



SA Power Networks

Retailer & Metering Services Provider Handbook

01/07/2025 – Version 2.2



Empowering South Australia

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Document Control

Version	Date	Author	Summary of Change
2.0	01/01/2024	Adam Neill	<p>Complete Document Revision from v1.12</p> <ul style="list-style-type: none"> Minor rewording to "Assumptions" section. Minor rewording to "Terms and Definitions" section. Removal of "SA Power Networks Operational Model" section. Minor rewording to "SA Power Networks Retailer and Meter Provider Relationship Management" section. Minor rewording to "General Information for Retailers & Meter Providers" section. Minor rewording to "Complaint Notification" section Removal of "Escalation" section. Minor rewording to "Ombudsman Referrals" section. Removal of "Agreed Performance Standard for Escalation of Operational Issues" section. Minor rewording to "REX Portal" section. Removal of "Online Web Form" section. Minor rewording to "Shared Fuse Installation" section. Minor rewording to "SEG/PV Metering" section. Change to "Embedded Networks" section to clarify jurisdictional requirements and differences for New Service Provision's and existing connections. Minor rewording to the "Electronic Certificate of Compliance" section. Changes to "Controlled Load" section. Minor rewording to the "Meter Isolators" section. Minor rewording to the "Sample Metering" section. Update to the "Sample Metering" stickers. Minor rewording to the "Unsafe Installations" section. Addition of "Meter Faults & Issues" section. Minor rewording of the "Notice of Meter Works" section. Updates to the "Store Person's" details for Mount Gambier & Port Augusta. "Larceny of Supply" section moved to "Section 17: Revenue Protection" section. Minor rewording to the "SA Power Networks Meter Returns" section. Updated contact details and rewording added to the "Metering containing asbestos" section. Changes to "Section 1: New Service Provision / Allocate NMI request" to specify what is classified as a New Service Provision. Changes to "Section 2c: Alteration Bypass Process" to: <ul style="list-style-type: none"> Clarify when the Bypass Process is used, Remove the phone call to retailers for unsuccessful bypass requests. Increase the fees for this work. Specify the definition of metropolitan vs rural. Changes to "Section 5: Remote De-Energisation/Re-Energisation to clarify SA Power Networks responsibilities. Changes to "Section 6: RN DN (Manual) or Special Read to clarify the requirements when an eCOC is required where the NMI Status is D and A. Changes to "Section 7: Planned Outage Management: SA Power Networks" to clarify when we will contact retailers due to outages. Changes to "Section 10: Meter Inspection & Testing" to remove CT testing information. Minor rewording to "Section 12: Meter Data Management" Changes to "Section 16: Revenue Management – Network Billing" to: <ul style="list-style-type: none"> Clarify when GSL payments will be issued to retailers, Update the default tariff for PV Tariffs for both New Tariff & Existing Tariff allocations. Update the kVA Demand Formula for Battery Energy Storage Systems Changes to "Section 17: Revenue Protection & Larceny of Supply" to include Larceny of Supply under this section and to clarify Business to Residential tariff changes.



2.1	01/08/2024	Adam Neill	<ul style="list-style-type: none"> • Change to “Section 2C: Alteration Bypass Process” to reflect updated pricing for meter bypass fees. • Changes to “Section 4: Retailer Initiated Temporary Isolation (DN/RN): to remove wording saying Shared Fuse installations must be notified via email. • Minor wording revision to “Section 16: Revenue Management – Network Billing to update wording in Residential to Commercial (or vice versa). • Changes to the PV Tariff under Default Tariffs in “Section 16: Revenue Management – Network Billing” detailing that historical codes are being phased out. SBTOUD also added to clarify the default tariff for sites with >120kVA. • Minor rewording to “Meter Tampering” subsection under Section 17: Revenue Protection & Larceny of Supply. • Removal of “Fast Meters” subsection under Section 17: Revenue Protection & Larceny of Supply. • Rewording to “Illegal Meter Bypass” subsection under Section 17: Revenue Protection & Larceny of Supply
2.2	01/07/2025	Adam Neill	<ul style="list-style-type: none"> • Update of title for Relationship Management from Industry Relations Manager to National Market Transactions Manager • Update to Cyclic Meter Reading – No Access Card • Minor rewording to Embedded Networks section for New Embedded Network Connections • Update to Section 2C: Alteration Bypass Process to update pricing for 2025/26 and to highlight future provisions of issuing charges via the Network Charge File. • Update to Section 16: Revenue Management – Network Billing to update new default tariffs for 2025-2030.



Introduction

Document Purpose

This handbook has been developed to assist Retailers and their Metering Service Providers, (Meter Coordinator, Meter Provider and Meter Data Provider) with the contestable electricity market in South Australia. Its purpose is to ensure consistent understanding between SA Power Networks, Retailers and Meter Providers.

This document details the parameters for processes and interactions which exist between SA Power Networks, Retailers and Meter Providers to put into practice the parties' legal obligations under energy laws, where they have not been detailed elsewhere or where greater clarification is required.

Scope

The scope of this document includes the following processes and procedures applicable for all metering installations Type 5 and Type 6 as follows:

- General Information for Retailers
- General Information for Meter Providers
- New Service Provision/Allocate NMI request (formally New Connections)
- Multi New Service Provision
- Alteration of Service Provision (Formally Additions/Alterations)
- Multi Alteration of Service Provision
- Abolishment of Service Provision
- Retailer Initiated Temporary Isolations
- Remote De-energisation/Re-energisation
- RN DN (Manual) and Special Read
- Planned Outage Management: SA Power Networks
- Planned Outage Management: Retailer Planned Interruption Notification
- Emergency Work: Unplanned Outages and Meter Faults
- Meter Inspection and Testing
- Meter Asset Management
- Meter Data Management
- Customer and Site Details Notification
- Life Support Management
- Notice of Meter Works
- Revenue Management – Networks Billing
- Revenue Protection
- Unmetered Supplies
- NMI Discovery Follow Up
- Credit Support
- Deconsolidation of Metering
- Miscellaneous Services



Assumptions

SA Power Networks will use all reasonable endeavours to meet its legal and regulatory obligations in providing customer connection services to customers. This will be achieved on the proviso that Retailers have successfully met their obligations in a timely manner and where SA Power Networks requires assistance or information from Retailers to undertake such works.

When Retailers anticipate an increase in market transactions (e.g. de-energisation for non-payment or any remote services), SA Power Networks must be provided with as much notice as possible so a mutually agreed strategy can be negotiated to facilitate the management of the workload peak. This also applies to any increase in transactions initiated by SA Power Networks.

SA Power Networks will not install, exchange, remove or relocate a metering installation that belongs to the Retailer.

Inconsistencies

SA Power Networks, Retailers and Meter Providers acknowledge that this document will not be a legally binding agreement. It is intended to be administrative in nature only. The procedures described in this document are not intended to affect, vary, limit or waive the legal and regulatory obligations and relationships that arise due to energy laws including MSATS and B2B Procedures.

Terms and Definitions

The Terms and Conditions contained in this document aim to be consistent with energy laws.

Please refer to the current Glossary of Terms from AEMO which can be located on their website.

SA Power Networks Amendments to this Handbook

From time to time there will be a need to amend the procedures in this handbook. Proposed amendments may be made to a section of the handbook that will not necessarily mean an update to the entire document.

New amendments to a section will not invalidate previous amendments to those sections not affected by the changes.

Contact Information

For SA Power Networks' Contact Details, please refer to AEMO's Retail Operations Contact List (ROCL).

SA Power Networks Participant Identification

Role	Participant Identification
LNSP	UMPLP
MC	UMPLP
MDP	ETSAMDP
MPB	ETSAPMP
MPC	ETSAMDP



SA Power Networks Retailer and Meter Provider Relationship Management

SA Power Networks considers the ongoing working relationship with Retailers as an important part of the efficient and effective operation of the NEM within SA. SA Power Networks provides the following mechanisms for Retailers to discuss relevant items:

❖ *National Market Transactions Manager*

SA Power Networks will appoint a key contact point regarding SA Power Networks relationship with Retailers and Meter Providers. The National Market Transactions Manager will also assist in the resolution of escalated items when required.

❖ *Retailer Forums*

SA Power Networks may be required to host Retailer Forums throughout the year on specific topics. These forums will provide opportunities to bring together all Retailers operating within SA to discuss and update each other on any current and relevant matters.

❖ *Industry Forums*

SA Power Networks is a participant at several scheduled industry forums.



General Information for Retailers & Meter Providers

From 1 December 2017, Retailers took responsibility for appointing a Metering Coordinator (MC) to manage the installation/maintenance of metering equipment and data management through appointing a Meter Provider (MP) and Meter Data Provider (MDP).

Existing SA Power Networks metering will remain for Meter Types 5 and 6 until a replacement is required due to:

- A meter fault or issue;
- Programmed replacement (i.e. family failure);
- Retailer initiated replacements; or
- Customer initiated works.

Access to Site

Retailers must advise SA Power Networks of any change in Customer Details in accordance with the National B2B Customer and Site Details Notification procedures.

No Access Cards

If SA Power Networks is unable to access the meter for any reason, a card will be left on the premises. SA Power Networks will then submit a Substitute Reading to the Retailer.

The No Access Cards are shown below:

❖ Cyclic Meter Reading – No Access Card

The electricity meter

Date / /

Dear customer

We visited your property today and were unable to read the electricity meter due to:



- ☐ A locked gate/door/meter box
- ☐ Material obstructing the meter
- ☐ A dog
- ☐ Other:

An estimate of your electricity usage will be forwarded to your retailer. To avoid the inconvenience of property access issues and bill estimates, you may wish to speak with your retailer about having a smart meter installed. Smart meters can be read remotely and do not require anyone to attend your property.

If you would like to receive an email or SMS to your mobile the next time we will be reading the meters in your area (so you can provide us access for that period), register your details at sapowernetworks.co/SMSservice.

When you sign up for our sms service you can also choose to receive notification of any known power outage affecting your property.

Note: All enquiries relating to your electricity account must be raised with your electricity retailer. You will find their contact details on your electricity bill.



❖ **Reconnection – No Access Card**


Date: / /

NMI:

No access to reconnect supply

Dear customer

Today we have been working on the electricity network in your area and this involved disconnecting the power supply for safety reasons. Prior to restoring electricity supply, it is a legal and safety requirement that we check the service connection point, meter box and switchboard at your property.

Unfortunately we were unable to gain access to your property to perform these checks and as a safety measure, have not reconnected your electricity supply.

To arrange for reconnection of your electricity supply, please contact our **Faults and Emergencies** line on **13 13 66** and quote the following reference:

IS3 Reconnect / I:

IS3 Reconnect / PAW:

We apologise for any inconvenience, however your safety must be our priority.

NOTE: We can only reconnect your electricity supply if our technician is granted access to your property to perform safety checks in accordance with the Connection and Supply Agreement. As we have been prevented from accessing your main switch, we are unable to accept claims for loss of food and Reliability Guaranteed Service Level (GSL) payments do not apply.

Complaint Notification

SA Power Networks aims to provide an effective dispute and complaint resolution service for customers.

The SA Power Networks Complaints, Enquiries and Dispute Management process details the process for recording, managing and responding to customer complaints, enquires and escalations which are received by SA Power Networks. It applies to all complaints and enquiries whether they are received verbally, in writing, in person or electronically.

We aim to:

- Target an early resolution to the complaint/enquiry and where possible resolve the matter in the first instance.



- Manage expectations through keeping customers informed and adhering to any timeframes which have been communicated.
- Adopt a fair and reasonable approach to all complaints and enquires.

Ombudsman Referrals

Any escalated Ombudsman referrals to a Retailer, Meter Provider or to SA Power Networks must be managed in accordance with the Energy and Water Ombudsman (SA) case management procedures. Refer to the ROCL list for the relevant contact for Ombudsman complaints.

REX Portal

The REX Portal allows Retailers to monitor the various kinds of electrical work including:

- New Service Provision's
- Alteration of Service Provision's
- Abolishment's; and
- Retailer Temporary Isolations

Retailer Access & Visibility

All Retailers operating in South Australia can connect to the REX portal once they request access. Access can be requested via SA Power Networks' website:

<https://www.sapowernetworks.com.au/industry/rex-portal/>

Once access has been provided, Retailers will be able to log in and view electrical work which has been submitted against their Participant ID.

REX Status Descriptions

REX Status	Status Description	Status Summary
SUBM	Submitted	Request has been submitted to SA Power Networks
SCRQ	Scoping Required	SA Power Networks to determine job requirements
FSRQ	Field Scoping Required	SA Power Networks to determine job requirements
HOLD	Job on Hold	Request is on Hold
PHOLD	Project on Hold	Request is part of a Project which is on Hold
RTOC	Ready to Construct	SA Power Networks is ready to construct infrastructure and an Allocate NMI Service Order can be raised.
ANRQ	Allocate NMI Required	SA Power Networks infrastructure is available and an Allocate NMI Service Order can be raised
RFAP	Ready for Appointment	The request is ready for an appointment to be made with SA Power Networks
APPT	Appointment Booked	An appointment date has been booked for SA Power Networks' attendance
WCMP	Work Complete	SA Power Networks' work has been completed
CANC	Cancelled	The request has been cancelled



REX Communications

To assist Retailers' coordination of their Meter Providers, SA Power Networks will provide regular communications via the REX system during the life cycle of a New Service Provision and Alteration of Service Provision.

These communications will be provided via email to the dedicated email address specified by the Retailer. Throughout the lifecycle of a New Service Provision or an Alteration of Service Provision, the job will progress through various status'.

When there is a change in status, this will trigger an email to be sent to the Retailer. The email title is of a consistent format which will allow Retailers to create 'Rules' via their internal email settings.

REX Communication Table

The table below contains the 'Email Title' Retailers will receive for New Service Provisions and Alteration of Service Provisions including a description of what the email indicates.

New Service Provision

REX Status	Email Title	Email Description
SUBM	REX 2XXXXXXX has been created	A New Service Provision has been submitted to SA Power Networks
ANRQ	REX 2XXXXXXX Update CCNEW ANRQ has been scoped	Scoping has been completed and an Allocate NMI Service Order can be raised by the Retailer
RTOC	REX 2XXXXXXX Update CCNEW ANRQ has been scoped	Scoping has been completed and an Allocate NMI Service Order can be raised by the Retailer
RFAP	REX 2XXXXXXX Update CCNEW RFAP	The REC can now make an appointment with SA Power Networks
APPT	REX 2XXXXXXX Update CCNEW APPT has been Booked	The REC has accepted an appointment with SA Power Networks
APPT	REX 2XXXXXXX Update CCNEW APPT Cancellation	The appointment has been cancelled
APPT	REX 2XXXXXXX Update CCNEW APPT has been Re-Booked	The REC has accepted a new appointment with SA Power Networks
APPT	REX 2XXXXXXX Update CCNEW APPT Confirmation	Confirmation the appointment will occur in four business days' time
APPT	REX 2XXXXXXX Update CCNEW APPT Knockback	The attendance on the appointment date was unsuccessful
APPT	REX 2XXXXXXX Event Update CCNEW APPT Cancellation	The appointment has been cancelled due to an 'event' (Bushfire/Severe Weather)
APPT	REX 2XXXXXXX Event Update CCNEW APPT Re-Booked	The appointment has been re-booked following the 'event' (Bushfire/Severe Weather)
WCMP	Energisation NMI 2XXXXXXXXXXXX	SA Power Networks has energised supply to the Meter Isolator



Alteration of Service Provision

REX Status	Email Title	Email Description
SUBM	REX 2XXXXXX has been created	A New Service Provision has been submitted to SA Power Networks
RFAP	REX 2XXXXXX Update CCNEW RFAP	The REC can now make an appointment with SA Power Networks
APPT	REX 2XXXXXX Update CCNEW APPT has been Booked	The REC has accepted an appointment with SA Power Networks
APPT	REX 2XXXXXX Update CCNEW APPT Cancellation	The appointment has been cancelled
APPT	REX 2XXXXXX Update CCNEW APPT has been Re-Booked	The REC has accepted a new appointment with SA Power Networks
APPT	REX 2XXXXXX Update CCNEW APPT Confirmation	Confirmation the appointment will occur in four business days' time
APPT	REX 2XXXXXX Update CCNEW APPT Knockback	The attendance on the appointment date was unsuccessful
APPT	REX 2XXXXXX Event Update CCNEW APPT Cancellation	The appointment has been cancelled due to an 'event' (Bushfire/Severe Weather)
APPT	REX 2XXXXXX Event Update CCNEW APPT Re-Booked	The appointment has been re-booked following the 'event' (Bushfire/Severe Weather)

Retailers can unsubscribe from some of these notifications, and this can be requested via email to RetailerRelations@sapowernetworks.com.au. Additionally, if Retailers would like to update their dedicated email address/addresses, this can also be requested via email.

For more information on the REX Portal, visit the SA Power Networks website:
<https://www.sapowernetworks.com.au/industry/rex-portal/>



Shared Fuse Installations

Where a retailer, metering coordinator or meter provider identify a Shared Fuse Installation, SA Power Networks must be notified via the relevant One Way Notification.

SEG/PV Metering

A SEG/PV meter exchange (i.e. bi-directional metering (import/export) is where an existing installation has had a Small Embedded Generator (SEG) installed and the existing metering equipment requires modification.

SA Power Networks is no longer be responsible for the provision of metering equipment for SEG/PV Installations. This responsibility belongs to the Retailer who will nominate a Meter Provider to perform the work.

REC Responsibilities

The Installer, REC or Customer must obtain approval from SA Power Networks for the installation of the SEG prior to its connection to our network.

The REC should contact the Retailer as soon as they have gained approval from SA Power Networks for the SEG for the installation of new metering (where applicable).

SA Power Networks Responsibilities

SA Power Networks will continue to provide a SEG Application on our website.

SA Power Networks will provide an 'SEG Approval Number' if the request is approved or update the Requestor if further information/investigation is required.

Important Information

The above process applies regardless of if the SEG installation is part of a New Service Provision or being installed to an existing installation.

Existing SA Power Networks Type 5 and 6 metering will not be 'reused or reconfigured' when an approved SEG/PV is installed, and the existing metering requires an upgrade/reconfiguration. SA Power Networks will not provide, install or energise metering equipment. The responsibility for metering resides with the chosen Retailer.

SA Power Networks will not be responsible for coordinating the metering provision at the installation, this will be the responsibility of the Installer, REC or Customer and Retailer.



Embedded Networks

If a site has met the AER's requirements to become an embedded network, SA Power Networks has specific requirements for the site to be recognised as an Embedded Network in our jurisdiction.

❖ *New Embedded Network Connection – New Service Provision*

When a site is first being connected to our network and is scheduled to be set up as an Embedded Network, the REC must be prepared to provide a copy of the single line diagram (SLD) to SA Power Networks to apply a Parent Code against the NMI. .

❖ *Embedded Network Conversion – Existing Connection*

If an existing installation is converted to an Embedded Network, SA Power Networks will not assign a Parent Code until the site complies with our Service & Installation Rules and jurisdictional requirements.

SA Power Networks requires all Embedded Networks to be fed via a single connection point to our network where a parent meter is to be installed. If a single connection point with a parent meter does not exist, electrical works must be undertaken via a registered electrical contractor to facilitate this requirement.

Where new parent metering is to be installed on an existing supply, SA Power Networks will require a New Service Provision Request for the proposed parent connection. Existing CT Metering being converted to a parent connection can be submitted as an Alteration to Service Provision; however, both scenario's must comply with SA Power Networks Service & Installation Rules.

Prior to electrical alterations taking place, the Embedded Network Operator is required to provide SA Power Networks' LNSP team (lnsp@sapowernetworks.com.au) and our Network Project Officer with a copy of the SLD for the Embedded Network Parent Code allocation to be completed. A copy of the Single Line Diagram for both the existing and proposed electrical metering installation should be provided. SA Power Networks will also require confirmation from the AER that the Embedded Network has been approved.

Energising the parent connection will not proceed until abolishment service orders have been received for every existing metered supply associated with the Embedded Network. Once all abolishment service orders have been received and the parent connection is ready for energisation, the Registered Electrical Contractor will be required to book an appointment with SA Power Networks.

On the agreed appointment date, SA Power Networks will abolish the existing metered supplies, and work with the Registered Electrical Contractor to energise the proposed parent connection, allowing for existing metering to be replaced by the meter provider appointed by the Embedded Network Operator / Manager.

Access to Customer Sites (keys/codes)

SA Power Networks will not provide customer keys or security codes to Meter Providers. Arrangements for access to customers properties and meter locations is the responsibility of the Meter Provider via the Retailer.



Electronic Certificate of Compliance

Meter Providers should refer to the Office of Technical Regulator in relation to their obligations under South Australian legislation and regulations as it relates to the electronic Certificate of Compliance (eCOC).

SA Power Networks Service & Installation Rules

Meter Providers should refer to the current published version of SA Power Networks' Service & Installation Rules as published on SA Power Networks website.

SA Power Networks Metering Equipment - 1 out all out policy

When a Meter Provider is engaged by the Retailer/Meter Coordinator to install, exchange or relocate metering equipment at an existing installation (NMI) the Meter Provider must not install 'mixed' metering at that NMI.

To clarify, if SA Power Networks has more than 1 piece of metering equipment installed at the NMI level (e.g. peak and off-peak metering) and the Meter Provider is requested by the Retailer to install, exchange or relocate any portion of the metering at that NMI, then all SA Power Networks metering equipment must be exchanged (including control devices such as time switches, contactors etc.)

There must not be a situation where both SA Power Networks metering equipment and Retailer metering equipment are installed on the same NMI simultaneously.

SA Power Networks Metering Equipment - Reuse &/or Relocation (not permitted)

Meter Providers must not reuse or relocate SA Power Networks metering equipment at any time. If the Meter Provider is engaged by the Retailer to install, exchange or relocate metering equipment at either a new or existing installation, any existing SA Power Networks metering equipment must not be reused or relocated.

Controlled Load

Controlled load is an optional partner tariff and operation of appliances connected to the CL circuit can occur anywhere within the controlled load tariff windows. Meters must be programmed with a randomised start time (one-hour randomisation) from the start of the tariff window. Note: Meter Providers must not program meters with non-randomised start times.

Controlled load tariffs are only permitted to be used in conjunction with residential tariffs.

There are four controlled load tariff windows, two for existing SA Power Networks Type 5 & 6 metering and three for Interval (Type 4) metering.

SA Power Networks Type 5 & 6 Metering (existing)

Existing SA Power Networks metering equipment will generally be programmed for a period during the primary controlled load window of 23:00 – 07:00 CST. Some existing meters may be programmed for a secondary controlled load period (10:00 – 15:00 CST) known as the 'solar sponge' period (formerly afternoon boost) which enables some of the exported PV from adjacent properties to be utilised locally.



SA Power Networks is no longer accepting requests for the second period of controlled load to be added to existing Type 5 & 6 metering and if required by a customer, retailers will need to initiate a meter exchange via their preferred Metering Coordinator.

Existing SA Power Networks metering may also have a physical 'boost' button which can be operated by customers at any time. This operation will provide power for a maximum of 2 hours to any device connected to the controlled load circuit and any consumption will be registered as peak energy.

Third Party Interval (Type 4) Metering

In South Australia, the retailer, via their Metering Coordinator/Meter Provider are able to choose what times are used for controlled load for residential customers.

The hours of operation for controlled load on interval metering can be configured to customers' requirements; however, any energy used outside of the off-peak/solar sponge period will incur peak pricing per SA Power Networks' Tariff Price List. Metering Coordinators will need to ensure the controlled load flag is activated for the relevant controlled load pricing to apply.

For the timing information for the Peak, Off Peak and Solar Sponge periods, please refer to SA Power Networks' Tariff Structure Statement.

Appliances can use either of the controlled load windows as a primary or secondary period. Some customers may prefer to use the daytime period, eg where heat pumps are used for hot water heating, improving the efficiency by using warmer day-time air with the heat-pump.

Use of controlled load throughout these windows (after start randomisation) is permitted; however, where multiple appliances are connected to the same phase of the controlled load circuit, eg a combination of hot water, EV batteries, battery storage and under-floor heating, only one appliance can operate at a time on that phase.

If new metering installed by retailers has a physical boost button, SA Power Networks has no objection to the energy consumption during the boost period appearing on the controlled load data stream; however, this is subject to Retailer discretion.

Controlled Load timings are subject to change and are determined as part of our Tariff Structure Statement.

Meter Isolators

Meter Isolators are required to be installed in accordance with SA Power Networks' Service and Installation Rules. Meter Provider's must refer to the Service and Installation Rules for specific details and exceptions from the meter isolator requirement.

CT and VT Metering Installations

For CT and VT installations upon energisation of the installation, if the meter is not installed, SA Power Networks will lock the installations main isolator 'off'. SA Power Networks will coordinate with the Meter Provider to attend site and unlock the main isolator at the time the meter is installed.

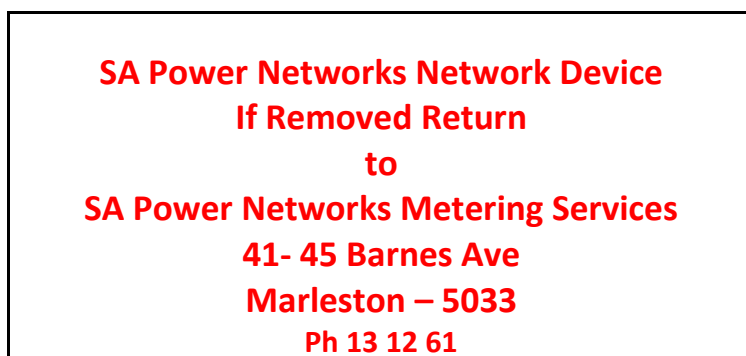


Sample Meter Installations

SA Power Networks Sample Meters must not be removed by the Meter Provider, only SA Power Networks are permitted to install/remove sample meters.

In accordance with the Metrology Procedure a sample Interval Meter installed for calculating a CLP must not be removed without the consent of the LNSP.

Sample meters are identified by one of the following two stickers as follows:



If a Sample meter is identified, the Meter Provider must contact SA Power Networks on 131 261.

Meter Bypass (Due to Meter Failure interrupting supply)

If SA Power Networks attends a site due to a 'No Supply' call out and identify either that SA Power Networks or Third-Party metering equipment has failed and is interrupting supply to the installation; where safe to do so, SA Power Networks will perform a 'meter bypass' external to the meter terminals. The 'bypass' will be performed behind the meter panel and the faulty metering equipment left in situ, and a safety tag will be attached to the meter panel.

The Retailer will be notified, via a Meter Fault and Issue Notification with the expectation that the metering equipment is replaced and the installation reverted to normal operation by the Meter Provider in the requires timeframes.

Where it is not possible to perform the bypass, the Customer will be notified and a safety tag will be attached to the meter panel. The customer will be asked to contact a Registered Electrical Contractor to make necessary repairs to the installation.



Meter Bypass Tag



Unsafe Installations

If a Meter Provider identifies installation wiring to be unsafe, they should immediately make the installation safe by an approved method and ensure safety to persons and property.

SA Power Networks is not responsible for the safety and compliance of the private electrical installation. The Office of Technical Regulator (OTR) should be notified immediately and information of the issues should be clearly explained to the customer.

Meter Faults & Issues

If SA Power Networks identifies a Fault or Issue with our metering equipment which requires replacement, we will notify the retailer via a Meter Fault & Issue Notification using the appropriate reason.

Notice of Meter Works (NoMW)

Meter Providers must issue a Notice of Meter Works to SA Power Networks and submit the applicable CATS CR requests upon completion of metering works via the approved B2B method; where metering equipment has been installed, exchanged, removed or relocated.

SA Power Networks Meter Returns

All SA Power Networks Metering equipment must be returned to Location A unless it has been 'stickered' (see [Appendix F](#)). For a Type 5/Modem/Comm's Device as identified, see [Appendix E](#). For these items, they must be returned to Location B.

Location A: Salvage Section, Central Warehouse
Gate 2, 500 Grand Junction Rd
Angle Park SA 5010
Contact person: Antony Muller-Davies Ph 0437 531 330

Location B: Metering Services - Marleston Sth (Main Area)
41-45 Barnes Ave
Marleston SA 5033
Contact Person: Hein Louw Ph (08)8292 0254

Metering containing Asbestos

Any asbestos containing meters must be double bagged in the appropriate asbestos bags. No more than six meters may be placed into a single large bag.

Any broken or damaged asbestos containing meters must be packaged prior to bagging in a manner that avoids the asbestos bags being punctured during handling and transport.

SA Power Networks metering equipment which may contain asbestos or other contaminants can be dropped at selected SA Power Networks depots by contacting the Storeperson at the site to organise a time and date to access the depot.*

The Storeperson will be the contact point, will induct meter service provider personnel into the depot and provide instructions on where to place meters. They may also provide further instructions on how meters are to be presented.



The locations and contact details are as follows;

Angle Park, 500 Grand Junction Road – no appointment required but note drop off hours are between 7.30am and 3.00pm

Pt Lincoln, 50-54 Bel Air Drive – Greg Norris 0427 908 349

Pt Augusta, 12 Chapel Street – Marcus Gill 0455 240 190

Barmera, 59 Tonkin Road – Bill Dubock 0433 820 958

Mt Gambier, 16-18 Avey Road – Glenn Goonan 0429 520 797

Metering Services - Marlestone Sth (Main Area) - 41-45 Barnes Ave Marlestone SA 5033

*Only applies to any asbestos containing meters requiring testing in accordance with SA Power Networks Retailer and Meter Services Provider Handbook, Section 10: Meter Inspection and Testing, must be individually stickered and stickers must also be placed on the front and back of the asbestos bag.

Appendix E: Type 5 and Modem/Comm's Devices

**SA Power Networks (SAPN) & ETSA Utilities (ETSA) Equipment to Be Returned to
Metering Services Marlestone**

All Landis & Gyr
EM5100 Series Meters
Including:
YU6528, YU6529, YU6550



All Landis & Gyr
U Series Meters Including:
YA6801, YA6802, YS6801,
YS6802

All Landis & Gyr
EM5300 Series Meters Including:
YS6830, YS4830, YS6550, YS2850



All Email - Landis & Gyr
Q4 Series Meters Including:
YU6526, YS6526

All Email - Landis & Gyr EM1200
Series Meters Including:
YA4928, YA6828



All Email - Landis & Gyr
EM3300 Series Meters Including:
YU6527, YS4827






All Modems and Communications Devices



Appendix F: Return Meter Sticker



SA Power Networks

Meter Return Required

Attention: Meter Provider

Please ensure this meter is promptly returned to Metering Services at: **41–55 Barnes Ave Marleston SA 5033**

REF #: _____

DATE: ____ / ____ / ____

B2B Transaction Table

B2B Procedure	Transaction Type	Sub Type	SAPN to Initiate	SAPN to Receive
Service Orders	Supply Service Works	Allocate NMI	No	Yes
Service Orders	Supply Service Works	Establish Permanent Supply	No	Optional*
Service Orders	Supply Service Works	Establish Temporary Supply	No	No
Service Orders	Supply Service Works	Establish Temporary in Permanent	No	No
Service Orders	Supply Service Works	Supply Abolishment	No	Yes
Service Orders	Supply Service Works	Supply Alteration	No	Optional*
Service Orders	Supply Service Works	Tariff Change	No	Yes
Service Orders	Supply Service Works	Temporary Isolation	No	Yes
Service Orders	Supply Service Works	Temporary Isolation – Group Metering	No	Yes
Service Orders	Metering Service Works	Change Timeswitch Settings	No	No
Service Orders	Metering Service Works	Exchange Meter	No	No
Service Orders	Metering Service Works	Install Controlled Load	No	No
Service Orders	Metering Service Works	Install Meter	No	No
Service Orders	Metering Service Works	Move Meter	No	No
Service Orders	Metering Service Works	Remove Meter	No	Yes
Service Orders	Metering Service Works	Meter Investigation – Inspect	No	Yes
Service Orders	Metering Service Works	Meter Investigation - Meter Test	No	Yes
Service Orders	Metering Service Works	Reseal Device	No	Yes
Service Orders	Metering Service Works	Meter Reconfiguration	No	No
Service Orders	Re-energisation	After Disconnection for Non-payment	No	Yes
Service Orders	Re-energisation	Remote	No	No
Service Orders	Re-energisation	Retrospective Move-in	No	Yes
Service Orders	Re-energisation	New Reading Required	No	Yes
Service Orders	Re-energisation	Physical visit	No	Yes
Service Orders	Re-energisation	Move-in	No	Yes
Service Orders	Re-energisation	Recipient Discretion	No	Yes
Service Orders	De-energisation	Disconnect at Pillar-Box Pit or Pole-Top	No	Yes
Service Orders	De-energisation	Remove Fuse	No	Yes
Service Orders	De-energisation	Remote	No	No
Service Orders	De-energisation	Local Meter Disconnection	No	No
Service Orders	De-energisation	Recipient Discretion	No	Yes
Service Orders	Special Read	Check Read	No	Yes
Service Orders	Special Read	Final Read	No	Yes
Service Orders	Special Read	<Blank>	No	Yes



B2B Procedure	Transaction Type	Sub Type	SAPN to Initiate	SAPN to Receive
Service Orders	Miscellaneous Services	<Blank>	No	Yes
Customer & Site Details Notification	Customer Details Request	No Sub type	Yes	No
Customer & Site Details Notification	Customer Details Notification	No Sub type	No	Yes
Customer & Site Details Notification	Site Access Request	No Sub type	Yes	Yes
Customer & Site Details Notification	Site Access Notification	No Sub type	Yes	Yes
Customer & Site Details Notification	Life Support Notification	No Sub type	Yes	Yes
Customer & Site Details Notification	Life Support Request	No Sub type	Yes	Yes
One Way Notifications	Notice of Metering Works	No Sub type	No	Yes
One Way Notifications	Meter Fault and Issue Notification	No Sub type	Yes	No
One Way Notifications	Planned Interruption Notification	No Sub type	No	Yes
One Way Notifications	Network Tariff Notification	No Sub type	No	No
One Way Notifications	Meter Exchange Notification	No Sub type	No	No
One Way Notifications	Notified Party	No Sub Type	No	Yes
One Way Notifications	Shared Fuse Notification	No Sub Type	No	Yes
Meter Data Process	Provide Meter Data	No Sub type	Yes	Yes
Meter Data Process	Verify Meter Data	No Sub type	Yes	Yes
Meter Data Process	Meter Data Notification	No Sub type	Yes	Yes
Meter Data Process	Remote Service Request	No Sub type	No	No
Meter Data Process	Remote Service Response	No Sub type	No	No

*Retailers **must** provide SA Power Networks with at least one month's notice before using the Optional SSW transactions. Any orders received from Retailers who have not informed SA Power Networks of their intent to use the transactions will be rejected.



Process Information for Retailers and Meter Providers



Section 1: New Service Provision/Allocate NMI request

(Formally New Connections)

Description

A New Service Provision is a new installation that has not been previously connected to the Distribution Network. It requires a connection of service to the network and metering equipment to be installed.

This includes:

- A new build with no existing connection,
- An additional connection being added to existing main switch board with multiple tenancies. This is required for any additional tenancy regardless of whether the board has been energised; and,
- A new build with an existing Temporary Builders Supply or prior permanent supply that is being abolished. The REC/Customer must also submit an Abolishment for the existing supply.

Under Metering Contestability, SA Power Networks will no longer be responsible for the provision of metering equipment. This responsibility will reside with the Meter Provider who is nominated by the Retailer.

Process Overview

See Process Overview Diagram for New Service Provision

Retailer Responsibilities

- Retailers will nominate an MC/MP/MDP to carry out the meter installation work.
- Retailers will create an 'Allocate NMI' Service Order via B2B and send it to SA Power Networks for processing. The Service Order request will be treated as 'not received' unless SA Power Networks is able to validate a completed REX or Online Webform application from the REC and the 'Allocate NMI' Service Order from the Retailer
- Where an Allocate NMI request is rejected by SA Power Networks, Retailers will provide the customer with feedback of the rejection, i.e. no supply point or infrastructure.
- Retailers will not refuse to raise an Allocate NMI Service Order due to not being able to locate the details in REX.
- Retailers acknowledge that the 'customer' detailed in SA Power Networks' REX system is the customer who will be billed for the connection request and may not be the electricity account holder requesting the Allocate NMI Service Order.
- Retailers should initiate the required "Install Meter" Service Order to the nominated Meter Provide in a timely manner in line with the customer / REC's requirements. (Retailers may include SA Power Networks as a notified party to this, however, it is not mandatory).

Meter Provider Responsibilities

- Meter Providers must ensure they do not install wiring into the load (outbound) side of the meter isolator prior to SA Power Networks energisation.
- Meter Providers must ensure the meter isolator, metering equipment and all other relevant portions of the installations are sealed on completion of their work.





- If metering has been installed prior to SA Power Networks energising supply, Meter Providers must leave a valid Certificate of Compliance (COC) or Authority To Connect (ATC) form onsite for SA Power Networks, for the metering work undertaken. If no COC or ATC is provided, SA Power Networks will disconnect the metering before energising the connection to the network.
- Meter Providers must issue a Notice of Meter Works (NMW) to SA Power Networks on completion of metering works via the approved B2B method.
- SA Power Networks will not accept any other method of communication in relation to the installation, exchange, removal or relocation of metering equipment.
- The Notice of Meter Works must include all metering equipment (regardless of ownership) installed, exchanged, removed or relocated.

SA Power Networks Responsibilities

- SA Power Networks will not coordinate Meter Providers; this will reside with the Registered Electrical Contractor (REC) and Retailer.
- SA Power Networks will only check, test and connect to the 'line' (inbound) side of the meter isolator equipment.
- SA Power Networks will collect the Certificate of Compliance (COC) form from the Registered Electrical Contractor (REC) for that portion of the electrical installation.
- SA Power Networks will not take responsibility for the connection of any portion of the installation beyond the meter isolator, e.g. wiring from the meter isolator via the metering equipment and into the MSB.
- Prior to energisation, where SA Power Networks identify the outbound cables from the meter isolator are installed, they will be removed from the meter isolator.
- The meter isolator will be left energised, turned off with the cover installed, sealed and a tag will be left on the meter isolator identifying the energised state of the meter isolator.
- A Meter Panel sticker will be placed inside the meter enclosure with the SA Power Networks Job Reference Number (REX Job Number) displayed on it.
- SA Power Networks will notify the Retailer upon successful energisation via the agreed method in SA.
- SA Power Networks will manage supply point energisation directly with the REC and therefore the 'Supply Service Works – Establish Permanent Supply Service Order is an optional transaction for Retailers.
- SA Power Networks will energise the site in MSATS based on the date advised within the 'Notice of Meter Works' that the meter was installed.



'Site Energised' Tag

WARNING

ELECTRICITY IS **CONNECTED** TO THESE PREMISES

DATE: ____ / ____ / ____

☐ Contact your electricity **RETAILER**

This installation has been energised to the Meter Isolator. This Isolator/Main Switch must remain off until metering is installed. Please contact your electricity Retailer for any metering requirements.


☐ Contact your **ELECTRICIAN**

Supply has been (re)connected to the Meter Isolator and as a safety precaution this Isolator/Main Switch has been secured in the off position. Please contact your electrician who can remove the tag and ensure this installation is safe to be energised.

Unauthorised interference with security seals or electricity supply is prohibited under section 85 of the (SA) Electricity Act 1996.



'Site Energised' sticker



DANGER

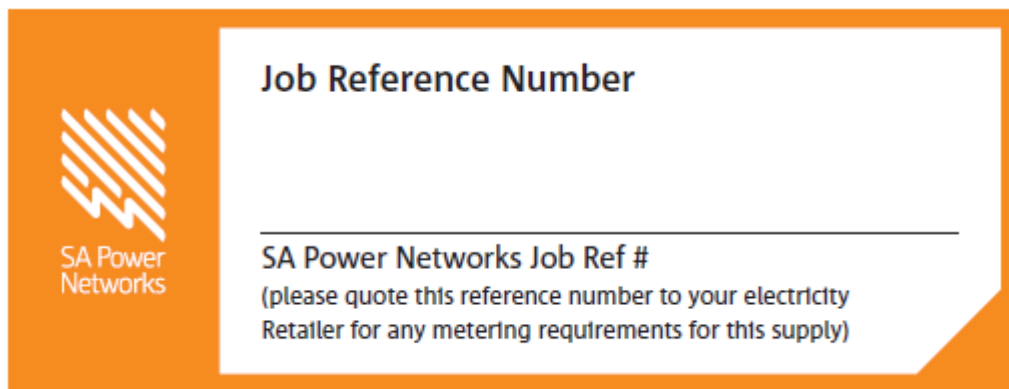
ELECTRICITY SUPPLY TO THESE PREMISES IS **CONNECTED**

This installation has been energised to the meter isolator.
Please contact your electricity Retailer for any metering requirements.

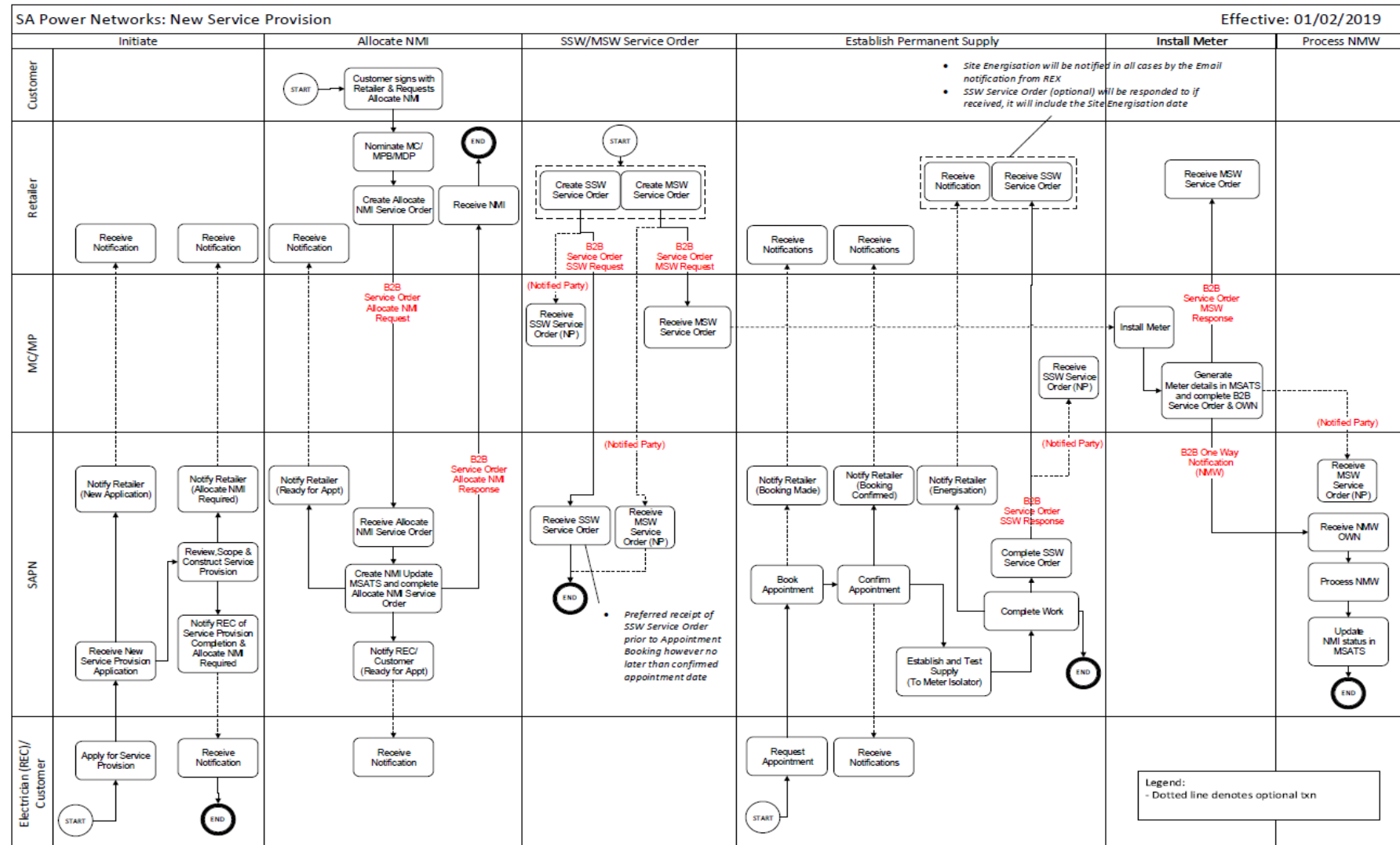
Unauthorised interference with security seals or electricity supply is prohibited under section 85 of the (SA) Electricity Act 1996.

DATE: ____ / ____ / ____

'Job Reference Number' sticker



Process Overview



Section 1a: Multi New Service Provision

Description

A New Service Provision is a new installation that has not been previously connected to the Distribution Network. It requires a connection of service to the network and metering equipment to be installed.

A Multi New Service Provision is where the REC is constructing multiple connections; however, supply is provided via a single service provision with metering to be in a common location.

Under Metering Contestability, SA Power Networks is no longer responsible for the provision of metering equipment. This responsibility will reside with the Metering Coordinator / Meter Provider who is nominated by the Retailer.

Process Overview

The process overview diagram for a Multi New Service Provision is the same as the standard New Service Provision detailed in Section 1.

Despite there being multiple end customers / connections SA Power Networks is only providing a single service provision and therefore only requires the REC to submit one REX / WebForm application. We will not accept multiple applications if there is a single service provision with multiple metered connections.

During the application process, the REC is asked to specify how many 'metered connections' are required and a 'Nominated Retailer'. The Nominated Retailer will have full visibility of the application in our REX system and will receive the associated notifications generated by REX.

Any subsequent retailer/s will only be provided with visibility to the REX application and notifications **once** an Allocate NMI Service Order has been processed by SA Power Networks.

Retailers do not require visibility of the REX application in order to raise an Allocate NMI Service Order to SA Power Networks.

REC Responsibilities

- Please refer to SA Power Networks Electrical Contractor Handbook.

Retailer Responsibilities

- Retailers will nominate an MC/MP/MDP to carry out the meter installation work.
- Retailers will create an 'Allocate NMI' Service Order via B2B and send it to SA Power Networks for processing. The Service Order request will be treated as 'not received' unless SA Power Networks is able to validate a completed REX or Online Webform application from the REC and the 'Allocate NMI' Service Order from the Retailer.
- Where an Allocate NMI request is rejected by SA Power Networks, Retailers will provide the customer with feedback of the rejection, i.e. no supply point or infrastructure.
- Retailers will not refuse to raise an Allocate NMI Service Order due to not being able to locate the details in REX. Subsequent retailers will be linked to the REX upon completion of a valid Allocate NMI Service order.



- Retailers acknowledge that the ‘customer’ detailed in SA Power Networks’ REX system is the customer who will be billed for the connection request and may not be the electricity account holder requesting the Allocate NMI Service Order.
- Retailers should initiate the required “Install Meter” Service Order to the nominated Meter Provider in a timely manner in line with the customer / REC’s requirements. (Retailers may include SA Power Networks as a notified party to this, however, it is not mandatory).

Meter Provider Responsibilities

- Meter Providers must ensure they do not install wiring into the load (outbound) side of the meter isolator prior to SA Power Networks energisation.
- Meter Providers must ensure the meter isolator, metering equipment and all other relevant portions of the installations are sealed on completion of their work.
- If metering has been installed prior to SA Power Networks energising supply, Meter Providers must leave a valid Certificate of Compliance (COC) or Authority To Connect (ATC) form onsite for SA Power Networks, for the metering work undertaken. If no COC or ATC is provided, SA Power Networks will disconnect the metering before energising the connection to the network.
- Meter Providers must issue a Notice of Meter Works (NMW) to SA Power Networks on completion of metering works via the approved B2B method.
- SA Power Networks will not accept any other method of communication in relation to the installation, exchange, removal or relocation of metering equipment.
- The Notice of Meter Works must include all metering equipment (regardless of ownership) installed, exchanged, removed or relocated.

SA Power Networks Responsibilities

- SA Power Networks will not coordinate Meter Providers; this will reside with the Registered Electrical Contractor (REC) and Retailer.
- SA Power Networks will only check, test and connect to the ‘line’ (inbound) side of the meter isolator equipment.
- SA Power Networks only has the system capability to provide formal REX notifications to the Nominated Retailer provided by the REC on the original REX/Online application.
- SA Power Networks will link any subsequent retailers to the REX notification once a valid Allocate NMI Service Order has been processed. Once this linkage has been completed, the Retailer will receive the relevant formal REX notifications.
- SA Power Networks will collect the Certificate of Compliance (COC) form from the Registered Electrical Contractor (REC) for that portion of the electrical installation.
- SA Power Networks will not take responsibility for the connection of any portion of the installation beyond the meter isolator, e.g. wiring from the meter isolator via the metering equipment and into the MSB.
- Prior to energisation, where SA Power Networks identify the outbound cables from the meter isolator are installed, they will be removed from the meter isolator.
- The meter isolator will be left energised, turned off with the cover installed, sealed and a tag will be left on the meter isolator identifying the energised state of the meter isolator.
- A Meter Panel sticker will be placed inside the meter enclosure with the SA Power Networks Job Reference Number (REX Job Number) displayed on it.



- SA Power Networks will notify the Retailer upon successful energisation via the agreed method in SA.
- SA Power Networks will manage supply point energisation directly with the REC and therefore the 'Supply Service Works – Establish Permanent Supply Service Orders is an optional transaction for Retailers.
- SA Power Networks will energise the site in MSATS based on the date advised within the 'Notice of Meter Works' that the meter was installed.



Section 2: Alteration of Service Provision

(Formally Additions/Alterations)

Description

An Alteration of Service Provision is an existing installation that requires an upgrade/modification to the Service Provision and/or Metering Equipment.

Under Metering Contestability, SA Power Networks will no longer be responsible for the provision of Metering Equipment. This responsibility will reside with the Meter Provider nominated by the Retailer.

Process Overview

See Process Overview diagram for Alteration of Service Provision.

REC Responsibilities

- Please refer to SA Power Networks Electrical Contractor Handbook.

Retailer Responsibilities

- Retailers will nominate a chosen MC/MP/MDP to carry out the meter installation work.
- Retailers will send a Meter Service Works Service Order to their Meter Provider via the approved B2B procedure; (Retailers may include SA Power Networks as a notified party to this, however, it is not mandatory).
- Retailers will utilise the communications provided to them and information via the REX system to assist them with the initiation of the required work they are responsible for to ensure the timely completion of the alteration.
- Retailers will endeavour to achieve the date coordinated by the REC and SA Power Networks.
- If Retailers are unable to achieve the date coordinated by the REC and SA Power Networks, they will utilise the Alteration Reschedule Process per Section 2b or the Alteration Bypass Process per Section 2c.
- Retailers acknowledge that the ‘customer’ detailed in SA Power Networks’ REX system is the customer who will be billed for the connection request and may not be the electricity account holder requesting the meter installation.

Meter Provider Responsibilities

- Meter Providers must ensure they do not install wiring into the load (outbound) side of the meter isolator prior to SA Power Networks energisation.
- Meter Providers must ensure the meter isolator, metering equipment and all other relevant portions of the installations are sealed on completion of their work.
- If metering has been installed prior to SA Power Networks energising supply, Meter Providers must leave a Certificate of Compliance (COC) or Authority to Connect form onsite for SA Power Networks, for the metering work undertaken.
- Meter Providers must issue a Notice of Meter Works (NMW) to SA Power Networks on completion of metering works via the approved B2B method.
- SA Power Networks will not accept any other method of communication in relation to the installation, exchange, removal or relocation of metering equipment.

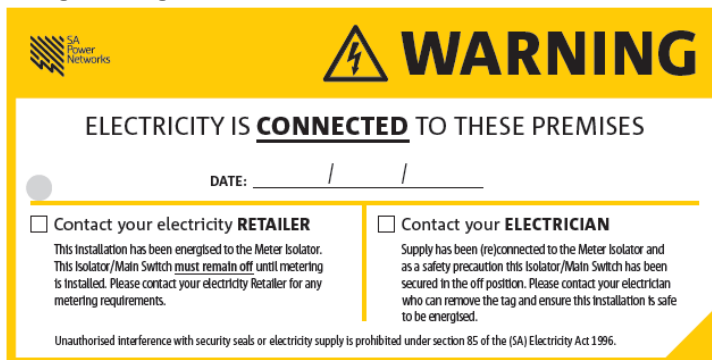


- The Notice of Meter Works must include details of all metering equipment (regardless of ownership) installed, exchanged, removed or relocated.

SA Power Networks Responsibilities

- SA Power Networks will not coordinate Meter Providers, this will reside with the Registered Electrical Contractor (REC) and Retailer, unless the Meter Provider has followed the Alteration Reschedule Process per Section 2b.
- SA Power Networks will only check, test and connect to the 'line' (inbound) side of the meter isolator equipment.
- SA Power Networks will collect the Certificate of Compliance (COC) from the Registered Electrical Contractor (REC) for that portion of the electrical installation.
- SA Power Networks will manage supply point energisation directly with the REC and therefore the 'Supply Service Works – Supply Alteration Service Order is an optional transaction for Retailers.
- SA Power Networks will not take responsibility for the connection of any portion of the installation beyond the meter isolator, e.g. wiring from the meter isolator via the metering equipment and into the MSB.
- Prior to energisation, where SA Power Networks identify that the outbound cables from the meter isolator are installed, they will be removed from the meter isolator.
- The meter isolator will be left energised, turned off with the cover installed, sealed and a tag (*see Site Energised tag*) left on the meter isolator to identify the energised state of the meter isolator.
- A sticker will also be placed on the meter panel (*see 'Job Reference Number 'sticker'*) identifying the energised state of the meter isolator.

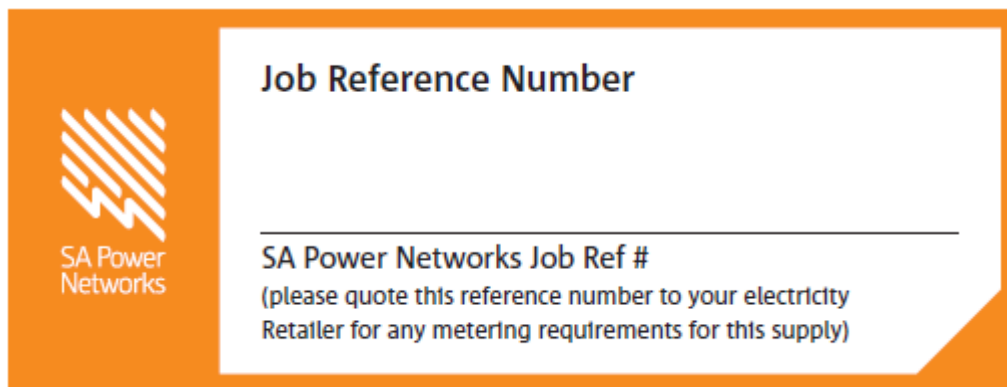
Energised Tag



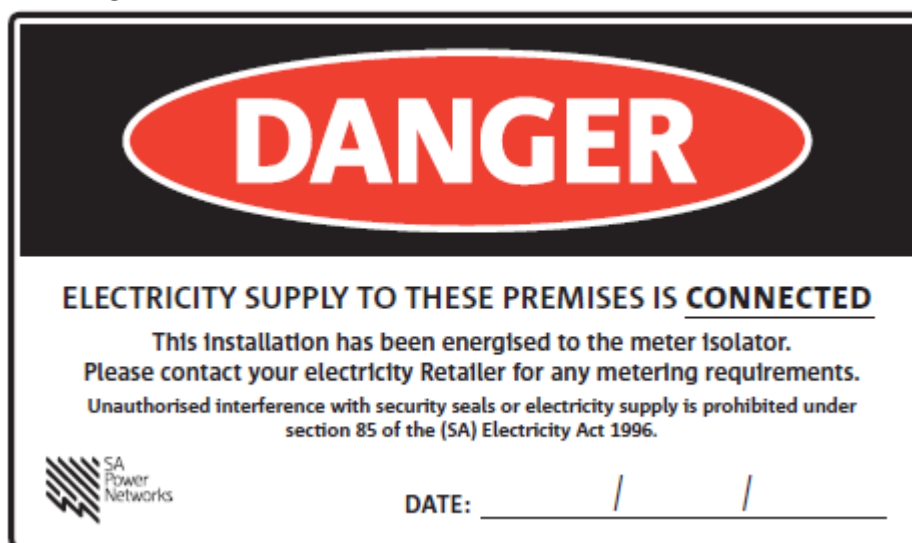
The image shows a yellow rectangular tag with a black border. At the top left is the SA Power Networks logo. At the top center is a black triangle containing a white lightning bolt symbol. To the right of the triangle is the word "WARNING" in large, bold, black capital letters. Below this, the text "ELECTRICITY IS **CONNECTED** TO THESE PREMISES" is centered. Underneath is a line for the date: "DATE: ____ / ____ / ____". Below the date line are two columns of text, each preceded by a checkbox. The left column is titled "Contact your electricity **RETAILER**" and contains text about the installer remaining off until metering is installed. The right column is titled "Contact your **ELECTRICIAN**" and contains text about the installer being secured in the off position. At the bottom, a small line of text states: "Unauthorised interference with security seals or electricity supply is prohibited under section 85 of the (SA) Electricity Act 1996."



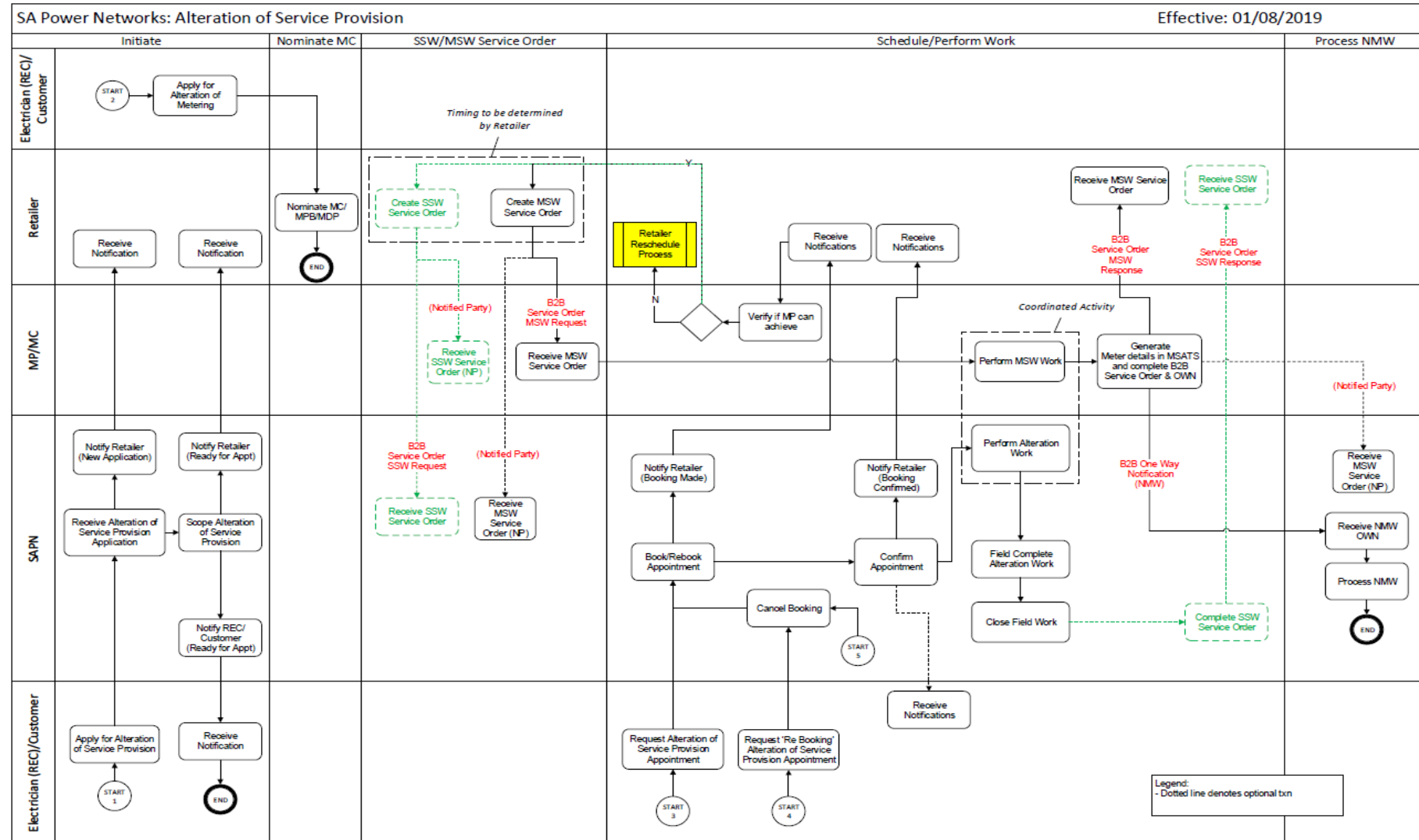
'Job Reference Number sticker'



Site Energised sticker



Process Overview



Section 2A: Multi Alteration of Service Provision

Description

An Alteration of Service Provision is an existing installation that requires an upgrade/modification to the Service Provision and/or Metering Equipment.

A Multi Alteration of Service Provision is where the REC is performing an alteration at a site and there are multiple meters in a communal board supplying multiple properties which will be affected, i.e. a unit complex.

Under Metering Contestability, SA Power Networks is no longer responsible for the provision of metering equipment. This responsibility will reside with the Meter Provider who is nominated by the Retailer.

This process is only applicable for jobs which are deemed a Complex Meter Exchange as defined by the AEMC whereby the work is initiated by the REC via SA Power Networks.

Process Overview

The process overview diagram for a Multi Alteration of Service Provision is the same as the standard Alteration of Service Provision detailed in Section 2.

SA Power Networks only requires the REC to lodge one REX application for the alteration of the single service provision where this service provision supplies multiple connections / meters (e.g. the unit complex).

As part of this application, the REC can only nominate a single NMI linked to the work at the site and therefore, the Retailer associated to this Nominated NMI will be the only Retailer who will be able to receive formal REX notifications and gain visibility of the associated work within REX.

SA Power Networks is unable to accept multiple applications if there is a single service provision with multiple metered connections.

To assist other Retailers who require visibility and need to be involved in the work at this site, SA Power Networks will use best endeavours to manually notify and provide information throughout the alteration process.

The information SA Power Networks provides will be similar content as they would have received if this was provided via REX.

REC Responsibilities

- Please refer to SA Power Networks Electrical Contractor Handbook.

Retailer Responsibilities

- Retailers will nominate a chosen MC/MP/MDP to carry out the meter installation work.
- Retailers will utilise the communications provided to them and information via the REX system to assist them with the initiation of the required work they are responsible for to ensure the timely completion of the alteration.
- Where information and transactions are not able to be provided formally via REX (multi alteration site scenarios), Retailers will utilise the manually provided information.



- Retailers will send a Meter Service Works Service Order to their Meter Provider via the approved B2B procedure; (Retailers may include SA Power Networks as a notified party to this, however, it is not mandatory).
- If Retailers are unable to achieve the date coordinated by the REC and SA Power Networks, they will utilise the Alteration Reschedule Process per Section 2b or the Alteration Bypass Process per Section 2c.
- Retailers will endeavour to achieve the date coordinated by the REC and SA Power Networks.
- Retailers acknowledge that the ‘customer’ detailed in SA Power Networks’ REX system is the customer who will be billed for the connection request and may not be the electricity account holder requesting the meter installation.

Meter Provider Responsibilities

- Meter Providers must ensure they do not install wiring into the load (outbound) side of the meter isolator prior to SA Power Networks energisation.
- Meter Providers must ensure the meter isolator, metering equipment and all other relevant portions of the installations are sealed on completion of their work.
- If metering has been installed prior to SA Power Networks energising supply, Meter Providers must leave a Certificate of Compliance (COC) or Authority to Connect form onsite for SA Power Networks, for the metering work undertaken.
- Meter Providers must issue a Notice of Meter Works (NMW) to SA Power Networks on completion of metering works via the approved B2B method.
- SA Power Networks will not accept any other method of communication in relation to the installation, exchange, removal or relocation of metering equipment.
- The Notice of Meter Works must include details of all metering equipment (regardless of ownership) installed, exchanged, removed or relocated.

SA Power Networks Responsibilities

- SA Power Networks will use best endeavours to provide timely and relevant information to all identified Retailers impacted by a multi alterations where this is not available to them directly within REX.
- SA Power Networks will only check, test and connect to the ‘line’ (inbound) side of the meter isolator equipment.
- SA Power Networks will collect the Certificate of Compliance (COC) from the Registered Electrical Contractor (REC) for that portion of the electrical installation.
- SA Power Networks will not take responsibility for the connection of any portion of the installation beyond the meter isolator, e.g. wiring from the meter isolator via the metering equipment and into the MSB.
- Prior to energisation, where SA Power Networks identify that the outbound cables from the meter isolator are installed, they will be removed from the meter isolator.
- The meter isolator will be left energised, turned off with the cover installed, sealed and a tag (*see Site Energised tag*) left on the meter isolator to identify the energised state of the meter isolator.
- A sticker will also be placed on the meter panel (*see ‘Job Reference Number’ sticker*) identifying the energised state of the meter isolator.



Section 2B: Alteration Reschedule Process

Description

This process is only applicable to an Alteration of Service Provision where:

- The Alteration of Service Provision is in a status of APPT (Appointment),
- The Customer or their Agent has made contact with the Retailer to advise that they do not agree to the proposed appointment date offered by SA Power Networks and the proposed date is greater than 15 business days from the date of contact

OR

- The Retailer has received notification their Meter Provider is unable to attend the site on the proposed 'agreed' appointment date,
- The Retailer & Meter Provider have exhausted all options to meet the proposed 'agreed' appointment date.

This process must be followed by Retailers & Meter Providers to request SA Power Networks initiate the rescheduling activity to ensure all parties are compliant with the relevant regulatory obligations.

Exclusions

- If an Alteration of Service Provision is in any other status than APPT (Appointment) the Customer / Agent should be directed to SA Power Networks as *'the proposed site is not accessible, safe or ready for the meter to be installed'*

Process Overview

See Process Overview for Retailer & Meter Provider Appointment Reschedule Request, below.

Retailer & Meter Provider Responsibilities

- Retailers & Meter Providers will endeavour to minimise the number of Reschedule Requests of pre-established 'agreed' appointment dates.
- The Retailer / Meter Provider will exhaust all options to meet the proposed 'agreed' appointment date prior to submitting a Reschedule Request.
- All Reschedule Requests must be submitted via the nominated point of contact.
- All Reschedule Requests must be submitted at least 5 business days prior to the scheduled appointment date.
- Any Reschedule Requests submitted within 2 business days of the agreed appointment date will incur SA Power Networks Late Cancellation Charge.
- The Retailer / Meter Provider must provide 1 'preferred' and at least 2 'alternative' appointment dates when submitting a Reschedule Request. The dates offered should be as close as practical to the existing 'as agreed' date.
- The Retailer / Meter Provider must include each other in the Reschedule Request email.
- Meter Providers must have authority from the Retailer prior to submitting a Reschedule Request.
- Retailers will accept and pay SA Power Networks published fees and charges associated with late notice Reschedule Requests (Late Cancellation Charge), including requests from their nominated Meter Provider.



SA Power Networks Responsibilities

- SA Power Networks will notify Retailers of the 'agreed' appointment date via REX appointment notification.
- SA Power Networks will only action Reschedule Requests through the dedicated email address for this process. We will not accept any verbal cancellation requests by a Retailer or Metering Provider.
- SA Power Networks reserves the right to decline a Reschedule Request depending on the timing of the request.
- SA Power Networks may not be able to provide approval for a Reschedule Request, if the Customer/REC have requested an appointment within 15 business days.
- SA Power Networks will endeavour to action Reschedule Requests within 2 business days with consideration given to rural sites and events (such as a storm or bushfire) where greater coordination effort is required.
- SA Power Networks will use best endeavours to provide a reschedule date for the preferred date requested by the Retailers / Meter Provider.
- SA Power Networks will reply to email Reschedule Requests once a new 'agreed' date has been established.



Process Overview

Activity No	Activity Name	Activity Description	Business Rules/Guidelines
1	Send Reschedule Request Email	The Retailer or Meter Provider is required to complete and email the 'Reschedule Request' template with all required information.	<ul style="list-style-type: none"> Use template provided by SA Power Networks Email distribution requirements: To: connectionscoordination@sapowernetworks.com.au Cc: Other affected Industry Participant/s
2	Coordinate new Scheduled date	Upon receipt of the email SA Power Networks will start coordination with the Customer (or Agent) and SA Power Networks' Schedulers	<ul style="list-style-type: none"> Upon validation and acceptance of the request SA Power Networks will use best endeavours to provide a new scheduled date within 2 business days The Retailer accepts responsibility for any charges issued by SA Power Networks for late notice (<2bd)
3	New 'agreed' date scheduled by SA Power Networks	The new 'agreed' appointment date is booked via REX	N/A
4	SA Power Networks responds to Email (All parties) and provides new 'agreed' appointment date	Confirmation of the new 'agreed' date is sent via reply email with all parties included	<ul style="list-style-type: none"> SA Power Networks to use standard template response
5	Retailer receives REX notification supporting the new scheduled date	Retailer will receive REX notification providing confirmation of the new scheduled date.	N/A



SA Power Networks – Reschedule Request Template

The below email template must be provided to SA Power Networks via the email distribution contacts listed above, only once the Retailer has spoken with SA Power Networks' Contact Centre and received approval to raise a Reschedule Request.

If the email is not in the below format, we cannot guarantee the reschedule request will be actioned.

Email Format:

Title:

REX ID 20XXXXXX – Reschedule Request

Body:

Reason for request for coordinated scheduled date (Please include the name of the requester):

Details

- REX ID:
- NMI:
- Site Address:
- Current Scheduled date (incl AM/PM):
- Preferred re-schedule date(s) (incl AM/PM):
- Alternative re-schedule date(s) (incl AM/PM):

- Retailer Contact Name:
- Retailer Contact Number (Direct line):

- MP Contact Name:
- MP Contact info:

- SA Power Contact Name:
- SA Power Contact info:

Conditions:

- All reasonable options to meet the 'as agreed' date have been exhausted.
- Requests must include both a preferred and multiple alternative date.
- Meter Providers must obtain authority from the Retailer prior to submitting a Reschedule Request.
- All other affected industry participants are included in this Reschedule Request



Section 2C: Alteration Bypass Process

Description

This process is applicable to Alteration of Service Provisions where:

- the Retailer has received notification their Metering Coordinator / Meter Provider is unable to attend/reattend the site (on the day); or,
- the REC / SAPN have incurred delays; and,
- the alteration has been completed; and,
- the Retailer has exhausted all other options to avoid an 'off supply' scenario.

This process must be followed by Retailers to request SA Power Networks to attend the site and conduct a meter bypass to avoid an 'off supply' scenario.

SA Power Networks cannot guarantee a Bypass Request will be actioned the day the request is received. All Bypass Requests will be assessed in accordance with SA Power Networks' supply restoration methodology. Where a Life Support or Critical customer is impacted, Retailer's should consider alternative arrangements in conjunction with the Bypass process and in consultation with the impacted customer.

Process Overview

See Process Overview for Bypass Request for Supply Restoration, below.

Retailer Responsibilities

- Retailers will exhaust all other options of restoring supply before requesting a Meter Bypass.
- Retailers should consider alternative arrangements for Life Support or Critical customers as SA Power Networks' attendance is on a best endeavours basis and cannot be guaranteed.
- Upon receipt of a Bypass Request, SA Power Networks will presume that the individual raising the request has the authority of the Retailer to do so.
- Retailers will email the pre-issued template to SA Power Networks, via the correct email addresses with all appropriate information (all fields are mandatory).
- Retailers are responsible for any follow up if an acknowledgement email is not received within one hour.
- Retailers will not submit Bypass Requests outside of the specified time frames and acknowledge that any such request will not be actioned.
- Retailers accept responsibility for all fees and charges associated with these requests.
- Retailers must pay all fees and charges by the due date as listed on the invoice.



SA Power Networks Responsibilities

- SA Power Networks will issue valid Bypass Requests to field as soon as practicable upon receipt of the pre-issued template from the Retailer.
- SA Power Networks will acknowledge the Bypass Request via 'reply all' within one hour of the request being received.
- SA Power Networks will use best endeavours to attend the property the same day the request is received.
- If SA Power Networks is unable to attend the property on the same day the request is received, the property will be attended as soon as practicable the following day.
- SA Power Networks will use best endeavours to bypass the meter and restore supply.
- SA Power Networks will notify the Retailer (via information provided) of the outcome of the Bypass Request as soon as practicable.
- SA Power Networks will issue the invoice for the Bypass Request within 30 days of the request being received irrespective of if the bypass request was successful or not.



Process Overview

Activity No	Activity Name	Activity Description	Business Rules/Guidelines
1	Send Email Request	The Retailer is required to completed and email the 'Bypass Request' template	<ul style="list-style-type: none"> Use SAPN issued email template Email distribution requirements: To: contact_centre@powercor.com.au Cc: cci@sapowernetworks.com.au
2	F&E Raise Request	Upon receipt of the email, Faults and Emergencies will raise a request for a crew / mechanic to be dispatched to the property	<ul style="list-style-type: none"> Requests must be received by SA Power Networks before 10pm (SA Time) Upon validation and acceptance of this request SA Power Networks will use best endeavours to attend the site and complete the bypass. Under some circumstances SA Power Networks may not be able to attend site/conduct the Meter Bypass, under these situations SA Power Networks will use best endeavours to notify the Retailer. The requesting Retailer accepts responsibility for all charges issued by SA Power Networks
3	F&E Notify Retailer	Faults & Emergencies will notify the Retailer via email (both successful and unsuccessful requests) to advise of the job outcome	<ul style="list-style-type: none"> F&E will send a response (Reply) to request email
4	Creation of MFN	The day following the bypass, SA Power Networks will raise a Meter Fault and Issue Notification (MFN) B2B Transaction	<ul style="list-style-type: none"> It is expected the Retailer will attend the site and install the metering within 5 business days, but no later than the regulated MFN timeframes
5	Invoice to be Issued	Within 30 days of the bypass request, SA Power Networks will invoice the Retailer for the works irrespective of if the bypass was successful or not*	<ul style="list-style-type: none"> The fees for this service are: Metropolitan Area – \$560.74 (inc GST) Rural Area - \$834.22 (inc GST) Retailers will receive a monthly invoice with all/any requests for that month via post or email to an address to be specified by the Retailer.

Note: The metropolitan Area is defined as postcodes with 50XX or 51XX. Any other postcode is defined as Rural.

*Provisions have been included in SA Power Networks' 2025 – 2030 Tariff Structure Statement to allow us to issue this charge via our Network Charge File. However, the invoice will remain as a manual invoice until further notification is provided.



SA Power Networks – Alteration Bypass email template:

The below email template must be provided to SA Power Networks via the email distribution contacts of:

To: contact_centre@powercor.com.au

Cc: cci@sapowernetworks.com.au

If the email is not in the below format or sent to the correct recipients, we cannot guarantee the bypass request will be actioned.

Email Format:

Title:

REX ID 20XXXXXX - Meter Bypass Request - Adds/Alts Off Supply

Body:

Request to Conduct Meter Bypass for Adds/Alts - Off Supply

- * REX ID: 20XXXXXX
- * NMI: 2002XXXXXX

- * Site Address:
- * Site Contact Name:
- * Site Contact Mobile:

- * Customer Name:
- * Customer Postal Address:

- * Retailer Contact Name: Operator 1
- * Retailer Contact Number (Must use Direct line to Retailer Contact):

Conditions:

- * Requests must be received by SA Power Networks before 10pm (SA Time)
- * Retailers should consider alternative arrangements for Life Support or Critical Customers.
- * Retailers are responsible for any follow up if an acknowledgement email is not received within one hour of this email being sent.
- * Upon validation and acceptance of this request SA Power Networks will make best endeavours to attend site and complete works.
- * Under some circumstances SA Power Networks may not be able to attend site/conduct the Meter Bypass, under these situations SA Power Networks will use best endeavours to notify the Retailer.
- * The requesting Retailer accepts responsibility for all charges issued by SA Power Networks.



Section 3: Abolishment of Service Provision

Description

An Abolishment is the permanent removal of a service provision and/or metering equipment at a property. It also includes the decommissioning of the NMI in MSATS. This could be for a property being demolished or removal of a temporary building supply.

Under Metering Contestability, SA Power Networks will not be responsible for the removal of Metering equipment that is not owned by us. This responsibility will reside with the Metering Coordinator nominated by the Retailer.

From 1 December 2017, REC's can no longer submit a request for an Abolishment via the REX portal or Form A on the SA Power Networks website. In the first instance, they will be directed to contact their Retailer who will initiate the process by sending a Service Order to SA Power Networks.

Process Overview

See Process Overview diagram for Abolishment.

Retailer Responsibilities

- From 1 December 2017, all Abolishment requests must be initiated by the Retailer via a Service Order, after the initial contact from the Registered Electrical Contractor/Customer.
- The Retailer must send an SSW 'Abolishment of Supply' Service Order to SA Power Networks via the approved B2B method. (SA Power Networks will use this request to remove both the Service Provision &/or metering where SA Power Networks own the metering).
- Retailers must include a mobile telephone number and/or email address for the customer requesting the Abolishment within the SpecialInstructions field of the SSW – Supply Abolishment Service Order. SA Power Networks will reject any Service Orders which do not contain this information.
- Where the meter is owned by the Retailer, they must send an MSW 'Remove Meter' Service Order to their nominated Meter Provider. (Retailers may include SA Power Networks as a notified party to this, however, it is not a mandatory requirement).

Meter Provider Responsibilities

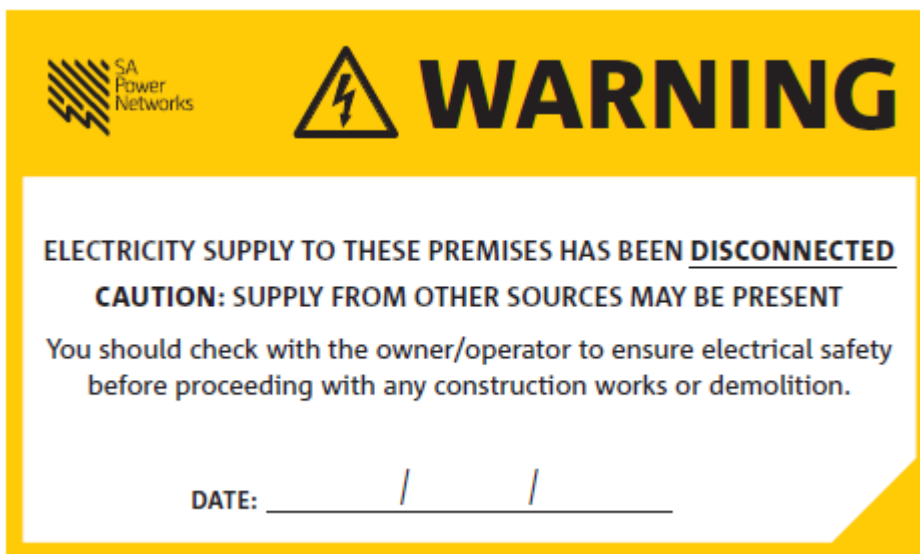
- Retailers will arrange with the Meter Provider to remove metering equipment they are responsible for.
- Meter Providers must not remove their metering equipment prior to SA Power Networks removal/de-energisation of the service provision.
- Meter Providers must issue a Notice of Meter Works (NMW) to SA Power Networks on completion of metering works via the approved B2B method.
- SA Power Networks will not accept any other method of communication in relation to the removal of metering equipment.
- The Notice of Meter Works must include details of all metering equipment removed, (regardless of ownership).



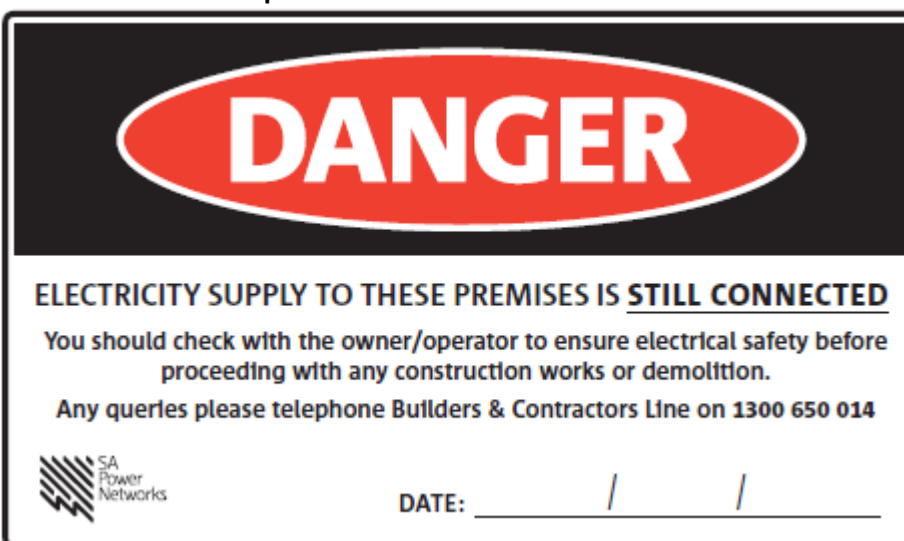
SA Power Networks Responsibilities

- SA Power Networks will coordinate the Abolishment of Supply with the customer as detailed in the SpecialInstructions field of the SSW – Supply Abolishment Service Order.
- SA Power Networks will not coordinate Meter Providers, this will reside with the Retailer.
- SA Power Networks will only remove SA Power Networks service provision and metering equipment.
- SA Power Networks will notify the Retailer upon successful removal of the service and metering equipment via the approved B2B method.
- Where SA Power Networks completes an Abolishment to remove the service provision, a sticker will be placed in the meter box (*Refer to Abolishment Completed sticker*).
- Where SA Power Networks cannot complete an Abolishment to remove the service provision, a sticker will be placed in the meter box (*Refer to Abolishment Not Completed sticker*).

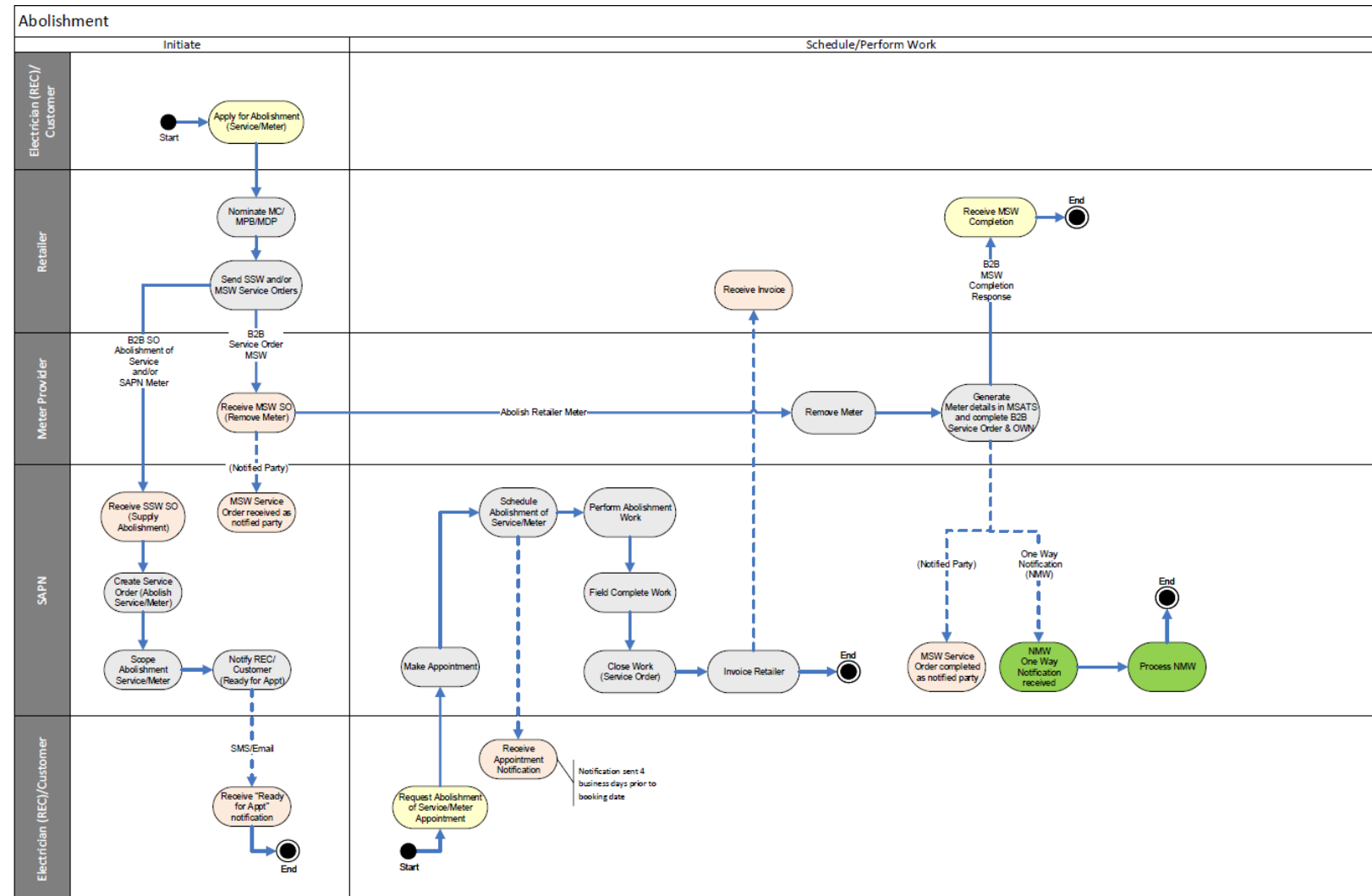
Abolishment Completed Sticker



Abolishment Not Completed



Process Overview



Section 4: Retailer Initiated Temporary Isolation (DN/RN)

Description

A Retailer Temporary Isolation (DN/RN) is a request from the Retailer to SA Power Networks to temporarily de-energise and re-energise an installation at the Low Voltage (LV) service provision (e.g. LV Service Fuses) to facilitate metering works for the Retailers nominated Metering Coordinator/Meter Provider. This service should only be used when a Meter Provider is unable to independently isolate supply to a premise.

Service Order Requirements

Effective 20 July 2020, SA Power Networks require electricity retailers to specify the reason for the SSW-Temp Isolation in the Special Instructions field. This is in addition to the Meter Provider's information (Name, Telephone & Email) which will continue to be required as part of the new process.

Retailers **must** specify one of the Reason's below for the SSW – Temp Isolation. Please note, you are only required to provide the **Reason Number** and are not required to provide the description, unless you provide 'Reason 5'.

If 'Reason 5' is used in the special instructions field, we ask that you concisely specify why the Temp Isolation is required. For example, Reason 5: MP doesn't have a ladder to access service fuse enclosure IntelliHub 1300 000 000 example@intellihub.com.au; or Reason 1: Vector 1300 111 222 example@vectorams.com.au)

Reason 1: Shared Fuse Arrangement – Meter Provider cannot isolate supply without impacting other customers,,

Reason 2: Asbestos in Service Fuse Enclosure – Asbestos blanket in Service Fuse Enclosure

Reason 3: MP Unable to Isolate due to Service Fuse Type – Service Fuse unable to be isolated by Meter Provider due to technical configuration or Meter Provider skillset,

Reason 4: Restricted Access to Service Point – The Service Point is in an inaccessible location, or

Reason 5: Other – Please concisely specify the issue.

Processing and Scoping

Upon receipt of a valid Service Order, SA Power Networks will create the Retailer Temporary Isolation in our REX system (providing Retailers with visibility of the requested work) and will scope the LV service provision at the property to ensure we are fully aware of the required work and customers impacted.

Appointment Notification

Once a Retailer Temporary Isolation has been fully scoped, SA Power Networks will identify an available appointment and will notify the Meter Provider via email (using the email address provided within the Service Order) of the appointment date on which the isolation will occur. This communication will also specify an AM or PM appointment window.

It is expected the "Appointment Booked" notification will be issued to the Meter Provider within 11 Business Days with the nominated appointment date being between **Business Day 20 to 24** of receiving the SSW – Temp Isolation service order.



Four Business days prior to the established Appointment Date, SA Power Networks will send the Appointment Confirmation email to the Meter Provider confirming the time we will be onsite to perform the Disconnection.

Meter Provider Reschedule Request

To ensure regulated timeframes are achieved and to support process efficiencies of all parties involved, Meter Provider's should always endeavour to achieve the original appointment date/time provided by SA Power Networks.

Where the Meter Provider is not able to commit to the date/time provided (expected to be very low volume and only where necessary), they may request a reschedule with SA Power Networks. This request should be made **within 1 business day** of receiving the email notification from SA Power Networks to provide the best opportunity for rescheduling.

Please note that it is unlikely SA Power Networks will be able to accommodate changes that meet the required regulated timeframes for any request for changes following the Appointment Confirmation email (4 business day prior). Any non-compliance caused by these reschedule request will be the responsibility of the Retailer and their Meter Provider.

Schedule Assistance Request to Retailers

SA Power Networks will endeavour to achieve the required regulated timeframes by establishing the appointment date within 25 business days of receipt of the Supply Service Works (Temp Isolation) Service Order. If an appointment date within 25 business days is not achievable, SA Power Networks will send a Schedule Assistance Request, via email, to the Retailer seeking support in gaining customer agreement for the next suitable date.

Within the Schedule Assistance Request, SA Power Networks will endeavour to identify the next available date that is as close to 25 business days as possible. Retailers must provide confirmation, via reply email to the Schedule Assistance Request of customer agreement/disagreement **within three business days**.

Customer Notification

SA Power Networks will manage the identification and planned outage notification to affected customers, including life support customers as required under our regulatory obligations.

Appointment Date

On the day of the appointment, the Meter Provider must be onsite at the advised appointment time. Where the Meter Provider is delayed, it is expected that they make contact with SA Power Networks on 1300 650 014 to advise of the issue and to determine how to proceed.

Where the Meter Provider is not on site **within 30 minutes** of the appointment time, SA Power Networks may not isolate supply and mark the job as not completed due to non-attendance by the Meter Provider.

SA Power Networks will attempt to notify the Meter Provider of any delays that will impact them on the day of the appointment.



If SA Power Networks has isolated supply and is returning to re-energise, the Meter Provider is required to ensure the installation is ready to reconnect **at the beginning** of the reconnection appointment time and a valid eCoC or completed Authority to Connect Form (with the eCoC number) must be left onsite by the Meter Provider for the reconnection of supply.

Note: During extreme hot weather (>37°C) Isolations for multiple customer jobs will only proceed where the outage is short in duration, during the cooler part of the day and where the Meter Provider is in attendance. Additionally, SA Power Networks will apply discretion where any of the affected customers safety would be adversely affected or they may suffer unreasonable financial impact. Where an isolation does not proceed under any of these circumstances, SA Power Networks will use best endeavours to notify the Meter Provider as soon as practicable.

Process Overview

See Process Overview diagram for Retailer Initiated DN/RN

Retailer Responsibilities

- Retailers will send a Supply Service Works Service Order (Temp isolation) to SA Power Networks via the approved B2B procedure.
- Retailers must specify the reason for the Supply Service Works (Temp Isolation) Service Order in the “Special Instructions” field of the Service Order
- Retailers must provide the MP’s contact details in the Special Instructions” field of the Service Order.
- Retailers acknowledge that failing to provide the reason and MP information in the “Special Instructions” field of the Service Order will result in the order being rejected and SA Power Networks will not be liable for any impact this may have on our regulated timeframes.
- Retailers must notify SA Power Networks of any Shared Fuse Installations via email.
- Retailers acknowledge that SA Power Networks is not responsible for any non-compliance where a reschedule request made by their Meter Provider results in an appointment date being established outside of regulated timeframes.
- Retailers acknowledge that they will endeavour to obtain customer agreement where an appointment date cannot be achieved in less than 25 business days.
- Retailers must notify SA Power Networks of customer agreement or disagreement within **three** business days of receiving a Schedule Assistance Request.

Meter Provider Responsibilities

- Meter Providers must notify SA Power Networks of any Shared Fuse Installations.
- Meter Providers will endeavour to attend the property on the pre-established appointment date/time provided by SA Power Networks.
- Meter Providers will endeavour to minimise the number of Reschedule Requests of pre-established appointment dates/time and will make contact with SA Power Networks within one business day of receiving appointment notification where a reschedule is required.
- Meter Providers must ensure they are onsite at the time of the appointment or make contact with SA Power Networks on 1300 650 014 within 30 minutes of the appointment time to advise of any issues.
- Meter Providers must ensure a Certificate of Compliance (COC) or Authority to Connect form is available onsite for SA Power Networks, for the metering work undertaken.



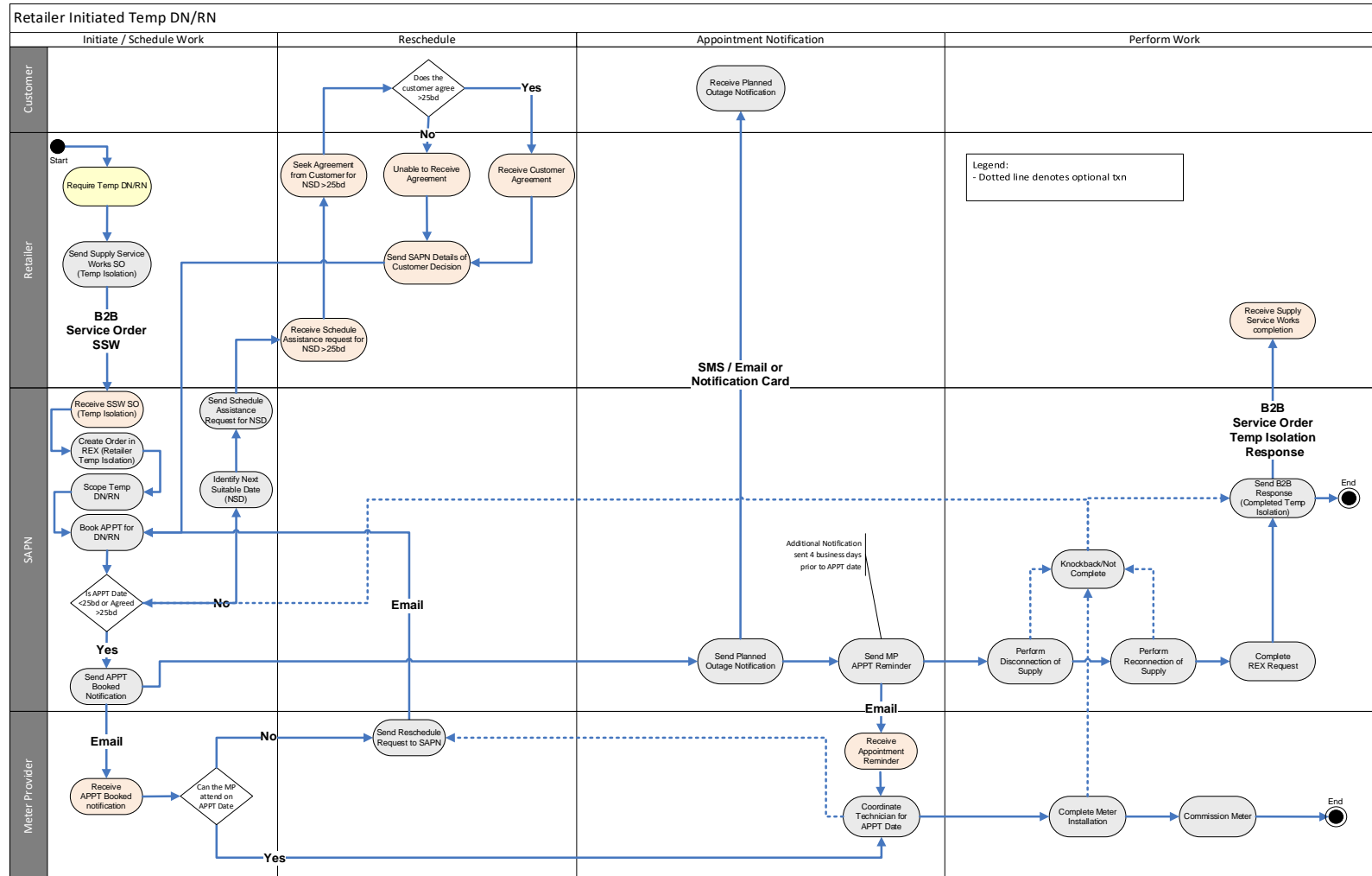
- Meter Providers must ensure the installation is ready to reconnect **at the beginning** of the reconnection appointment time.

SA Power Networks Responsibilities

- If requested by the Retailer, SA Power Networks will conduct a temporary isolation of an installation at the LV service provision fuse equipment.
- SA Power Networks will use best endeavours to scope the required works and book an appointment within 11 business days of receiving the Supply Service Works (Temp Isolation) Service Order.
- SA Power Networks will coordinate the scheduling of the temporary isolation with the Meter Provider based on the details nominated in the B2B Service Order request.
- SA Power Networks will endeavour to ensure all temporary isolations are completed within 25 business days from receipt of the Service Order.
- SA Power Networks will send the retailer a Schedule Assistance Request if an appointment date outside of 25 business days is required.
- SA Power Networks will manage the notification of affected customers as required under regulatory obligations.
- SA Power Networks will collect a Certificate of Compliance (COC) or an Authority to Connect form from the Meter Provider.
- SA Power Networks will provide a B2B Service Order response to the Retailer, advising the status of the Temp Isolation work.
- SA Power Networks will provide the Retailer with the relevant Product Code.
- SA Power Networks is not responsible for any non-compliance where a regulated timeframes due to circumstances outside of our control (e.g. Meter Provider or Customer issues).



Process Overview



Section 5: Remote De-energisation/Re-energisation

Description

This process describes where a Retailer advises SA Power Networks (as a Notified Party) of a Remote De-energisation and subsequent remote Re-energisation. This will provide visibility to the SA Power Networks business of when a Retailer remotely de-energises a meter and ensures that the meter status' and network billing are updated to reflect the status of a meter.

SA Power Networks will update our system on receipt of a meter status change received from the market system upon receipt of the relevant CATS Change Request.

It is applicable to all Remote RN/DN Service Orders that SA Power Networks receives as a Notified Party on a B2B One Way Notification from Retailers.

Process Overview

See Process Overview Diagram for 'RN DN Remote'.

Retailer Responsibilities

- Retailers will send a One-Way Notification Notified Party transaction (NP) to SA Power Networks, informing them of any Retailer planned Remote DN/RN to a customer.
- It is the Retailer responsibility to ensure any relevant safety checks/processes have been followed, including appropriate management of affected Life Support customers before initiating any work.
- It is the Retailer responsibility to determine and undertake the appropriate corrective action as necessary if advised by SA Power Networks that they have a customer flagged as 'Life Support'.

Meter Provider Responsibilities

- The Meter Provider will complete the work as requested by the Retailer in the DN/RN Service Order.
- The Meter Provider will respond to the DN/RN Service Order from the Retailer to indicate if the work has been completed and may include SA Power Networks as a Notified Party (this is not a mandatory requirement).
- The Meter Provider will provide the market with an update of the meter status once the work is complete.

SA Power Networks Responsibilities

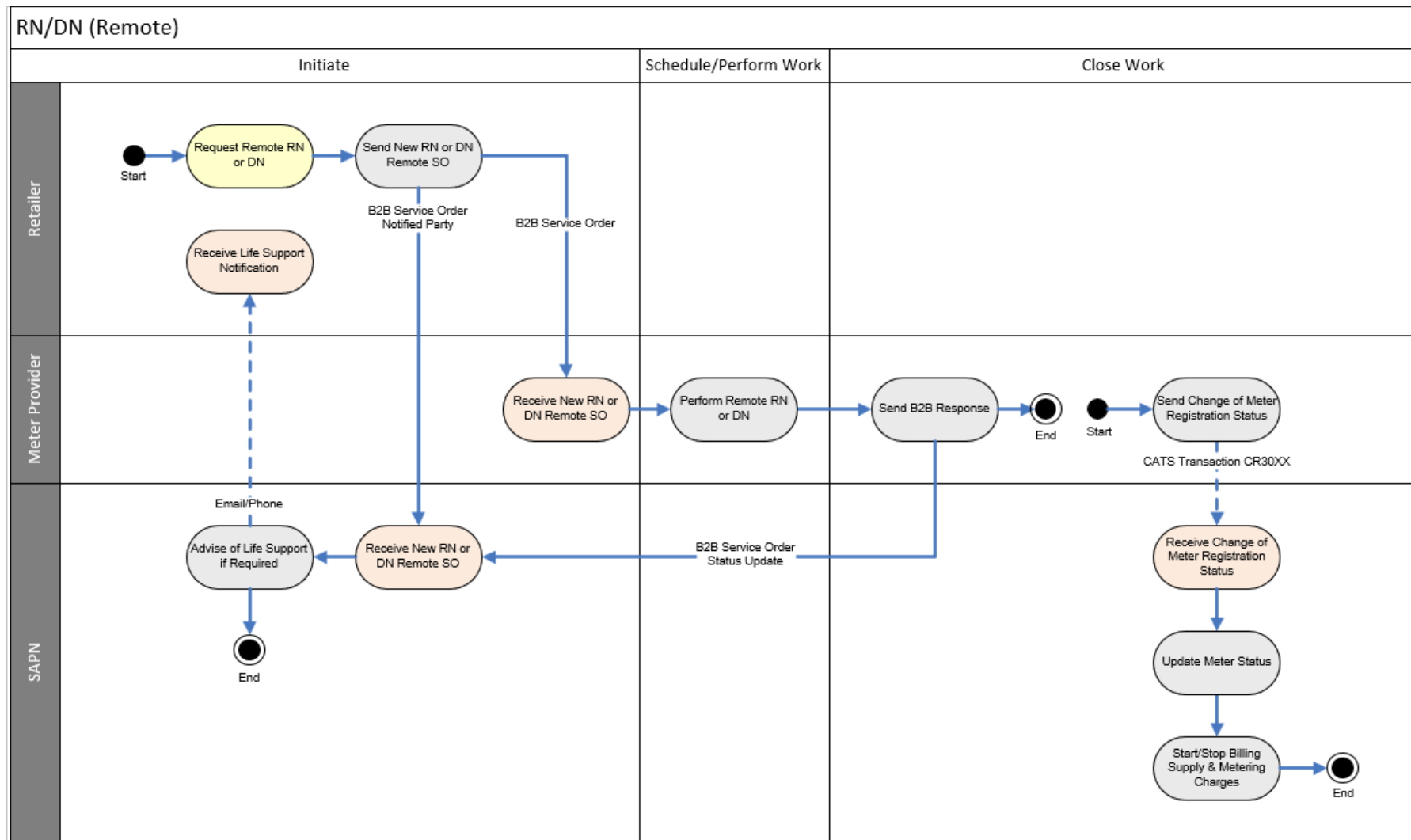
- SA Power Networks will update their systems with details of the Retailer Remote DN/RN to assist with any customer interaction they may have during the interruption.
- SA Power Networks will manage multiple RN/DN requests in line with AEMO's B2B Guide & relevant procedures.

Important Notes

SA Power Networks will not perform Remote DN/RN's under any circumstances.



Process Overview



Section 6: RN DN (Manual) or Special Read

Description

A Manual RN, DN or Special Read applies to the request for an off-cycle meter read, (SA Power Networks only) or a Retailer requested temporary disconnection or reconnection, (all meter types).

The purpose of this section is to detail responsibilities of SA Power Networks and the Retailer to ensure the successful scheduling and attempt to carry out any requests from Retailers to manually re-energise or de-energise a NMI or to manually read a meter out of cycle.

Examples of Manual RN DN and Special Read scenarios

Scenario	Service Order type
A customer may move out of an existing property that is supplied with electricity and request a disconnection so they can receive a be final bill.	De-energisation
A customer may move in to an existing property that is disconnected and request a reconnection so they can start a retail account and begin to use electricity at the site.	Re-Energisation
A customer may decide to change Retailers and request a special read or, a customer may want to have a meter read checked as they believe it to be incorrect.	Special Read
A customer wants to paint their house, and would prefer, for safety reasons, to have the power disconnected before conducting the work.	De-Energisation
A customer has completed the above work on their house, and wants to get the power reconnected.	Re-Energisation
A Retailer may choose to disconnect supply to a site for non-payment or non-identification of a customer at the site.	De-Energisation
A customer may choose to be reconnected following the resolution with their Retailer of the above de-energisation scenario.	Re-Energisation
Anything urgent, or an emergency that requires immediate disconnection of power IS NOT a Manual RN DN.	Fault & Emergency



Process Overview

See Process Overview diagram for RN DN (Manual) or Special Read

Retailer Responsibilities

- Retailers will send a Special Read, RN or DN Service Order to SA Power Networks via the approved B2B method.
- Retailers will give at least 3 clear business days' notice prior for a Special Read Service Order, and at least 2 business days' notice for a De-Energisation service order.
- Prior notification for Re-Energisation Service Orders is: same business day up until 3pm (business hours fee) or same business day between 3pm and 9pm (after hours fee). Same Saturday date up until 12pm (after hours fee). Re-Energisation Service Orders future dated for a Saturday, Sunday or Public Holiday will be rejected.
- Retailers can make an appointment, either morning (8am – 12pm) or afternoon (12pm – 4pm) appointment for the Special Read Service Orders if access to the meter is an issue. SA Power Networks do not accept appointment times for De-energisation or Re-energisation Service Orders.
- Retailers must clearly indicate in their B2B request, the 'Customer Preferred Date and Time' field, if an appointment is required, i.e. 9am for a morning and 1PM for an afternoon appointment. Failure to select the Customer Preferred Date and Time' field will result in the appointment details being ignored.
- Retailers can request a 'Customer Consultation' for Special Read, De-Energisation and Re-Energisation Service Orders. Retailers must use the "Customer Consultation" indicator as per the approved B2B method and provide a valid customer name and phone number in the correct customer name and phone number fields. If any of the three fields are left blank, the consultation request will be ignored. A valid 'Customer Consultation' request will ensure the customer will be contacted by phone en route to the site or once on site.

SA Power Networks Responsibilities

- Upon receipt of the Special Read, RN or DN Service Order from Retailers, SA Power Networks will endeavour to perform the request on the date and timeframes specified.
- Customer provided keys will be issued to field and used for Special Read Service Orders. Customer provided keys will not be used for De-energisation or Re-energisation Service Orders.
- SA Power Networks will advise the Retailer via B2B response, where they are unable to gain access to the customer's property.
- SA Power Networks will close the Service Order and send Retailers a Service Order response as per the approved B2B method.



Reconnection Time Periods

	Time Future Dated Service Order Received	Adelaide Central & Metropolitan Areas	Country & Remote Areas	Time Same Day Service Order Received	Adelaide Central & Metropolitan Areas	Country & Remote Areas
Re-Energisation After De-energisation for Non-Payment	Up to 11:59pm day before schedule date	Where Possible, by 5:00pm on schedule date. In any event, by 11:59pm local time on schedule date.	Where possible, by 11:59pm local time on schedule date. In any event by 5:00pm local time, the following business day	Prior to 5:00pm local time on a business day	By 11:59pm local time, the same business day	Where possible, by 11:59pm local time, the same business day. In any event by 5:00pm local time, the following business day
After Hours Re-Energisation After De-energisation for Non-Payment	N/A	N/A	N/A	After 5:00pm and before 9:00pm on a business day – after hours fee indicated	By 11:59pm the same business day	Where possible, by 11:59pm local time the same business day. In any event by 5:00pm local time the following business day.
Re-Energisation for New Customer or Customer Move In	Up to 11:59pm day before schedule date	Where Possible, by 5:00pm on schedule date. In any event, by 11:59pm local time on schedule date.	Where possible, by 11:59pm local time on schedule date. In any event by 5:00pm local time, the following business day	Prior to 3:00pm local time on a business day	By 11:59pm local time, the same business day	Where possible, by 11:59pm local time, the same business day. In any event by 5:00pm local time, the following business day
After Hours Re-Energisation for New Customer or Customer Move In	N/A	N/A	N/A	After 3:00pm and before 9:00pm on a business day – after hours fee indicated	By 11:59pm local time, the same business day	Where possible, by 11:59pm local time, the same business day. In any event by 5:00pm local time, the following business day



Disconnection Time Periods

	Time Future Dated Service Order Received	Adelaide Central & Metropolitan Areas	Country & Remote Areas	Time Same Day Service Order Received	Adelaide Central & Metropolitan Areas	Country & Remote Areas
De-Energisation for DNP	By 3pm 2 business days prior to schedule date	Between 8.00am and 3:00pm local time on schedule date, or on another business day not outside of the protected period if communicated and approved by the Retailer.	Between 8.00am and 3:00pm local time on schedule date, or on another business day not outside of the protected period if communicated and approved by the Retailer	N/A	N/A	N/A
De-Energisation for Customer Move Out	By 3pm 2 business days prior to schedule date	Between 8.00am and 3:00pm local time on schedule date, or the next business day if communicated and approved by the Retailer.	Between 8:00am and 3:00pm local time on schedule date, or the next business day if communicated and approved by the Retailer.	N/A	N/A	N/A



Re-Energisation after Electrical Defect or where De-Energisation occurred >12 months

Where a site has been De-Energised for greater than 12 months or a reconnection is being requested after an Electrical Defect, the electronic Certificate of Compliance (eCOC) number must be recorded in the Safety Certificate ID field of the Re-Energisation Service Order (best endeavours should be used to provide actual number, but where this is not practical, please provide 123456).

If the electronic Certificate of Compliance (eCOC) ID is not provided in the Safety Certificate ID field, the SO will be rejected with a reason code (1950 - Mandatory Field Not Populated) plus a description stating the Safety Certificate ID field is blank. The customer/electrician is also required to leave a physical copy of the eCOC onsite to facilitate the reconnection. If a copy of the eCOC is unable to be left onsite the electrician is permitted to leave an SA Power Networks Authority to Connect form onsite in conjunction with completing the eCOC.

Re-Energisation after Electrical Defect where the NMI Status is A

If a property has been affected by an electrical defect which requires an eCoC for reconnection, and the NMI Status is currently active (A), the customer or their electrical contractor may request a 'Reconnection after Repairs' by contacting Faults & Emergencies.

This scenario may occur if a customer experiences damage to their private electrical installation, and then engages an electrical contractor who carries out repairs which enables the site to be reconnected the same day. SA Power Networks or market limitations may impact the ability to update the site status to de-energised (D).

When the site is ready to be reconnected within such a short turnaround time, SA Power Networks will allow customers or their electrical contractors to contact us directly and arrange for a 'Reconnection after Repairs' to ensure their supply is promptly restored.

In this example raising of a re-energisation service order by the Retailer prior to our attendance is not required. On the next business day (or shortly thereafter) our B2B team will contact your organisation via email to request a retrospective re-energisation service order for the date supply was restored. The RCCRW product code will be applied for our attendance.

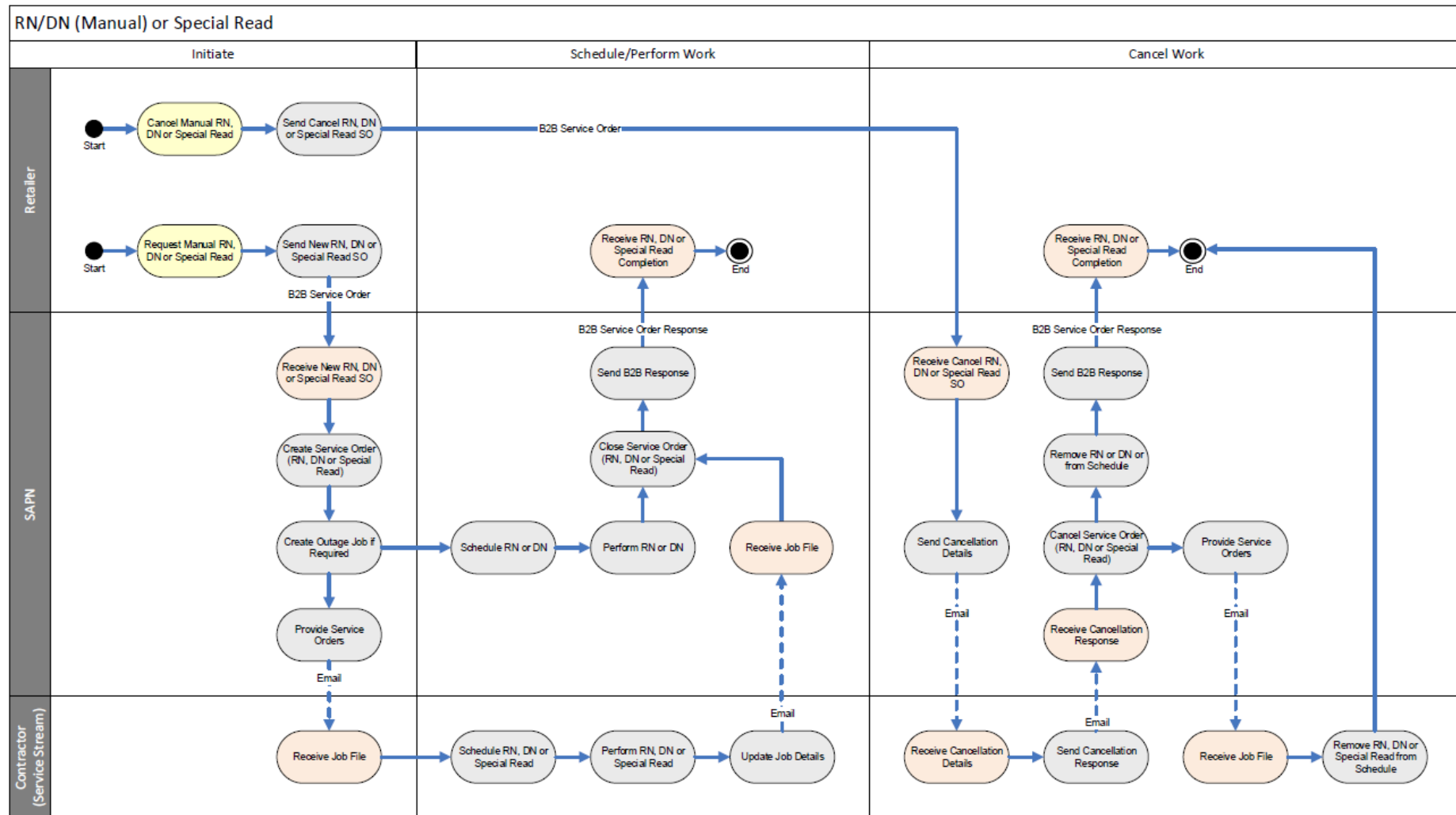
The customer or their electrician will be advised by Faults & Emergencies if the site is in a deactive (D) status and refer them back to their Retailer to raise a re-energisation service order.

Our staff will inform the caller of the charge before raising the reconnection request and will specify that the caller has the obligation to notify the account holder that the charge will appear on the next electricity account.

Note: On occasion, our system may be updated to reflect a disconnected status; however, MSATS has yet to be updated. In these scenario's SA Power Networks will require a re-energisation service order from the retailer as detailed above.



Process Overview



Section 7: Planned Outage Management: SA Power Networks

Description

A Planned Outage Management by SA Power Networks applies to interruptions to electricity supply resulting from equipment failures, third party interference, load shedding and adverse environmental conditions. The planned interruption process applies to situations where SA Power Networks must temporarily de-energise supply for the purposes of inspecting, testing, repairing, adjusting, removing or extending SA Power Networks existing infrastructure.

Process Overview

See Process Overview diagram for Planned Outage Management (combined SA Power Networks and Retailer).

Retailer

If a Retailer receives a telephone call from a customer relating to a supply interruption, the customer should be advised to contact SA Power Networks 'Faults & Emergencies' line directly. Retailers will not transfer a customer to this line unless the customer is reporting a bona fide emergency.

SA Power Networks Responsibilities

SA Power Networks may contact Retailers via telephone or email when a supply interruption for the following situations occurs:

- Extreme fire danger conditions exist;
- SA Power Networks initiated load shedding;
- Other natural or State disasters which may affect electricity supply.

In these situations, SA Power Networks will endeavour to inform the Retailer as soon as possible of the suburb(s) affected by the interruption, the start time and the likely duration of that event.

- For all planned supply interruptions that are required for SA Power Networks to maintain or extend the existing infrastructure, SA Power Networks will notify all customers directly affected of the date and duration of the interruption prior to the interruption occurring in accordance with the energy laws.

Communication with our customers

- SA Power Networks provides a 24 hour, 7 days per week 'Faults and Emergencies' contact telephone line. SA Power Networks also provides an IVR support with the 'Faults and Emergencies' contact telephone line. This provides an automated messaging system where customers can obtain information on interruptions in their area by entering their postcode. Customers must only be referred to this line if they have a fault.
- SA Power Networks provide a variety of communication options for customers to report outages and be informed about events. These include Event Based Messaging, Online Fault Reporting and 'Power at My Place' (which allows customers to subscribe via SA Power Networks website to receive SMS/email messages). Retailers are encouraged to inform and direct customers to these service initiatives wherever possible.



- For all planned supply interruptions that are required for SA Power Networks to maintain or extend the existing infrastructure, SA Power Networks will notify all customers directly affected of the date and duration of the interruption prior to the interruption occurring in accordance with the energy laws.
- Retailers can gain information regarding most planned interruptions affecting customers via SA Power Networks website.



Section 8: Planned Outage Management: Retailer Planned Interruption Notification

Description

From time to time, Retailers may need to consider a planned outage to test and/or replace meters.

Retailers will send a B2B One Way Notification (OWN) PIN to SA Power Networks to advise of a planned interruption to the network. SA Power Networks will also update our records with details of the Retailer Planned Outage.

Retailers will take on all obligations for customer notification of their planned outages.

Process Overview

See Process Overview diagram for Planned Outage Management (combined SA Power Networks and Retailer).

Retailer Responsibilities

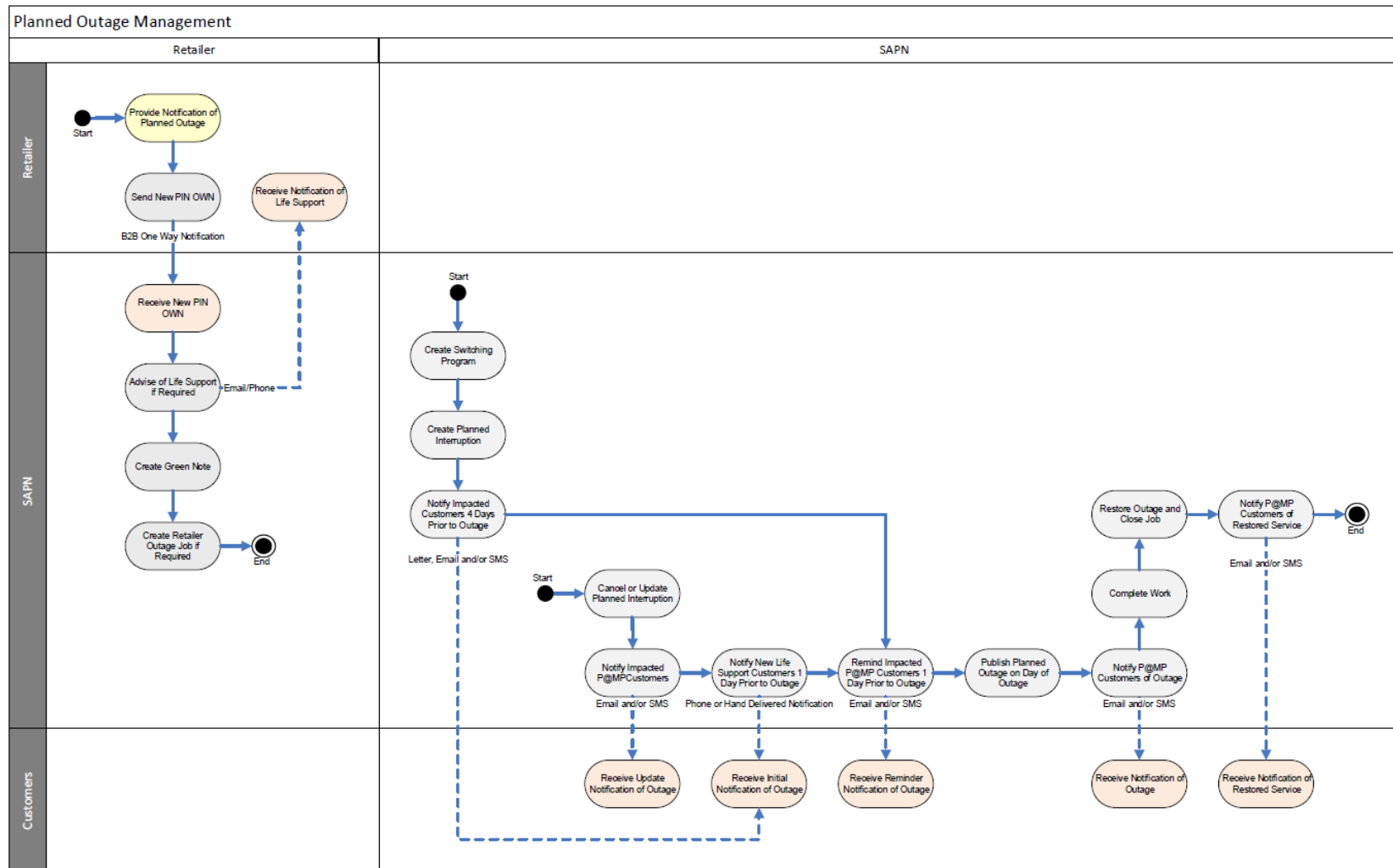
- Retailers will send a One-Way Notification PIN transaction to SA Power Networks, informing them of a Retailer planned interruption to the customers supply.
- It is the Retailer responsibility to ensure any relevant safety checks/processes have been followed, including appropriate management of affected 'Life Support' customers before initiating any work.

SA Power Networks Responsibilities

- SA Power Networks intend to update their systems with details of the Retailer PIN to assist with any customer interaction they may have during the interruption.



Process Overview



Section 9: Emergency Work: Unplanned Outages and Meter Faults

Description

This process covers the scenario where a single customer reports an outage and the cause of ‘no supply’ is found to be a faulty meter.

A customer will generally call SA Power Networks ‘Faults and Emergencies’ phone line to report an incident of single outage. This could result in SA Power Networks sending a crew out to investigate and determine the cause to be a faulty meter (SA Power Networks or Retailer Meter).

Process Overview

See Process Overview diagram for ‘Emergency Work: Single Outage – No Supply due to Meter Fault

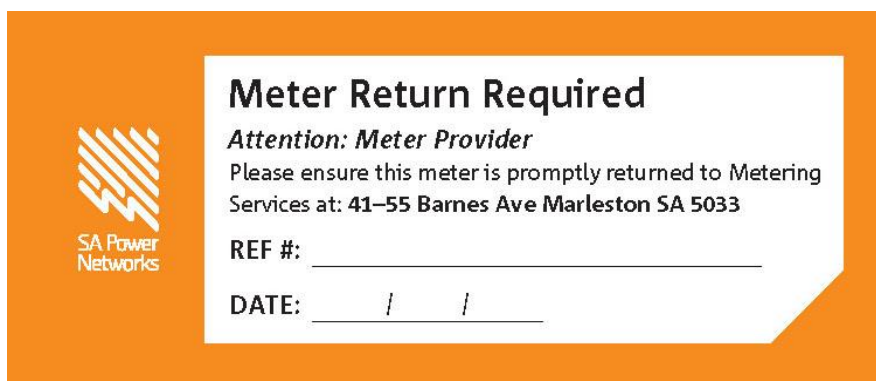
Retailer Responsibilities

- If Retailers receive a call from a customer relating to an unplanned supply interruption, the customer should be advised to contact SA Power Networks ‘Faults & Emergencies’ line directly. Retailers will not transfer a customer to this line unless the customer is reporting a bona fide emergency.
- When a Meter Faults Notification (MFN) is received from SA Power Networks, Retailers will issue an ‘MSW’ Exchange Meter Service Order to their Meter Provider to initiate a meter exchange (churn).

Meter Provider Responsibilities

Where a meter churn is required, the Meter Provider will respond to the Service Order from the Retailer and replace the meter. If it belongs to SA Power Networks, **it must be returned to Location A (see General Information for Meter Providers)**. If the meter has been stickered, then it must be returned to the address on the sticker:

‘Return Meter’ sticker



SA Power Networks Responsibilities

- If the ‘No Supply’ is determined to be due to non-payment, SA Power Networks will inform the customer to contact their Retailer to resolve their billing dispute.
- In the first instance, SA Power Networks will perform basic fault finding with the customer to restore supply; e.g. walk customer through checking the meter box for blown fuses, triggered safety switch or an unresponsive meter.

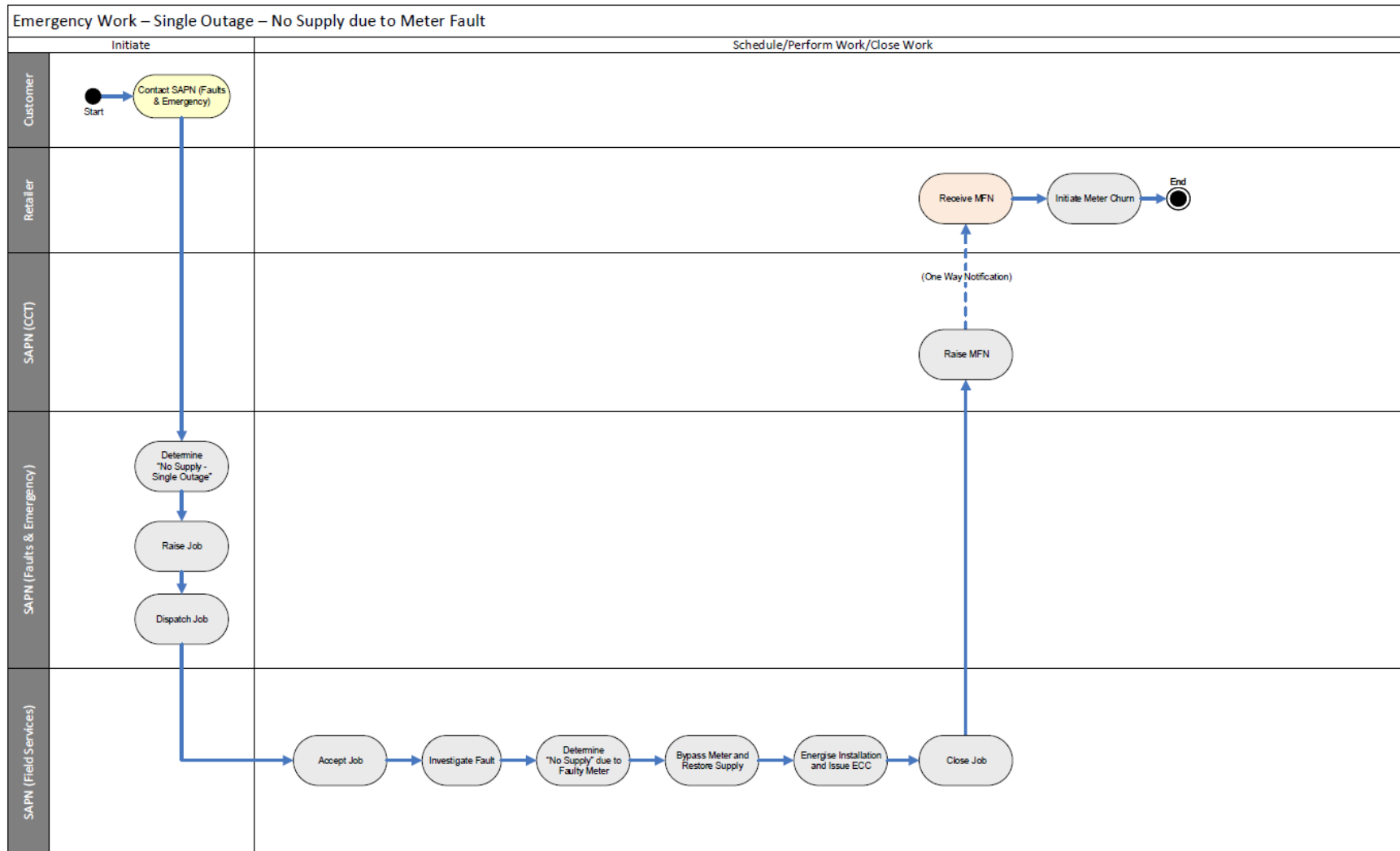
- Once the above options have been exhausted, SA Power Networks will raise a job and send out a field crew to investigate the outage and determine the cause.
- If SA Power Networks attend a site due to a 'No Supply' call out and identify either SA Power Networks or Retailer metering equipment has failed and is interrupting supply to the installation; where safe to do so, SA Power Networks will perform a 'bypass' external to the meter terminals. The 'bypass' will be performed behind the meter panel and the faulty metering equipment left in situ, and a safety tag will be attached to the meter panel.
- If the meter is an SA Power Networks meter, we will energise the installation and issue a Certificate of Compliance (COC) to the customer.
- Where it has been determined that the cause of 'No Supply' is due to a faulty meter, SA Power Networks will raise a Meter Faults Notification (MFN) with the appropriate Reason Code and will send it to the Retailer via the approved B2B method.

Meter Bypass Tag



- SA Power Networks will notify the Retailer with the expectation that the metering equipment is replaced and the installation reverted to normal operation by the Meter Provider.
- Where it is not possible to perform the bypass, the Customer will be notified and a Meter Bypass tag will be attached to the meter panel. The Customer will be advised to contact a Registered Electrical Contractor to make necessary repairs to the installation.

Process Overview



Section 10: Meter Inspection and Testing

Description

The meter inspection process addresses both the inspection, e.g. for cross metering or high billing, and testing of meters, e.g. suspected faulty meters.

In the first instance, a customer will contact their Retailer to request a meter test where high billing has occurred. Meter investigations or tests will also be raised internally by SA Power Networks which could also result in a request for a meter exchange (churn).

Where SA Power Networks have identified that a meter or group of meters require a replacement, a Meter Faults Notification (MFN) will be sent to the Retailer as a One-Way Notification (OWN).

Process Overview

Refer to Process Overview diagram for Emergency Work – Meter Inspect - Test

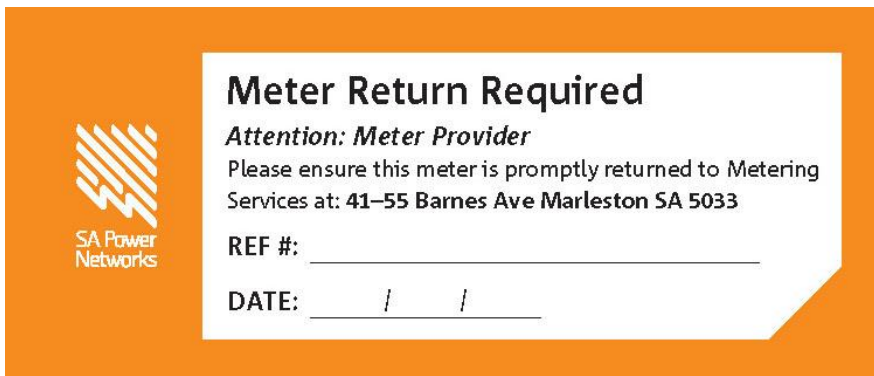
Retailer Responsibilities

- If the meter is owned by SA Power Networks, Retailers will send a Meter Service Works (MSW) Service Order to SA Power Networks via the approved B2B method.
- On receipt of the MSW completion via B2B from SA Power Networks, Retailers will send a Business Acceptance/Rejection to SA Power Networks.
- On receipt of the OWN MFN from SA Power Networks, Retailers will engage with their Meter Providers to initiate a Meter Churn.

Meter Provider Responsibilities

On receipt of a Service Order from the Retailer, the Meter Provider will replace the meter. If it belongs to SA Power Networks, it must be returned to **Location A** (see General Information for Meter Providers). If the meter has been stickered, then it must be returned to the address on the sticker:

'Return Meter' sticker



Meter Return Required

Attention: Meter Provider

Please ensure this meter is promptly returned to Metering Services at: **41-55 Barnes Ave Marleston SA 5033**

REF #: _____

DATE: ____/____/____

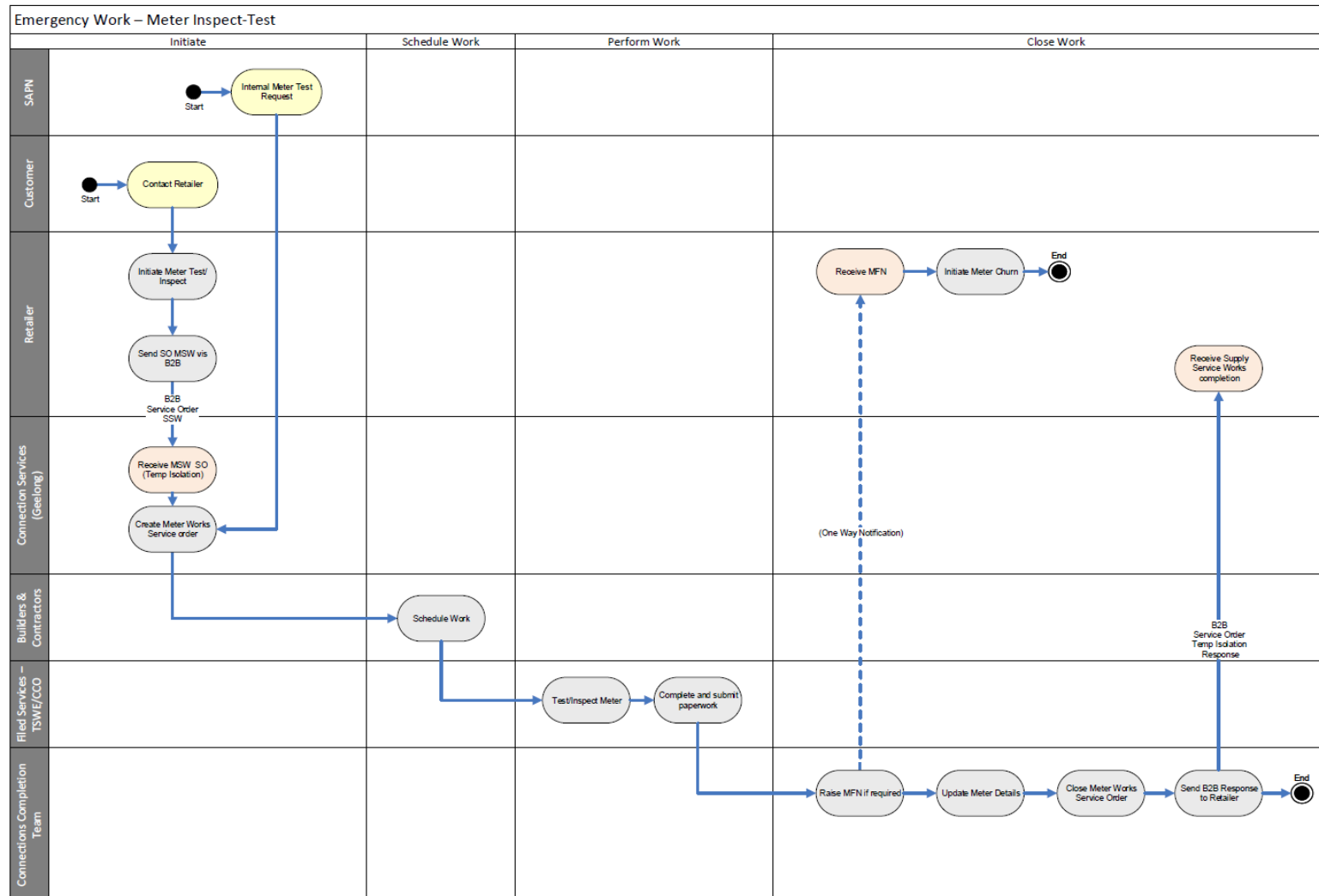
The Meter Provider will send a Notice of Meter Works (NMW) as a B2B OWN to SA Power Networks, informing them of any meter works that have been conducted.

SA Power Networks Responsibilities

- SA Power Networks will advise the Retailer if the work cannot be completed;
- SA Power Networks will carry out the inspection/test and record the result;
- SA Power Networks will send a Meter Service Works notification (MSW) to the Retailer when the work has been completed;
- If a meter churn is required, SA Power Networks will send a OWN Meter Faults Notification (MFN) to the Retailer.



Process Overview



Section 11: Meter Asset Management

Description

The purpose of this process is to identify and replace a family of meters. SA Power Networks will identify and test a sample of meters belonging to a family, e.g. all Landis & Gyr EM5100 Series Meters. The sample test will determine if the entire family requires an exchange.

Under Metering Contestability, meters identified for replacement will not be replaced by SA Power Networks; the Retailer will be contacted via a single or bulk One Way Notification (Meter Fault Notification) to trigger meter replacements of SA Power Networks owned meters.

Process Overview

Refer to Process Overview for Meter Asset Management – Meter Sample Testing

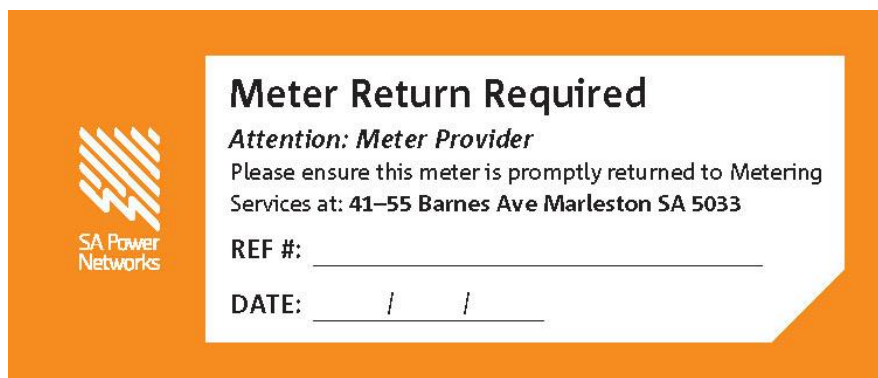
Retailer Responsibilities

- Retailers will nominate a Meter Provider to carry out the meter replacement(s)
- When a Meter Faults Notification (MFN) is received from SA Power Networks, Retailers will issue a Service Order MSW Exchange Meter to their Meter Provider to initiate a meter churn.

Meter Provider Responsibilities

- On receipt of a Service Order from the Retailer, the Meter Provider will replace the family of meters. If they belong to SA Power Networks, they must be returned to **Location A** (see General Information for Meter Providers). If the meters have been stickered, they must be returned to the address on the sticker:

'Return Meter' sticker



Meter Return Required

Attention: Meter Provider

Please ensure this meter is promptly returned to Metering Services at: 41-55 Barnes Ave Marleston SA 5033

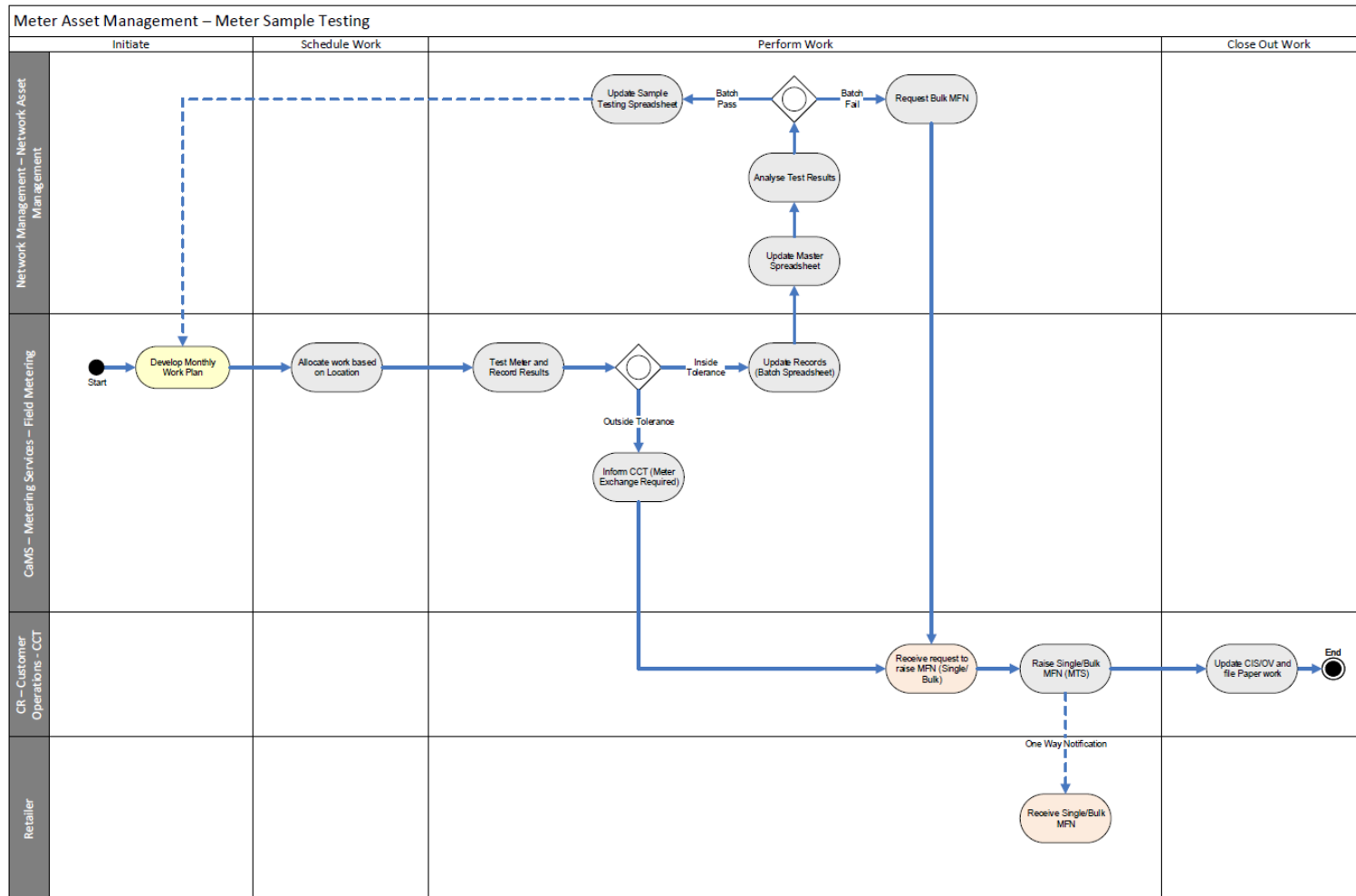
REF #: _____

DATE: ____ / ____ / ____

SA Power Networks Responsibilities

- SA Power Networks will send a single One-Way Notification (Meter Faults Notification) for an ad hoc meter replacement or a bulk MFN to the responsible Retailer, where a meter(s) exchange is required.

Process Overview



Section 12: Meter Data Management

Description

Meter Data Management is concerned with the delivery of Energy Data to Retailers as per AEMO standards. This data will result from scheduled reads and special reads.

At all times, SA Power Networks will meet the requirements, responsibilities and obligations to obtain and retain accreditation to operate as an MDP in the SA jurisdiction. Accordingly, SA Power Networks will comply with all energy laws relevant to the performance of the MDP role.

SA Power Networks has LNSP responsibilities for Meter Data Management in the SA Jurisdiction. Dependant on AEMO accreditation, SA Power Networks will be the MDP in South Australia for all Type 5 and Type 6 meters.

SA Power Networks Responsibilities

- In all instances, SA Power Networks will meet the AEMO SLP requirements for Metering Data Provider Services.
- The format of data provided to Retailers will be as per NEM12 and NEM13 meter data file format specifications in accordance with AEMO requirements.
- SA Power Networks will validate readings in accordance with AEMO rules. If the meter read fails a Retailer validation, then Retailers may request a check read.
- SA Power Networks will provide, at a cost to Retailers, a 12-month schedule of read routes and cycles on request. However, SA Power Networks reserves the right to make changes to this schedule as required.

Retailer Responsibilities

Where Retailers receive a request from a customer to transfer from a quarterly read cycle to a monthly read cycle or vice versa, Retailers will send a free form text e-mail to SA Power Networks to the address indicated in the Retail Operational Contact List (ROCL). The e-mail will include the following details as a minimum:

- Customer name
- Site address
- Customer contact details
- NMI, meter number(s)
- Existing tariff and proposed new tariff.

SA Power Networks will process the requested change, provided the customer meets SA Power Networks eligibility criteria. Should the customer not meet the criteria, SA Power Networks will notify Retailers by return e-mail as soon as practical.

Meter Data Error Management – Retailer Responsibilities

- Retailers agree that meter read error files sent to SA Power Networks are those that relate solely to discrepancies under SA Power Networks control.
- Retailers will process all the meter read error files generated from each batch run and only forward those that fall into the above category.



- The meter read error reports are to be e-mailed to SA Power Networks to the e-mail address as shown on the Retail Operational Contact List (ROCL) for SA Power Networks.

Queries

If a Retailers or Customer queries the metering data on their bill, Retailers may request SA Power Networks to inspect the meter, e.g. perform a special read or meter check. If there is an adjustment in consumption data, it will be provided to Retailers.

Transfers and Final Reads

- If Retailers choose to request a transfer using a Special Read, then this will be serviced as per a Special Reads Service Order (refer to Section 6 of this guide).
- A Final Read request from a Retailer is a trigger for performing a Special Reads Service Order (refer to Section 6 of this guide), unless a de-energisation is required. In this case, Section 6 contains the appropriate procedure.

Customer Read

Existing market rules do not allow SA Power Networks to accept a customer read under any circumstances.

Agreed Method Substitution

In accordance with the AEMO Metrology Procedure Part B and where SA Power Networks is required to use an agreed method of substitution for sites where interval or basic data was not retrieved from the meter. The substitution method utilised is detailed below.

Type 5 meters

- Type 55 Agreed Substitution method
 1. Where no actual data or register reads are available the MSATS published ADL for the datastream is used to calculate consumption.

Type 6 meters

- Type 64 Agreed Substitution method:
 1. Where an actual read is obtained following a substituted DNP service order read, the substituted disconnection read is re-substituted to align with the actual reading.
 2. Where an adjustment is made using the average daily consumption for an agreed period that does not align to the current ADL.

Linear Interpolation Substitution

Linear interpolation substitution (substitution type 69) is used for Type 6 meters when an Actual Meter Reading for an accumulation meter has a value lower or significantly higher than previous substituted Meter Readings. The consumption is calculated between the current actual and the previous lower read and averaged across the period.



Section 13: Customer and Site Details Notification

Description

The Customer and Site Details Notification process applies to the transmission of updated customer information from Retailers to SA Power Networks and from SA Power Networks to Retailers. From time to time, customers may contact their Retailer or SA Power Networks directly to advise a change in detail.

The purpose of this procedure is to ensure consistency of key customer data between Retailers and SA Power Networks to enable SA Power Networks to ensure:

- Notification of impending/existing outages
- Provision of bushfire mitigation notifications
- Payment of guaranteed service levels penalties

Where the Retailer has become aware of a change in customer circumstances, they will advise SA Power Networks of any changes to the following:

- Customer name
- Contact name (where the customer is a business)
- Telephone number (where available)
- Email address
- Postal address (address for service or notices)
- Site address details for NMI
- Access requirements/hazards

Process Overview

See Process Overview diagram of the CSDN Management process

Customer Details Requests and Notifications

SA Power Networks can send a Customer Details Request (CDR) to the Retailer where additional customer details are required. Where they have issued a CDR to the Retailer, they will allow 10 business days for a CDN to be returned. If a CDN is not received in that timeframe, another CDR will be issued.

Retailers can advise SA Power Networks of changes to customer details by:

- Sending a Customer Details Notification via the approved B2B method.
- SA Power Networks will send either a Business Acceptance or Rejection in response to the CDN from the Retailer.

Site Access Requests and Notifications

- SA Power Networks will send a Site Access Request (SAR) to Retailers, Meter Providers or Meter Coordinators to request information relating to site access restrictions and/or known hazard conditions on a customer property.
- Where SA Power Networks have issued a SAR, they will allow 10 business days for a Site Access Notification (SAN) to be returned from the Retailer. If the SAN is not received within that time frame, another SAR will be issued.



- On receipt of the SAN, SA Power Networks will process any access restrictions or hazards for the property.
- Retailers can also send a SAR to SA Power Networks to request site access details and/or hazard details. SA Power Networks will respond with a SAN.
- Retailers can send a SAN to SA Power Networks where they are aware of site access restrictions or hazards and do not need to wait for an incoming SAR from SA Power Networks.
- Parties' other than the Retailer, such as Meter Provider or Meter Coordinator must only send a SAN on receipt of a valid SAR.

Important Notes for Retailers

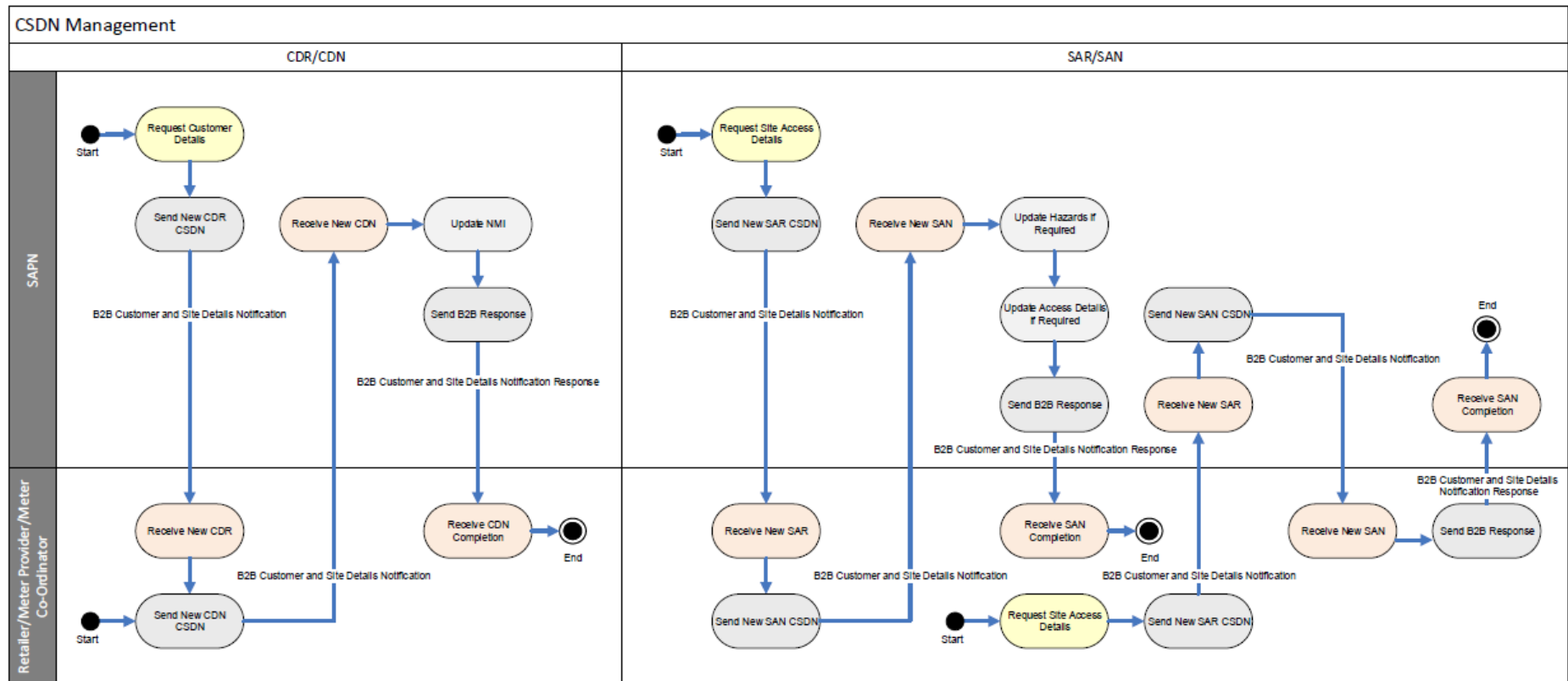
- Only 1 CDR or SAR can be raised, per NMI per day.
- The details provided in a CDN or SAN must be the current details at the date and time that the notification was generated.
- The current Retailer must provide a CDN in response to a valid CDR from SA Power Networks.
- The current Retailer must provide a SAN in response to a valid SAR from SA Power Networks.

Data requirements for all Notifications

For more information on the Customer and Site Details Notification process, please refer to <http://www.aemo.com.au/Stakeholder-Consultation/Consultations/Power-of-Choice-B2B-consultation-2>



Process Overview



Section 14: Life Support

Description

Customers who have specialised medical equipment who are reliant on electricity supply to run this equipment can be registered as Life Support customer as defined within the National Energy Retail Rules (NERR). SA Power Networks manages all Life Support customers in accordance with the obligations set out in the NERR and AEMO's B2B Procedures.

Retailer Responsibilities

Retailers must ensure any Life Support information is provided to SA Power Networks in accordance with the B2B Procedures and SA Power Networks will not accept any updates outside of the B2B Procedures.

The Life Support B2B process/transactions are completely independent of the CDN transaction and if Life Support information is provided through the CDN transaction, the Life Support record will not be updated.

Retailers must approach SA Power Networks prior to commencing any quarterly reconciliation of Life Support Information to agree on final timings.

SA Power Networks Responsibilities

SA Power Networks will communicate all Life Support information in accordance with the B2B Procedures.

SA Power Networks will send annual communication to all life support customers with a message to have an action plan in place for outages.



Section 15: Notice of Meter Works

Description

The Notice of Meter Works (NMW) is a B2B One Way Notification (OWN) from the Meter Provider to inform SA Power Networks of any meter works that have been conducted. This includes the installation of a new meter to a new property, exchange of a meter, removal of a meter and the relocation of a meter.

SA Power Networks Responsibilities

SA Power Networks will validate the NMW. Validation should include:

- Meter Number
- Reads Inline – Churn from B to I, MFN – Basic to Interval, Alteration – Basic to Interval

If an exception is found, SA Power Networks will collate the exception details in an email and will send to the Meter Provider.

Meter Provider Responsibilities

- Meter Providers are obligated to submit a NMW whenever a meter is: installed, exchanged (churned), removed or relocated as per the approved B2B procedure.
- SA Power Networks will not accept any other form of notification of meter works other than a NMW transaction.
- Meter Providers must provide both NMW and Change request (CR) information for SA Power Networks to successfully process the NMW transaction, except for a meter reconfiguration CR where a NMW will not be present.
- Meter Providers will provide all mandatory information within the NMW transaction as per the approved B2B procedure.
- Meter providers will process/send the NMW within 5 business days of performing meter works as per the approved B2B procedure.
- Meter Providers will receive and action any exception email requesting more/missing information sent by SA Power Networks and respond within 2 business days as per the B2M Procedures.



Section 16: Revenue Management – Network Billing

Description

Network Billing is the provision of a Statement of Charge for the Distribution Use of System (DUoS) and associated service charges by SA Power Networks to Retailers. It can include any allowable pass through charges, the provision of a remittance advice by Retailers and the management of billing enquiries, disputes and adjustments.

Process Overview

See Process Overview diagram for Network Tariff Notification

Network Billing

The process in this section is intended to support the standard process and transaction data requirements contained in SA Power Networks' Network Billing B2B Specification document.

The network bill issued in accordance with the B2B specification will normally be sent to Retailers on the 9th calendar day of the month or the next working day.

Some charges are invoiced on a paper bill as they are not high-volume transactions that are easily billed and validated.

Billing Disputes

- Billing disputes in relation to the Network Bill must be submitted in the format outlined in the SA Network Billing B2B Specification and must be received by SA Power Networks prior to the due date, or payment must be made.
- If a Retailer identifies an issue that appears abnormal or systemic, please contact SA Power Networks in the first instance rather than sending a large dispute file. They have found in the past that they may be able to solve the problem by simply resending some corrupt files, thus saving a lot of time and effort by both parties.
- A cancelled invoice should not be disputed. It is the rebilled invoice that Retailers need to dispute.
- Only disputes relating to the current Network Bill dispatch should be on the main dispute file. Retrospective disputes are allowed for invoices already paid, but we require these to be sent in a separate file so they can be dealt with separately to the main dispute file.
- Any items invoiced on a paper invoice should be disputed by contacting the contact person listed in the invoice. Only items billed via the SA Network Billing B2B Specification should be disputed via that instrument.

Payment

Payment for the full amount of the invoice minus any disputes must be made into SA Power Networks nominated bank account on or before the due date of the invoice.

Remittance Advice

- Retailers must submit a remittance advice to SA Power Networks in the same format and medium as the Statement of Charges was received. This will be in the agreed electronic format as per SA Power Networks Billing B2B specification and sent to remittance@sapowernetworks.com.au.



- The Remittance Advice may be submitted prior to sending the Electronic Funds Transfer (EFT) to SA Power Networks bank account. Receipt of the remittance advice does not constitute receipt of payment.
- If a payment remittance advice is received by SA Power Networks that does not match the value of the actual payment amount received in SA Power Networks' bank account, the remittance advice will not be processed.

Any failure or refusal by SA Power Networks to process a remittance advice for any reason will not affect the validity of any payment by Retailers to SA Power Networks; to the extent that the payment meets the Retailer obligations under energy laws.

SA Power Networks will contact the Retailer to determine whether the remittance advice is incorrect or the payment is incorrect and agreement will be reached in determining further actions required to resolve the discrepancy.

Guaranteed Service Level (GSL) payments

SA Power Networks is required to make payments to customers when certain service levels are not met under the Guaranteed Service (GSL) scheme as set out in the [Electricity Distribution Code](#).

GSL duration payments for extended power interruptions will apply when a customer experiences more than 20 hours of interruptions over a financial year. A flat payment will be made for a customer who experiences more than nine outages a financial year.

Any applicable GSL amount will be issued to the Financially Responsible Market Participant (FRMP) who was responsible for the site on 30 June of each year, via a credit against their NMI on the network bill. Whilst payments are required to be made within the first quarter after the end of the financial year, additional payments may be issued to retailers after this date.

Retailers must apply this credit amount to the customer's next electricity account after the GSL payment has been received. Customers who dispute their payment are to be referred to SA Power Networks directly on 13 12 61.

kVA Demand Formula

The following formula is used by SA Power Networks to calculate the kVA Charges which appear on our Network Charge Files.

$$KVAH = \sqrt{([MAX(E-B,0)]^2 + (Q-K)^2)}$$

where,

Net Active Energy = E – B

Net Reactive Energy = Q – K

If there is a Battery Energy Storage System (BESS) installed at a connection, the following kVA formula should be applied.

$$KVAH = \sqrt{([MAX(E-B,0)]^2 + ([MAX(Q-K,0)]^2))}$$

where,

Net Active Energy = E – B

Net Reactive Energy = Q – K



Network Tariff Request

Where Retailers believe that a NMI has been allocated an incorrect Network Tariff, SA Power Networks will, at the request of a Retailer, investigate the discrepancy. If required, they make a change to a new or existing Network Tariff for a NMI. Retailers will be advised within 5 working days. Retailers can instigate this request by sending an email regarding the affected NMI to SA Power Networks LNSP group.

NMI Network Tariff Change

Where SA Power Networks identifies a NMI that has been allocated to an incorrect Network Tariff, SA Power Networks will allocate the correct tariff to the NMI and will notify the Retailer of the change of the tariff within one business day.

If a Retailer is seeking a change of Network Tariff, they must complete the Network Demand and Tariff Change Request form on our website.

Residential to Commercial (or vice versa) Tariff Change

If a customer informs a Retailer the Network Tariff should be listed as Residential when it is currently Business (or vice versa), SA Power Networks must perform a site inspection to verify the nature of the usage at the property.

Where a property is subject to dual business/residential usage, the network tariff will be assigned on the basis of majority use.

Retailers can request a site inspection via raising the **Supply Service Works – Tariff Change** Service Order with the instructions of “Site Inspection Required to Verify Residential / Business use”.

The above applies irrespective if the site has SA Power Networks owned or third party owned metering.

Network Billing enquiries

To ensure timely responses are received, network billing enquiries from Retailers are to be made to the network billing contacts as shown in the Retail Operational Contact List (ROCL).

Network Tariffs and charges

Specific information regarding SA Power Networks, tariffs, charges and calculation methods are published on our website. SA Power Networks generally alters pricing effective 1 July each year and Retailers are sent information regarding these changes to their designated contact.

Billing Adjustments

- Requests for adjustments should be sent to the address listed in the ROCL. Please note that when a Service Order response is received by a Retailer stating, ‘referred to billing for possible adjustment’, there is no need to contact SA Power Networks to request an adjustment.
- On most occasions, we will need to wait for meters to come back from the field to determine if they have been tampered with and to obtain data on the new meter. Adjusting prior to having this new data will not be as accurate and will possibly end up in a customer disputation. SA Power Networks will provide the adjustment and associated data to Retailers when all the information is available for an accurate adjustment.



GST

- SA Power Networks has a triangular relationship with customers and a contract with each customer connected to its Network. Retailers have separate contracts pursuant to which they sell electricity to customers.
- Under energy laws, the Retailers and SA Power Networks agree that SA Power Networks will bill the Retailer for SA Power Networks charges, even though these charges relate to the end customer's use of SA Power Networks network or charges in relation to services provided to the Customer by SA Power Networks.
- SA Power Networks has received Tax advice such that SA Power Networks will produce a document called a 'Statement of Charge' rather than a Tax Invoice. This means that Retailers will be unable to claim input tax credits.

Note: The 'Statement of Charge' will show a '10% charge' in what would have been the GST field. This charge does NOT represent GST.



Default Tariffs

New Connections Tariff Allocation

When creating an 'Allocate NMI' B2B Service Order request, the FRMP must apply a Network Tariff. The following table provides guidance on the application of SA Power Networks' default tariffs for New Service Provision:

Type of New Connection	Default Tariff
Residential	RTOU
Small Business <120kVA or <40MWh	SBTOU
Small Business >120kVA or >40MWh	MBTOUD
Large business (>160MWh)	LBAD - Rest of SA LBADCBD - Postcode 5000
PV Tariff	Default Tariff for Class (ie RTOU / SBTOU)

Meter Churn Tariff Allocation Table

The following table provides guidance to Retailers regarding Network Tariff selection where a site's meter is changed.

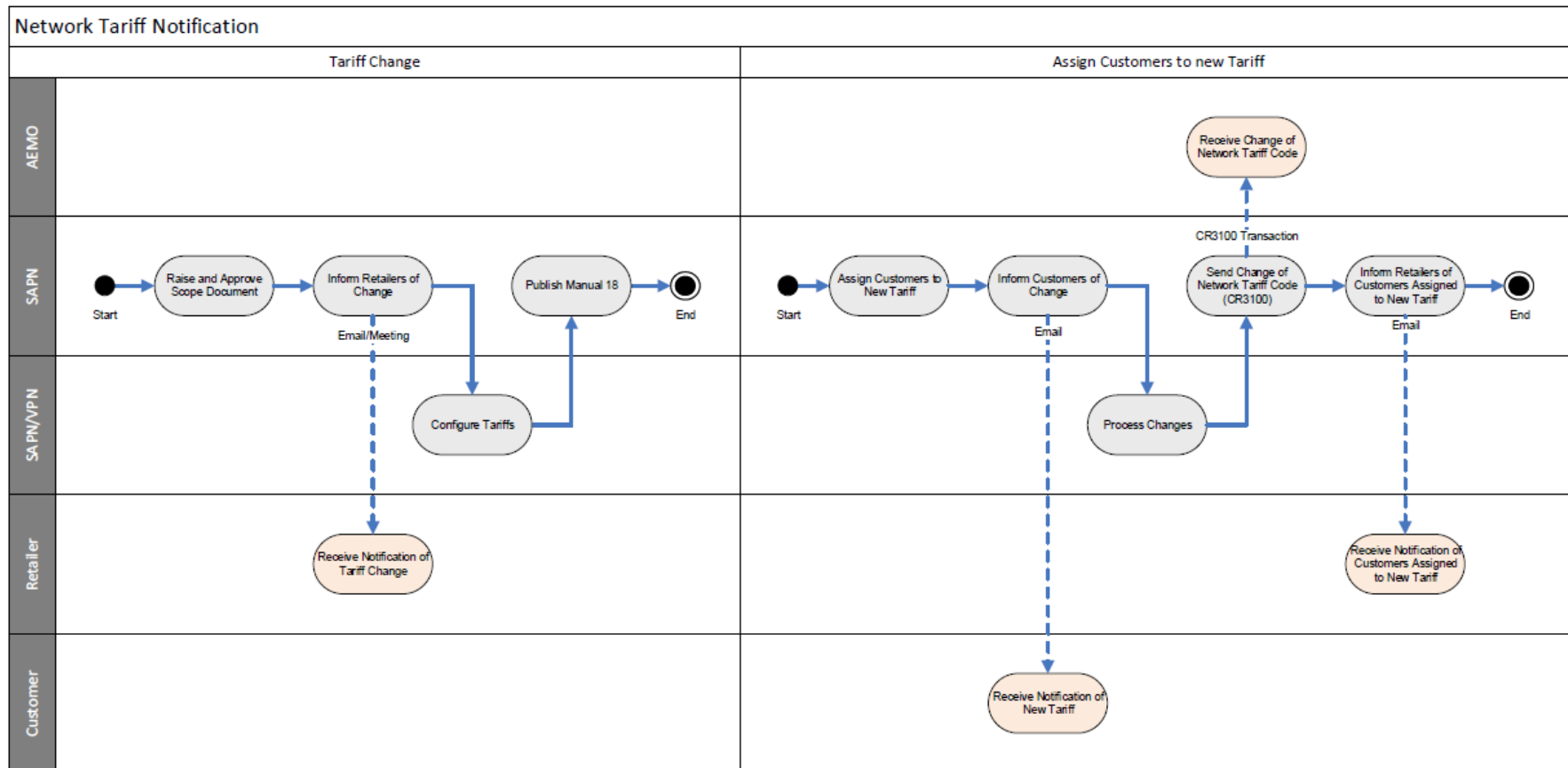
Please note, if a NMI has the GENR2028 or GENR2028S tariff as a pre-existing solar PV tariff published in MSATS, this should be submitted as the current tariff code on the Notice of Metering Works and Change Request.

Type of New Connection	Default Tariff
Residential	RTOU
Small Business <120kVA or <40MWh	SBTOU
Small Business >120kVA or >40MWh	MBTOUD
Large business (>160MWh)	LBAD - Rest of SA LBADCBD - Postcode 5000
PV Tariff	Current NTC (ie RTOU / SBTOU)

Note: SA Power Networks has previously maintained several PV Tariffs, such as XGEN, ZGEN, GEN2016 & NOTAPPLIC. Between February 2024 and 1 July 2025 these NTCs have been phased out and have been replaced by the current NTC published on the energy register of the respective meter/s.



Process Overview



Section 17: Revenue Protection & Larceny of Supply

Description

SA Power Networks has a dedicated team that actively investigates meter tampering and theft of electricity by various means. This function is designed to ensure that customers involved in fraudulent and illegal behaviour are identified for the electricity stolen.

Retailers that seek to pursue a customer through the judicial system should be aware that SA Power Networks is prepared to assist and accompany Retailers requiring our presence in court. SA Power Networks will outline evidence found to support a Retailer's case against a customer who engages in this activity.

- The Revenue Protection process investigates suspected fraud, tampering or faulty SA Power Networks equipment which causes the Retailer and Distributor revenue loss.
- Investigations will generally be performed in business hours but may include out of hours and weekends.
- Investigations will normally include the taking of photographs to be used as evidence.
- SA Power Networks cannot investigate situations where customers believe their power is being stolen by a third party, i.e. a neighbour. This becomes a matter for a licensed electrical contractor to investigate, and if proven, could be referred to the Police. SA Power Networks would only investigate if there is a likelihood of consumption not being recorded by the metering equipment.

Under Metering Contestability, SA Power Networks will no longer replace faulty meters whilst on site. Meters will be replaced by Meter Providers nominated by the Retailer.

A Meter Fault Notification (MFN) will be sent to the Retailer via the approved B2B method where a meter replacement is required (SA Power Networks Meter or Retailer Meter).

Process Overview

See Process Overview diagram for Revenue Protection.

Reporting Process

Information can be received from customers and SA Power Networks employees if a meter is potentially faulty or has been tampered with (fraud). Reports can be received via letter, email, internal call, the fraud hotline, the Faults and Emergencies line and via daily extracts run by SA Power Networks.

Investigation Process

- SA Power Networks uses various meter data reports, Police Intelligence, information from internal field workers, from customers and random audits to determine the properties to investigate for fraud.
- When an investigation is raised, there is no specific timeframe that they can provide as some investigations take many months to reach a conclusion. This is because the accusation of theft against a customer is a serious matter and SA Power Networks will not act until sufficient evidence is gathered. All cases are prepared on the presumption that the matter may be escalated to the Courts.



- Fast meters are mainly caused by customers interfering with the meter. Every fast meter is referred to an Investigator for assessment. In most cases, we provide an adjustment based upon the percentage fast or usage on the new meter, but we may amend this down the track if we find that the meter has been tampered with.

SA Power Networks Responsibilities

- Upon the conclusion of the investigation, SA Power Networks can provide, if requested, all case details including photos, case notes and calculation spreadsheets to Retailers for review within one working day of their completion. If there are any queries, Retailers can reply via email or phone to the contact person listed in the email.
- If there is a revenue protection charge, this will appear on the network bill after the case has been completed under a “Revenue Protection Service Charge” (600 item)

Larceny of Supply Scenarios for Meter Providers

If a Meter Provider identified any one of the scenarios below, these must be reported to SA Power Networks Revenue Protection Team using the following details.

Revenue Protection

1 Anzac Hwy KESWICK SA 5035

Phone: (08) 8404 9500

Email: revenueprotection@sapowernetworks.com.au

Contact Details: Network Operations Centre (NOC)

Phone: (08) 8404 4499

Meter Tampering

- Take photos of the meter, meter panel, sub circuits, tampering (wire in hole, magnet, tampered security seals, dial hands, cut internal metering wires, etc.)
- **Replace meter where possible.**
- Please send photos to **Revenue Protection** with detailed description: address, NMI, what you were there to do etc.
- Monitor the consumption on the new meter closely over the next month in case of any significant drop in consumption, tamper alarms and any unplanned power outages on the meter and report findings to Revenue Protection.

Illegal Meter Bypass

Where an illegal bypass in the meter terminals is found:

- Take photos, measure the current of the bypass cable (with photos), then if safe to do so, meter the cable and carry out the meter exchange as normal, if possible.
- If unsafe to meter the bypass, disconnect the bypass and make safe. Place a danger tag on the bypass cable and leave a note explaining to the customer what was found and how they can have the issue remedied.
- Please email photos to Revenue Protection with a detailed description – address, NMI, what you were there to do etc.



- Monitor the consumption on the new meter closely over the next month in case of any significant drop in consumption, tamper alarms and any unplanned power outages on the meter and report findings to Revenue Protection.

Where an illegal bypass outside of the meter / meter isolator terminals is found:

- Where a bypass is found that cannot be rectified by the Metering Services Provider, take photos of the measured load at the meter and then at the service fuse.
- Leave as found and contact SA Power Networks Network Operations Centre (NOC) on (08) 8404 4499 to organise a pole top or service pit disconnection.
- Please email photos to Revenue Protection with a detailed description – address, NMI, what you were there to do, etc.

IMPORTANT: DO NOT REPAIR THE CONSUMERS MAINS

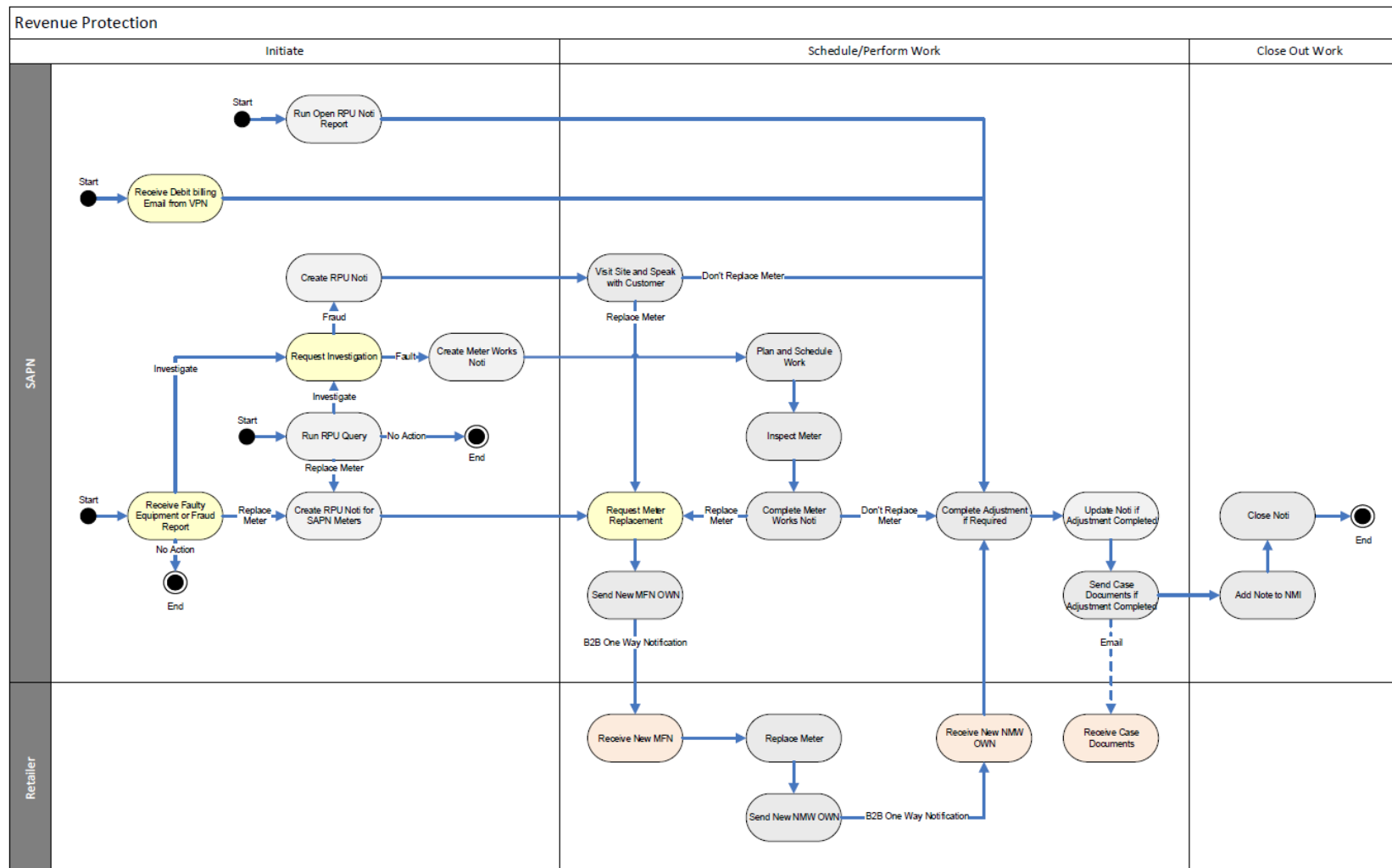
Where customer is refusing access or access issues:

Attempt to make an appointment with the customer.

- If the customer repeatedly refuses to provide access, report to Revenue Protection for further investigation via the email address.



Process Overview



Section 18: Unmetered Supplies

Description

Unmetered Supplies (UMS) are a type of connection under 500 watts with an energy consumption that can be accurately assessed without the need for a meter. The meter data is calculated in line with the algorithms defined in AEMO's Metrology B procedure. Examples of UMS include public facilities such as traffic lights, streetlights, bus shelters and NBN.

SA Power Networks is under no obligation to accept an unmetered supply request until its suitability has been assessed by SA Power Networks in conjunction with accurate NATA test results. In considering the suitability of a load for an un-metered tariff, SA Power Networks must be satisfied that the electrical usage can be accurately determined and that the load will not vary.

There are two types of Unmetered Supply:

Non-Contestable Unmetered Supplies (NCONUML)

Non-Contestable Unmetered Supplies (UMS) are for items such as phone boxes or bus shelters. Non-Contestable UMS are currently only available to AGL as the host Retailer within SA. Following industry changes in October 2021 these are now published in MSATS. Prior to this date all NCONUML NMI's were converted to a 1 : 1 relationship with the supply point following reconciliation with AGL and this is our standard data model moving forwards.

Contestable Unmetered Supplies (Type 7)

Contestable unmetered supplies (UMS) are for traffic lights or streetlights and are published in MSATS. All contestable unmetered devices are approved by AEMO and are held in an approved Load Table for Type 7 metering.

New Non-Contestable UMS Connection Process

The Unmetered Supply - New Service Provision application process for Non-Contestable devices is the same to SA Power Networks' standard New Service Provision process (per Section 1).

Non-Contestable UMS Abolishment Process

The Non-Contestable Unmetered Supply - Abolishment process is the same as SA Power Networks' standard Abolishment process (per Section 3).

Tariff Information

For more information on UMS, please refer to the latest Network Tariffs and Service Installation Rules documents on the SA Power Networks website.

Contestable UMS Load Tables

To view the latest approved load table for South Australia, please refer to the AEMO website.



Section 19: NMI Discovery Follow Up

Description

This is the provision of NMI discovery data where a previous search of the MSATS database by Retailers fails to locate the NMI or the NMI Standing Data.

All discoverable NMI data is expected to be in MSATS. Retailers will initiate all NMI discoveries via MSATS processes. Before sending a request for NMI discovery to SA Power Networks, Retailers will use reasonable endeavours to locate the NMI in MSATS in accordance with the B2B MSATS Procedures. This could entail contacting the customer to confirm their NMI, address, postcode, meter id, etc.

If, after making reasonable endeavours, Retailers still cannot locate the NMI, then please refer to the Retail Operational Contact List (ROCL) at <https://link.aemo.com.au/sites/rocl/SitePages/Home.aspx>



Section 20: Credit Support

Description

The credit support rules that previously existed under the instrument known as the coordination agreement between Retailers and SA Power Networks has been superseded by the credit support rules as introduced under the NECF and applied in accordance with Chapter 6B of the National Electricity Rules.

Any request for Credit Support will be done so in accordance with the Rules.



Section 21: Deconsolidation of Metering

Retailers may receive a request from a customer to deconsolidate meters onto separate NMI's. On occasion, SA Power Networks may be able to facilitate these requests; however, a site inspection will be required to determine the supply arrangement of the property.

SA Power Networks can only deconsolidate meters onto different NMI's **if** supply for each meter is fed from a separate connection point, or, if individual isolation facilities exist for sites with a single connection point. The supply configuration and possibility for deconsolidation will be investigated during the site inspection.

To request a site inspection, retailers are required to raise a "Miscellaneous" Service Order* to SA Power Networks, specifying in the instructions which meter is to be deconsolidated and why.

SA Power Networks also require the following information to be provided, via email (newconnections@sapowernetworks.com.au) to our Connections Team for the Deconsolidation Request to be processed:

Retailer S/O number

Meter number to be separated

Service Address for new NMI

Customer Details for new NMI

The outcome of the deconsolidation request will be provided to retailers in the Service Order response.

*SA Power Networks will apply the 'Meter Inspection Fee' for the site inspection.



Section 22: Miscellaneous Services

From time to time, Retailers may request SA Power Networks to perform a service that is not specified in this handbook. When this occurs, SA Power Networks will negotiate the required service with the Retailer on a case by case basis.



