

CUSTOMER OWN READ (ACTUAL) METHODOLOGY

PREPARED BY: AEMO/Markets/Market Enhancement
VERSION: 1.0
EFFECTIVE DATE: <TBA>
STATUS: FINAL

Approved for distribution and use by:

APPROVED BY: Violette Mouchaileh
TITLE: Chief Markets Officer

DATE: <TBA>

VERSION RELEASE HISTORY

Version	Effective Date	Summary of Changes
1.0	<insert date>	First Issue.

IIR version

CONTENTS

1.	PURPOSE AND SCOPE	4
2.	RELATED DOCUMENTS	4
3.	CHANGE PROCESS TO AMEND THE CUSTOMER-OWN READ (ACTUAL) METHODOLOGY.	4
4.	INTERPRETATION.	4
5.	ARRANGEMENT TO RECEIVE A CUSTOMER-OWN READ (ACTUAL).	4
6.	CRITERIA.	5
7.	VALIDATION.	5
8.	CUSTOMER OWN READ (ACTUAL) REPORT.	5

IIR version

1. PURPOSE AND SCOPE

Clause 3.1.1(g) of the Retail Market Procedures (NSW AND ACT) (RMP NSW AND ACT) states that AEMO must ensure that at all times there is a *Customer-own read (Actual) methodology* which specifies the criteria to be met for a *Customer-own read* to be a *Customer-own read (Actual)* and the requirements for a *Network Operator* to arrange to receive a *Customer-own read (Actual)* from a *Customer* for the purpose of clause 3.1.1(f) of the RMP NSW AND ACT.

The *Customer-own read (Actual) methodology* is an *industry approved methodology* that applies to all *network sections* except the Wagga Wagga and Tamworth *network sections*.

An *industry approved methodology* can only be amended by AEMO after consultation with Gas Retail Consultative Forum (GRCF).

This *Customer-own read (Actual) methodology* contains:

- (i) the criteria that a *Customer-own read* must meet to be a *Customer-own read (Actual)*, and
- (ii) the arrangements for a *Network Operator* to receive a *Customer-own read (Actual)* from a *Customer* for the purpose of clause 3.1.1(f) of the RMP NSW AND ACT.

2. RELATED DOCUMENTS

Reference	Title	Location
Ref #1	Retail Market Procedures (RMP) NSW AND ACT	Published on AEMO website

3. CHANGE PROCESS TO AMEND THE CUSTOMER-OWN READ (ACTUAL) METHODOLOGY.

AEMO is responsible for maintaining this *Customer-own read (Actual) methodology*.

At least 20 *business days* prior to making any amendment this to *Customer-own read (Actual) methodology*, AEMO must inform the Gas Retail Consultative Forum (GRCF) of the change.

This *Customer-own read (Actual) methodology* shall apply effective from the date of its publication on AEMO's website.

4. INTERPRETATION.

An italicised term in this *Customer-own read (Actual) methodology* shall have the same meaning as set out for that term in the RMP (NSW and ACT) as applying at the relevant time.

5. ARRANGEMENT TO RECEIVE A CUSTOMER-OWN READ (ACTUAL).

For the purpose of clause 3.1.1(f) of the RMP (NSW and ACT):

- (a) A *Network Operator* enters into an arrangement with a *Customer* to receive a *Customer-own read (Actual)* if a *Customer* informs the *Network Operator* of an intention to submit a *Customer-own read (Actual)* to the *Network Operator*; and

Note: Informing the *Network Operator* can occur by the *Customer* registering to submit *Customer-own read (Actual)* to the *Network Operator* with a mobile application.

- (b) A *Network Operator's* arrangement with a *Customer* to receive a *Customer-own Read (Actual)* from that *Customer* ends if the *Customer*:
 - (i) informs the *Network Operator* they no longer intend to submit a *Customer-own read (Actual)*;

- (ii) fails to provide a *Customer-own read (Actual)* to the *Network Operator* for two consecutive *scheduled read dates*;
- (iii) provides a *Customer-own read (Actual)* which is not a *validated meter reading* for two consecutive *scheduled read dates*; or
- (iv) fails to provide a *Customer-own read (Actual)* to the *Network Operator* for a *scheduled read date* and provides a *Customer-own read (Actual)* which is not a *validated meter reading* for the next *scheduled read date* or vice versa.

Note: If a *Network Operator's* arrangement with a *Customer* to receive a *Customer-own read (Actual)* ends, the *Network Operator* must use its reasonable endeavours to read the *Customer's meter* in accordance with clause 3.1.1(d) of the RMP NSW AND ACT for the next *scheduled read date* immediately after the arrangement ends.

6. CRITERIA.

The *Network Operator* must apply the following criteria when determining whether a *Customer-own read* is a *Customer-own read (Actual)*:

- (a) the *Customer* has electronically submitted, directly to the *Network Operator*, details of the *meter number*, the *read* undertaken by the *Customer* for the *non-daily metered delivery point* to which the *meter* relates and a current photograph of the *meter* clearly showing the *meter index* and *meter number*; and
- (b) submission of the information specified in paragraph (a) occurs during the applicable *read window*, being no earlier than 4 *business days* before the *scheduled read date*, and no later than 2 *business days* after the *scheduled read date*.

7. VALIDATION.

- (a) Subject to clause 7(b), a *validated meter reading* for a *Customer-own read (Actual)* (as determined by application of the requirements in clause 6) is a *Customer-own read (Actual)* that has been validated by the *Network Operator* in accordance with the *approved validation methodology*.
- (b) To validate a *Customer-own read (Actual)*, the *Network Operator* may use the photograph submitted by the *Customer*.

8. CUSTOMER OWN READ (ACTUAL) REPORT.

For the purpose of clause 3.5.4(e) of the RMP (NSW and ACT), the *Customer-own read (Actual) Report* must contain the following information for each *delivery point* with a *Customer-own read (Actual)*

- (a) the *MIRN*;
- (b) the *meter number* of the current installed *meter*;
- (c) *meter type* (Gas or Hot Water);
- (d) the *schedule read date*;
- (e) the date of the *Customer-own read (Actual)* was taken;
- (f) the message identifying the electronic method by which the *Customer-own read (Actual)* was provided by the *Customer*;
- (g) the *meter index* (as provided by the *Customer*);

- (h) the type of *meter reading* (*validated meter reading* or *estimated meter reading*);
- (i) read reason ('01' schedule read or '09' not schedule read);
- (j) *FRO*; and
- (k) photolink to the jpeg photograph provided by the *Customer*.

IIR version