

Update on metering for electrical contractors

November 2018

Agenda

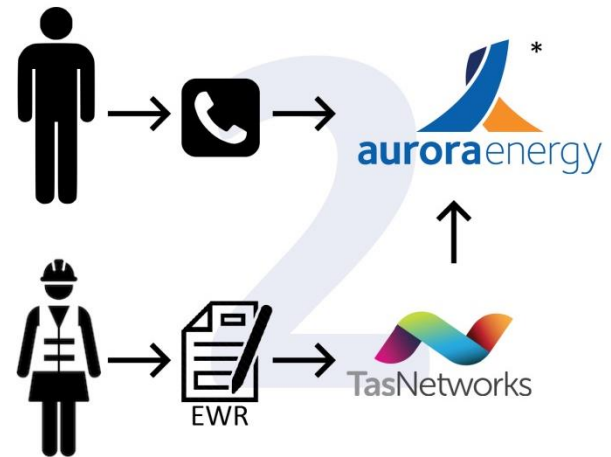
- New connections process
- Estimated connections timeframes and EWR process
- How to get help and avoid delays
- Improvements on installation timeframes (new and exchange)
- New processes
- Upcoming AEMC rule changes

New connections process



Application to connect

10 BUSINESS DAYS



Electrician work ready

*The retailer is not always Aurora Energy

~5 BUSINESS DAYS



TasNetworks responsible for connection to the network

continues...



Meter provider adds metering

10 BUSINESS DAYS

- TasNetworks process complete basic connection applications for supply to the installation in **10 business days**.
- Customers or electricians are asked to put their application for basic connections in well before the Electrical Works Request (EWR).
- The EWR process is generally completed within **5 business days**, if no extra details are required from Electrical Contractor and the connection application is complete.
- TasNetworks can proceed to the site and make connections within **10 business days** once the customer's retailer indicates that customer can be connected.

- TasNetworks assesses EWRs within 2 business days.
- Aurora Energy will have full visibility of the EWR once it has been issued for review.
- Aurora Energy generally process EWRs within 3 business days, however, this depends on volumes and customer consent process:
 - ✓ For Aurora Energy to progress an EWR, customer consent is required, this is also to advise the customer if any fees apply.
 - ✓ Aurora Energy will attempt to contact a customer twice and if unsuccessful will send a letter/SMS to the customer requesting they contact Aurora Energy to provide consent. If no response is received, the job is cancelled.
 - ✓ When Aurora Energy receives the response from TasNetworks for the NMI, a Metering Service Works request will be sent to Metering Dynamics, and a Supply Service Works request will be sent to TasNetworks.

- During processing, an electrical contractor may need to check the status of an EWR.
- If the EWR has been submitted to TasNetworks, the contractor can log-on to TasNetworks' EWR Portal and check its status.
- To provide a central point of contact to follow up on EWR jobs Aurora Energy recently created the Electrical Contractor Helpline:

1300 085 055 EChelpline@auroraenergy.com.au

- To ensure Aurora Energy can assist with progressing EWR queries in the most efficient way, electrical contractors are asked to provide the current status of the EWR when they contact the helpline.
- Aurora Energy has access to the Metering Dynamics portal and can see once a job has been issued and at what point it is in the process.
- Aurora Energy does not have access to the TasNetworks EWR portal, however, Aurora Energy can liaise directly with TasNetworks to confirm the status of an EWR.

For new builds:

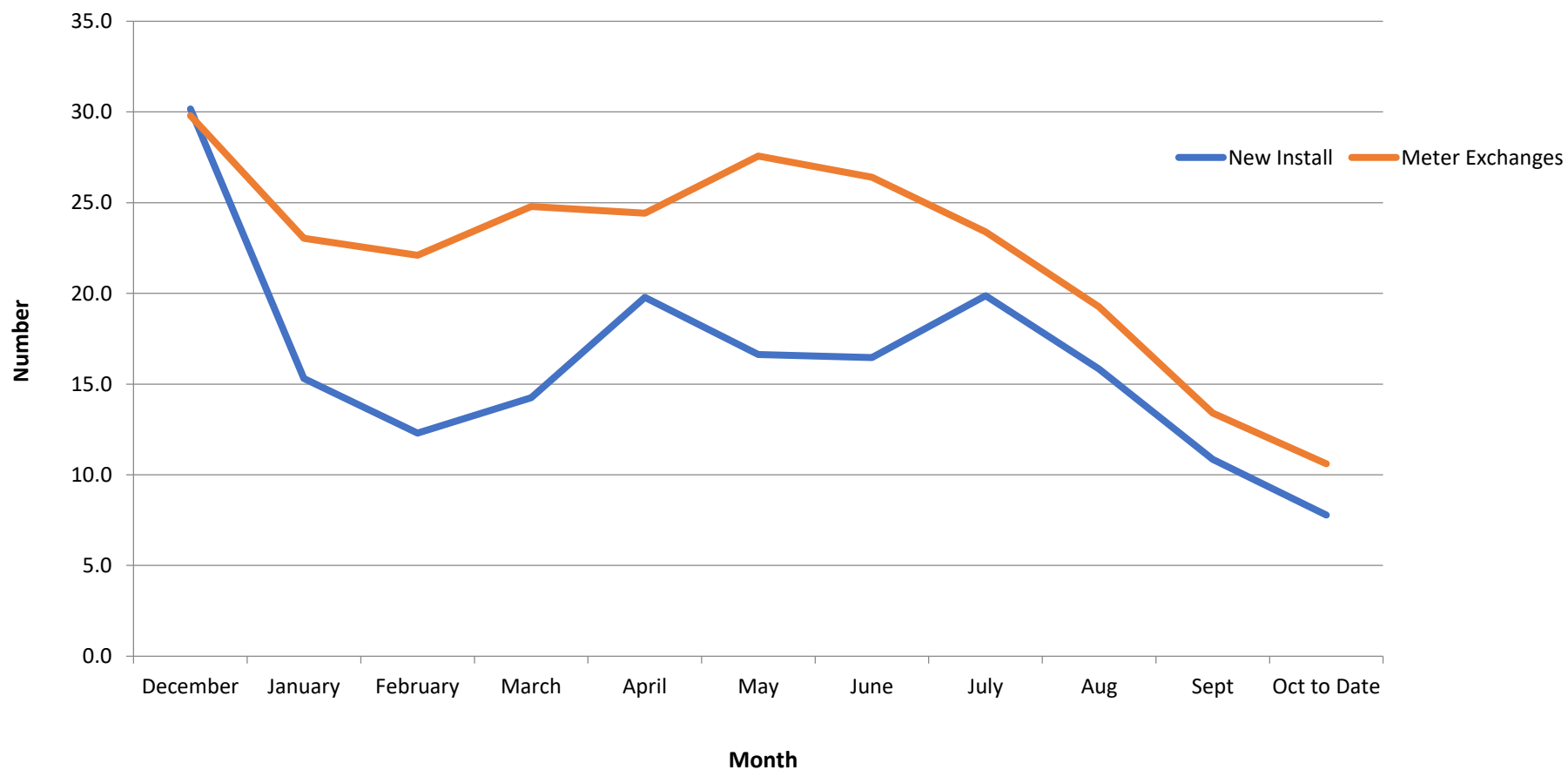
- ✓ Ensure a Connection Application is completed with TasNetworks as soon as practical, before the connection is required
- ✓ Ensure the Connection Application process is complete before submitting the EWR to TasNetworks
- ✓ Once the EWR has been accepted by TasNetworks, check its status in the EWR portal, remembering this can be done on a mobile device
- ✓ Make sure you've checked the status of your EWR before calling the Electrical Contractor Helpline.

For meter alterations and replacements:

- ✓ Check-in with your customer to ensure they have provided prompt, explicit consent to Aurora Energy (or their Retailer)
- ✓ Be aware that if issues are found on site this can impact meter installation timeframes - contact the EC Helpline for advice.

Improvements on installation timeframes

Average Business Days per Service Order



- Aurora Energy has recently obtained an opt-out waiver from the Australian Energy Regulator for planned interruption notifications to customers to help reduce the number of days for meter exchanges.
- Aurora Energy recently sent out letters to some builders* to provide a blanket approval on explicit informed consent (EIC) to help reduce the timeframes for their new installs.

***You can request a copy of this letter on the EC email address**

- Aurora Energy is currently working on a new letter to send to electrical contractors to provide blanket approval on EIC for any electrical works involving meter exchanges, or other metering works.

Upcoming AEMC rule changes

A rule change from the Australian Energy Market Commission (AEMC) to reduce the timeframes for meter install and meter exchanges will be introduced on 1 January 2019.

The rule requires retailers and distributors to comply with strict timeframes:

- New connections must be completed within **6 business days** after the distributor has provided supply.
- Meter exchanges must be completed within **15 business days** from the customer request unless otherwise negotiated with the customer.
- Where a customer requires alterations to their supply involving both the distributor and a meter provider – the distributor must enable the works to be coordinated within **15 business days** unless otherwise negotiated with the customer.
- The default timeframe above will not apply under certain exemptions such as site for the meter at the small customer's premises is not accessible, safe, or ready for the meter to be installed