



Metering Services Application and Price Guide

For the regulatory year 1 July 2014 to 30 June 2015

As approved by the AER

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AURORA ENERGY PTY LTD
Metering Services Application and Price Guide

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1. Introduction

This 2014-15 Metering Services Application and Price Guide outlines Aurora's metering services tariff terms and conditions for the provision of alternative control services - metering services and applies from 1 July 2014 to 30 June 2015. As part of the introduction of full retail contestability in the Tasmanian jurisdiction, Aurora will also develop a 2014-15 Retailer Handbook Operating Procedures which will detail the normal business transactions that will occur between Aurora and the authorised retailers operating in the Tasmanian jurisdiction.

Metering services are those services provided with respect to the provision, installation and maintenance of standard meters and associated services provided to customers (basic metering). This includes the metering services provided using Type 5 – 7 metering installations in Aurora's role as Metering Provider (MP) and Meter Data Provider (MDP).

Aurora's standard metering services excludes:

- MDP services for Type 1 – 4 metering installations;
- certain meters provided in support of the Aurora Retail PAYG product; and
- metering to a standard in excess of that required for the billing of customers.

This 2014-15 Metering Services Application and Price Guide also provides the metering services tariff prices applied by Aurora for all distribution connected basic metering customer sites.

Further information on Aurora's metering services tariffs can be found at Aurora's website at <http://www.auroraenergy.com.au/electricity-network/network-tariffs> and in Aurora's 2014-15 Pricing Proposal¹.

¹ Aurora Energy Pricing Proposal, 1 July 2014 – 30 June 2015, April 2014.

2. Application of metering services tariffs

2.1. Aurora

All references to Aurora within this Metering Services Application and Price Guide, unless otherwise stated, are to Aurora in its capacity as a licensed distribution network service provider (DNSP) in the Tasmanian jurisdiction only.

2.2. Goods and service tax (GST)

The metering services tariffs published by Aurora, unless otherwise stated, are exclusive of GST.

2.3. Time zones

All times reflected in this document are in Australian Eastern Standard Time (AEST) unless otherwise specified.

2.4. Metering services charges

The metering services charges within this Metering Services Application and Price Guide are calculated in accordance with the AER's distribution determination.

2.5. Metering services

The standard charge for the provision of metering services may apply, depending upon the type of metering services that are provided to the customer.

Where a customer requires the provision of Type 1 – 4 metering services, charges for the provision of metering services will only apply should Aurora be appointed as the metering provider (MP) and will be negotiated in accordance with the MP contract.

2.6. Meter Self Read Scheme

Aurora's meter self read scheme gives eligible customers the capacity to submit their own meter readings online. Continued eligibility for the scheme is conditional upon the following:

1. The customer will provide the reads to Aurora in the appropriate format.
2. The customer will permit Aurora unhindered access to their premises to read the meters at least once every 12 months.
3. Aurora will read the meter during its normal scheduled reading rounds.
 - (i) Aurora will notify the customer of the date that Aurora is scheduled to read the meter.
4. In the event that the scheduled date is not suitable to the customer, Aurora will re-schedule a read, and that read will be treated as a special meter read².
5. In the event that Aurora is unable to read the meter because Aurora cannot safely access the premises to read the meter, Aurora will re-schedule a read, and that read will be treated as a special meter read.

² Aurora's fee-based services tariffs for special meter reads are discussed in Aurora's Fee-based Services Application and Price Guide.

6. In the event that Aurora is unable to read the meter after re-scheduling in line with clause 5 above, Aurora will treat this as an access issue in line with clause 9.1 of Aurora's Deemed Supply Contract³.
7. In the event that Aurora is unable to read the meter on the scheduled date for reasons that are not attributable to the customer, "non-customer reasons", Aurora will reschedule the reading at no cost to the customer.

³ Aurora's Deemed Supply Contract is available on Aurora's website at www.auroraenergy.com.au

3. Assigning and reassigning customers to tariff classes

Aurora assigns customers to metering services tariffs on the basis of the customer's connection characteristics and the network tariff that has been determined by the customer's retailer of choice. Customers are assigned to one of the following meter classes:

- LV domestic;
- LV business; and
- other.

Customers are assigned to at least one metering services tariff class. Assignment to tariff classes is based on:

- the nature of the customer's connection;
- the network tariff that will apply; and
- the connection voltage of the customer.

Aurora will take the following factors into consideration when determining the metering services tariff that will apply to a customer:

- whether the installation is a high voltage connection;
- whether the installation is a Private Residential Dwelling;
- whether the metering service supports the Aurora Retail PAYG product;
- whether the metering is single phase or multi-phase;
- whether the metering service requires the installation of current transformers; and
- whether there are communication facilities at the metering site that allow for the remote retrieval of metering data.

3.1. High voltage installations

Aurora's standard charges for the provision of metering services will not apply to any high voltage installation. In all instances the provision of high voltage metering services will be negotiated in accordance with the establishment of a metering provider contract between Aurora and either the customer, or the customer's retailer of choice.

3.2. Type of installations

Private Residential Dwellings, units, town houses or apartments are low voltage installations that are premises used wholly or principally for a residential customer and the metering services will be those provided to a domestic customer.

Should the Private Residential Dwelling require the provision of metering services in support of the Aurora Retail PAYG product, the metering services will be the same as those provided for other domestic customers.

In all other instances, metering services will be those provided to a business customer.

3.3. Number of voltage phases

Aurora's standard metering services are further classified depending on whether the meter is single or multi-phase and whether the meter requires the installation of current transformers.

3.4. Remote reading facilities

In some instances Aurora may install communications facilities as a component of its standard metering services to allow for the remote retrieval of meter data (i.e. no meter reader required). In these instances the metering services charge will be further classified as 'remote read'.

3.5. Final metering services tariffs

Aurora's standard metering services are classified into the following thirteen tariff classes:

- LV domestic – single phase;
- LV domestic – multi phase;
- LV domestic – CT meter;
- LV domestic – single phase – remote read;
- LV domestic – multi phase – remote read;
- LV domestic – CT meter – remote read;
- LV business – single phase;
- LV business – multi phase;
- LV business – CT meter;
- LV business – single phase – remote read;
- LV business – multi phase – remote read;
- LV business – CT meter – remote read; and
- other.

3.6. Reassignment of metering services tariffs

A change in the applicable network tariff will generally result in that customer being reassigned to a different metering services tariff. Customers seeking a reassignment of a network tariff must:

- (a) be eligible for tariff reassignment;
- (b) provide Aurora with one month's written notification; and
- (c) pay any applicable tariff alteration fee⁴.

A network tariff reassignment request may be made:

- (a) through the customer's retailer, where:
 - (ii) the retailer will notify Aurora; or
- (b) through Aurora, where:
 - (iii) Aurora will advise the customer's retailer.

Where a customer is on an incorrect tariff, a network tariff reassignment will be made:

- (a) through the customer's retailer, where:

⁴ Aurora's fee-based services tariffs for tariff alterations are discussed in Aurora's Fee-based Services Application and Price Guide.

- (i) the retailer will notify Aurora; or
- (b) through Aurora, where:
 - (ii) Aurora will advise the customer's retailer.

Customers that are reassigned to a differing network tariff may in turn be reassigned to a differing metering services tariff. Aurora will determine the appropriate metering services tariff that will apply as part of this network tariff reassignment.

3.7. Changes in connection characteristics

Customers that alter their connection characteristics due to a site alteration may be reassigned to a differing metering services tariff even though there is no change in the applicable network tariff. Aurora will determine the appropriate metering services tariff that will apply as part of this site alteration.

By way of example, should a domestic customer install heating that necessitates a connection upgrade from single phase to multi-phase, the customer will be reassigned from the LV domestic – single phase to the LV domestic – multi phase metering services tariff.

4. Procedure for reviewing complaints and disputes

Aurora will ensure that all complaints and disputes are dealt with in accordance with its standard complaints and dispute resolution policy and procedures. Aurora's dispute resolution policy is reviewed annually and published on Aurora's website.

4.1. Internal procedure for reviewing objections

Where Aurora receives written notification that a customer has an objection to a proposed metering services tariff assignment or reassignment, the following procedures will be followed.

An initial review process will be performed by the customer's retailer and forwarded to Aurora for review. This initial review by the retailer should include the proposed metering services tariff assignment and an indication of the customer's anticipated annual consumption and any time maximum demand for the installation.

Aurora will then undertake the following internal review process:

- (a) the customer's written objection will be reviewed by Aurora and the review will be completed within 10 business days of receipt of the customer's written objection;
- (b) additional information provided by the customer (and/or the customer's retailer) will be considered;
- (c) an assessment of the customer's connection to the network will be made;
- (d) Aurora will determine the tariff assignment that should apply;
- (e) the proposed tariff assignment will be reviewed and approved by the Manager Revenue Assurance; and
- (f) the customer (and/or customer's retailer) will be notified in writing of the tariff assignment review outcomes within five business days of completion of the Aurora review.

4.2. Objection not resolved to satisfaction of customer under internal review process

If the customer objection to tariff assignment or reassignment to a specific metering services tariff class, after applying Aurora's internal review process as detailed above, is not resolved to the customer's satisfaction, the customer is entitled to seek resolution through the following:

- if the resolution of the dispute is within the jurisdiction of the Energy Ombudsman Tasmania, the customer is entitled to escalate the matter to the Energy Ombudsman Tasmania; or
- if the objection is not resolved to the satisfaction of the customer under Aurora's internal review system and/or the Energy Ombudsman Tasmania, then the customer is entitled to seek a decision of the AER via the dispute resolution process available under Part 10 of the National Electricity Law.

4.3. Final tariff class assignment

4.3.1. Initial tariff assignment

Where a customer has initially been assigned to a metering services tariff as a component of that customer's connection to the distribution network that tariff assignment will remain in force until the resolution of any objection to that tariff assignment, in accordance with these procedures.

Should the resolution of the customer's objection result in a change in tariff assignment that tariff assignment will be back-dated to the original date of assignment and the customer's account will be adjusted in the next billing period.

4.3.2. Tariff reassignment

Where a customer has been notified that they will be reassigned to a metering services tariff and the customer objects to that tariff assignment, that tariff reassignment will not occur until the resolution of any objection to that tariff reassignment, in accordance with these procedures.

Should the resolution of the customer's objection result in a tariff reassignment, that tariff reassignment will occur at the commencement of the next billing period for the customer or the originally notified date; whichever is the later.

5. Metering services tariffs

Table 1 shows the alternative control services – metering services tariffs that Aurora will offer for the 2014-15 regulatory year.

Table 1: Alternative Control Services – Metering Services Tariffs

Description	Aurora Code
LV domestic – single phase	T01
LV domestic – multi phase	T02
LV domestic – CT meter	T03
LV domestic – single phase – remote read	T01r
LV domestic – multi phase– remote read	T02r
LV domestic – CT meter– remote read	T03r
LV business – single phase	T04
LV business – multi phase	T05
LV business – CT meter	T06
LV business – single phase – remote read	T04r
LV business – multi phase– remote read	T05r
LV business – CT meter– remote read	T06r
Other	T07

6. Conditions for metering services tariffs

The following sections outline the terms and conditions for each of Aurora's metering services tariffs

6.1. LV Domestic – Single Phase (T01)

This metering services tariff is for low voltage installations that are premises used wholly or principally as Private Residential Dwellings with a single phase, whole current, metering service.

A Type 6 meter is the minimum required for installations on this metering services tariff.

6.2. LV Domestic – Multi Phase (T02)

This metering services tariff is for low voltage installations that are premises used wholly or principally as Private Residential Dwellings with a multi phase, whole current, metering service.

A Type 6 meter is the minimum required for installations on this metering services tariff.

6.3. LV Domestic – CT Meter (T03)

This metering services tariff is for low voltage installations that are premises used wholly or principally as Private Residential Dwellings that require the installation of current transformers to enable the recording of meter data as a component of the metering service.

A Type 6 meter is the minimum required for installations on this metering services tariff.

6.4. LV Domestic – Single Phase – Remote Read (T01r)

This metering services tariff is for low voltage installations that are premises used wholly or principally as Private Residential Dwellings with a single phase, whole current, metering service.

Aurora will also install communications facilities as a component of its standard metering service that allows for the remote retrieval of meter data.

A Type 6 meter is the minimum required for installations on this metering services tariff.

6.5. LV Domestic – Multi Phase – Remote Read (T02r)

This metering services tariff is for low voltage installations that are premises used wholly or principally as Private Residential Dwellings with a multi phase, whole current, metering service.

Aurora will also install communications facilities as a component of its standard metering service that allows for the remote retrieval of meter data.

A Type 6 meter is the minimum required for installations on this metering services tariff.

6.6. LV Domestic – CT Meter – Remote Read (T03r)

This metering services tariff is for low voltage installations that are premises used wholly or principally as Private Residential Dwellings that require the installation of current transformers to enable the recording of meter data as a component of the metering service.

Aurora will also install communications facilities as a component of its standard metering service that allows for the remote retrieval of meter data.

A Type 6 meter is the minimum required for installations on this metering services tariff.

6.7. LV Business – Single Phase (T04)

This metering services tariff is for low voltage installations that are not Private Residential Dwellings with a single phase, whole current, metering service.

A Type 6 meter is the minimum required for installations on this metering services tariff.

6.8. LV Business – Multi Phase (T05)

This metering services tariff is for low voltage installations that are not Private Residential Dwellings with a multi phase, whole current, metering service.

A Type 6 meter is the minimum required for installations on this metering services tariff.

6.9. LV Business – CT Meter (T06)

This metering services tariff is for low voltage installations that are not Private Residential Dwellings that require the installation of current transformers to enable the recording of meter data as a component of the metering service.

A Type 6 meter is the minimum required for installations on this metering services tariff.

6.10. LV Business – Single Phase – Remote Read (T04r)

This metering services tariff is for low voltage installations that are not Private Residential Dwellings with a single phase, whole current, metering service.

Aurora will also install communications facilities as a component of its standard metering service that allows for the remote retrieval of meter data.

A Type 6 meter is the minimum required for installations on this metering services tariff.

6.11. LV Business – Multi Phase – Remote Read (T05r)

This metering services tariff is for low voltage installations that are not Private Residential Dwellings with a multi phase, whole current, metering service.

Aurora will also install communications facilities as a component of its standard metering service that allows for the remote retrieval of meter data.

A Type 6 meter is the minimum required for installations on this metering services tariff.

6.12. LV Business – CT Meter – Remote Read (T06r)

This metering services tariff is for low voltage installations that are not Private Residential Dwellings that require the installation of current transformers to enable the recording of meter data as a component of the metering service.

Aurora will also install communications facilities as a component of its standard metering service that allows for the remote retrieval of meter data.

A Type 6 meter is the minimum required for installations on this metering services tariff.

6.13. Other (T07)

This metering services tariff is for low voltage installations that are premises used wholly or principally as Private Residential Dwellings and require a metering service in support of the PAYG product.

This metering services tariff is for low voltage installations that are premises used wholly or principally as Private Residential Dwellings with a single phase, whole current, metering service.

This meter class does not apply to metering services where the prepayment facility is fully incorporated as a component of the provision of that meter.

A Type 6 meter is the minimum required for installations on this metering services tariff.

7. Metering services tariffs for 2014-15

Aurora’s metering services tariffs for 2014-15 are outlined in Table 2.

Table 2: Alternative Control Services – Metering Services Tariffs

Tariff Description	c/day
LV domestic – single phase	7.344
LV domestic – multi phase	15.240
LV domestic – CT meter	18.860
LV domestic – single phase – remote read	6.313
LV domestic – multi phase– remote read	14.275
LV domestic – CT meter– remote read	20.572
LV business – single phase	7.596
LV business – multi phase	15.196
LV business – CT meter	19.650
LV business – single phase – remote read	6.313
LV business – multi phase– remote read	14.275
LV business – CT meter– remote read	20.572
Other	13.411

8. Definitions

AER	Australian Energy Regulator.
Aurora	Unless otherwise stated means Aurora Energy Pty Ltd ABN 85 082 464 622 in its capacity as a Distribution Network Service Provider.
Billing Period	The period covered by the bill sent to a retailer or customer.
Distribution Network Service Provider	A person who engages in the activity of owning, controlling, or operating a Distribution System.
Distribution System	A distribution network, together with the connection assets associated with the distribution network, which is connected to another transmission or distribution system.
HV or High Voltage	A voltage exceeding 1,000 volts.
Interval Metering Services	Reading services for interval meters – types 1-5 as defined in the NER.
LV or Low Voltage	A voltage not exceeding 1,000 volts.
NECF	National Energy Customer Framework.
NER or Rules	National Electricity Rules.
Network	The apparatus, equipment, plant and buildings used to convey, and control the conveyance of, electricity to customers (whether wholesale or retail) excluding any connection assets. In relation to a Network Service Provider, a network owned, operated or controlled by that Network Service Provider.
Network Tariff	Means the schedule of fees (including the rate or rates) Aurora uses to calculate the amount it charges customers, or a class of customers, for network services, as amended from time to time.
Private Residential Dwelling	A reference to a private residential dwelling is a house, unit, town house or apartment and is a reference to an establishment that, in the reasonable opinion of Aurora is not classifiable under the Australian and New Zealand Standard Industrial Classification (ANZSIC). The ANZSIC system is based on businesses, and it is used to classify businesses. It includes any organisation, which provides goods and services, including companies, non-profit organisations, government departments and enterprises.
Retailer of Choice	The customer's current or chosen electricity retailer.