Queensland Competition Authority

Distribution network code

Electricity Distribution Network Code

Version 5

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Level 27, 145 Ann Street, Brisbane Q 4000
GPO Box 2257, Brisbane Q 4001
Tel (07) 3222 0555
www.qca.org.au

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1 THIS CODE

1.1 Introduction

1.1.1 Code objective

The objective of this *Code* is to promote efficient investment in, and efficient use of, electricity services for the long-term interests of Queensland *customers* about:

(a) price, quality, reliability and security of supply of electricity; and

(b) the reliability, safety and security of the Queensland electricity system.

1.1.2 Scope of the Code

The scope of this *Code* is to:

(a) set *guaranteed service levels* which require a *distribution entity* to provide a payment to a *small customer* where those service levels are not met;

(b) require a *distribution entity* to report on its performance against *guaranteed service levels*;

(c) set out a framework for co-ordination of services between *distribution entities* and retailers;

(d) impose obligations on *distribution entities* and retailers to provide information regarding certain NMI premises, including, where relevant, the NMI and NMI checksum;

(e) set out the principles for the metering of electricity at certain connection points and points of supply to which the *National Electricity Rules* do not apply and in other specified circumstances;

(f) state the terms for the standard co-ordination agreement.

1.1.3 Authority

This *Code* is made by the *Minister* under section 120B of the *Electricity Act*.

1.1.4 Date of effect

Subject to section 120D of the *Electricity Act*, this fourth edition of the *Code* takes effect on and from 1 July 2025.

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1.1.5 Application

To avoid doubt, this *Code* does not apply to:

(i) *Essential Energy*, as the holder of special approval number SA01/11; and

(ii) *Origin Energy Electricity Limited*, as a *local area retailer* for the *distribution area* of *Essential Energy*.

1.1.6 Obligation to remedy

If a *distribution entity* or *retailer* breaches this *Code*, it must remedy that breach as soon as practicable.

1.1.7 Amendment of Code

This *Code* may only be amended in accordance with the *electricity legislation*.

1.1.8 Interpretation

Words appearing like *this* are defined in clause 6.1.1.

1.1.9 Other relevant instruments

Only certain aspects of a *distribution entity*'s or a *retailer*'s obligations are regulated by this *Code*. Their obligations are affected by other instruments, including:

(a) the *Electricity Act*;

(b) the *Electricity Regulation*;

(c) the *Electrical Safety Act*;

(d) the *Electrical Safety Regulation*;

(e) the *National Electricity Law*;

(f) the *National Electricity Rules*;

(g) the *National Energy Retail Law (Queensland)*;

(h) the *National Energy Retail Regulations*;

(i) the *National Energy Retail Rules*;

(j) a *distribution entity*'s *distribution authority*;

(k) the *co-ordination agreement* between a *distribution entity* and a *retailer*;

(l) the *Electricity Connection and Metering Manuals*;

(m) the *Retail Market Procedures*; and

(n) consumer protection laws, including the *Competition and Consumer Act 2010 (Cth)* and the *Fair Trading Act*.

2 MANAGEMENT OF DISTRIBUTION BUSINESSES

2.1 Application of this Chapter

(a) This Chapter applies to:

(i) all *distribution entities*; and

(ii) in respect of clauses 2.3.5(b) and 2.3.5(c), all *retailers*; and

(iii) unless otherwise specified, in relation to *small* and *large customers*.

(b) Where, in this Chapter 2, a clause refers to a *small customer* making a request of, agreeing with or otherwise providing information to its *distribution entity*, that includes the *retailer* doing any of those things on the *small customer*'s behalf.

2.2 Distribution Annual Planning Report

2.2.1 Distribution Annual Planning Report

(a) The requirements of clause 2.2.1(b) operate in conjunction with clause 5.13.2 of the *National Electricity Rules*.

(b) A *distribution entity* must publish its *Distribution Annual Planning Report* (DAPR) by 31 December each year. To avoid doubt, 31 December is the "DAPR date" for the purposes of clause 5.13.2 of the *National Electricity Rules*.

2.3 Guaranteed service levels

2.3.1 Distribution authorities

This clause 2.3 constitutes a *guaranteed service levels* regime notified by the *QCA* for the purposes of a *distribution authority*.

2.3.2 Application

(a) Subject to paragraph (c), this clause 2.3 applies to a *small customer*:

(i) who is the named electricity account holder for a *premises*; or

(ii) if there is a *card-operated meter* at a *premises*, who is the occupier of that *premises*.

(b) A *distribution entity* is required to give only one *GSL payment* per electricity account for each event giving rise to a *GSL payment* regardless of the number of account holders or *premises* listed on the account affected by the event.

(c) A *small customer* is not eligible for a *GSL payment* for a *premises* which does not have a *meter*.

(d) A *distribution entity*'s obligation to give a *GSL payment* under clauses 2.3.3 to 2.3.7 applies notwithstanding that a *retailer* may have caused the event giving rise to the *GSL payment*.[1]

[1] A *distribution entity*'s right to recover a *GSL payment* from a *retailer* is provided for in the *standard co-ordination agreement*.

2.3.3 Wrongful disconnection

(a) If a *distribution entity* wrongfully disconnects a *small customer*, then that *customer* is eligible for a *GSL payment* (applying on the date of the wrongful disconnection) from the *distribution entity*.

(b) A *distribution entity* wrongfully disconnects a *small customer* when it is not entitled to do so under the *electricity legislation*, or

(c) it disconnects the *customer* at the request of a *retailer* and:

(i) the wrong *premises* is disconnected due to an error in the *retailer*'s request; or

(ii) the *retailer* does not give the *customer* a *disconnection warning notice* where required in accordance with the *electricity legislation*. To avoid doubt, a *GSL payment* is not payable where a *retailer* does not comply with any other disconnection procedures under the *electricity legislation*.

2.3.4 Connections

If:

(a) a *small customer* is entitled, and has taken all necessary steps, to have its *premises* connected; and

(b) that *customer*'s *premises* do not require any extension of, or augmentation to, the *supply network* to enable the *customer*'s *premises* to be connected; and

(c) a *distribution entity* does not connect that *customer*'s *premises* on the day agreed (or subsequently agreed) with that *customer*,

then that *small customer* is eligible for a *GSL payment* (applying on the relevant day) from the *distribution entity* for each day it is late.

2.3.5 Customer reconnection

(a) If:

(i) a *small customer*'s *premises* has been disconnected and the *customer* is entitled, and has taken all necessary steps, to have the *premises* reconnected; and

(ii) a *distribution entity* does not reconnect the *premises* within the time required in the table below,

then that *small customer* is eligible for a *GSL payment* (applying on the relevant day) from the *distribution entity* for each day it is late.

Premises* in *Ergon Energy*'s *distribution area

***Premises* description**	**Time required for reconnection**
Premises supplied through *CBD feeder* / *urban feeder*	If the request is made by the *small customer* to its *retailer* by 12.00pm on a *business day*, then on the same day or as otherwise agreed with the *small customer*. If the request is made by the *small customer* to its *retailer* after 12.00pm on a *business day*, then by the next *business* day or as otherwise agreed with the *small customer*. If the request is made by the *small customer* to its *retailer* on a non-*business day*, then on the next *business day* or as otherwise agreed with the *small customer*.

***Premises* description**	**Time required for reconnection**
Premises supplied through *short rural feeder*	By the next *business day* after the *small customer*'s request to its *retailer* or as otherwise agreed with the *small customer*.
Premises supplied through *long rural feeder / isolated feeder*	Within 10 *business days* of the *small customer*'s request to its *retailer* or as otherwise agreed with the *small customer*.

Premises* in *Energex*'s *distribution area

***Premises* description**	**Time required for reconnection**
All *premises* except those in *other locations*	If the request is made by the *small customer* to its *retailer* by 12.00pm on a *business day*, then on the same day or as otherwise agreed with the *small customer*. If the request is made by the *small customer* to its *retailer* after 12.00pm on a *business day*, then by the next *business day* or as otherwise agreed with the *small customer*. If the request is made by the *small customer* to its *retailer* on a non-*business day*, then on the next *business day* or as otherwise agreed with the *small customer*.
Premises in other *locations*	Within 10 *business days* of the *small customer*'s request to its *retailer* or as otherwise agreed with the *small customer*.

(b) When a *retailer* receives a request for reconnection from a *small customer* who is entitled to reconnection, before 12.00 pm on a *business day*, the *retailer* must, by 1.00 pm that *business day*, initiate a request for reconnection of the *small customer*'s *premises* in accordance with Chapter 3 of this *Code*.

(c) The *retailer* on behalf of the *small customer* may request that the *distribution entity* reconnect the *small customer* sooner than is required under clause 2.3.5(a). If the *small customer* or its *retailer* does so, the *distribution entity*:

(i) must use its best endeavours to reconnect the *small customer* in the requested timeframe; and

(ii) if the reconnection is made in the requested timeframe, may charge the relevant fee published in the *distribution entity*'s price list.

(d) In this clause 2.3.5, a "*business day*" does not include a *local holiday* in the district where the *premises* is located.

2.3.6 Deleted

2.3.7 Appointments

(a) This clause 2.3.7 applies to an appointment which:

(i) is made between a *distribution entity* and a *small customer* (or its *retailer*) who has an existing account for the *premises*; and

(ii) relates to the *distribution entity* attending the *premises* for the purpose of:

(iii) reading, testing, maintaining or inspecting the *meter*; or

(iv) inspecting, altering or adding to the *customer*'s *electrical installation*.

(b) This clause 2.3.7 does not apply if a *small customer* is eligible for a *GSL payment* under clauses 2.3.4 to 2.3.6.

(c) When making an appointment, a *distribution entity* must specify a time or time period for the appointment. Any time period must not exceed the following:

(i) for *Energex* — a five hour period within a day; and

(ii) for *Ergon Energy* — a day.

(d) A *distribution entity* may reschedule an appointment provided it notifies the *small customer* before the day scheduled for the appointment.

(e) Subject to paragraph (d), if a *distribution entity* makes an appointment and does not attend the *premises* at the specified time, or within the specified time period, then the *small customer* is eligible for a *GSL payment* (applying on the date of the appointment) from the *distribution entity*.

2.3.8 Planned interruptions

(a) Except in the case of emergencies, if a *distribution entity* does not give a *small customer* the notice provided for, or agreed between the *distribution entity* and the *small customer*, under *electricity legislation*, the *small customer* is eligible for a *GSL payment* (applying on the date of the *planned interruption*) from the *distribution entity*.

2.3.9 Reliability

(a) Subject to paragraph (b), a *small customer* is eligible for a *GSL payment* (applying in the relevant *financial year*) from its *distribution entity* in either of the following circumstances:

(i) for each *interruption* to its *premises* which, if connected to:

(i) a *CBD feeder* — lasts longer than eight hours;

(ii) an *urban* or *short rural feeder* — lasts longer than 18 hours; or

(iii) a *long rural* or *isolated feeder* — lasts longer than 24 hours,

("*interruption duration GSL*"); or

(ii) once that *small customer* experiences the relevant number of *interruptions* at its *premises* in a *financial year* as set out in the following table ("*interruption frequency GSL*"). Irrespective of when during a *financial year* that a *small customer* becomes eligible for a *GSL payment* under this *interruption frequency GSL*, the *distribution entity* is only required to assess the eligibility of a *small customer* to a *GSL payment* (including an automatic payment under clause 2.3.11(b)) after the end of that *financial year*.

***Feeder type* through which the *small customer*'s *premises* is supplied**	**Number of interruptions in a *financial year* ***
CBD feeder	10
Urban feeder	13
Short rural feeder	21
Long rural feeder	21
Isolated feeder	21
* A *customer* is not entitled to more than one *GSL payment* under clause 2.3.9(a)(ii) in a *financial year*.	

(b) The following types of *interruptions* are excluded from paragraph (a):

(i) an *interruption* of a duration of three minutes or less;

(ii) an *interruption* resulting from:

(i) load shedding due to a shortfall in generation;

(ii) a direction by *AEMO*, a *system operator* or any other body exercising a similar function under the *Electricity Act*, *National Electricity Rules* or *National Electricity Law*;

(iii) automatic shedding of load under the control of under-frequency relays following the occurrence of a *power system* under-frequency condition described in the *power system security and reliability standards*;

(iv) a failure of the shared *transmission grid*; or

(v) a direction by a police officer or another authorised person exercising powers in relation to public safety;

(iii) a *planned interruption*;

(iv) an *interruption* requested, or initiated, by the *small customer*;

(v) an *interruption* caused by the *small customer*'s *electrical installation* or failure of that *electrical installation*;

(vi) an *interruption* to a *small customer*'s *premises* within a region in which a natural disaster has occurred, where:

(vi) the Queensland Minister for Fire and Emergency Services has notified the Commonwealth of the occurrence of an eligible disaster under the *Disaster Recovery Funding Arrangements* in respect of that natural disaster for that region; and

(vii) the *interruption* occurred during the period for which the *Disaster Recovery Funding Arrangements* have been notified.

2.3.10 Amount of GSL payments

A *GSL payment* acknowledges the inconvenience a *small customer* experiences when a *distribution entity* does not meet a *guaranteed service level*.

The table below sets out the amount of a *GSL payment* applicable for the date or *financial year* in which a *guaranteed service level* is not met in accordance with clauses 2.3.3 to 2.3.9.

Electricity Distribution Network Code	***GSL***	***GSL Payment* for 1 July 2020 to 30 June 2025**	***GSL Payment* for 1 July 2025 to 30 June 2030**
Clause 2.3.3	Wrongful disconnections	$155	$189
Clause 2.3.4	Connection not provided by the agreed date	$62 per day	$76 per day
Clause 2.3.5	Reconnection not provided within the required time	$62 per day	$76 per day
Clause 2.3.7	Failure to attend appointments on time	$62	$76
Clause 2.3.8	Notice of a *planned interruption* to supply not given	$31 for *residential customers* and $77 for *small business customers*	$38 for *residential customers* and $95 for *small business customers*
Clause 2.3.9(a)(i)	*Interruption duration GSL*	$124	$151

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Electricity Distribution Network Code	*GSL*	*GSL Payment* for 1 July 2020 to 30 June 2025	*GSL Payment* for 1 July 2025 to 30 June 2030
Clause 2.3.9(a)(ii)	*Interruption frequency GSL*	$124	$151

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2.3.11 Claiming a GSL payment

(a) A *distribution entity* must use best endeavours to automatically give a *GSL payment* to a *small customer* eligible for it under clauses 2.3.3 to 2.3.8. However, a *small customer* may make a claim for a *GSL payment* within three months of the event giving rise to the claim where a *distribution entity* has not done so.

(b) A *distribution entity* must use best endeavours to automatically give a *GSL payment* to a *small customer* eligible for it under clause 2.3.9. However, a *small customer* may make a claim for a *GSL payment* where a *distribution entity* has not done so:

(i) within three months of the relevant *interruption* for an *interruption duration GSL*; and

(ii) within three months of the end of the relevant *financial year* for an *interruption frequency GSL*.

2.3.12 How a GSL payment is paid

A *distribution entity* must use its best endeavours to pay a *GSL payment* to a *small customer* entitled to it by cheque, electronic funds transfer or any other means agreed with the *small customer*.

2.3.13 Small customers with card-operated meters

(a) This clause 2.3.13 applies to *small customers* who have *card-operated meters* instead of clauses 2.3.11 and 2.3.12.

(b) A *distribution entity* must use best endeavours to automatically give a *GSL payment* to a *small customer* eligible for it under clauses 2.3.3 to 2.3.9.

(c) A *small customer* who becomes eligible for a *GSL payment* under clauses 2.3.3 to 2.3.9 may make a claim from the *distribution entity* within three months of the event giving rise to the claim to be entitled to that *GSL payment*.

(d) To remove doubt, if there are multiple occupiers of a *premises*, a *distribution entity* is only required to give one *GSL payment*.

(e) A *distribution entity* must pay a *GSL payment* to a *small customer* entitled to it by cheque, electronic funds transfer or any other means agreed with the *small customer*.

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2.3.14 Processing claims

A *distribution entity* must use best endeavours to process a claim for a *GSL payment*:

(a) within one month after receiving a claim under clauses 2.3.11(a) and 2.3.11(b)(i); and

(b) in respect of a claim for an *interruption frequency GSL* under clause 2.3.11(b)(ii), within one month after the end of the *financial year* or one month after receiving a claim, whichever is the later.

2.3.15 Caps on entitlements

(a) Subject to paragraph (b), a *small customer* is not entitled to receive more than $~~496~~ worth of *GSL payments* (more than $~~606~~ worth of *GSL payments* from 1 July ~~2025~~) in any one *financial year* per electricity account.

(b) *GSL payments* received by a *small customer* in respect of wrongful disconnection under clause 2.3.3 are not to be taken into account in determining whether that *customer* has reached the cap under paragraph (a).

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2.3.16 GST

All amounts specified in this clause 2.3 include *GST* (if any is payable).

2.3.17 Effect of a GSL payment

(a) A *small customer*'s receipt of a *GSL payment* does not in any way alter or diminish any rights which it may have against any person under trade practices or other applicable legislation, common law or contract.

(b) A *distribution entity* does not make any admission of legal liability or a breach of the *Code* in giving a *GSL payment*.

(c) A *retailer* does not make any admission of legal liability or a breach of the *Code* when a *distribution entity* makes a *GSL payment* which is reimbursed by the *retailer* under a *co-ordination agreement*.

(d) This clause 2.3 does not alter, vary or exclude the operation of sections 97 and 97A of the *Electricity Act* and sections 119 and 120 of the *National Electricity Law*, or any other limitations of liability or immunities granted to a *distribution entity* under *electricity legislation*.

2.3.18 Disputes about GSL payments involving a retailer

(a) If a *small customer* has a dispute about a *GSL payment* relating to clauses 2.3.3 to 2.3.7, where a *retailer* caused (or is claimed to have caused) the event giving rise to the *GSL payment*, it must be dealt in accordance with the *retailer*'s complaint handling process under the *electricity legislation*.

(b) If the dispute is not resolved under the *retailer*'s complaint handling process, the *small customer* may refer the dispute to the *Energy and Water Ombudsman Queensland*.

(c) To avoid doubt, the *Energy and Water Ombudsman Queensland* may decide whether a *GSL payment* is payable or not without referring the matter to the *QCA*. A decision by the *Energy and Water Ombudsman Queensland* that a *distribution entity* must make a *GSL payment* (or that a *retailer* caused the event giving rise to the *GSL payment*) is not evidence that the relevant entity has breached the *Code*.

2.3.19 Review of guaranteed service levels

The *QCA* must review the *guaranteed service levels* and *GSL payment* amounts to apply at the beginning of each *regulatory control period*.

2.4 Reporting and monitoring

2.4.1 Distribution entity must monitor performance

A *distribution entity* must monitor its compliance with the *guaranteed service* levels and publish the reports specified in clause 2.4.2.

2.4.2 Distribution entity's reporting requirements

(a) Within two months of the end of each *quarter*, a *distribution entity* must publish a report detailing the following for the preceding *quarter* and for the *financial year* to the end of that *quarter*:

  (i) compliance with the *guaranteed service levels*, including;

    (i) the number of *GSL payments* given by category and the amount of such payments;

    (ii) the number of *GSL payment* claims by category;

    (iii) the number of rejected *GSL payment* claims by category;

    (iv) the number of *GSL payments* not made to *small customers* who were eligible for a *GSL payment*, by category and the amount of such payments;

    (v) the number of *small customers* who reached the cap on entitlements in *GSL payments*; and

  (ii) any other matter reasonably notified by the *QCA*.

(b) The *distribution entity* must also provide any other further reports reasonably required by the *QCA* in respect of *guaranteed service levels* from time to time.

(c) Each report must be published in the format determined by the *QCA*.

(d) A *distribution entity* must notify the *QCA* when it publishes a report under clause 2.4.2(a).

2.4.3 QCA must report on performance

The *QCA* must report on a *distribution entity*'s compliance with the *guaranteed service levels* and publish the reports specified in clause 2.4.4.

2.4.4 QCA reporting requirements

(a) Within three months of the end of each financial year, the *QCA* must publish a report summarising a *distribution entity*'s compliance with the *guaranteed service levels* in the preceding *financial year*.

3 SERVICES BETWEEN DISTRIBUTION ENTITIES AND RETAILERS

3.1 Application of this Chapter

This chapter applies to:

(a) all *distribution entities*; and

(b) all *retailers*.

3.2 Standard co-ordination agreement

For the purposes of section 55I of the *Electricity Act*, the terms of the *standard co-ordination agreement* are the terms set out in Annexure A to this *Code*.

3.3 Network billing

(a) The *distribution entities* will be responsible for the development of standardised *B2B Procedures* for network billing in Queensland, and the amendment of those *B2B Procedures* for network billing as required from time to time.

(b) The *distribution entities* will be responsible for the establishment of a consultative forum at which *retailers* and other interested parties can participate in the development of *B2B Procedures* for network billing.

(c) *Distribution entities* and *retailers* must act in a cooperative and timely manner and do all such things as are reasonably necessary to establish, maintain and operate systems, processes and procedures that are compatible and compliant with the *B2B Procedures* for network billing established under clause 3.3(a).

(d) Nothing in clause 3.3(a) prevents a *distribution entity* and *retailer* agreeing to vary the *B2B Procedures* for network billing as it applies between those parties.

(e) In the event that a network billing specification is approved by the *Information Exchange Committee* (or its successor), the *distribution entities* and *retailers* agree that, from the date the national network billing specification becomes effective:

(i) the *B2B procedure* for network billing in Queensland established under clause 3.3(a) will cease to apply; and

(ii) the national network billing specification will apply.

3.4 Service requests

3.4.1 Purpose of clauses 3.4 to 3.7

(a) The requirements of clauses 3.4 to 3.7 operate in conjunction with the *National Electricity Rules* and the *B2B Procedures* (*service order process*) which form part of the *B2B Procedures* under the *National Electricity Rules*.

(b) The purpose of clauses 3.4 to 3.7 are to identify the obligations and timeframes required to support the initiation and completion of *standard service orders* from a *retailer* to a *distribution entity* relating to supply to a *customer*'s *premises*.

3.5 Process for initiating

3.5.1 Authority for standard service orders

A *distribution entity* must not carry out a *standard service order* in relation to a *customer*'s *premises* unless:

(a) a request to do so is made by:

(i) a *customer*'s current *retailer*, prospective *retailer* or former *retailer*, as permitted by the *B2B Procedures* (*service order process*); or

(ii) a *customer*, if the *customer* is a *wholesale market customer* in the wholesale market;

(b) there is a relevant *emergency*; or

(c) the activity is otherwise expressly authorised or required by the *electricity legislation*.

3.5.2 Initiating standard service orders

Unless otherwise agreed between the *retailer* and *distribution entity*, a *retailer* may only initiate a request of the *distribution entity* to undertake a *standard service order* by raising a *service order request* with the *distribution entity*.

3.6 NMI classification

3.6.1 NMI classification — 'LARGE'

Where a *NMI* for a *connection point* that is the subject of a *service order request* has a *NMI classification code* of 'LARGE', the *service order request* will be carried out by the *distribution entity* in accordance with the timeframes agreed between the parties.

3.6.2 NMI classification — 'SMALL'

Where a *NMI* for a *connection point* that is the subject of a *service order request* has a *NMI classification code* of 'SMALL', the *service order request* will be carried out by the *distribution entity* in accordance with the timeframes specified in clause 3.7.

3.7 Completion of standard service order

3.7.1 Requirement to complete standard service order

(a) Except as otherwise stated in this clause 3.7, a *distribution entity* must complete each type of *standard service order*:

(i) on the date agreed (or subsequently agreed) with the *retailer* or *retailer* on behalf of the *customer* (as appropriate); or

(ii) where no date is agreed, within the period specified in clause 3.7.3.

(b) If a *service order request* relates to a new connection, addition and alteration or supply abolishment, a *distribution entity* must complete the *standard service order*:

(i) on the date agreed (or subsequently agreed) with the *customer*, the *customer*'s electrical contractor on behalf of the *customer*, or with the *retailer* on behalf of the *customer*; or

(ii) where no date is agreed and the *customer* does not require any extension of, or augmentation to, the *supply network* to enable the *premises* to be connected, then within the period specified in clause 3.7.3.

(c) If a *service order request* relates to a new connection where the *distribution entity* deals directly with the *customer* or the *customer*'s electrical contractor on behalf of the *customer*, the *distribution entity* must use its best endeavours to immediately notify the *customer*'s *retailer* of any change in circumstance likely to impact completion of the *standard service order* or the fee associated with the *standard service order*, providing such information as the *retailer* may reasonably request.

3.7.2 Preconditions for completion

(a) The timeframes for completion of a *standard service order* will commence on the later of:

(i) satisfaction by the *customer* or the *retailer* (as appropriate) of all preconditions required under *electricity legislation*; and

(ii) receipt by the *distribution entity* of all relevant documentation, including a valid *service order request*.

(b) Once all preconditions have been satisfied and all relevant documentation has been received, the *distribution entity* must carry out the *standard service order* in accordance with the requirements of this Chapter, the *B2B Procedures* (*service order process*) and the *electricity legislation*.

(c) Where a *distribution entity* is not obliged to comply with its obligations under this clause 3.7.2(a) by virtue of a failure by the *customer* or the *retailer* to satisfy all preconditions, the *distribution entity* must comply with such obligations as soon as practicable after the satisfaction, removal or elimination of the reason for which the *standard service order* was not commenced.

3.7.3 Timeframes for completion

(a) The following timeframes for completion apply to each type of *standard service order* for the respective *distribution entities* and *feeder type*.

(b) In this clause 3.7.3, a "*business day*" does not include a *local holiday* in the district where the *premises* is located.

(c) Unless the *small customer* has requested to be disconnected, for the purposes of this clause 3.7.3, where the relevant *customer* is a *small customer* and the *standard service order* is "disconnection", a "*business day*" does not include a day between 20 December and 31 December (inclusive) in any year.

(d) If the timeframe for completion of a *standard service order* for "disconnection" of *small customer*'s *premises* ends on a Friday or on a day before a Queensland wide or *local holiday* in the district where the *premises* is located, the *distribution entity* is not required to disconnect on that day but must disconnect by the next *business day*. This does not apply if the *small customer* has requested the disconnection.

Premises* in *Ergon Energy's distribution area

***Standard service order* type**	***Feeder type* through which the *customer*'s *premises* is supplied**	**Time required for completion of works**
New connection	*CBD feeder / urban feeder*	5 *business days* of receipt of a valid *service order request* and all relevant documentation.
	short rural feeder	10 *business days* of receipt of a valid *service order request* and all relevant documentation.
	long rural feeder	10 *business days* of receipt of a valid *service order request* and all relevant documentation.
	isolated feeder	30 *business days* of receipt of a valid *service order request* and all relevant documentation.
Reconnection	*CBD feeder / urban feeder*	If a valid *service order request* is received by 1.00pm on a *business day*, then on the same day. Otherwise the next *business day*.
	short rural feeder	The next *business day* after receipt of a valid *service order request*.
	long rural feeder / isolated feeder	10 *business days* of receipt of a valid *service order request*.
Disconnection	*CBD feeder / urban feeder / short rural feeder*	5 *business days* of receipt of a valid *service order request*.
	long rural / feeder isolated feeder	10 *business days* of receipt of a valid *service order request*.
Special read	*CBD feeder / urban feeder*	4 *business days* of receipt of a valid *service order request*.
	short rural feeder	4 *business days* of receipt of a valid *service order request*.
	long rural feeder	5 *business days* of receipt of a valid *service order request*.
	isolated feeder	By the *business day* agreed between the *distribution entity* and the *retailer* after receipt of a valid *service order request*.
Additions and alterations • Exchange meters • Install meters • Move meters • Install *controlled load* • Install hot water *meter* and *control equipment*	*CBD feeder / urban feeder*	5 *business days* of receipt of a valid *service order request* and all relevant documentation.
	short rural feeder	10 *business days* of receipt of a valid *service order request* and all relevant documentation.
	long rural feeder	10 *business days* of receipt of a valid *service order request* and all relevant documentation.
	isolated feeder	30 *business days* of receipt of a valid *service order request* and all relevant documentation.
Meter Reconfigurations	*CBD feeder / urban feeder*	20 *business days* of receipt of a valid *service order request*.
	short rural feeder	By the *business day* agreed between the *distribution entity* and the *retailer* after receipt of a valid *service order request*.

	long rural feeder	By the *business day* agreed between the *distribution entity* and the *retailer* after receipt of a valid *service order request.*
	isolated feeder	By the *business day* agreed between the *distribution entity* and the *retailer* after receipt of a valid *service order request*.
Meter Investigation	*CBD feeder / urban feeder*	15 *business days* of receipt of a valid *service order request*.
	short rural feeder	15 *business days* of receipt of a valid *service order request*.
	long rural feeder	15 *business days* of receipt of a valid *service order request*.
	isolated feeder	30 *business days* of receipt of a valid *service order request*.
Supply Abolishment	*CBD feeder / urban feeder*	20 *business days* of receipt of a valid *service order request*.
	short rural feeder	By the *business day* agreed between the *distribution entity* and the *retailer* after receipt of a valid *service order request*.
	long rural feeder	By the *business day* agreed between the *distribution entity* and the *retailer* after receipt of a valid *service order request*.
	isolated feeder	By the *business day* agreed between the *distribution entity* and the *retailer* after receipt of a valid *service order request*.
Miscellaneous Services	*CBD feeder / urban feeder*	The timeframe will depend on the work requested and will be subject to commercial negotiation between the *distribution entity* and the *retailer* after receipt of a valid *service order request*.
	short rural feeder	The timeframe will depend on the work requested and will be subject to commercial negotiation between the *distribution entity* and the *retailer* after receipt of a valid *service order request*.
	long rural feeder	The timeframe will depend on the work requested and will be subject to commercial negotiation between the *distribution entity* and the *retailer* after receipt of a valid *service order request*.
	isolated feeder	The timeframe will depend on the work requested and will be subject to commercial negotiation between the *distribution entity* and the *retailer* after receipt of a valid *service order request*.

Premises* in *Energex's distribution area

***Standard service order* type**	***Feeder type* through which the *customer's premises* is supplied or location of *premises***	**Time required for completion of works**
New connection	All *feeder types*	5 *business days* of receipt of a valid *service order request* and all relevant documentation.
Reconnection	All *feeder types* but excluding *premises* in *other locations*	If a valid *service order request* is received by 1.00pm on a *business day*, then on the same day. Otherwise the next *business day*.
	Other locations	10 *business days* of receipt of a valid *service order request*.
Disconnection	All *feeder types* but excluding *premises* in *other locations*	5 *business days* of receipt of a valid *service order request*.
	Other locations	10 *business days* of receipt of a valid *service order request*.
Special read	All *feeder types*	4 *business days* of receipt of a valid *service order request*.
Additions and alterations • Exchange meters • Install meters • Move meters • Install *controlled load* • Install hot water *meter and control equipment*	All *feeder types*	10 *business days* of receipt of a valid *service order request* and all relevant documentation.
Meter Reconfigurations	All *feeder types*	20 *business days* of receipt of a valid *service order request.*
Meter Investigation	All *feeder types*	15 *business days* of receipt of a valid *service order request.*
Supply Abolishment	All *feeder types*	20 *business days* of receipt of a valid *service order request.*
Miscellaneous Services	All *feeder types*	The timeframe will depend on the work requested and will be subject to commercial negotiation between the *distribution entity* and the *retailer* after receipt of a valid *service order request*.

3.7.4 Requirement to Complete Disconnection Service Order Requests

(a) If completing a *standard service order* for disconnection (regardless of requested *ServiceOrderSubType*) would result in the temporary disconnection of multiple *premises*, a *distribution entity* is deemed to complete the service order if it employs the method of *turn off main switch and sticker* at the *premises*.

(b) If a disconnection referred to in paragraph (a) arises because a *small customer* is vacating the *premises*, the distribution entity:

(i) will not charge the *financially responsible Market Participant* for network tariffs relating to the *premises* during the *compensation period*; and

(ii) must pay the *financially responsible Market Participant* compensation calculated by multiplying the volume of consumption recorded at the *premises* during the *compensation period* by the average monthly regional reference price as published by the *Australian Energy Market Operator* for the month in which the compensation period ends

(c) A *retailer* may not charge a *small customer* for *customer retail services* for a disconnected *premises* during the *compensation period*.

4 CUSTOMER TRANSFER

4.1 Application of this Chapter

4.1.1 Application

This Chapter applies to:

(a) all *distribution entities*;

(b) all *retailers*; and

(c) unless otherwise specified, in relation to all *customers* for a *NMI premises* connected to a *supply network* forming part of the national grid.

4.2 Compliance obligations

4.2.1 Contracting customer transfer functions

A *distribution entity* or a *retailer* must only contract with or engage another party to perform a function in relation to a *customer* transfer on the basis that the other party agrees to comply with Chapter 4 of this *Code*.

4.2.2 Compliance with MSATS procedures

A *distribution entity* or a *retailer* must comply with any *MSATS* procedures as developed and published by *AEMO* from time to time pursuant to the *National Electricity Rules*.

4.3 NMI discovery

4.3.1 NMI and NMI checksum

For the entire period *Ergon Energy* is operating under the minimalist transitioning approach:

(a) Subject to clause 4.4.2 *Ergon Energy* must within two *business days* of a *retailer*'s request provide that *retailer* with the *NMI* and *NMI checksum* for a *NMI premises*.

(b) A request made by a *retailer* under paragraph 4.3.1(a) may be made by reference to a:

(i) unique *meter* identifier held by *Ergon Energy* and advised to the *retailer*;

(ii) *NMI* address; or

(iii) DPID (as that term is defined in the *CATS Procedures*).

(c) Where a request made under paragraph 4.3.1(a) does not return a *unique match*, *Ergon Energy* must provide all the returned matches to the *retailer*, provided that if there are more than 99 matches, only the first 99 returned matches need be provided to the *retailer*.

(d) Where a request made under paragraph 4.3.1(a) returns a *unique match*, *Ergon Energy* must, unless otherwise advised by the *retailer*, provide that *NMI* and *NMI checksum* for the relevant *NMI premises*.

4.3.2 NMI standing data

(a) *Ergon Energy* must within two *business days* of a *retailer*'s request provide that *retailer* with the *NMI standing data* for a *NMI premises*.

(b) A request made under paragraph 4.3.1(a) may only be made by reference to a *NMI*.

4.3.3 Information must not be available through MSATS

A request under clauses 4.3.1(a) or 4.3.2(a) may only be made by a *retailer* if the relevant *NMI*, *NMI checksum* or *NMI standing data* are not available to that *retailer* through *MSATS*.

4.4 Minimalist transitioning approach

4.4.1 Application

(a) *Ergon Energy* is declared, at the *FRC commencement date*, to be operating under the *minimalist transitioning approach*.

(b) The *QCA* may issue a notice to *Ergon Energy* declaring it will no longer be operating under the *minimalist transitioning approach* from the date 12 months from the date of the notice.

(c) *Ergon Energy* must include a notice on its website stating the *minimalist transitioning approach* applies to it until the *minimalist transitioning approach* ceases to apply to it.

(d) The *QCA* will review at least annually whether to issue a notice in accordance with paragraph (b). In conducting this review, the *QCA* must consult with *Ergon Energy*, *retailers* and any other person who has a legitimate interest in whether such a notice is to be issued.

(e) Clauses 4.4.2 and 4.4.5 only apply to *Ergon Energy* while it operates under the *minimalist transitioning approach*.

4.4.2 Discovery requests under a minimalist transitioning approach

(a) *Ergon Energy* must have the capacity to process a minimum of 150 requests each *business day* in total under clauses 4.3.1(a) and 4.3.2(a).

(b) If more than 150 requests are received in total under clauses 4.3.1(a) and 4.3.2(a) by *Ergon Energy* in a *business day* then *Ergon Energy* will employ a combination of the following measures as appropriate to minimise or temporarily change transaction completion times:

(i) increase the resources available for completing requests for information from *retailers*, for example by increasing the total number of resources or the hours during which requests are processed;

(ii) increase the time for completing requests for information from *retailers* beyond two *business days*; and

(iii) institute a queuing policy on the basis of the order of the receipt of requests for information from *retailers*.

(c) If *Ergon Energy* is consistently receiving more than 150 requests in total under clauses 4.3.1(a) and 4.3.2(a) and reasonably expects that it is unable to complete these within two *business days* then it must advise affected *retailers*:

(i) which of the measures it is taking to minimise transaction completion times; and

(ii) of the revised expected timeframes for completing requests for information.

4.4.3 NMI creation requests under a minimalist transitioning approach

(a) *Ergon Energy* must have the capacity to process a minimum of 40 *NMI* creation requests each *business day* under clause 4.4.4.

(b) If more than 40 *NMI* creation requests under clause 4.4.4 are received by *Ergon Energy* in a *business day* then *Ergon Energy* will employ a combination of the following measures as appropriate to minimise or temporarily change *NMI* creation completion times:

(i) increase the resources available for initiating *NMI* creations, for example by increasing the total number of resources or the hours during which *NMI* creation requests are processed;

(ii) increase the time for initiating *NMI* creations beyond two *business days*; and

(iii) institute a queuing policy on the basis of the order of receipt of *NMI* creation requests.

(c) If *Ergon Energy* is consistently receiving more than 40 *NMI* creation requests under clause 4.4.4 and reasonably expects that it is unable to initiate the requests in *MSATS* within two *business days*, then it must advise affected *retailers*:

(i) which of the measures it is taking to minimise the timeframe for initiating *NMI* creations in *MSATS*; and

(ii) of the revised expected timeframes for initiating in *MSATS* the *NMI* creations requested.

4.4.4 Request to create a NMI

Where the *NMI* that is the subject of a proposed transfer is a *small customer*'s *NMI* of *Ergon Energy* and that *NMI* is not in *MSATS*, the new *retailer* must request the *distribution entity* to create the *NMI* and associated standing data in *MSATS* as soon as practicable after a *negotiated retail contract* has been entered into between the *customer* and the new *retailer*.

4.4.5 Population of MSATS

Ergon Energy, while operating under the *minimalist transitioning approach*, will provide to *AEMO* the *NMI* and each required item of *NMI standing data* in respect of each *connection point* for which it is the *distribution entity* for those *NMIs*:

(a) with a *NMI* classification code of "LARGE"; or

(b) that have been the subject of a transfer request.

5 METERING

5.1 Application

5.1.1 Purpose

The purpose of this Chapter is to regulate those matters that relate to electricity metering for:

(a) *connection points* for type 7 *metering installations* where the relevant *customer* is, or is taken to be, an excluded customer under the *Electricity Act*; and

(b) *points of supply* in *isolated power systems*.

5.1.2 Application of this chapter

This chapter applies:

(a) to all *distribution entities* in regard to metering for those matters specified in clause 5.1.3;

(b) to all *local area retailers* in regard to:

(i) metering to the extent specified in clause 5.1.3; and

(ii) their *first-tier connection points* in relation to clause 5.4.8;

(c) to *isolated generators* that operate in parallel with electricity supplied from a *distribution entity*'s *supply network*. To avoid doubt, a *generator* in this *Code* includes an *IES generator* and other very small *generators*; and

(d) to all *Metering Coordinators* appointed for *metering installations* specified in clause 5.1.3.

5.1.3 Scope

(a) This Chapter applies to type 1 to 7 *metering installations* that are not covered by the *National Electricity Rules*, being *connection points* where the *customer* for the relevant *premises* is, or is taken to be, an excluded customer under the *Electricity Act*.

(b) This chapter applies to *card operated meters*.

(c) This chapter applies to *metering installations* located in *isolated power systems*.

(d) This chapter applies to *interval meters*. However, an *interval meter* will be either read remotely (a type 1 to 4 *metering installation*) or manually (a type 4A *metering installation*), or the accumulation display will be manually read (a type 6 *metering installation*). There is no obligation on the *Metering Coordinator* to manually read the *interval energy data* from an *interval meter* (a type 5 *metering installation*).

(e) A *distribution entity* may only classify a *connection point* as a type 7 *metering installation* if the *metering installation* meets the criteria for the classification of a type 7 *metering installation* in Schedule 7.4.3 of the *National Electricity Rules*.

(f) This Chapter does not regulate metering requirements for *connection points* that may be classified as *first-tier*, *second-tier*, market load or intending load in accordance with clause 2.3.1 of the *National Electricity Rules*.

5.1.4 Responsibility for meter provision and metering data services

(a) The *local area retailer* must appoint a *Metering Coordinator* for *first-tier* type 1, type 2, type 3, type 4 and type 4A *metering installations*.

(b) The *distribution entity* is the *Metering Coordinator* for *first-tier* type 5, type 6 and type 7 *metering installations*.

(c) The *Metering Coordinator* must be registered with *AEMO* and is responsible for the coordination and provision of metering services at the metering point

(d) The *Metering Coordinator* is responsible for appointing a *Metering Provider* for the provision, installation, replacement, maintenance, inspection and testing of the *metering installation* at the *metering point*.

(e) The *Metering Coordinator* is responsible for appointing a *Metering Data Provider* for the reading and processing of *energy data* for *metering installations*.

(f) The *distribution entity* is responsible for determining the *connection points* or *points of supply* allowed to be type 7 *metering installations* in accordance with clause 5.1.3(e).

5.1.5 Background information

The references contained in Part A of the *Metrology Procedure* provide background information to this Chapter.

5.1.6 Interpretation

(a) The volume threshold for a *connection point*, other than determining the volume threshold for a *metering installation*, should be determined in accordance with the methodology for deciding the classification of *customers* contained in the *National Electricity Rules*.

5.2 Preliminary issues

5.2.1 Metering installation components

(a) Primary components associated with the *metering installation* for a *connection point* or a *point of supply*, where applicable, are identified as:

(i) the *metering point*;

(ii) the *current transformers* and *voltage transformers*, as applicable;

(iii) the *measurement element*;

(iv) the *data logger*;

(v) the *communications link*;

(vi) *metering data services* within the *communication link*;

(vii) testing and inspection; and

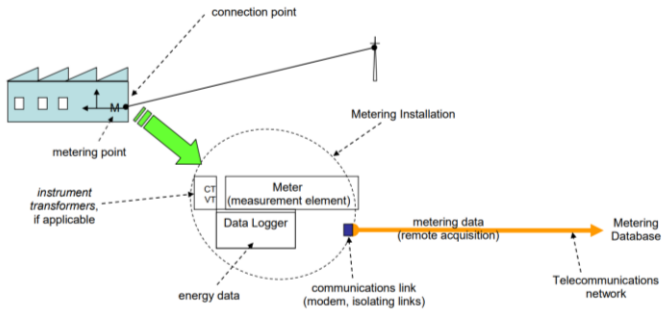
(viii) management, maintenance and auditing.

(b) In addition to the primary components specified in paragraph (a) above, the *metering installation* includes the *distribution entity*'s *control equipment* for the purpose of this Chapter 5.

(c) The primary components, their characteristics and associated service requirements in the *Metrology Procedure* apply to this *Code*, except where varied in this Chapter 5.

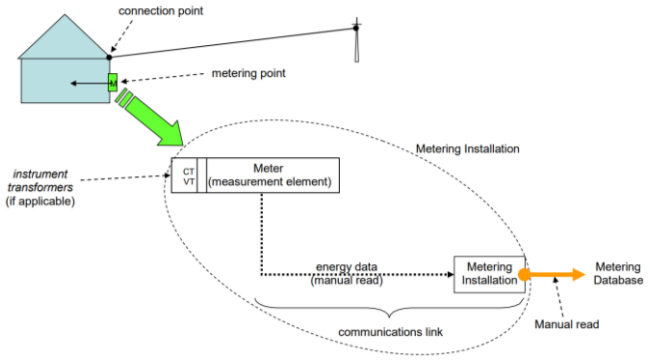
(d) The following indicative diagram applies to a type 1 to 4 *metering installation* installed at a *point of supply*:

Types 1 to 4 Metering Installation



(e) The following indicative diagram applies to type 4A, 5 and type 6 *metering installations* installed at a *point of supply*:

Type 4A and 6 Metering Installation



5.2.2 Dispute resolution

(a) Dispute resolution on any matter associated with this Chapter 5 must be managed in the following way:

(i) any dispute arising under this Chapter 5 between a *Metering Coordinator* who is a *distribution entity* and a *local area retailer* must be resolved by agreement between the parties in accordance with the relevant *co-ordination agreement*;

(ii) any dispute arising under this Chapter 5 between a *Metering Coordinator* and an *isolated generator* must be resolved by agreement between the parties. If an agreement cannot be reached, the *Metering Coordinator* must offer to submit the dispute to commercial arbitration for resolution; and

(iii) a dispute between a *Metering Coordinator* and a *customer* is to be resolved in accordance with the relevant *connection contract*, where the *Metering Coordinator* is a *distribution entity*, or by the *local area retailer* in accordance with the relevant *retail contract*, that exists between the *local area retailer* and the *customer*.

(b) In any dispute about records of the amount of electricity supplied to a *metering point*, clause 5.4.9(d) applies for type 1 to 6 *metering installations* and a *distribution entity* procedure applies for type 7 *metering installations*.

(c) The *Metering Coordinator* involved in a dispute of the kind referred to in paragraph (b) must keep all records in relation to the dispute for a period of seven years from the resolution of the dispute.

5.2.3 Disaster recovery

The *Metering Coordinator* must use its reasonable endeavours to ensure that the *metering data services database* is operated in accordance with sound disaster recovery practices.

5.2.4 Document responsibility

(a) A *distribution entity* must make available a copy of this Chapter through its website, and on request of a *customer*, provide that *customer* with a copy of this Chapter.

(b) A *distribution entity* may impose a reasonable charge on a person who requests multiple or subsequent hard copies of this Chapter.

5.3 Responsibility for meter provision

5.3.1 Application of clause 5.3

(a) This clause 5.3 relates to the provision of *meters* to *points of supply* in *isolated power systems*.

(b) A reference to a *Metering Provider* in this clause 5.3 is a reference to a *Metering Provider* that is registered with *AEMO* as either class MPA or MPB.

5.3.2 Overall responsibility requirements

(a) *Metering Providers* must be accredited and registered with *AEMO* on the basis of the capabilities required for type 1, type 2, type 3, type 4 and type 4A *metering installations* as specified in Schedule 7.2 of the *National Electricity Rules*, as appropriate.

(b) *Metering Providers* must be accredited and registered with *AEMO* on the basis of the capabilities required for type 5, type 6 and type 7 *metering installations* as specified in the *Metrology Procedure* and Schedule 7.2 of the *National Electricity Rules*.

(c) A *Metering Coordinator* is required to use *Metering Providers* to provide, install, routinely test and maintain the relevant primary components, characteristics and service requirements of the *metering installation*.

(d) A *Metering Coordinator* is responsible for the design of a *metering installation* and warrants that the design delivers the primary components, characteristics and service requirements as specified in the *Metrology Procedure*, as appropriate.

(e) A *Metering Coordinator* must ensure the components have been selected, properly installed and initially tested so that the *metering installation* satisfies the accuracy and performance requirements for *metering installations*.

(f) A *Metering Coordinator* is required to procure a *Metering Provider* to provide, install, routinely test and maintain the *metering installation* and its associated primary components in accordance with the *Metrology Procedure*.

(g) A *metering installation* may be used for purposes other than billing, provided:

(i) such additional usage does not compromise compliance with the requirements of this *Code*; and

(ii) the *Metering Coordinator* must coordinate the different uses of the *metering installation* so that the characteristics of the *metering installation* and access to the *energy data* from the *metering installation* remain consistent with the requirements of this *Code*.

5.3.3 Metering installation components — meter provision

(a) The *Metering Provider* appointed by the *Metering Coordinator* is permitted to use:

(i) *interval meters* and associated equipment;

(ii) *accumulation meters* and associated equipment, but only where they do not contravene the new and replacement requirements as specified in clause 5.3.6; and

(iii) communication arrangements (manual or electronic) that allow the *meter* to be read and the *energy data* to be transported to an approved database.

Combinations of communication arrangements are also permitted.

(b) The *Metering Coordinator* must ensure that the components, characteristics and service requirements for *meter* provision for type 1, type 2, type 3, type 4, type 4A, type 5 and type 6 *metering installations* comply with the *Metrology Procedure*, as appropriate.

(c) Where the *Metering Coordinator* has engaged a *Metering Provider* in order to undertake the work required by paragraph (b), the *Metering Coordinator* must advise the *Metering Provider* of the appropriate components, characteristics and service requirements that are to be used for the *metering installation*, as outlined in the *Metrology Procedure*.

(d) *Metering installations* which have been installed, or which are planned to be installed by the *Metering Coordinator*, prior to the *FRC commencement date*, and which met the Queensland requirements at that date, are deemed to meet the requirements of this *Code*.

(e) Where the *metering installation* includes equipment for time switching or load control, or the measurement of reactive energy, the installation and operation of that equipment may be governed by an instrument other than Chapter 5 of this *Code*, for example, the *co-ordination agreement*.

(f) *Metering equipment* used for *controlled loads* must have characteristics and requirements in accordance with the *Metrology Procedure*, as applicable.

5.3.4 Reversion of metering installation types

(a) The *Metering Coordinator* must ensure that an *interval meter*, whether manually read or remotely read, once installed, is not replaced by an *accumulation meter*.

(b) The *Metering Coordinator* must ensure that if a *second-tier interval meter* which is installed for a *LARGE NMI premises* reverts to *first-tier*, it is not replaced by an *accumulation meter*.

(c) The *Metering Coordinator* may convert a remotely read *interval meter* to an *interval meter*, which will be manually read as an *accumulation meter*, if the *point of supply* is reclassified as a *SMALL NMI premises*.

5.3.5 Testing and inspection of metering equipment

(a) The *Metering Coordinator* must ensure that type 1, type 2, type 3, type 4, type 4A, type 5 and type 6 *metering installations* are tested and inspected in accordance with the *Metrology Procedure*.

(b) A *Metering Coordinator* must ensure the repair or replacement of any *defective* or damaged *metering equipment*, including the replacement of any broken seals, as soon as practicable after the *Metering Coordinator* is notified of, or becomes aware of, the *defect*, damage or broken seal.

(c) An *isolated generator* or *local area retailer* may request a test of the accuracy of *metering equipment* as set out below:

(i) a *local area retailer* may request the *Metering Coordinator* to perform a test of the accuracy of the *metering equipment* installed at their *metering point*;

(ii) an *isolated generator* may request the *Metering Coordinator* to perform a test of the accuracy of the *metering equipment* installed at their *metering point*;

(iii) the *Metering Coordinator* must ensure that a test of the *metering equipment* is carried out in accordance with Chapter 3 for the *local area retailer* request, and with similar service levels for a *customer* request;

(iv) a representative of the *isolated generator* or *local area retailer* may be present during the test of the *metering equipment*;

(v) the *Metering Coordinator* must give notice of the results of the test to the person requesting the test; and

(vi) the *Metering Coordinator* may charge for performing the test of the *metering equipment* unless the tests show that the *metering equipment* is *defective*.

5.3.6 Installation of meter

(a) The *Metering Coordinator* must ensure that when each *meter* and associated *data logger* (where the *data logger* is located at the *metering point*) of a type 1, type 2, type 3, type 4, type 4A or type 5 *metering installation* or each *meter* of a type 6 *metering installation* is installed, it is checked to ensure that it:

(i) complies with the relevant requirements of the *Metrology Procedure*;

(ii) has been tested and inspected prior to installation in accordance with the relevant requirements of the *Metrology Procedure*;

(iii) for a type 4A or type 5 *metering installation* or a *meter* of a type 6 *metering installation*, has the optical port, communications port, and/or visual display located so that the optical port, communications port, and/or visual display can be readily accessed for *meter* reading; and

(iv) complies with the relevant *Electricity Connection and Metering Manual*, which each *distribution entity* must publish and update from time to time.

(b) The *Metering Coordinator* must, when requested by a *local area retailer*, make a *metering installation* available to a *connection point* or *point of supply* within the period specified in Chapter 3 of this *Code*.

(c) The *Metering Coordinator* must, when requested by an *isolated generator*, make a *metering installation* available to a *point of supply* within a period as agreed between the parties.

(d) The *Metering Coordinator* must ensure that, where the *connection point* has a *customer* with a contract for the sale of electricity that is not a *standard retail contract*, a *standard retail contract* (*card-operated meters*) or a *large customer standard retail contract* and the consumption is above the *Y Value*, the *connection point* must have a type 1, type 2, type 3 or type 4 *metering installation* in accordance with the *Metrology Procedure*.

(e) To avoid doubt, the *Metering Coordinator* is not required to ensure that *interval meters* are to be installed in new or replacement situations, where a *premises* connected to *isolated power systems*:

(i) has only ever had a *customer* who is either a *small customer* with a *standard retail contract* or a *standard retail contract* (*card-operated meters*) or a *large customer* with a *large customer standard retail contract*, or

(ii) the consumption at the *premises* is below the *Y value*.

(f) The *Metering Coordinator* must ensure that where electricity is *imported* to the *supply network* by a *customer*, and a *metering installation* is required for the purpose of billing that *imported* electricity, the quantity of *imported* electricity must be separately measured to that of any *exported* electricity.

(g) The *Metering Coordinator* must ensure that in all situations, an *interval meter* installed after the *FRC commencement date* must be capable of being upgraded for use in a type 4 *metering installation* (as defined in the version of the *National Electricity Rules* or *Metrology Procedure* effective at the time the *interval meter* is installed) without replacing the *meter*.

(h) Where:

(i) the *local area retailer* alters a type 5, 6 or 7 *metering installation* to make it capable of *remote acquisition*;

(ii) the alteration leads to a change in the classification of that *metering installation*; and

(iii) the *distribution entity* is the *Metering Coordinator* for that *metering installation*,

the parties must negotiate in good faith to ensure the *distribution entity* is reasonably compensated for the alteration to the *metering installation*.

5.4 Responsibility for metering data services

5.4.1 Application of clause 5.4

(a) The requirements of this clause 5.4 apply to type 1, type 2, type 3, type 4, type 4A, type 5, type 6 and type 7 *metering installations* where applicable. Type 1, type 2, type 3 and type 4 *metering installations* do not in general have a *metering data services database*, and accordingly are not referenced in a number of clauses in this clause 5.4.

5.4.2 Metering installation components – metering data services

(a) The *Metering Coordinator* must ensure that, as a minimum, the components, characteristics and service requirements for *metering data services* for type 1, type 2, type 3, type 4 and type 4A *metering installations* comply with the Service Level Procedures published by *AEMO*.

(b) The *Metering Coordinator* must ensure that, as a minimum, the components, characteristics and service requirements for *metering data services* for type 5 and type 6 *metering installations* comply with the *Metrology Procedure*.

(c) The *Metering Coordinator* is required to use a *Metering Data Provider* accredited and registered by *AEMO* to undertake the reading and processing of *energy data* for relevant *metering installations*.

(d) Where the *Metering Coordinator* has engaged a *Metering Data Provider*, the *Metering Coordinator* must advise that *Metering Data Provider* of the components, characteristics and service requirements that are to be used for the *metering installation* (as outlined in the *Metrology Procedure*).

5.4.3 Meter reading

(a) An *interval meter* installed for a *SMALL NMI* will be read as an *accumulation meter* unless the *metering installation* is classified as types 1 to 4 or type 4A.

(b) An *interval meter* installed for a *large customer*, where the *local area retailer* is not obliged by *electricity legislation* to provide *customer retail services* to the *premises* at the *notified prices* and under the *retailer's large customer standard retail contract*, must be read as a remotely read *interval meter*.

(c) An *interval meter* installed for a *large customer*, where the *local area retailer* is obliged by *electricity legislation* to provide *customer retail services* to the *premises* at the *notified prices* and under the *retailer's large customer standard retail contract*, will be read as an *accumulation meter* by the *Metering Data Provider*.

(d) Where an *interval meter* is installed for an *import connection point* the *Metering Data Provider* must read the *energy data* in accordance with the request by the *isolated generator* or the *local area retailer*.

(e) *Interval energy data* from an *interval meter* that measures *exported* electricity must not be manually collected. If the *interval energy data* is required, it will be collected by *remote acquisition*. Otherwise the *interval meter* will be read as an *accumulation meter*.

(f) The *distribution entity* may make arrangements to alter any type 5, 6 or 7 *metering installation* and remotely acquire *energy data*. This will not alter the classification of those *metering installations* where the *distribution entity* decides on reasonable grounds that operational difficulties require the *remote acquisition of energy data*.

(g) For the purposes of paragraph (f), operational difficulties may include locational difficulties where the *metering installation* is:

  (i) at a site where access is difficult; or;

  (ii) on a remote rural property.

(h) The *Metering Data Provider* is the only person permitted to provide *metering data* to the *Metering Coordinator*, who must provide that data:

(iii) to the *distribution entity* for network billing; and

(iv) to the *local area retailer* for retail billing and wholesale reconciliation purposes.

(i) A *distribution entity* is permitted to read the *metering equipment* for its own purpose provided the reading schedule is coordinated with the *Metering Coordinator*.

(j) The *Metering Coordinator* must:

(i) use reasonable endeavours to collect an *actual meter reading* for every *meter* associated with a *scheduled meter reading*;

(ii) arrange for a *scheduled meter reading* to be performed at least once every 14 weeks, except:

(1) for a *SMALL NMI premises* with a *card-operated meter*, a *scheduled meter reading* is to be arranged at least once every 52 weeks; and

(2) for an operational grouping of *NMIs* for *connection points* that are not supplied through a *CBD feeder* or an *urban feeder* with a *meter* reading rate of less than 100 *NMIs* per *business day*, a *scheduled meter reading* is to be arranged at least once every 52 weeks

(k) Subject to paragraph (j), for type 6 *metering installations*, the *Metering Coordinator* must:

(i) ensure that accumulated *energy data* is collected in accordance with the *Metrology Procedure*; and

(l) For the purposes of paragraphs (j)(i), (j)(ii) and (k), data collected includes *energy data* that has been *substituted* in accordance with clause 5.4.4(c).

(m) The *Metering Coordinator* must use best endeavours to ensure that *energy data* is collected from a *meter* and this data is transferred to the *relevant metering data services database*, no more than two *business days* prior to, or two *business days* subsequent to, the date of a *scheduled meter reading* for that *metering installation*.

(n) The *Metering Coordinator* must ensure that a schedule is developed and maintained to determine the dates of the next *scheduled meter reading* for each *metering installation* in accordance with the *Metrology Procedure*.

5.4.4 Validation and substitution of energy data

(a) For the purpose of this clause 5.4.4, a reference to a type 5 *metering installation* in the *Metrology Procedure* is also to be taken as a reference to type 1, type 2, type 3, type 4 and type 4A *metering installations*.

(b) Subject to clause 5.4.3(h), the *Metering Coordinator* must ensure that *energy data* collected for a type 1, type 2, type 3, type 4, type 4A or type 6 *metering installation* in accordance with clause 5.4.3, is validated in accordance with the *Metrology Procedure*.

(c) The *Metering Coordinator* must ensure that the *energy data* is *substituted* where:

(i) the *metering installation* installed at a *customer*'s *metering point* cannot be read due to access limitations and in this situation the *Metering Coordinator* has the discretion to use a self-read in preparing the *substituted* value;

(ii) the *energy data* collected for a type 1 to 4 *metering installation* fails the validation test conducted in accordance with paragraph (b), in which case the *interval energy data* is *substituted* in accordance with the *Metrology Procedure*;

(iii) the *energy data* collected for a type 6 *metering installation* fails the validation test conducted in accordance with paragraph (b), in which case the *consumption energy data* is *substituted* in accordance with the *Metrology Procedure*;

(iv) there has been a failure of the *metering equipment*, or the *metering equipment* has been found to be *defective*, or interference to the *metering equipment* has occurred, in which case the *energy data* for a type 1 to 4, type 4A or type 6 *metering installation* is *substituted* in accordance with the *Metrology Procedure*;

(v) an inspection or test on the *metering equipment* has established that a measurement error exists, in which case the *energy data* for a type 1 to 4, type 4A or type 6 *metering installation* is *substituted* in accordance with the *Metrology Procedure*; or

(vi) an estimated read is permitted in accordance with the *electricity legislation*, in which case the *energy data* for a type 6 *metering installation* is *substituted* in accordance with the *Metrology Procedure*.

5.4.5 Calculation of energy data for type 7 metering installation

(a) The *Metering Coordinator* must ensure that *energy data* for a *metering installation* type 7 is calculated in accordance with a *distribution entity*'s procedure.

(b) The *Metering Coordinator* must ensure that the *energy data* for a type 7 *metering installation*, which is calculated in accordance with paragraph (a), is validated in accordance with a *distribution entity*'s procedure.

(c) The *Metering Coordinator* must ensure that the *energy data* is *substituted* in accordance with a *distribution entity*'s procedure where the *energy data* calculated for a type 7 *metering installation* fails the validation test conducted in accordance with paragraph (b).

5.4.6 Data storage

(a) The *Metering Coordinator* must retain records of the characteristics of *metering equipment* for seven years after that *metering equipment* has been removed from service.

(b) The records specified in paragraph (a) may be held in electronic form.

(c) The *Metering Coordinator* must make available the records specified in paragraph (a) to the *QCA* if requested in writing by the *QCA*. The *QCA* must only use those records for the purpose of performing an audit of the *metering equipment*.

(d) The *Metering Coordinator* must ensure a *metering data services database* containing *energy data* in respect of a type 6 *metering installation* is provided, in accordance with the *Metrology Procedure*.

(e) To avoid doubt, the *energy data* for a type 6 *metering installation* is the data collected from the *meter* in accordance with clause 5.4.3, and/or *substituted* in accordance with clause 5.4.4.

(f) The rights of access to the data held within the *metering data services database* are set out in clause 7.15.5 of the *National Electricity Rules*. For a type 7 *metering installation*, the right of access to the data is specified in a *distribution entity*'s procedure.

5.4.7 Information

(a) The *Metering Coordinator* must ensure that *energy data* is provided to the *local area retailer* and the *distribution entity* for each *metering installation* that is installed in relation to a *connection point* or *point of supply* that relates to the *local area retailer* or the *distribution entity*, respectively.

(b) The *Metering Coordinator* must not hinder an *isolated generator*'s or *customer*'s access to *metering equipment* for the purpose of reading the *meter* display.

(c) A *customer* of a *local area retailer* may request its *energy data* from *local area retailer*. With respect to *this energy data*:

(i) the *local area retailer* must not unreasonably withhold the *energy data* from the *customer*;

(ii) the *local area retailer* must store the *energy data* for a minimum of two years;

(iii) the first request for *energy data* by a *customer* for the previous two years will be provided free of charge by the *local area retailer*;

(iv) the *local area retailer* may impose a reasonable charge for providing *energy data* on any request from the *customer* if the *customer* has been provided with its *energy data* within the 12 month period prior to the request; and

(v) if the request is for *energy data* beyond two years, the *local area retailer* may apply a reasonable charge for providing that data.

(d) For the purposes of paragraph (a), access to *energy data* must be provided as follows:

(i) where *energy data* for a type 1, type 2, type 3, type 4, type 4A or type 6 *metering installation* has been collected in accordance with clause 5.4.3, and validated and *substituted* in accordance with clause 5.4.4, by 5.00 pm on the second *business day* after that *energy data* has been collected.

5.4.8 Validation of metering data services database

(a) The *Metering Coordinator* must ensure that a *sample test plan* is established and maintained, in accordance with *Australian Standards* "AS 1199: Sampling Procedures for Inspection by Attributes" or "AS 2490: Sampling Procedures and Charts for Inspection by Variables for Percent Nonconforming" (and as amended or updated from time to time) to validate that the data stored in the *metering data services database* for a type 6 *metering installation* is consistent with the data stored in the *meter*.

(b) The validation test must be conducted at a frequency in accordance with the *sample test plan* described in paragraph (a), which must not be less than once every 12 months.

(c) If there is an inconsistency between the *energy data* held in a *meter* and the *energy data* held in the *metering data services database*, the *energy data* in the *meter* is to be taken as prima facie evidence of the *energy data* for that *metering point*.

(d) Actions in event of non-compliance with accuracy requirements are set out in the *Metrology Procedure* for type 6 metering installations.

5.4.9 Request for testing of the metering installation

(a) If requested by an *isolated generator* or the *local area retailer*, the *Metering Coordinator* must conduct a test to determine the consistency of data held in the *metering data*

services database and data held in the *meter* of a type 4A, type 5 or type 6 *metering installation*.

(b) The *Metering Coordinator* must make available the results of the test described in paragraph (a) to the *local area retailer* or the *isolated generator*, as applicable, as soon as practicable.

(c) Where the test undertaken in accordance with paragraph (a) determines an inconsistency, the *Metering Coordinator* must pay the costs of, and associated with, that test.

(d) Where the test undertaken in accordance with paragraph (a) determines no inconsistency, the *local area retailer* or *isolated generator* who requested the test under paragraph (a) must pay the costs of, and associated with, that test in accordance with section 7.9.1(l) of the *National Electricity Rules*.

(e) Where there is a discrepancy between:

(i) *energy data* stored in the *meter*; and

(ii) *energy data* stored in the *metering data services database* in respect of that *meter*,

the *energy data* stored in the *meter* or *meter*/associated *data logger* is prima facie evidence of the amount of electricity supplied to that *metering point*.

(f) If requested by a *local area retailer* or *isolated generator*, the *Metering Coordinator* must, prior to any test being undertaken in accordance with paragraph (a), provide an estimate of the costs of, or associated with, that test.

(g) Actions in event of non-compliance with accuracy requirements are set out in the *Metrology Procedure* for type 4A, type 5 or type 6 *metering installations*.

6 GENERAL

6.1 Definitions and interpretation

6.1.1 Definitions

accumulation meter has the meaning given in the *Metrology Procedure*.

actual meter reading has the meaning given in the *Metrology Procedure*.

AEMO has the meaning given in the *Electricity Act*.

Australian Standard means:

(a) in Chapter 5, the relevant standard published by Standards Australia; and

(b) for all other chapters, the Australian Standard AS ISO 10002-2006 as amended and updated from time to time.

B2B Procedures means the procedures under the *National Electricity Rules* or as otherwise agreed between the parties, prescribing the content of, the processes for, and the information to be provided to support communications between the *distribution entity* and the *retailer* relating to a *customer* or supply of electricity to a *customer*.

B2B Procedures (service order process) means the procedure set out in the document "*B2B Procedure: Service Order Process*" which forms part of the *B2B Procedures* under the *National Electricity Rules* and defines the *standard service order* process and transactions data requirements to be adopted by national electricity market participants.

business customer means a *customer* who is not a *residential customer*.

business day means a day other than a Saturday, a Sunday or a Queensland wide public holiday (as appointed under the *Holidays Act 1983* (Qld)).

card-operated meter has the meaning given in the *National Energy Retail Law (Queensland)*.

CATS Procedures (Consumer Administration and Transfer Solution) means the procedures set out in the document "MSATS Procedures: CATS Procedures part 1 Principles and Obligations", issued by *AEMO* under the *National Electricity Rules*.

CBD feeder means a feeder supplying predominantly commercial high-rise buildings, supplied by a predominantly underground *supply network* containing significant interconnection and redundancy when compared to urban areas.

Code means this *Electricity Distribution Network Code*.

communications link has the meaning given in the *National Electricity Rules*.

compensation period in relation to clause 3.7.4 is the period commencing on the date the *turn off main switch and sticker* disconnection is completed for a *premises* a *small customer* is vacating and ends on the earliest of:

(a) the date the meter for the *premises* is read and 11kWh of energy or greater has been consumed at the *premises*, provided the *distribution entity* notifies the *financially responsible Market Participant* via email or another mutually agreed format within a reasonable time following the meter read;

(b) the date the meter for the *premises* is read after the *distribution entity* is notified the *NMI* has transferred to another *financially responsible Market Participant*; or

(c) the date the meter for the *premises* is read as part of a *distribution entity* completing a service order type of "re-energisation" for the *premises*.

connection contract means, for the purposes of Chapter 5, the contract (either classified as standard or negotiated) that prescribes the conditions of connection between a *distribution entity* and a *generator* or *customer* (as the case may be) when that party connects to the *distribution entity's supply network*.

connection point has the meaning given in the *National Electricity Rules*.

consumption means, for the purposes of Chapter 5, the annual consumption as determined by a *distribution entity*.

consumption energy data has the meaning given in the *Metrology Procedure*.

control equipment means the equipment needed to switch a circuit(s) on or off by a device installed or operated by the *distribution entity*. For example, local or remote timing devices would form part of *control equipment*. This equipment forms part of a *metering installation* for the purpose of testing and inspection.

controlled load means those loads that are controlled by means of control equipment, and are separately metered from the remaining load at the connection point. For example, a residential hot water heating circuit will be a controlled load in Queensland and may have a timing device known as the ripple frequency control system.

co-ordination agreement has the meaning given in the *Electricity Act*. However, a *receiver* is only a customer if the *receiver*'s *premises* has an *electrical installation* that, to the reasonable satisfaction of the *distribution entity* whose *distribution area* includes the *premises*, is capable of receiving supply directly from a *distribution entity*'s *supply network*.

current transformer means a transformer for use with *meters* or protection devices in which the current in the secondary winding is, within prescribed limits, proportional to and in phase with the current in the primary winding.

customer has the meaning given in the *Electricity Act*.

customer connection services has the meaning given in the *Electricity Act*.

customer retail services has the meaning given in the *Electricity Act*.

DAPR means *Distribution Annual Planning Report*.

DAPR date has the meaning given in the *National Electricity Rules.*

data logger has the meaning given in the *National Electricity Rules*.

defective or ***defect*** means the condition where the *metering equipment* does not measure or record the flow of electricity to a level of accuracy prescribed in the *National Electricity Rules*.

Disaster Recovery Funding Arrangements means Disaster Recovery Arrangements, administered by Emergency Management Australia.

disconnection warning notice has the meaning given in the *National Energy Retail Rules*.

Distribution Annual Planning Report has the meaning given in the *National Electricity Rules*.

distribution area for a *distribution entity* is the area specified in its *distribution authority* as its distribution area.

distribution authority has the meaning given in the *Electricity Act*.

distribution entity means an entity that holds a *distribution authority*.

electrical installation has the meaning given in the *Electricity Act*.

Electrical Safety Act means the *Electrical Safety Act 2002* (Qld).

Electrical Safety Regulation means the *Electrical Safety Regulation 2013* (Qld).

Electricity Act means the *Electricity Act 1994* (Qld).

Electricity Connection and Metering Manual, ***ECMM***, means the document of that title produced by either the *ENERGEX distribution entity* or *Ergon Energy distribution entity*.

electricity legislation means the *Electricity Act*, *Electrical Safety Act*, the *Electricity – National Electricity Scheme (Queensland) Act 1997* (Qld), the *National Energy Retail Law (Queensland)*, and regulations, standards, codes, protocols and rules made under those Acts.

Electricity Regulation means the *Electricity Regulation 2006* (Qld).

emergency means an emergency due to the actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person, or normal operation of the *supply network* or *transmission grid*, in the state of Queensland or which destroys or damages, or threatens to destroy or damage, any property in the state of Queensland.

Energex means ENERGEX Limited (ACN 078 849 055).

energy data has the meaning given in the *Metrology Procedure*.

Energy and Water Ombudsman Queensland means the Energy and Water Ombudsman Queensland established by the *Energy and Water Ombudsman Act 2006* (Qld).

Ergon Energy means Ergon Energy Corporation Limited (ACN 087 646 062).

Essential Energy means Essential Energy established under the *Energy Services Corporations Act 1995* (NSW).

export or ***exported*** means the direction of flow of electricity at a *connection point* or *point of supply* where that electricity flows from a *transmission grid* or a *supply network* into a load, as specified in the National Metering Identifier Procedure published by *AEMO*.

Fair Trading Act means the *Fair Trading Act 1989* (Qld).

feeder type means a *CBD feeder*, *isolated feeder*, *long rural feeder*, *short rural feeder* or *urban feeder* as the case may be.

financial year means a year commencing 1 July and ending 30 June.

financially responsible Market Participant has the meaning given in the *National Electricity Rules*.

first-tier means the status of load when the electricity purchased at a *connection point* directly and in its entirety from the *local area retailer* from the *NEM* and which is classified as a *first-tier load* in accordance with Chapter 2 of the *National Electricity Rules*.

FRC commencement date means 1 July 2007.

generator means the operator of one or more generating units that produce 50 hertz alternating current at a voltage suitable for connection to the *supply network*, where the generating units supply electricity to the *supply network* without providing any electricity internally to an end-user's load (other than a small amount to operate the generating unit, if necessary).

GSL payment means a *guaranteed service level* payment to be made in accordance with clause 2.3 for the amounts set out in clause 2.3.10.

GST has the meaning it has in the *A New Tax System (Goods and Services Tax) Act 1999* (Cth).

guaranteed service level means a guaranteed service level set out in clause 2.3.

IES generator means an 'inverter energy system' and represents generating units that produce direct current and then convert that direct current to 50 hertz alternating current suitable for synchronising to the power system supplied by the *supply network*. For example, a solar cell or PV *generator* or fuel cell, where the direct current produced by these devices in passed through an inverter and transformed to 240 volt single phase 50 hertz alternating current.

import or ***imported*** means the direction of flow of electricity at a *connection point* or *point of supply* where that electricity flows from a *customer* or a *generator* to a *transmission grid* or a *supply network*, as specified in the National Metering Identifier Procedure published by *AEMO*.

Information Exchange Committee has the meaning given in the *National Electricity Rules*.

interruption has the meaning given in the *National Energy Retail Rules*.

interruption duration GSL has the meaning given in clause 2.3.9(a)(i).

interruption frequency GSL has the meaning given in clause 2.3.9(a)(ii).

interval energy data has the meaning given in the *Metrology Procedure*.

interval meter has the meaning given in the *Metrology Procedure*.

isolated feeder means a feeder which is not connected to the national grid, but excludes the Mt Isa-Cloncurry *supply network*, as that network is defined in the *Electricity Act*.

isolated generator means one or more generating units that are connected to an *isolated power system*.

isolated power system means a *supply network* that does not form part of and is not connected to the *national grid* and may include an *isolated feeder*.

large customer means any *customer* who is not a *small customer*.

large customer standard retail contract has the meaning given in the *National Energy Retail Law (Queensland)*.

LARGE NMI means the description given to a *connection point* for the *premises* of a *large customer*.

local area retailer has the meaning given in the *National Energy Retail Law (Queensland)*.

local holiday means a show holiday or special holiday appointed for a particular district under the *Holidays Act 1983* (Qld).

long rural feeder means a feeder which is not a *CBD feeder*, *urban feeder* or *isolated feeder* with a total feeder route length greater than 200 km.

measurement element has the meaning given in the *National Electricity Rules*.

meter has the meaning given in the *National Electricity Rules*.

Metering Coordinator has the meaning given in the *National Electricity Rules*.

metering data has the meaning given that term in the *National Electricity Rules*.

Metering Data Provider has the meaning given in the *National Electricity Rules*.

metering data services has the meaning given in the *National Electricity Rules*.

metering data services database has the meaning given in the *National Electricity Rules*.

metering equipment means network assets that include the *meter*, *current transformer*, *voltage transformer*, associated wiring and fittings that together convert and display the electricity flowing in a power conductor at a location within the local vicinity of that power conductor.

metering installation has the meaning given in the *National Electricity Rules*.

metering point has the meaning given in the *National Electricity Rules*.

Metering Provider has the meaning given in the *National Electricity Rules*.

Metrology Procedure has the meaning given in the *National Electricity Rules*.

minimalist transitioning approach means the approach set out in clause 4.4.

Minister means the Minister under the *Electricity Act*.

MSATS means the Market Settlement and Transfer Solution operated by *AEMO*.

National Electricity Law has the meaning given in the *Electricity – National Scheme (Queensland) Act 1997* (Qld).

National Electricity Rules means the rules made under the *National Electricity Law* applied as the law of Queensland.

National Energy Retail Law (Queensland) has the meaning given in the *National Energy Retail Law (Queensland) Act 2014* (Qld).

National Energy Retail Regulations has the meaning given in the *National Energy Retail Law (Queensland) Act 2014* (Qld).

National Energy Retail Rules has the meaning given in the *National Energy Retail Law (Queensland) Act 2014* (Qld).

national grid has the meaning given in the *National Electricity Rules*.

NEM means the wholesale electricity market operated by *AEMO* under the *National Electricity Rules*.

NEM settlements means the process operated by *AEMO* for clearing the financial transactions associated with export and import of wholesale electricity in the national electricity market.

new meter deployment has the meaning given in the *National Energy Retail Rules*.

NMI has the meaning given in the *National Electricity Rules*.

NMI checksum means a National Metering Identifier Checksum associated with a *NMI*.

NMI classification code has the meaning given in the *CATS Procedures*.

NMI premises has the meaning given in the *Electricity Act*.

NMI standing data means the approved data items associated with a *NMI* that are available to prospective *retailers*, as specified in the *CATS Procedures*.

notified prices has the meaning given in the *Electricity Act*.

Origin Energy means Origin Energy Electricity Limited (ACN 071 052 287).

other locations means the locations specified in Schedule 1.

planned interruption has the meaning given in the *National Energy Retail Rules*.

point of supply means the point at which supply is established between a *distribution entity* and a *generator* or *customer* as defined in the SAA Wiring Rules (*AS* 3000).

power system security and reliability standards has the meaning given in the *National Electricity Rules*.

premises has the meaning given in the *Electricity Act*.

QCA has the meaning given in the *Electricity Act*.

quarter means a period of three months commencing 1 January, 1 April, 1 July and 1 October as the case may be.

receiver has the meaning given in the *Electricity Act*.

regulatory control period has the meaning given in the *National Electricity Rules*.

remote acquisition has the meaning given in the *National Electricity Rules*.

residential customer means a *customer* who purchases energy principally for personal, household or domestic use at *premises*.

Retail Market Procedures has the meaning given in the *National Electricity Rules*.

retailer, for electricity, has the meaning given in the *National Energy Retail Law (Queensland)*.

sample test plan has the meaning given in the *Metrology Procedure Part A*.

scheduled meter reading means the *meter* reading on a cycle that equates to the *customer*'s billing cycle, usually monthly or quarterly.

second-tier means the status of load when electricity is purchased at a *connection point* in its entirety other than directly from the *local area retailer* or the *NEM* and which is classified as a *second-tier* load in accordance with Chapter 2 of the *National Electricity Rules*.

ServiceOrderSubType has the meaning given in the *B2B Procedure (service order process)* established under Clause 7.17.3 of the *National Electricity Rules*.

service order request means a request for service raised in accordance with the *B2B Procedures* (*service order process*) as applicable to Queensland, or as otherwise varied by agreement between the parties in accordance with the *National Electricity Rules*.

short rural feeder means a feeder with a total feeder route length less than 200 km, and which is not a *CBD feeder*, *urban feeder* or *isolated feeder*.

small business customer means a *small customer* who is a *business customer*.

small customer has the meaning given in the *National Energy Retail Law (Queensland)*. However, a *receiver* is only a *small customer* if the *receiver*'s *premises* has an electrical installation that, to the reasonable satisfaction of the *distribution entity* whose *distribution area* includes the *premises*, is capable of receiving supply directly from a *distribution entity*'s *supply network*.

SMALL NMI means the description given to a *connection point* for the premises of a *small customer*.

standard co-ordination agreement has the meaning given in the *Electricity Act*.

standard retail contract has the meaning given in the *National Energy Retail Law (Queensland)*.

standard retail contract (card-operated meters) has the meaning given in the *National Energy Retail Law (Queensland)*.

standard service order means a category of service activity as defined in the *B2B Procedure: (service order process)* as applicable in Queensland.

substituted means the substitution of an *actual meter reading* under the circumstances described in clause 5.4.4(c).

supply network has the meaning given in the *Electricity Act*.

system operator means a person who *AEMO* has appointed as an agent under Chapter 4 of the *National Electricity Rules* and who is registered as a system operator with *AEMO* under Chapter 2 of the *National Electricity Rules*.

transmission grid has the meaning given in the *Electricity Act*.

turn off main switch and sticker means the process whereby a *distribution entity* de-energises a *premise* by placing a sticker over the main switch, without a physical de-energisation. The sticker indicates that the *customer* should contact their *retailer* to arrange re-energisation and that removal of the sticker should only be performed by the *distribution entity* or their authorised agent.

unique match means the return of a single set of *NMI* and *NMI Checksum* in response to a request made by a retailer under clause 4.3.1(a) of this *Code*.

urban feeder means a feeder with annual actual maximum demand per total feeder route length greater than 0.3 MVA/km and which is not a *CBD feeder*, *short rural feeder*, *long rural feeder* or an *isolated feeder*.

voltage transformer means a transformer for use with *meters* or protection devices in which voltage across the secondary terminals is, within prescribed limits, proportional to and in phase with the voltage across the primary terminals.

wholesale market customer is a market customer in the wholesale market as defined in the *National Electricity Rules*.

Y Value means the value of the variable 'y' that applies to the type 6 *metering installation*, as specified in the *Metrology Procedure*.

Other grammatical forms of words defined in the dictionary are taken to have a corresponding meaning.

6.1.2 Interpretation

Unless the contrary intention appears, a reference in this *Code* to:

(a) **(headings)** headings are for convenience only and do not affect the interpretation of this *Code*;

(a) **(variations or replacement)** a document (including this *Code*) includes any variation or replacement of it;

(b) **(clauses, schedules and annexures)** a clause, schedule or annexure is a reference to a clause in, or schedule or annexure, to this *Code*;

(c) **(reference to statutes)** a statute, ordinance, code or other law includes regulations and other instruments under it and consolidations, amendments, re-enactments or replacements of any of them;

(d) **(law)** law means common law, principles of equity, and laws made by parliament (and laws made by parliament include State, Territory and Commonwealth laws and

regulations and other instruments under them, and consolidations, amendments, re-enactments or replacements of any of them);

(e) **(singular includes plural)** the singular includes the plural and vice versa;

(f) **(person)** the word "person" includes an individual, a firm, a body corporate, a partnership, a joint venture, an unincorporated body or association, or any government agency;

(g) **(dollars)** $ is a reference to the lawful currency of Australia;

(h) **(calculation of time)** if a period of time dates from a given day or the day of an act or event, it is to be calculated exclusive of that day;

(i) **(reference to a day)** a day is to be interpreted as the period of time commencing at midnight and ending 24 hours later;

(j) **(meaning not limited)** the words "include", "including" or "for example" are not used as, nor are they to be interpreted as, words of limitation, and, when introducing an example, do not limit the meaning of the words to which the example relates to that example or examples of a similar kind;

(k) **(next business day)** if an event under this agreement must occur on a stipulated day which is not a *business day* then the stipulated day will be taken to be the next *business day*;

(l) **(reference to anything)** anything (including any amount) is a reference to the whole and each part of it; and

(m) **(footnotes)** footnotes are for reference only and do not affect the interpretation of the *Code*.

SCHEDULE 1 — OTHER LOCATIONS

Suburb	Postcode
Amity	4183
Dunwich	4183
Herring Lagoon	4183
North Stradbroke Island	4183
Point Lookout	4183
Coochiemudlo Island	4184
Karragarra Island	4184
Lamb Island	4184
Macleay Island	4184
Russell Island	4184
Beechmont	4211
Natural Bridge	4211
Numinbah	4211
Numinbah Valley	4211
Austinville	4213
Springbrook	4213
South Stradbroke Island	4216
Pine Creek	4275
Witheren	4275
Allenview	4285
Woodhill	4285
Barney View	4287
Mt Lindesay	4287
Palen Creek	4287
Rathdowney	4287

Suburb	Postcode
Running Creek	4287
Avoca	4306
Linville	4306
Moore	4306
Mt Stanley	4306
Cambroon	4552
Boreen Point	4565
Cooroibah	4565
Cooroibah Heights	4565
Cootharaba	4565
North Shore	4565
Ringtail Creek	4565
Teewah	4565
Anderleigh	4570
Curra	4570
Goomboorian	4570
Kia Ora	4570
Neerdie	4570
Rossmount	4570
Toolara Forest	4570
Wallu	4570
Cooloola Cove	4580
Tin Can Bay	4580
Rainbow Beach	4581
Inskip	4581