connection contract" and substitute:

connection contract

Has (in the context of Chapters 5A and 7) the meaning given in clause 5A.A.1.

Schedule 2 Savings and Transitional Amendment to the National Electricity Rules

(Clause 4)

[1] Clause 11.86.1 Definitions

Omit the definition of "new Chapter 7" and substitute:

new Chapter 7 means the Chapter 7 of the Rules as in force after the effective date, as amended from time to time.

[2] Clause 11.86.7 Metering Coordinator for type 5 or 6 metering installation from effective date

In clause 11.86.7(d)(4), omit "(1)".

[3] Clause 11.86.7 Metering Coordinator for type 5 or 6 metering installation from effective date

Omit clause 11.86.7(g)(2) and substitute:

(2) is not obliged to comply with clauses 7.8.10(aa)(1) or 7.8.10(aa)(2) of new Chapter 7; and

[4] Clause 11.86.7 Metering Coordinator for type 5 or 6 metering installation from effective date

In clause 11.86.7(g)(3), omit "(1)".

[5] Clause 11.86.7 Metering Coordinator for type 5 or 6 metering installation from effective date

Omit clause 11.86.7(i), except for the note, and substitute:

(i) Any *Metering Coordinator* appointed by the *financially responsible Market Participant* following a notice under subparagraph (g)(3) must comply with clauses 7.8.10(aa)(1) or 7.8.10(aa)(2) of new Chapter 7 (as applicable), taking the date of its appointment to be the date on which it was notified of the *metering installation malfunction*.

[6] New Part ZZZO Metering installation timeframes

After part ZZZN, insert:

Part ZZZO Metering installation timeframes

11.113 Rules consequential on making of the National Electricity Amendment (Metering installation timeframes) Rule 2018

11.113.1 Definitions

For the purposes of this rule 11.113:

Amending Rule means the National Electricity Amendment (Metering installation timeframes) Rule 2018.

Existing meter installation request has the meaning given in clause 11.113.2(a).

commencement date means the date on which the Amending Rule commences operation.

11.113.2 Timeframes for meters to be installed

- (a) This clause 11.113.2 applies where, before the commencement date, a *retailer* has an outstanding request for a *meter* to be installed, including in relation to a *new connection*, at a *small customer's* premises and that request does not relate to a *new meter deployment* (as defined in the *NERR*) or a *metering installation malfunction* (**Existing meter installation request**).
- (b) On and from the commencement date, the Amending Rule will apply to an Existing meter installation request as if:
 - (1) the timeframe for the *meter* to be installed for the purposes of clause 7.8.10A(a)(2) ends on the later of:
 - (i) 6 *business days* from the date the *retailer* is informed that the *connection service* (as defined in clause 5A.A.1) is complete; and
 - (ii) 6 *business days* from the commencement date;
 - (2) for the purposes of clause 7.8.10B(a)(2), the *retailer* received the request from the *small customer* on the commencement date; and
 - (3) for the purposes of clause 7.8.10C(a)(1)(ii) and clause 7.8.10C(d), the *retailer* received the request from the *small customer* on the commencement date.

[END OF RULE AS MADE]
