

Non half hour meter read frequency Guidelines

Version 1.95

Version control

Version	Date amended	Comments
1.0	9 February 2007	
1.1	1 November 2010	Updated for transition to the Electricity Authority
1.9	31 March 2014	Draft for internal comment – Review of guidelines for clarity
1.95	11 April 2014	Draft for SDFG comment
2.0	When draft is finalised	2014 Review of guidelines

Disclaimer

The guidelines for non half hour meter reading frequency reporting (Guidelines) are designed to highlight key areas for reconciliation participants relating these reports.

These guidelines reflect the Authority's view.

The information is not intended to be definitive and should not be used instead of legal advice.

If there is any inconsistency between this information and the Code, the Code takes precedence.

Glossary of abbreviations and terms

Authority	Electricity Authority
Code	Electricity Industry Participation Code 2010
GXP	Grid exit point
ICP	Installation control point
NHH	Non Half Hour

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Introduction

1. The accurate settlement of electricity purchases from the clearing manager requires accurate and timely interrogation of metering installations at installation control points (ICPs) that identifies the volumes of electricity sales by retailers.¹ The greater the frequency of interrogation, the greater the accuracy of settlement becomes. Clauses 7(1), 8(1) and 9(1) of Schedule 15.2 of the Electricity Industry Participation Code 2010 (Code) offsets the maximum period between non half hour (NHH) meter interrogations to ensure a minimum standard of accuracy in settlement.
2. For a number of reasons, reconciliation participants can encounter difficulties when attempting to carry out interrogation of ICPs. Where these difficulties are outside the control of the reconciliation participant, and provided that best endeavours have been carried out by the reconciliation participant to interrogate the ICP, provision is made within the Code for the reconciliation participant to claim exceptional circumstances and thereby be excused from the interrogation requirement at that ICP.

Purpose

3. The purpose of these guidelines is to:
 - (a) provide an indication to reconciliation participants of what the Electricity Authority (Authority) is likely to accept as constituting best endeavours when attempting to obtain a validated meter reading. This will allow reconciliation participants, the market administrator, and the Authority to identify what situations are likely to qualify as exceptional circumstances
 - (b) promote a greater level of consistency of data submitted to the market administrator, by defining a standardised method of submitting data
 - (c) allow the market administrator to identify more easily breaches of clauses 8(1) and 9(1) of Schedule 15.2 of the Code so that it may notify the Authority of the alleged breach.

¹ Interrogation" is defined under Part 1 of the Code.

Regular interrogations of metering installations are important

4. Clauses 8 and 9 of Schedule 15.2 require a reconciliation participant to obtain validated meter readings for every meter register for NHH metered ICPs where that reconciliation participant trades continuously and provides consumption information into the reconciliation process:
 - (a) at least once in a four month period for 90% of that reconciliation participants ICPs
 - (b) at least once in a 12 month period for 100% of that reconciliation participants ICPs.
5. The reconciliation participant must:
 - (a) report the percentage of the ICPs from which consumption information was collected and reported into the reconciliation process
 - (b) with regard to the four month period, only include ICPs that have been traded continuously for four months and report on a rolling four month basis
 - (c) with regard to the 12 month period, only include ICPs that have been traded continuously for 12 months and report on a rolling 12 month basis
 - (d) provide the report to the market administrator by business day 20 of each month for the rolling four and 12 months periods that concluded at the end of the immediately previous month.
6. The market administrator will:
 - (a) review the reports submitted by the reconciliation participants
 - (b) in the event that the percentages in paragraphs 4(a) and 4(b) have not been met may request further explanatory information.
7. Regular interrogation of metered NHH ICPs is important because:
 - (a) if the metering installation at a NHH ICP is not interrogated over a reconciliation period then a reconciliation participant must estimate consumption volumes for reconciliation. Although there are prescribed minimum standards of accuracy within the Code, estimates become less reliable the longer ICPs are left without being interrogated. Estimates will also be less reliable where the reconciliation participant recently acquires a new customer and will not have any historical data on which to base its estimate.
 - (b) the estimation process may distort the reconciliation process, adding any differences between estimated and actual consumption to the unaccounted for electricity (UFE) total. This may cause a misallocation of electricity between

reconciliation participants trading in that balancing area through the UFE allocation process.

- (c) failure to interrogate metered NHH ICPs on a regular basis will also cause reconciliation participants to estimate invoices. Customer invoices could be affected by inaccurate estimates of consumption that could cause the customer to be over charged. Another possibility is that the customer is undercharged but is then faced with a substantial correction invoice to account for the historically undercharged volumes of consumption.
8. ICPs that are reconciled using half hour (HHR) data are interrogated frequently, often daily. Therefore, when an estimate is required, the estimate is often only for a very short period, sometimes only a single interval, and there is a good history of actual meter readings to base the estimate on. This tends to make these estimates very accurate and the impact on the market submission process is minor.

When do exceptional circumstances apply?

9. Clauses 8 and 9 of Schedule 15.2 require meters at every NHH metered ICP to be interrogated in four and 12 month intervals. However, it also permits exceptions where exceptional circumstances exist. Exceptional circumstances means:
- for the purposes of Part 15, circumstances in which access to the relevant **meter** is not achieved despite the **reconciliation** participant's best endeavours.
10. The Authority understands that many failed attempts to interrogate metered NHH ICPs occur because of difficulties gaining access to the meters.
11. The Authority considers that best endeavours could be demonstrated in the below examples:
- (a) when the reconciliation participant acquired the customer, the reconciliation participant obtained at least two methods of communication with the customer
 - (b) where a reconciliation participant failed to interrogate a metered NHH ICP as a result of access issues, the reconciliation participant had made a minimum of three attempts to contact the customer to arrange access, by using at least two methods of communication.

Submitting data to the market administrator

12. Clauses 8(1) and 9(1) of Schedule 15.2 require reconciliation participants to provide a monthly report to the market administrator covering the previous rolling four and 12 month periods.
13. For each network supply point (NSP) where a reconciliation participant purchases electricity, that reconciliation participant should provide, in the format set out in Table 1, information on the number of NHH metered ICPs it supplies electricity to, and the

number of NHH metered ICPs that have been interrogated in the previous four and 12 month periods.

14. The market administrator may request detailed information on ICPs where exceptional circumstances is claimed to validate the report. When information regarding exceptional circumstances is requested, that information should be supplied in the format specified in Table 2. Important Note: this report is only for NHH metered ICPs. Do not include any ICPs where half hour data is submitted to the reconciliation manager, regardless of metering category.

Additional reports may be requested

15. The market administrator may request that the reconciliation participant complete table 2 and table 3 to assist the Market Administrator in establishing the reasons why the reconciliation participant has not interrogated a NHH metered ICP to which it has supplied electricity.
16. Table 2 applies only to those NHH metered ICPs that the reconciliation participant has not interrogated in the previous 12 month period.
17. Table 3 sets out the various reasons to be provided in columns G and I of table 2 and is for cross-reference purposes only.
18. Table 2 requires information to be provided to the Market Administrator at ICP level. For each NHH metered ICP that the reconciliation participant has not interrogated, the reconciliation participant will provide the following information:
 - (a) ICP identifier
 - (b) GXP to which the ICP is associated
 - (c) the date when the customer was acquired by the reconciliation participant
 - (d) the date when the ICP was last interrogated successfully
 - (e)
 - (f) the date when the reconciliation participant had last attempted to interrogate the ICP or contact the customer
 - (g) attempted method the reconciliation participant used to interrogate the ICP or contact the customer
 - (h) identify from the list provided in Table 3, the reason why the reconciliation participant was unable to interrogate the ICP
 - (i) the date when the second-to-last attempt to interrogate the ICP was carried out
 - (j) identify from the list provided in Table 3, the reason why the reconciliation participant was unable to interrogate the ICP

- (k) if the reconciliation participant chooses “Other” then the reconciliation participant will provide a brief explanation why it was unable to interrogate the ICP.

Draft

Table 1 Metered NHH ICP Interrogation report

Company Name		4 Month						12 Month					
Distribution area	GXP	Number of 4 month ICPs	Number of ICPs not interrogated	Number of ICPs interrogated	Number of Exceptional Circumstances	Percentage interrogated	Percentage compliant	Number of 12 month ICPs	Number of ICPs not interrogated	Number of ICPs interrogated	Number of Exceptional Circumstances	Percentage interrogated	Percentage compliant
DUNE	SDN0331	46	14	32	0	69.57%	69.57%	49	17	32	3	65.31%	71.43%
		How many ICPs you have had for at least 4 Months	Number of 4 month ICPs you have not read	Number of 4 month ICPs you have read	Number of 4 month ICPs you have not read where you claim exceptional circumstances apply	Number of ICPs Interrogated / Number of 4 month ICPs	(Number of ICPs Interrogated + number exceptional circumstances) / number of 4month ICPs	How many ICPs you have had for at least 12 Months	Number of 12 month ICPs you have not read	Number of 12 month ICPs you have read	Number of 12 month ICPs you have not read where you claim exceptional circumstances apply	Number of ICPs Interrogated / Number of 12 month ICPs	(Number of ICPs Interrogated + number exceptional circumstances) / number of 12 month ICPs

Table 2 Information for ICPs where exceptional circumstances apply

A	B	C	D	E	F	G	H	I	J	K	L	M
ICP	GXP	Date commenced with company	Date last interrogated	Date last attempted interrogation or customer contact	Method attempted	Reason not interrogated	Date last attempted interrogation or customer contact - 1	Reason not interrogated	Method attempted	Date last attempted interrogation or customer contact - 2	Method attempted	Reason not interrogated
0000123456AB123	COAL0331	1/1/2004	2/3/2010	3/6/2013	phone	Did not respond to message	4/5/2014	letter	Did not respond to message	3/3/2014	Schedule meter read	Animal

Table 3 Reasons for non-interrogation

SUGGESTED ICP INTERROGATION UNAVAILABILTY TYPE			
Number	Category	Reason	
1.	Customer	Animal problem	
2.	Customer	No access	Refused
			Abusive
			Failed to keep appointment
			Did not respond to message
3.	Property	Unsafe	Electrically
			Physically
4.	Property	No access – property	Locked or
			Key/alarm or
			Blocked
			Cannot locate property
			Cannot locate meters
5.	Other	Reconciliation participant to explain circumstances	