Operational Guide for Retailers

Citipower Pty Ltd and Powercor Australia Ltd

Uncontrolled document when printed August 2024

Document Information

Version	Issue Date	Author		Details
1.0	August 2024	Rob McDougall		Initial release

Purpose

This guide the Citipower and Powercor (CP/PAL) Electricity Operational Guide for Retailers covers the main operational services between CP/PAL and Retailers

It is intended to equip retailers with a reference guide to assist them in carrying our operational services in accordance with CP/PAL's approach.

It is not intended to replace the ROCL which is the official contact guide used in the industry

Confidentiality and Disclosure Statement

The information in this document is proprietary and confidential information of CitiPower Pty Ltd and Powercor Australia Limited (CP/PAL).

The Retailer must not disclose this document, or any information contained in this document, outside the Retailer's organisation without CP/PAL express written consent.

The information in this document must not be duplicated, used, relied upon, or disclosed in whole or in part for any purpose other than to provide an overview of CP/PAL's operational services.

This document is provided for indicative planning purposes only. In the event of any inconsistency between a party's obligations or rights under the Electricity Law, and its obligations or rights under this document, its obligations and rights under the Electricity Law shall take precedence to the extent of any inconsistency.

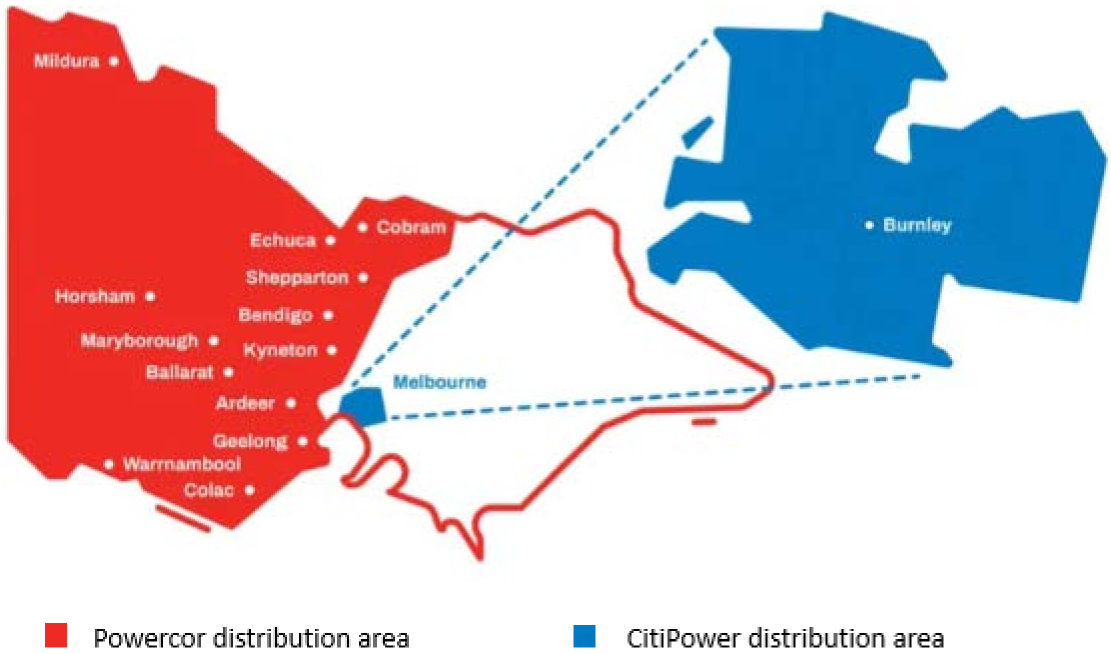
Contents

1 Corporate Overview

CitiPower and Powercor move electricity to and from more than 1.1 million homes and businesses across the western suburbs of Melbourne, central and western Victoria, Melbourne's CBD and inner suburbs.

Our network of poles, wires and other infrastructure are playing a critical role in supporting Victoria's clean energy transition. We are at the forefront of finding innovative ways to support Victoria's energy transition through projects and trials investigating community batteries, smart charging for electric vehicles and other community energy projects.

Our teams operate from 14 depots, our Bendigo-based customer contact centre and our Melbourne CBD headquarters, to deliver reliable, safe and affordable electricity by operating, managing and maintaining all network assets and metering services.



2 Operational Contacts

Did you know that CP/PAL has an online Retailer enquiries form that you can use to submit your queries. [Energy retailer resources | CitiPower & Powercor](#) using this form will ensure that your query gets to the right team the first time and you will get a quicker response.

The below table does outline the most common enquiries and who to contact. Note that this is not an exhaustive list. The most up to date contact list can be found in the ROCL (Retailer Operations Contact List):

Enquiry Type	Email
Solar enquires Meter Reconfigurations for solar	newenergyservices@powercor.com.au
Requests to upgrade or downgrade a site Network Tariff change e.g. TOU to flat rate for non demand customers New Connections Adds & Alts Supply Abolishments NCONUML Failed Field Visit fees OMBUDSMAN complaints MSATS Standing Data updates e.g.: Address updates (incl Rates Notice) CCC (Customer Classification Code) updates MSATS roles updates e.g.: • NMI lost in error • Incorrect MPB role assigned	ConnectionServicesEnquiries@powercor.com.au
Rolling Demand History Demand tariff queries	MajorAccounts-CP@citipower.com.au
Billing Disputes	disputes@powercor.com.au
Urgent Re-Energisation requests DNP Service Order cancellation Customer Details Notifications Life Support updates	B2B-SO-PAL@powercor.com.au
Missing Meter Data CATS Objections (e.g. request to lift objection) Retailer Transfers	MDP-PAL@powercor.com.au

3 Key Process Summary and Related B2B Transactions

Process / Transaction	Summary
Establish Supply	Process of connecting a new customer to electricity supply and metering services
Embedded Generation Installation	New and existing connections requiring solar, wind, or battery
Supply Alterations	Changes to an existing supply connection or meter
De-Energisations & Re-Energisations	De-energisation: disconnection of a customer’s electricity supply Re-energisation: reconnection of electrical supply where a customer has been disconnected *Note: In Victoria, if a service has been off supply (de-energised) for more than 12 months, the SIRs (Service Installation Rules) require a notification that a safety check has been conducted by an electrical contractor. Certified Evidence that an Installation is safe to reconnect, e.g. Certificate of Electrical Safety (CES), is required.*
Supply Abolishment	Permanent removal of electricity supply and metering services from a site

3.1 Establish Supply

(a) Small Customer Supply

CitiPower and Powercor’s online portal, e-Connect, enables electricians, customers, and solar installers to:

- submit, track and complete new connections (metered and unmetered supply), alterations, and abolishment applications
- submit pre-approval for a rooftop solar connection, small scale battery or electric vehicles (up to 30kVA total inverter capacity at the premises)
- obtain high-level network capacity information for large scale embedded generation applications (between 30kVA and 1MVA)

All connections application must be submitted directly to CitiPower and Powercor via e-Connect:

- Registered Electrical Contractors/Licenced Electrical Workers (REC/LEW) and other customers will submit Line of Mains Connections (LOMC) connections applications digitally online directly to CitiPower (CP) and Powercor (PAL). Paper forms will not be accepted, nor will forms that have been e-mailed.
- The submitter must nominate the Retailer of their choice.

Initial Validation performed by CitiPower & Powercor:

- CP/PAL will conduct initial request validations, e.g. address, NMI, meter number, CES, supply investigation, ensuring accuracy of information, and will work with the submitter to resolve any matters related to invalid information where this is identified.
- CP/PAL will send the connections request to Retailers via an emailed PDF containing an application number CR-XXXXX and the correct B2B Type and Sub Type to be sent in the service order.

Sending B2B Service Orders:

- Retailers complete their internal customer validations and send the correct B2B Service Order Type and Sub Type adding the Application Number provided by CP/PAL in the Form Number Field in the B2B Service Order.
- CP/PAL will validate the B2B Service Order and proceed with processing the request.
- CP/PAL will apply the relevant default tariff as part of the New Connection process. If the customer wishes to change to an Opt-In tariff, then a Tariff Change request must be submitted after the New Connection is complete.

Other:

- CP/PAL will send a report (upon request) showing outstanding B2B Service Order requests and Connection Request status updates to assist Retailers manage outstanding requests.
- NCONUML connection applications will also be submitted via eConnect (Origin only).

To establish supply at a small customer site:

Retailer Sends Allocate NMI Service Order (SO) Request: When a customer requests a new connection, the REC must submit a request via the e-Connect portal. Once the request has been accepted by CP/PAL, an email will be sent to the Retailer requesting all required Service Orders.

Supply Service Works (SSW) Allocate NMI SO, must be received and accepted first for CP/PAL to commence the new connection request. If the allocate NMI is accepted, the NMI will be created, and a completion response sent back to the retailer.

Once the Retailer has received a response for the Allocate NMI SO, they should raise a **Supply Service Works (SSW) Establish Supply and Metering Service Works (MSW) Install Meter Service Orders** as soon as the NMI is available in MSATS

There are three different Establish Supply service order subtypes that may be requested depending on the application submitted:

1. **Supply Service Works - Establish Supply - Permanent** (This service order type must be used when the meter is to be installed in the final and permanent location and construction has been completed.)

2. **Supply Service Works - Establish Supply - Temporary** (This service order type is for the temporary connection of electricity for building purposes). Where a site has a builders temporary supply installed, CP/PAL will not re-use this NMI. The NMI will be abolished when the Supply Permanent SO is received. This means, that when the Retailer is made aware that a permanent connection is required, they must raise an Allocate NMI, Establish Supply and a Meter Install SO. CP/PAL will coincidentally abolish the temporary supply and the NMI will be made extinct. A new NMI will be created for the permanent supply.

3. **Supply Service Works - Establish Supply - Temporary in Permanent** This service order type is to be used when electricity supply is required to a property for construction purposes and when the permanent consumer's mains, metering facilities including sub-mains are installed in their permanent position and comply with Victorian Service Installation Rules.

CP/PAL Matches and Validates Requests and Executes Field Work. Provided both SOs are received with the same information, they will be matched to the application and field work can commence.

Unless an appointment is required, the expected Time Frame for completion of the New Connection is 10 business days from the day the last required service order was received.

CP/PAL Sends a SO Response: CP/PAL will send a SO Response for both the SSW & MSW SO Requests.

Application of fees on Service Orders:

- Establish Supply Fees: Of the pair of SOs, the Supply Establish SO will be deemed the 'master SO' and all scheduled fees and charges will be applied to this SO. Here, up to eight product codes may be included on a SO Completion, to allow for a more accurate capture of charges for completed SOs. The Metering Install SO will be closed with no charges applied.
- Supply & Metering Works Fees: A similar arrangement to the Establish Supply charge fee will be applied to Supply & Metering Works fees. Where there is both a Supply Alteration SO and a Metering Service Works SO, CP/PAL will apply the scheduled charges to the Supply Alteration SO to close it out and the Metering Service Works SO will be closed out with no charges applied.

(b) AMI CT Meter Connections

Same steps as per the Small Customer Supply but meter panel must be dropped off and then CT's must be collected by the REC from the relevant depot.

(c) Large Type 1 – 4 Connections

CP/PAL cannot perform the roles of MP, MDP and MC for contestable metering sites (i.e., >160 MWh). These roles must be appointed by the Retailer. CP/PAL will continue to perform the role of LSNP for Type 1-4 sites.

Before work can be scheduled CT's must be collected by the REC from the relevant depot. All large connections will undergo a supply assessment to ensure a valid supply offer is in place. A NoMW (Notification of Metering Work) must be received from the Metering Provider.

(d) Multiple Occupancy

For Multiple Occupancy Retailers must send through all Service Orders as requested via email notification before works will proceed.

(e) After Hour Truck Appointments

After hours truck appointment requests are for work that is required to be done outside of normal business hours, not to expedite requests.

For all Connection related follow up queries please email: connectionservicesenquiries@powercor.com.au

3.2 Supply Alterations

(a) Small Customer Supply Alterations

For a small customer Supply Alteration that also involves Metering Works, the Retailer must send the following to CP/PAL depending on the request sent for B2b service orders:

- **Supply Service Works Supply Alteration SO**
- **Metering Service Works SO:**
  - Metering Service Works > Install Meter
  - Metering Service Works > Move Meter
  - Metering Service Works > Exchange Meter; or
  - Metering Service Works > Remove Meter

- All alterations are completed by an appointment on a date/time agreed with by CitiPower/Powercor and the customers electrician

3.3 Supply Abolishment

(a) Abolishment for Small & Large Sites

Abolishing supply usually occurs when a building is planned for removal, relocation or demolition. A supply abolishment request results in CP/PAL removing the electricity meter and overhead service line from the premise. Underground services and other network assets will not be removed.

When requesting an abolishment of supply, the REC or Customer must submit an application:

Retailers complete their internal customer validations and send the correct B2B Service Order Type and Sub Type, adding the Connection Request number provided by CP/PAL in the Form Number Field in the B2B Service Order

- Send a **Supply Service Works – Supply Abolishment SO** to CP/PAL as per request B2b Service Orders sent via email to Retailer.
- Once the connection has been removed, the NMI associated with the connection will be made extinct.
- Where the abolished site has a non-CP/PAL meter, CP/PAL will collect the meter and return it to our Metering Service Provider who with then distribute the meter back to the MP.

- Time Frame for abolishment to be completed is 20 business days from receipt of the service orders

For any queries regarding supply alterations and abolishment please email: connectionservicesenquiries@powercor.com.au

3.4 De-Energisations and Re-Energisations

CP/PAL will determine the most cost-effective Re-Energisation method based on its knowledge of a meter's type and status when a Retailer selects the **Recipient Discretion** sub-type for Re-Energisation.

(a) Remote De-Energisations and Re-Energisations

CP/PAL will attempt to perform a remote de-energisation or re-energisation if the following criteria are met:

- A Direct Connected AMI meter is installed
- The Retailer raises the De-energisation or Re-energisation SO Request with a subtype of either 'Remote' or 'Recipient Discretion'
- If a request is "Recipient Discretion" and a meter cannot be remotely de-energised or re-energised, the Re-energisation / De-energisation SO will need to be performed in the field and depending on the connection type (e.g. CT Metering) it may require a truck visit. Charges will apply in the instances that field visits are required. In the event that a truck visit is required, the service order will be Not Completed requesting that the retailer accepts the truck visit charges in the special instructions when they re-raise the SO. Where a Retailer has explicitly requested a Remote De-energisation SO which cannot be fulfilled, CP/PAL will send a Not Complete SO Response.
- For all de-energisations, CP/PAL will reflect the 'Meter Register Status' in MSATS as 'Remotely Disconnected' but will continue to publish (zero) consumption to the market in alignment with the AEMO procedures.

  Note that Retailer initiated disconnections (DNP/DNI) are not carried out before 8.00am or after 2.00pm on a weekday, or on a Friday, weekend and public holidays.

  Customer requested disconnections are completed within 3 business days

(b) Re-Energisation and De-Energisation requests where a truck visit is required and there are fees involved

If you request a physical site visit, fees will apply. You must state "Truck Fees accepted" in the special instructions of the service order for requests where a service truck will be required.

If you request a "Recipient Discretion" service order and it is clear that we need to have a truck attend site we will accept and complete the SO, provided you have added "Truck Fees accepted" in the special instructions field.

If this note is not added, the B2B Service Order will not complete. We will request that you accept the fees and resubmit the service order with "Truck Fees accepted" in the special instructions field.

Current fees and charges can be found on the Powercor website Pricing | CitiPower & Powercor

(c) Cancellation of a De-Energisation request

If you need to cancel a de-energisation request please raise the appropriate B2B service order. For urgent same day cancellations please also call through to the energisations team on 1300 243 422 (choose option 2)

(d) Re-Energisations Service Time

For Re-Energisations retailers must ensure to assign the correct Service Time as per the below table:

Re-Energise	Service Time	Re-En Type	Conditions
Same Day	Any Time	Remote	Request must be received prior 9pm. No charge for this request. Requests post 4pm must be called through to 1300 243 422.
		Physical	Service order needs to be received by 4pm. Charge will apply with product code RSDBH. If after 4pm must be called through to 1300 243 422 – Powercor and 1300 724 234 – Citipower. Charge will apply with product code IOSAH
Next Business Day	Any Time if received after 3pm, else Business Hours	Remote	No charge will apply
		Physical	RCTBH will apply if received by 3pm, else RSDBH will apply.
Weekends and Public Holidays	Any Time	Remote	Request must be received prior 9pm. No charge for this request. Requests must be called through to 1300 243 422 – Powercor or 1300 724 234 - Citipower.
	N/A	Physical	We do not offer this service

In the event CP/PAL is unable to remotely re-energise the site, CP/PAL dispatches a field crew to perform the re-energisation. If the field crew determine the failed remote is due to customer fault, CP/PAL charge a manual re-energisation fee as per our Distribution Service Schedule of charges.

- If a service has been off supply for more than 12 months, CP/PAL require a Certificate of Electricity Safety (CES) to confirm a safety check has been conducted by a Registered Electrical Contractor (REC), and the installation is safe to re-energise.

The CES must be signed and dated within the last 12 months of the requested connection date, if not the SO is rejected

(e) Service Order Types and Work Practices

Refer to the below table for De-energisation and Re-energisation SO Types and Work Practices:

SO Type	SO Subtype	CP/PAL Practice
De-Energisation	Remote	Remote Only
		If Meter does not allow Remote De-energisation, SO Request will be automatically rejected
		If Remote De-energisation cannot be completed, SO Response will be 'Not Completed'
	Recipient Discretion	Cheapest available method for the installed meter type and retailer agreement, which is typically a Remote De-energisation.

SO Type	SO Subtype	CP/PAL Practice
		If a Remote De-energisation is not possible, perform via Field Visit (typically Fuse Removal).
	Remove Fuse	Field Visit Only - chargeable
	Disconnect at Pillar-Box Pit or Pole-Top	Field Visit Only - chargeable
	Local Meter Disconnect	Field Visit Only where supported by the meter type installed, otherwise SO Request will be automatically Rejected
Re-Energisation	Remote	Remote if site was previously Remotely Disconnected, otherwise SO Request will be automatically rejected.
	Recipient Discretion	Cheapest available method, which depends on the meter type, retailer agreement for Remote Services, the method of disconnection and whether load exists on the supply side of the meter.
	After Disconnection for Non-Payment	Remote only if meter was previously Remotely Disconnected, otherwise Field Visit - chargeable
	Retrospective Move-In	Administrative Re-energisation Only. No Remote or Field Re-energisation activity will be performed.
		If NMI Status and/or Meter Register is D, SO will be automatically rejected.
	New Reading Required	Field Visit Only
	Move-In	Cheapest available method, which depends on the meter type, retailer agreement for Remote Services, the method of disconnection and whether load exists on the supply side of the meter.
	Physical Visit	Field Visit Only

For all queries regarding De-energisations or Re-energisations, please email:

B2B-SO-PAL@powercor.com.au

3.5 Failed Field Visits

CitiPower & Powercor will apply a failed field visit charge to the following service order types if work could not be completed due to the fault of the REC, customer or retailer.

Supply Service Works

- Establish Supply
- Temporary Isolation
- Temporary Isolation (Group)
- Alteration
- Abolishments

Metering Service Works

- Meter Install
- Meter Exchange
- Meter Removal
- Move Meter

In order to avoid wasted visit fees RECs and retailers should ensure that the site is ready for connection, there are no defects and access is available. The REC will receive a “Call to Action” to recitfy the issue. This “Call to Action” will include details of why the job has failed.

(a) Failed field visit (complex tasks)

This charge applies when the customers (or the customer's contractor) requests a certain type of service, however, when the crew arrive at the stie, they are unable to complete the works due to circumstances that are the responsibility of the customer (i.e. restricted access, contractor not ready, etc.) The charge applies when the following services were requested and the crew were unable to complete work:

- New connections and/or abolishment
- Any isolation or reconnection after isolation
- Any alternations (standard or complex)
- Any CT meter works.

Different charges apply depending on whether the failed field visit was during or after business hours.

(b) Failed field visit (simple tasks)

This charge applies when the following services have been requested by the customer (or the customer's contractor), however, when the crew arrive at the site, they are unable to complete the work due to circumstances that are the responsibility of the customer (i.e. restricted access, contractor not ready, etc.):

- Meter/NMI investigation
- Manual re-energisation or manual de-energisation
- Any meter accuracy test or meter reading (see section 3.4 on metering coordinator services).

For information about charges for failed field visits please visit our website

[Pricing | CitiPower & Powercor]

3.6 Retailer Initiated Service Order Cancellations

(a) Cancelling a Service Order Request

To cancel a SO request, the Retailer must send a SO Request with the 'Action Type' set to Cancel and quote the Service Order ID of the SO Request to be cancelled.

High Priority cancellations also need to be called through to 1300 243 422

When a cancellation request has been sent, CP/PAL will determine if the SO has been previously received and is currently in progress. Based on the SO status, one of the following outcomes will occur:

- If CP/PAL are unable to match the cancellation request with the SO, then CP/PAL will reject the cancellation SO request automatically.
- If the SO status has been dispatched to the field, then CP/PAL will reject the cancellation request.
- If the SO has already been completed (i.e., SO Response has been sent), then CP/PAL will automatically send a business rejection of the cancellation.
- CitiPower and Powercor will not cancel Connection Requests based on a B2B cancellation request. We require cancellation be received from the REC or customer either in writing or verbally.
- If a customer cancels directly with us we will provide the reason for the cancellation in the B2B response.

3.7 New Energy Services (Solar, Battery and Electric Vehicle)

An Embedded Generator is a device that converts a form of energy (such as solar, wind, etc.) into electricity and is connected to CP/PAL distribution network. This generated electricity can then be used to power residential homes and any excess is exported on to CP/PAL network.

We are unable to include solar or battery component to a NMI that is not yet established. This is largely due to export limitations and the pre-approval process in which we assess existing sites. We must wait for the NMI to be established, connected and active before we can commence the solar process.

(a) Existing Connections Requiring Solar, Wind or Battery

For solar, wind and battery installations where there is an existing meter, the following will occur:

- The customer or their installer needs to submit a pre-approval via the eConnect Portal. Once they have their outcome, it is valid for 3 months. In this time, they must have their installer submit an alteration request via eConnect to reconfigure the meter. They must provide a Certificate of Electrical Safety and valid commissioning documents showing the correct region/grid settings along with the inverter serial number. Meter Reconfiguration charge applies. Once we have completed the validation of the mandatory documentation, we will send a request for a B2B service order from the customers current retailer.
- If the meter is an existing ‘old-style’ Type 6 or manually read Type 5 meter, the meter must be exchanged before an alteration to reconfigure the meter can be submitted. The customer can do this by calling or emailing us and requesting to change their meter to a smart meter. There is no charge for a basic to AMI meter exchange.

Please Note: Once a meter reconfiguration has occurred the default residential tariff will be a Time of Use tariff PRTOU in Powercor and CRTOU in Citipower. This will occur without any B2B service order requests or notification and MSATS will be updated accordingly. Should your customer wish to remain on a flat rate tariff, a tariff change request will need to be submitted after the reconfiguration service order has been completed.

For any queries about Embedded Generation, Batteries or EV’s please email newenergyservices@powercor.com.au.

3.8 B2B Notifications

(a) Planned Interruption Notification

The Inbound B2B Planned Interruption Notification (PIN) is a new B2B notification which is intended to be used by the Retailer or MC to provide information to a DB regarding planned interruptions on the network. Due to the Victorian deferral decision, CP/PAL will be undertaking the vast majority of metering works itself and so for this reason, PINs issued by Retailers are not necessary for CP/PAL operations. As a result, PINs can be received by CP/PAL but will not be processed any further.

CP/PAL will not issue outbound B2B Planned Interruption Notifications. CP/PAL will continue its current practices for communicating Planned Interruptions to customers directly, and via the CP/PAL website.

(b) Notice of Metering Works

The Inbound B2B Notice of Metering Works (NoMW) is a message intended to be used by a MP to inform a DB of the details of the metering works recently completed at a customer’s premise (NMI). For small customers where CP/PAL remains the MP, this transaction is redundant. For large sites, however, CP/PAL expects the NoMW to be issued for all metering works completed by a Contestable MP within 2 business days of the completion of the work as is required by the AEMO procedures.

(c) Service Order 'Notified Party' Transactions

The Inbound Service Order 'Notified Party' Transactions is a message intended to notify market participants with an interest in work being performed at a premise of SO Requests & Responses. CP/PAL will not be acting on Notified Party Transactions; however, CP/PAL will acknowledge Notified Party Transactions that are received.

(d) Meter Fault & Issue Notification

CP/PAL will issue a Meter Fault and Issue Notification to a Retailer with a reason code of "Metrology Threshold Breach" when CP/PAL has determined that the annual consumption of a metering site has exceeded the threshold for small customer classification (>160MWh). It is then the responsibility of the Retailer to manage the customer's transition from 'small classification' to 'large classification' and entry into the contestable metering market.

(e) Site Access Request

CP/PAL has implemented the ability to receive and respond to a Site Access Request. CP/PAL will respond to this request if issued by an authorised Participant with an appropriate Site Access Notification.

3.9 Life Support Notifications and Customer Detail Notifications

(a) Life Support Notifications (LSN)

- The initiator of the Life Support Notification can be a Current Retailer, prospective Retailer or a DNSP.
- Where the DNSP or Retailer is informed by a customer that they require life support or there are changes to the life support information or requirement, they must advise the other party using the Life Support Notification (LSN)
- Following a change of Retailer, where the DNSP is the registration process owner, the DNSP must send the Current Retailer a Life Support Notification.
- The Retailer or DNSP must only send a Life Support Notification with a Life Support Status of 'Deregistered' when they have successfully completed all pre-requisite Deregistration steps under the relevant Rule or Code. The date in the Date Required field must only be a current or past date and not a future date.
- In the absence of a relevant request, the Life Support Notification must be provided within one business day of the relevant data being updated or changed.

(b) Life Support Reconciliation

In accordance with the B2B requirements CP/PAL performs quarterly reconciliation with the Retailer

(c) Customer Detail Notifications (CDN)

- The Initiator of the Customer Details Notification will always be the Current Retailer.
- The Current Retailer must confirm the specific contact for the management of outages and supply issues for each NMI and provide this information via the Customer Details Notification.
- The Current Retailer must send the relevant Notifications to the DNSP whenever they become aware of changes in customer information.

3.10 Meter Data Management

Meter Data Management (MDM) ensures that meter data collected from smart meters and manually read meters is validated and published to the market in accordance with AEMO procedures and requirements.

The following metering types are used in the CP/PAL Network:

- Type 1- 4 (COMMS) Sites over 160 MWh, e.g. large business customers

  Not installed or maintained by CP/PAL
- Type 5 (AMI)

  Sites under 160 MWh, e.g. residential or small commercial

  Remotely read metering, and manually read where wireless communication is not available

  Installed and maintained by CP/PAL.
- Type 6 (BASIC)

  Sites under 160 MWh, e.g. residential or small commercial

  Manually read

  Maintained by CP/PAL (Type 6 meters are replaced by an AMI meter).
- Type 7 (Unmetered)

  Sites which are unmetered e.g. bus shelters, watchman lighting

(a) Meter Type Classification

All new and existing CP/PAL-owned AMI meters will continue to be called Type 5 MRIM in the market, as opposed to Type 4 (COMMS 4C, 4D). As per current practice, AMI meters can be distinguished from a manual-read meter by a ‘read type code’ of RWD.

(b) Data substitution

As you know, from time to time, there is a need to undertake substitutions or estimations for sites where interval or basic meter data was not retrieved from the meter. The agreed method of substitution for sites where interval or basic data was not retrieved from the meter is detailed below:

Type 5 meters

Type 55 Agreed substitution method

Where no actual data is obtained the register reads are used to measure the energy between the last actual file and the next actual file to fill the gap. We then apply this usage to the customers profile for the period 12 months earlier to get the correct shape.

Where no actual data or register reads are available to facilitate this then the site specific ADL is used to calculate consumption.

Type 56 Prior to first reading – Agreed method

Where no actual data or register reads are available the site specific ADL is used to calculate consumption.

Type 6 meters

Type 64 Agreed substitution method

Where an actual read is obtained and requires previous substituted reads to be re-substituted due to being too high the consumption is calculated between the current actual and the previous lower read and averaged across the period.

(c) Meter Data Delivery

CP/PAL will continue to deliver meter data for AMI meters (MRIM RWD) on a daily basis as is required under the Victorian AMI Minimum Service Levels.

For any queries regarding Meter Data and Transfers, please email:

Powercor: mdp-pal@powercor.com.au

CitiPower: mdp-cp@powercor.com.au

3.11 Network Tariffs and Pricing

(a) Network and Metering Charges

CitiPower and Powercor fees, charges and tariffs can be found in the Pricing Proposal published on our website.

Pricing | CitiPower & Powercor

3.12 Network Billing

(a) Invoicing

Electronic network invoices are sent monthly to each retailer's nominated e-mail address.

The network invoice is in the agreed B2B format and is typically dispatched around the 12th day of the month. Dispatch calendar is sent to retailers before the end of the year for the following year's calendar.

Confirmation of receipt of these files is required from retailers via e-mail. An e-mail is sent by our Revenue Services group to the nominated contact within the retailer's settlement/reconciliation section to confirm receipt of bill file/s, billed amount and expected due date.

Payment due date of the bill file is 10 business days from date of dispatch. This date is contained within the network bill invoice.

CitiPower, Powercor Basic Meter Billing Enquiries

CSGBasicMeterBilling@powercor.com.au

CitiPower, Powercor Interval Meter Billing Enquiries

CSGIntervalMeterBilling@powercor.com.au

(b) Disputes

- Disputes must be lodged by the retailer on or before the 7th business day after the bill file has been sent.

  Send Powercor and CitiPower dispute files to:
  CSGRetailerDisputes@powercor.com.au

  Formatting of a dispute file is required to be as per the B2B specifications. Be mindful of the formatting when manually creating a dispute file specifically for transaction IDs. Should retailer fail to comply with the B2B specification format, file will be rejected, and retailer will be requested to resend a new file.

- Distributor will acknowledge and action the dispute file received.

- Dispute resolution will be sent back to retailers via email. Resolved disputes are payable within 3 business days, the payment due date will be advised on the dispute resolution email.

(c) Payments and Remittances

- Retailer is required to send a remittance file that matches the amount paid, on or before the payment date.

  Send Powercor & CitiPower payment remittances to:

  CSGCredit@powercor.com.au

- Formatting of a remittance file is required to be as per the B2B specifications. Be mindful of the formatting when manually creating a remittance file specifically for transaction IDs. Should retailer fail to comply with the B2B specification format, file will be rejected, and retailer will be requested to resend a new file.

3.13 Embedded Networks

From 1 December 2017, Powercor and CitiPower no longer provide new metering services or LNSP market related services for Embedded Network Child connections.

For new Greenfield Embedded Networks or new Brownfield Embedded Networks created on or after 1 December 2017, the Retailer must appoint a competitive MC.

For any pre-existing child connections where Powercor or CitiPower provide the metering services, Retailers must arrange replacement of Powercor or CitiPower's metering and MC responsibility at all child connection points in Embedded Networks.

Powercor and CitiPower will charge exit fees where a Brownfield Embedded Network is being created. Powercor and CitiPower have approved exit fees, which can be viewed in our Pricing Proposal. Powercor and CitiPower will provide an exit proposal that outlines the fees involved upon request.

Please refer to following sites for further information:

https://www.aer.gov.au/consumers/consumers-in-embedded-networks#what-is-an-embedded-network-

https://www.esc.vic.gov.au/electricity-and-gas/information-consumers/information-consumers-embedded-networks#toc-embedded-network-register

https://engage.vic.gov.au/embedded-networks-review

For any queries regarding Embedded Networks, please email embeddednetworks@powercor.com.au

Or visit the Embedded Network page on our website.

3.14 Glossary

Acronym	Definition
AEMC	Australia Energy Market Commission Australia
AEMO	Australian Energy Market Operator
AEES	Application for Abolishment of Electricity Supply
AMI	Advanced Metering Infrastructure
B2B	Business to Business
CATS	The Customer Administration and Transfer Solution
CES	Certificate of Electricity Safety
CDN	Customer Detail Notification
CP	CitiPower
DB	Distributor
DNSP	Distribution Network Service Provider
ENO	Embedded Network Owner
EWR	Electrical Works Request
GSL	Guaranteed Service Level
LNSP	Local Network Service Provider
LSN	Life Support Notification
MEGC	Micro Embedded Generator Connection
MC	Meter Coordinator
MDM	Meter Data Management
MDP	Meter Data Provider
MRAM	Type 4A Manually Read Interval Meter
MRIM	Type 5 Manually Read Interval Meter
MSATS	Market Settlement and Transfer Solutions
MWh	Megawatt Hours
NMI	National Meter Identifier
NER	National Electricity Rules
PAL	Powercor
REC	Registered Electrical Contractor
SO	Service Order

APPENDIX Service order subtypes

Scenario	SO Type	SO Subtype
Establish Supply	Supply Service Works	Allocate NMI Establish Permanent Supply Establish Temporary Supply Establish Temporary in Permanent
Supply & Metering Works	Metering Service Works	Install Meter Exchange Meter Move Meter Remove Meter
Supply & Metering Works	Supply Service Works	Supply Alteration Temporary Isolation
Supply Abolishment	Supply Service Works	Supply Abolishment
Re-Energisation	Re-Energisation	After Disconnection for Non-Payment Remote Retrospective Move-in New Reading Required Physical Visit Move-in Recipient Discretion
De-Energisation	De-Energisation	Disconnect at Pillar-Box Pit or Pole-Top Remove Fuse Remote Local Meter Disconnect Recipient Discretion
Embedded Generation Installation	Metering Service Works	Meter Reconfiguration
Meter Faults / Tampering	Metering Service Works	Meter Investigation – Inspect Meter Investigation – Meter Test
Network Tariffs	Supply Service Works	Tariff Change