

CBOS Workshop

AUGUST 2018

Reform Overview



The National Electricity Market rules concerning the management of advanced metering services for residential and small business connections have changed.

Metering services for residential and small business customers are now the responsibility of electricity retailers, and are delivered by the retailer-nominated **Metering Coordinator**.

The **Metering Coordinator** is appointed by Aurora Energy for residential and small business customers in Tasmania is Metering Dynamics.

The **Metering Coordinator** will instruct a **Metering Provider** to install meters and energise sites for all Low Voltage (LV) Direct Connected residential and small business customers, once supply is made available by TasNetworks.

New Connection Process



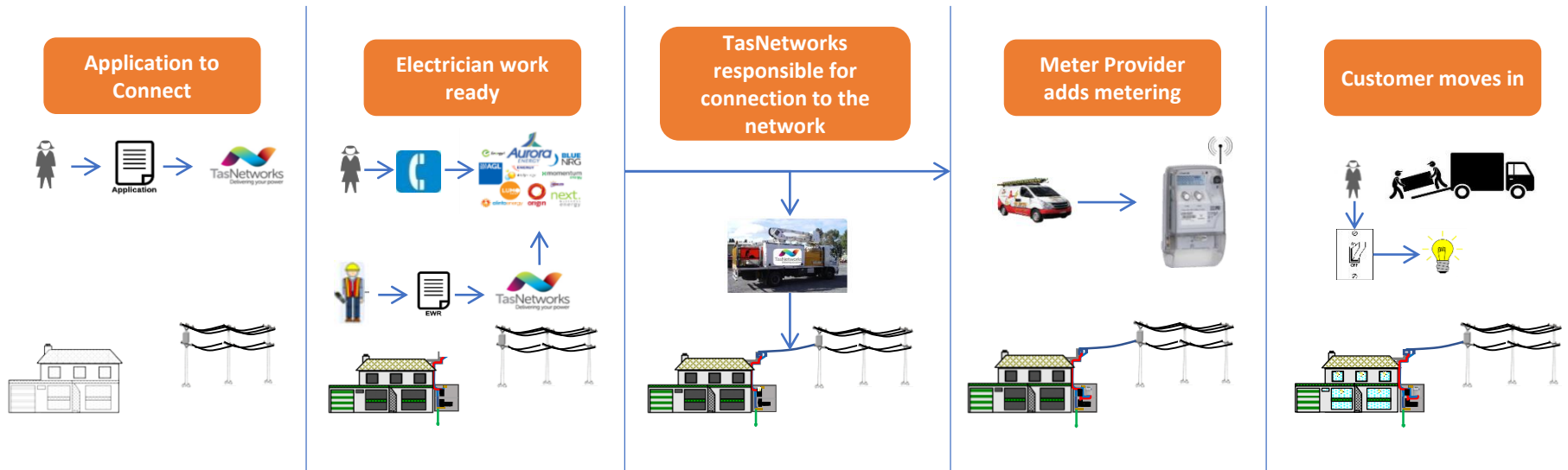
Under the new framework there are additional regulatory obligations that have extended the timeframes for metering installations to be completed.

For Greenfield sites, or sites where there is no need for retailer-driven power interruption, timeframes for connection may be achieved within 10 days following finalisation of the EWR with Aurora Energy.

For installations that are complex, have access, or safety issues, there may be delays. Contractors should always confirm with either Aurora Energy or Metering Dynamics whether the 10 days expectation will be affected in any way.

Currently, the average timeframe for residential and small business installations is 17 business days from when the EWR is finalised with Aurora Energy, and following contact with the customer.

New Connection Process



Aurora Energy EWR Processing Timeframes



Aurora Energy will process EWR's generally within 24 hours, however, this can be up to 72 hrs depending on volumes.

For Aurora Energy to progress an EWR, we require the customer's explicit informed consent to proceed, this is also to advise the customer that some fees may apply.

New Connection

Once Aurora Energy receives consent, a service order is sent to TasNetworks to create the NMI/ Premise and advise Metering Dynamics they will be the meter provider.

When Aurora Energy receives the response from TasNetworks for the NMI, a Metering Service Works will be sent to Metering Dynamics and a Supply Service Works will be sent to TasNetworks.

Actions to Address Extended Timeframes



- Aurora Energy, TasNetworks and Metering Dynamics have been working with various industry participants to help reduce the timing issues and confusion caused by the new national market reforms.
- The new National Market rules have also resulted in significant delays for all mainland jurisdictions. Consequently, these are now under review.
- Aurora Energy is actively engaging with both national regulators and national policy makers to influence changes to the national rules for the benefit of Tasmanian consumers.
- Aurora Energy identified there was no single point of contact for electricians to follow up on their request.
- Aurora Energy has created the **‘Electrical Contractor Helpline’** to help electrical contractors identify the status of an EWR.

Electrical Contractor Helpline



Electrical Contractor Helpline : 1300 085 055

- Aurora Energy requests an E/C first logs into TasNetworks' EWR Portal to check the status of the EWR with TasNetworks.
- If more information is needed on the status of an EWR, an electrical contractor can contact the 'Electrical Contractor Helpline.'
- The purpose of the Electrical Contractor Helpline is to provide a central point of contact to follow up on EWR jobs, and to advise electrical contractors at what point in the process an EWR may be at.
- It should be noted that Aurora Energy does not have access to the TasNetworks EWR portal, so Aurora Energy may need to make follow up phone call to the enquirer.

Metering charges for advanced meters



Metering charges related to advanced meters installed for residential and small business customers have changed.

Metering Dynamics has a range of fee-based service. For clarity on what charges will apply to metering works, electrical contractors should contact Metering Dynamics for more information on what service and product charges apply.

Metering Dynamics can also quote and supply for additional work and metering equipment, such as Low-Voltage Current Transformers (LVCTs).

TasNetworks fees for services can be found on their website at www.tasnetworks.com.au

New Customer Connection Process

