



This has resulted in the Metering Code Communication Rules now only containing high-level detail. The Communication Rules describe the manner in which a Build Pack, satisfying transaction and communications requirements, will be developed. The Communication Rules also detail the documents necessary to satisfy these requirements, and their control and amendment processes. Western Power believes that the Communication Rules comply with the provisions of Clause 6.7, "Requirements for communication rules", of the Metering Code.

It is intended, at a later date, to combine the Customer Transfer Code and Metering Code Communication Rules. It is also intended that the Metering Code Communication Rules Build Pack will be an extension of the Customer Transfer Code Communication Rules Build Pack which is currently under development. Again, Western Power believes that retailers and other Metering Code participants will endorse this approach.

Please do not hesitate to contact me should you require further information.

Yours sincerely



 **PHIL SOUTHWELL**  
**MANAGER**  
**NETWORKS STRATEGY & REGULATION**

**Metering Code Communication Rules and  
Model Service Level Agreement**

**Introduction and Consultative Process Report**

**28 October 2005**

Produced by

**Metering Services  
Networks Business Unit  
Western Power Corporation**



**Western Power**

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# 1 Introduction

Western Power (“WP”) Networks Business Unit (“NBU” or “Networks”) would like to submit the accompanying proposed Metering Code Communication Rules (“Rules”) and Metering Services Model Service Level Agreement (“Agreement”) for approval by the ERA. This report demonstrates Western Power’s compliance with its obligations under the Metering Code (“Code”), detailing the development process of the Rules and Agreement, and their reasonability. Consistency of the Rules and Agreement in relation to the Metering Code is demonstrated in the report.

Considerable care has been taken to ensure fairness to all parties and to avoid overly complicating the Rules and Agreement. Networks have aimed at keeping the minimum content required to satisfy the Code. In particular Networks have attempted to avoid unnecessary duplication of material from the Communication Rules and to omit low-level detail that more properly belongs in the Metrology procedures.

## 2 Compliance

The Code details three areas of compliance to be satisfied by Western Power Networks, as the network operator.

These are:

- Reporting
- Process
- Consistency in relation to the Code and the Code Objectives.

The following details how compliance has been met in these areas.

### 2.1 Reporting

The report satisfies compliance criteria by

- Identifying the process through which the proposed Rules and Agreement have been developed, including details of consultation with Code participants.
- Demonstrating how the Rules and Agreement are reasonable to all parties and consistent with the Code.
- Including copies of submissions received by the network operator from retailers.

### 2.2 Process

The process utilised in the development of the Rules and Agreement satisfies compliance criteria by

- Seeking, and responding to, submissions from retailers concerning the proposed Rules and Agreement. See minutes of meetings in Appendix B.
- Showing regard to the submissions made by retailers. A summary of submissions and their associated responses are provided in Appendix C.

### 2.3 Consistency with Code and the Code Objectives

The Rules and Agreement comply with the Code by

- Being believed by all parties to be reasonable.
- Being consistent with the code, in particular:
  - The provisions of clause 6.7, *Requirements for communication rules*.

- the provisions of clause 6.6, *Requirements for model service level agreement.*
- The provisions of Division 6.2, *Approval procedure for documents.*

### 3 Development Process

The proposed Rules and Model Service Level Agreement was developed by the following process:

15 April	Initial release of the draft Rules and SLA to the development group.
22 April	Initial Rules and SLA document review meeting.
6 <sup>th</sup> May	Rules and SLA document review meeting.
20 <sup>th</sup> May	Rules and SLA document review meeting.
13 <sup>th</sup> June	Final Rules and SLA review session.
June – October 2005	Actioning of review comments.  Revision to accommodate changes to Metering Code and Communications rules to ensure consistency.



## 4 Rules Are Reasonable

The proposed Communication Rules and Model Service Level Agreement are considered to be fair due to:

- The Rules and Agreement have been developed in consultation with all market participants. Feedback has regularly been sought. Response to all feedback has been provided.
- Wherever possible the Rules and Agreement has remained faithful to the respective provisions of the code.
- The Rules and Agreement place each Participant on an equal footing.
- The Rules and Agreement cover all the services in the Code.
- The charges for listed services are fair, being related to the cost of providing the service.

## 5 Rules and Agreement Consistent With The Code

These Rules and Agreement demonstrate consistency with the Code by:

- Covering all the services legislated for in the Metering Code and in the Customer Transfer Code;
- Providing a detailed description of the service;
- Providing a timeframe for each service;
- Defining appropriate metrics to measure performance of the services by the Network Operator;
- Defining an appropriate reporting mechanism for the performance metrics;
- Defining charges that apply for each of the services;
- Defining the basis of calculation for the variable components of charges;
- Including charges that are calculated from the cost of providing the service in line with good electricity industry practice;

## Appendix A – Initial Correspondence

From: ERIU on 15/04/2005  
To: Document working Group  
Subject: RE: SLA - Metering Code

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Dear all

Please find attached for your information/consideration a draft generic SLA specifying service level standards that has been provided by Western Power networks.

I note that Western Power networks has indicated that this document was developed for internal purposes, and therefore will require additional work and consultation before it is ready for inclusion within Annex 7 of the Metering Code.

It appears to me that timing is going to be an issue in this regard - the objective is for the Minister to make the Code in time for it to be effective from 1 July 2005. As with the Customer Transfer Code, a regulation will need to be made to make compliance with the Metering Code a mandatory licence condition.

The last possible Executive Council meeting (at which such a regulation would need to be approved) prior to July is on 21 June, which requires the Minister to sign the Executive Council submission by 15 June 2005. In turn, the Minister will have had to approve the Metering Code by that time, which means it would need to be submitted to him no later than 8 June 2005.

Essentially, this means the Metering Code and its annexes will need to be finalised by the end of May 2005.

An issue that the retailers and the Western Power networks may wish to consider is whether the same approach that has been adopted for the development and finalisation of the communication rules and file formats could work for the service standards, especially since I note that the same working group is intended to be used to consult on the draft generic SLA.

This would mean that the Metering Code please an obligation on the same working group to develop and agree on a generic SLA that would then be submitted to the ERA for approval (same process as intended to apply for communication rules and file formats). This might provide a little more time to finalise the generic SLA.

This approach would differ from the consensus reached at the last meeting, which was that annex 7 of the Code would be amended to include the SLA service standards in addition to the price information it currently contains.

Could you all please consider and let me know if you consider that we should depart from this approach (i.e. that which we agreed at our meeting on Wednesday 13 April).

In any event, it is clear that there is not a lot of time to finalise the communication rules, file formats and service levels, although it is probably this last one that is going to require most discussion.

I would expect that Western Power networks will constitute the informal working group of retailers and the network operator to progress these issues as a matter of urgency. I would be happy to be involved to the extent that guidance is required from a policy perspective.

Please give me a call or email me if you would like to discuss.

**From:** Western Power Networks on Thursday, 14 April 2005  
**Subject:** SLA - Metering Code

Please find attached SLA as discussed during yesterdays meeting of the Metering code expert group.

The SLA has been forwarded as an example of the one in place between WP Retail and WP Networks. We expect the generic SLA to look different and contain a more extensive list of services which will be taken for the codes as appropriate and when they have been finalised.

I anticipate that all the service requirements detailed in the various codes will be reflected in the generic SLA as the basic service requirement that Metering/Networks will be providing to the market. This SLA will form the basis of the standard service provision and include the agreed charges (as currently referred to in the metering code).

Each Retailer will then have the opportunity to change any aspect of the service provision according to their particular business needs, charges may apply for additional or changed services, this would be subject to negotiation by each retailer concerned. Alternatively, Retailers may elect to take the standard service provision as set out in the various codes and the generic SLA.

I anticipate that as the codes are finalised and the metering systems design is complete, the generic SLA will become clearer. The ongoing Retailer/Networks group which we discussed yesterday would be used as the forum to gain agreement from all retailers (or a majority to be agreed) regarding the full contents of the standard SLA for metering services and this would be done as soon as is practicable.

The Metrology procedure would be developed using this group also, I anticipate that the procedure will cover technical information for metering and Validation, estimation and substitution rules for metering data, in detail.

## Appendix B– Minutes of the Rules Development Group

### B1 Minutes Of Meeting Held On 6<sup>th</sup> May 2005

**Attendees:** Colin Walker (WP Metering) Paul White (WP Metering)  
 Katrina Novacsek (WP Retail) Mark Baxter (WP Retail)  
 Stephanie Wall (Project Metron) Ray Miles (Alinta)  
 Michael Waller (Alinta) Jenny Laidlaw (WP Retail)  
 Mark Hillaby (WP Networks Reform) Grant Woollard (WP Access Services)  
 Corey Dykstra (ERIU)

**Apologies:** Paul Keay (Alinta) Shona Guilfoyle (Perth Energy)  
 Forbes McKay (Project Metron)

**Add. Circ.:** Andrew Wood (WP Metering) Neil Chivers (WP Access Services)  
 Noleen Kitis (Project Metron)

Minute	Action
<p><b>SLA Document</b>                      Mark Hillaby tabled the SLA document for further comment. Discussion was around a lower level of detail required to fully explain the nature of the service delivery.</p> <ol style="list-style-type: none"> <li>1. To enable retailers to chose the service they require there needs to be a 'portfolio' of services for each Meter type and these need to relate to the service descriptions which are in the document. MH</li> <li>2. Some reference to the communications rules at a basic level so that it is clear where a service description or requirements is described. MH</li> <li>3. Additional services related to re-energise/de-energise to be added. MH</li> <li>4. Section 2.5 &amp; 2.9 to be amalgamated and a level of escalation to be included which is a step between this document and escalation process contained in the Metering Code. MH</li> <li>5. Include CT Meter Audit description MH</li> <li>6. Reading schedule changes can only be made with minimum notice period and preferable only after agreement by the Retailers. Form of words to be agreed. MH</li> </ol>	
<p><b>Metering Communications Rules</b>                      Stephanie Wall outlined the progress being made with the Metering communication rules. The Customer transfer Comm rules have been separated from the metering communications rules. The intention is to amalgamate these documents in the future, possible once the Customer transfer rules are complete (completion is likely to be July).</p> <p>The XML Schema is also being developed as a separate document. The concern of the group was that there are now three separate communications documents where there should be one. WP will consider a plan to bring these items together in one document and report to next meeting. SW</p> <p>The development of the communications rules will continue and workshops/workgroups will be established outside the Development group meeting to progress the communications rules development. The aim is to have these in an acceptable form for the 1st July. This date</p>	

<p>will be reviewed at the next meeting of the group on the 20<sup>th</sup> May.</p> <p>WA Retailers objected to the use of XML wrapper in the July release of MBS. There should be the facility to handle NEM files without the wrapper. IT development and testing was not possible in time to facilitate this and there was also limited value in the short term, should the XML handling be achieved.</p> <p>WP agreed to look at this issue and propose options for alternative methods of passing NEM files to Retailers in July.</p> <p>The Metering Communications rules will continue to be developed by this group. They will identify message requirements and how they will be supported by different means over time (i.e. MBS in July/November ).</p>	<p>CW</p>
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### **Acceptance of Previous Minutes**

Previous Minutes were accepted.

## B2 Minutes Of Meeting Held On 20<sup>th</sup> May 2005

<b>Attendees:</b>	Colin Walker (WP Metering) Jeremy DeSouza (WP Retail) Forbes McKay (Project Metron) Michael Waller (Alinta) Mark Hillaby (WP Networks Reform) Corey Dykstra (ERIU) Gavin White (ERIU)	Paul White (WP Metering) Mark Baxter (WP Retail) Ray Miles (Alinta) Jenny Laidlaw (WP Retail) Grant Woollard (WP Access Services) Geoff Pearson (WP Regional)
<b>Apologies:</b>	Paul Keay (Alinta) Katrina Novacsek (WP Retail)	Shona Guilfoyle (Perth Energy)
<b>Add. Circ.:</b>	Andrew Wood (WP Metering) Noleen Kitis (Project Metron)	Neil Chivers (WP Access Services)

Minute	Action
<p><b>SLA Document</b> Mark Hillaby tabled the SLA document for further comment.</p> <ol style="list-style-type: none"> <li>1. Some reference to the communications rules at a basic level so that it is clear where a service description or requirements is described.</li> <li>2. Reading schedule changes can only be made with minimum notice period and preferable only after agreement by the Retailers. Form of words to be agreed.</li> <li>3. Jenny Laidlaw asked for additional services to be added such as supply abolishment. MH to determine if they are definitive services or sub processes attached to existing services</li> <li>4. Bulk Standing data request to be added as a service</li> <li>5. Add column to pricing table at back of SLA which includes service delivery timings as well</li> <li>6. discussions regarding service delivery timings needs to be clearer. MH to seek clarification/alternative words from metering services</li> </ol>	<p style="text-align: right;"><i>MH</i></p> <p style="text-align: right;"><i>MH</i></p> <p style="text-align: right;"><i>MH/CW</i></p> <p style="text-align: right;"><i>MH</i></p> <p style="text-align: right;"><i>PW</i></p> <p style="text-align: right;"><i>MH</i></p>
<p><b>Metering Communications Rules</b> Stephanie Wall outlined the progress being made with the Metering communication rules. The Customer transfer Comm rules have been separated from the metering communications rules. The intention is to amalgamate these documents in the future, possible once the Customer transfer rules are complete (completion is likely to be July).</p> <p>The XML Schema is also being developed as a separate document. The concern of the group was that there are now three separate communications documents where there should be one. WP will consider a plan to bring these items together in one document and report to next meeting.</p> <p>The development of the communications rules will continue and workshops/workgroups will be established outside the Development group meeting to progress the communications rules development. The aim is to have these in an acceptable form for the 1st July. This date will be reviewed at the next meeting of the group on the 20<sup>th</sup> May.</p> <p>WA Retailers objected to the use of XML wrapper in the July release of MBS. There should be the facility to handle NEM files without the wrapper. IT development and testing was not possible in time to facilitate this and there was also limited value in the short term, should the XML handling be achieved.</p> <p>WP agreed to look at this issue and propose options for alternative methods of passing NEM files to</p>	<p style="text-align: right;"><i>SW</i></p>

<p>Retailers in July.</p> <p>The Metering Communications rules will continue to be developed by this group. They will identify message requirements and how they will be supported by different means over time (i.e. MBS in July/November ).</p>	<p>CW</p>
<p><b>Metrology Procedure</b></p> <p>MSH circulated the Victorian Electricity Supply Industry Metrology Procedure as an example of the document that will be developed for the WA Market. MSH requested all to review the level of detail in the document to determine if this met WA code participants requirements.</p> <p>The level of detail required to support the process interactions for substitution, estimation and validation was requested as a matter of urgency. WP Retail felt that this information will be required before the SLA and communications rules can be signed off by the group. WP will look at the development of the detail required as a matter of urgency</p>	<p>MH/CW</p>



## B3 Minutes Of Meeting Held On 13<sup>th</sup> June 2005

### Minutes of Meeting 13<sup>th</sup> June 2005 1300hrs

<b>Attendees:</b>	Colin Walker (WP Metering) Mark Baxter (WP Retail) Forbes McKay (Project Metron) Michael Waller (Alinta) Mark Hillaby (WP Networks Reform) Geoff Pearson (WP Regional)	Paul White (WP Metering) Gavin White (ERIU) Ray Miles (Alinta) Jenny Laidlaw (WP Retail) Grant Woollard (WP Access Services)
<b>Apologies:</b>	Paul Keay (Alinta) Katrina Novacek (WP Retail)	Shona Guilfoyle (Perth Energy) Jeremy DeSouza (WP Retail)
<b>Add. Circ.:</b>	Andrew Wood (WP Metering) Noleen Kitis (Project Metron)	Neil Chivers (WP Access Services)

Minute	Action																												
<p><b>ERIU update</b></p> <p>Gavin White provided update on progress of the Metering Code which is presently going through legal review. GW's view was that the metering communications rules along with the generic SLA need to be at a completed stage and signed off by the Code Group before they ERIU could proceed with the enactment of the Metering Code.</p> <p><i>It is expected that the metering code will be circulated one final time after the lawyers changes have been incorporated, to the metering code expert group before a meeting will be held by ERIU to gain final acceptance. In terms of timeframes, it is likely that the code will be put forward for final sign off by the end of June and enacted 1 month after that. There was acceptance that systems and processes will need to be in place to support the code and that ERIU are unlikely to proceed with enactment if Code Participants are likely to be in breach immediately the code is in place.</i></p> <p><b>Metering Communications Rules</b></p> <p>Objectives of today's presentation were outlined by Forbes McKay, they were to:</p> <ul style="list-style-type: none"> <li>• give an update of progress of comms rules development.</li> <li>• Gain agreement/sign on by all present</li> <li>• Outline timetable for further deliveries</li> </ul> <p><i>Timetable for development of code rules and XML Schema</i></p> <ul style="list-style-type: none"> <li>• FM proposed a schedule for development of an acceptable Metering Code Communications Rules document. The key activities and milestones were as follows:</li> </ul> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Milestone/Activity</th> <th style="text-align: left;">Who</th> <th style="text-align: left;">Due Date</th> <th style="text-align: left;">Status</th> </tr> </thead> <tbody> <tr> <td colspan="4"><b>V11 Review Cycle</b></td> </tr> <tr> <td>Metering Code Communications Rules v11 released</td> <td>FM</td> <td>10/6/05</td> <td>Complete</td> </tr> <tr> <td>Final date for retailer comments on v11 of Communication Rules (focus on sections 3, 4, 5, and 13)</td> <td>Retailers, ERIU</td> <td>17/6/05</td> <td>Not started</td> </tr> <tr> <td colspan="4"><b>V12 Review Cycle</b></td> </tr> <tr> <td>Metering Code Communications Rules v12 released</td> <td>FM</td> <td>23/6/05</td> <td>Not started</td> </tr> <tr> <td>XML schema v2.0 released</td> <td>FM</td> <td>23/6/05</td> <td>Not started</td> </tr> </tbody> </table>	Milestone/Activity	Who	Due Date	Status	<b>V11 Review Cycle</b>				Metering Code Communications Rules v11 released	FM	10/6/05	Complete	Final date for retailer comments on v11 of Communication Rules (focus on sections 3, 4, 5, and 13)	Retailers, ERIU	17/6/05	Not started	<b>V12 Review Cycle</b>				Metering Code Communications Rules v12 released	FM	23/6/05	Not started	XML schema v2.0 released	FM	23/6/05	Not started	ALL
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<b>V12 Review Cycle</b>																													
Metering Code Communications Rules v12 released	FM	23/6/05	Not started																										
XML schema v2.0 released	FM	23/6/05	Not started																										

Next meeting of development group	All	27/6/05	Not started
Final date for retailer comments on v12 of Communication Rules (focus on section 8 Service Orders)	Retailers, ERIU	1/7/05	Not started
<b>V13 Review Cycle</b>			
Metering Code Communications Rules v13 released	FM	6/7/05	Not started
XML schema v2.1 released	FM	6/7/05	Not started
Next meeting of development group	All	11/7/05	Not started
Final date for retailer comments on v13 of Communication Rules (focus on all remaining sections)	Retailers, ERIU	1/7/05	Not started
<b>V14 Review Cycle</b>			
Metering Code Communications Rules v14 released	FM	20/7/05	Not started
XML schema v2.2 released	FM	20/7/05	Not started
Next meeting of development group	All	22/7/05	Not started
Final date for retailer comments on v14 of Communication Rules (ratifying document)	Retailers, ERIU	27/7/05	Not started
<b>V15 Release</b>			
Metering Code Communications Rules v15 released for approval by ERIU	FM	29/7/05	Not started
XML schema v2.3 released	FM	20/7/05	Not started
<b>Target dates for subsequent releases</b>			
To be confirmed	FM	TBC	Not started

- All attendees accepted the proposed schedule in principle, on the understanding that the rules relevant to the first release of MBS be reviewed and agreed first.
- FM proposed the following focus areas for each version of the Communication Rules:

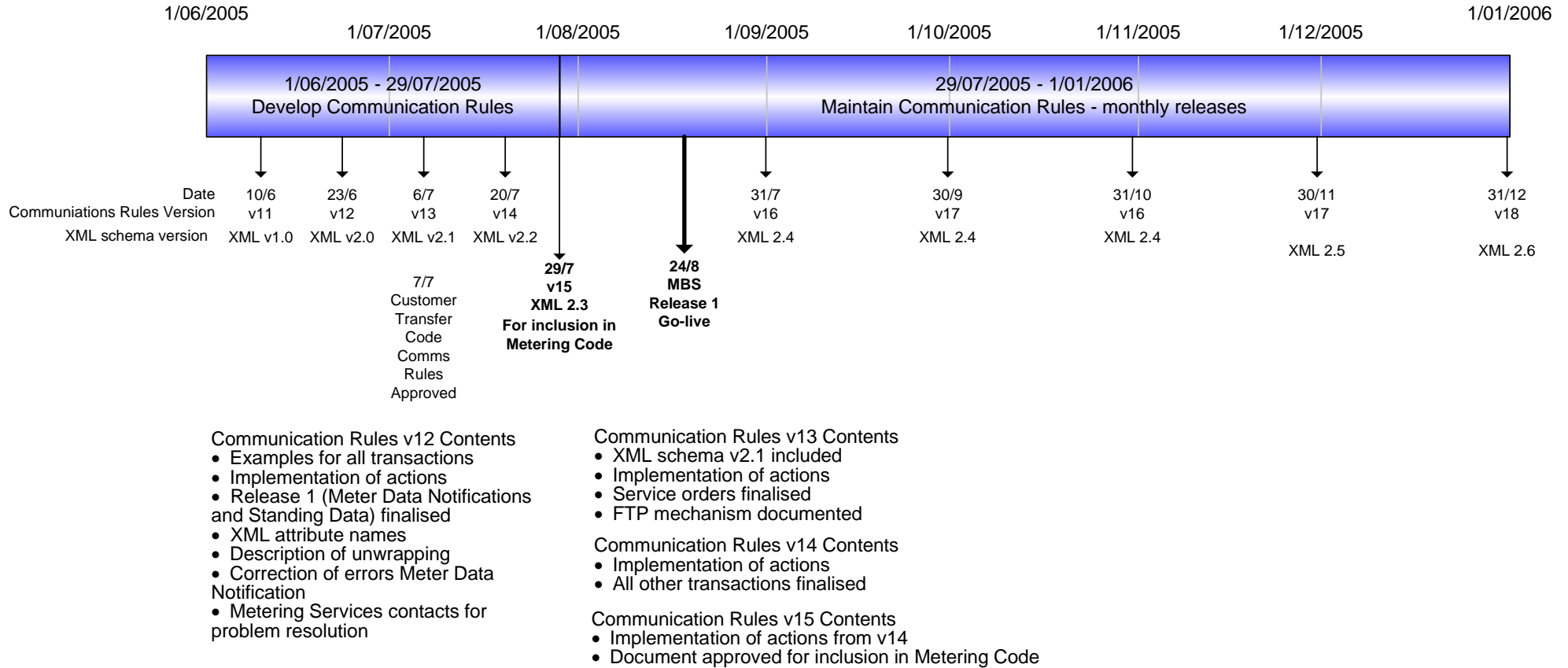
Milestone/Activity	Status
<b>Version 11 Contents</b>	<b>Complete</b>
• Example XML for some transactions	Complete
• Implementation of actions from WP and Hansen review comments on v10	Complete
<b>Version 12 Contents: v11 plus...</b>	
• XML schema v2.0 included	In progress
• Examples for all transactions included, especially standing data notifications/updates	In progress
• Implementation of actions from review comments on v11	Not started
• Release 1 (Meter Data Notifications and Standing Data) finalised	Not started
• Addition of XML attribute names against each message attribute, and correction of transaction names to match those used in the XML	Not started
• Description of the proposed XML unwrapping solution in each relevant section	
• Correction of errors in example Meter Data Notification	Not started
• Inclusion of Metering Service contact phone numbers/email addresses for problem resolution	In progress
<b>Version 13 Contents: v12 plus...</b>	
• XML schema v2.1 included	Not started
• Implementation of actions from review comments on v12	Not started
• Service orders finalised	Not started
• FTP mechanism documented	Not started
<b>Version 14 Contents: v13 plus...</b>	
• XML schema v2.2 included	Not started
• Implementation of actions from review comments on v13	Not started
• All other transactions finalised	Not started

<p><b>Version 15 Release: v14 plus...</b></p> <ul style="list-style-type: none"> <li>• XML schema v2.3 included</li> <li>• Implementation of actions from review comments on v14</li> <li>• Approval of document</li> </ul> <p><b>Subsequent releases</b></p> <ul style="list-style-type: none"> <li>• To be confirmed</li> </ul> <ul style="list-style-type: none"> <li>• FM agreed to arrange for removal of the standing data provision message on completion of a transfer from the Customer Transfer Code Communication Rules</li> </ul>	<p>Not started</p> <p>Not started</p> <p>Not started</p>
<p><b>SLA Document</b></p> <p>Mark Hillaby circulated the SLA document for further comment.</p> <p>Main change is the concept of 'inclusive' services provided to the market as part of the access charge levied by WP Networks to WA Retailers. The standard services defined in the SLA at the front of the document are provided as standard. Further charges relate to service provision outside the standard.</p> <ol style="list-style-type: none"> <li>7. Please feed comments back on the SLA by Weds 22<sup>nd</sup> June</li> <li>8. We are aiming to achieve sign off on the SLA document following the next meeting</li> </ol>	
<p><b>General</b></p> <p>MSH confirmed that the metrology procedure will take the form of the Victorian metrology procedure document. This WA specific document will be developed following the delivery of the Communications rules and the SLA, by this group. Clarifications would be provided for WP Retail to continue with systems design and build.</p>	<p>PW</p>

**Timetable for the development of XML schema, communication rules and MBS development**

METERING CODE COMMUNICATIONS RULES DEVELOPMENT SCHEDULE

As agreed at Metering Code Working Group, 13 June 2005





## **B4 Subsequent Meetings**

Subsequent meetings were primarily concerned with other business.

## Appendix C – Issues Log

The Following table list the comments received from retailers during the consultation and review process and describes the action taken. Some comments are to be resolved during the development of the Communication Rules or Metrology Procedures; these are marked as *in progress*.

References to individuals by their initials refer to the following people:

Initial	Person
MSH	Mark Hillaby
PW	Paul White
AT	Andrew Thornbury

**Table 1. Comments received during the consultation process.**

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
1	1	2.3	If this forms part of the code then the commencement date is from the date of the code being applied and it can not have an expiry date.	Alinta	3/05/2005	MSH	Changed	none		Closed
2	1	2.5	Unclear on process for disputes? What is process if not settled at this point. Where is the next point of referral.	Alinta	3/05/2005	MSH	Changed	Re-written		Closed
3	1	2.8	What will be the format for charging and invoicing?	Alinta	3/05/2005	MSH	Process to be defined	Agree Invoice process	30/05/2005	In progress
4	1	2.8	What will be the process and timeframes in regard to disputes?	Alinta	3/05/2005	MSH	Dispute wording to be completed	Re-write	30/05/2005	Closed
5	1	3	This list does not appear to be inclusive of all services? Where are reconnections/disconnections/special reads/investigations. We need to ensure all service order type transactions are covered. Section 5 covers a specific list of service orders however there is no mention here.	Alinta	3/05/2005	MSH	Add all service descriptions	Re-Write	30/05/2005	Closed
6	1	3.1	Work volume exceeded; Further clarification required – This is very unclear? Whose work volume is exceeded.	Alinta	3/05/2005	MSH	Change wording	Re-write	30/05/2005	Closed
7	1	3.1	Communications Network failures. - Agreed , however	Alinta	3/05/2005	MSH	remove	include force majuer	30/05/2005	Closed

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
			more information regarding resolution to be outlined.							
8	1	page 18	. A date has to be inserted here. As a minimum has to be the same period as the cycle, therefore 2 months before end of year.	Alinta	3/05/2005	MSH	Include a date for publishing the meter schedule each year for the following year	Agree process with metering services...agree date of october	30/05/2005	Closed
9	1	page 18	<i>If we make changes to scheduled read dates, we will advise you at least 30 days before the changed schedule read date occurs.</i> Suggest further discussion here as significant impact to Retail in regard to billing cycles. Not a concern for Alinta at present however happy to discuss.	Alinta	3/05/2005	MSH	Retailers want to be included in discussion to change date, not just receive notice	Agree that notice and debate on changes will occur through the account Manager	30/05/2005	Closed
10	1	page 18	<i>We will endeavour to obtain at least XX% of actual readings each year.</i> What is the estimated % likely to be. May it be better to word that we will obtain at least one actual read per year?	Alinta	3/05/2005	MSH	Alinta want to see one read per year as minimum standard	re-word para to reflect true position. A meter reading will always be provided subject to substitution, estimation rules	30/05/2005	Closed
11	1	page 18	Meter readings will be carried out within 95% accuracy and with 95% on time. Suggest accuracy figure should be greater 99%	Alinta	3/05/2005	MSH	revisit need for %age completion. Given that reads will always be provided and real reads where possible. Reads of some sort will always be provided on time	Service levels amended	30/05/2005	Closed
12	1	page 18	<i>Meter readings will be provided within two working days of their collection.</i> Is this what is meant. What if they are not collected? Assume estimations will be forwarded for all sites.	Alinta	3/05/2005	MSH	Two days required for Subs and Est processes if they apply. Ties in with Metering code. In reality if reads are available earlier, they will be provided	Retain	N/A	Closed
13	1	page 22	Is this applicable. As daily data is still to be provided (albeit it monthly) the concept of a route or reading day is not required.	Alinta	3/05/2005	MSH	Re-visit need to specify different interval data types (monthly/Daily)	Re-write	30/05/2005	Closed
14	1	page 27	<i>energy data are made through the WP Networks web portal and can only be made by a Customer or a Retailer with the customers authorisation.</i> Reference to	Alinta	3/05/2005	MSH	remove, assume Retailer has ok from customer at request	Remove para	30/05/2005	Closed

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
			customers authorisation should not be in a SLA document.				customer at request			
15	1	page 27	Reference to the web portal – will it be via XML in the future? – Will web portal be applicable	Alinta	3/05/2005	MSH	refer to comms rules	covered in comms rules	N/A	Closed
16	1	page 28	<i>Establishment of a Network Connection Point</i> – More detailed information required as to what this transaction is.	Alinta	3/05/2005	MSH	Provide more detail	Added detailed description	30/05/2005	Closed
17	1	5.1	<i>Service Standards – Performance Targets</i> Do all of these types of transactions relate to a service order request within the metering code communication rules?	Alinta	3/05/2005	MSH	Service orders will be edited to reflect what exists in WA Market post July	Re-write	30/05/2005	Closed
18	1	6	Schedule of Rates To be included and discussed	Alinta	3/05/2005	MSH	Agreed, this will be discussed and included in next version. These are however reflected in the Metering Code	Include rates at next version	30/05/2005	Closed
19	1	General	Is the document intended to cover services provided by Generators	WP Retail	3/05/2005	PW	Generators are subject to the metering code but they do not provide services in the SLA	None	N/A	Closed
20	1	General	This should be a general document applying to all Retailers and network operators		3/05/2005	MSH	The document will be a generic SLA between WP Networks and WA Market participants defined by the metering code	change document	30/05/2005	Closed
21	1	General	The Network operator should provide these services, references to Metering Services should be removed	WP Retail	3/05/2005	MSH	The Network Operator is responsible for these services in accordance with the Metering Code	Refer to network operator in the code	30/05/2005	Closed
22	1	General	The document needs a glossary	WP Retail	3/05/2005	MSH	Glossary will be taken from the metering code once this has been through legal review	Include post legal review Metering code glossary	30/07/2005	In progress
23	1	1.0 & 1.1	Agreement and approval and Parties need to be replaced with an explanation of the legal status of the document	WP Retail	3/05/2005	MSH	Will re-write this section	Re-write	30/05/2005	Closed



No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
24	1	2.1 & 2.2	Purpose and objectives : could be combined into one section also this should document charge structure for services in terms of how they are applied, should relate back to metering code.	WP Retail	3/05/2005	MSH	Agreed	Re-write	31/05/2005	Closed
25	1	2.3	Commencement date should be in line with Metering code or else the implementation of MBS in November or be open ended	WP Retail	3/05/2005	MSH	The SLA will come into operation at the same time as the Metering code is gazetted and forms part of the act. The wording will be change to the date to commence with the act.	Re-write	30/05/2005	Closed
26	1	2.4	Needs to be re-worded to reflect this is not a retailer specific contract	WP Retail	3/05/2005	MSH	We will align terms with the Metering Code	Re-write	30/05/2005	Closed
27	1	2.5	combine this section with 2.9	WP Retail	3/05/2005	MSH	Agreed	Re-Write	30/05/2005	Closed
28	1	2.6	Principles of the relationship, presume all parties are obliged to conform	WP Retail	3/05/2005	MSH	Will rephrase but this section outlines responsibilities of Networks business	Re-Write	30/05/2005	Closed
29	1	2.7	Reporting and Review process, re-write this section to reflect this is a service provision to the market.	WP Retail	3/05/2005	MSH	Ok, Will turn to reflect quarterly reporting as agreed	Re-Write	30/05/2005	Closed
30	1	2.8 Charging and Invoicing	For each service need to specify how it is charged and whether it is covered by network tariff or is excluded	WP Retail	3/05/2005	MSH	Will re-word to reflect this	R-write para	30/05/2005	Closed
31	1	2.9	this section is too vague and should be combined with section 2.5	WP Retail	3/05/2005	MSH	Agreed		30/05/2005	Closed
32	1	3	Should include investigations, provision of standing data updates to current retailers, historical basic reading data, Meter Data Missing, Meter Data Verify, historical standing data, bulk standing data, warning cards, disconnection, reconnection and supply abolishment requests, as well as services relating to embedded networks/submetering. In addition, the rules and timing requirements for customer details requests, customer details notifications, site access notifications, site address notifications, hazard notifications, etc need to be covered somewhere – if not in this document where?	WP Retail	3/05/2005	MSH	The document is there to define Services. There are a number of processes here which are covered by the communication rules. The intention is to cover core services in the SLA, detailed process interactions are covered in the	No action0	N/A	Closed

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
			somewhere – if not in this document where?				Metering Communications rules which will also provide detail of Service orders to be used			
33	1	3.1	Precise minimum notice periods should be specified for each service (in Section 4).	WP Retail	3/05/2005	MSH	Will clarify minimum notice periods	Re-Write	30/05/2005	Closed
34	1	3.1	Any volume limits applicable to a service should be clearly specified in the service details.	WP Retail	3/05/2005	MSH	Agreed	Will incorporate volume limits	30/05/2005	Closed
35	1	3.1	Point 4 (re multiple circuits) is incorrect? – we have been told that summated LID will not be provided	WP Retail	3/05/2005	MSH	Summated LID will not be provided to Retailers. Individual Circuit LID's to be provided	No Action	14/07/2005	Closed
36	1	4	This section does not clearly explain the rules and options relating to regular meter readings. It would be very helpful if the document contained the following sections.	WP Retail	3/05/2005	MSH	see below	see below	N/A	
37	1	4	A section describing (a) the metering installation options, ie what different metering installation types are available (types of meter, comms, etc) with what rules and limits (eg for size or if 2nd tier retailer), (b) an overview of the meter reading method and frequency options, and (c) how (a) and (b) map to meter installation types, etc. The section needs to make clear what the defaults are, and, if this is not covered elsewhere, how the retailer requests the different meter/reading options.	WP Retail	3/05/2005	MSH	We will insert a table of standard services by meter type	Make changes	30/05/2005	Closed
38	1	4	A section explaining reading schedules and routes, covering common details such as how/when reading schedules are published, how connection points will be assigned to a route and schedule day, how variations to schedules are published, time limits for changes, special rules (eg weekly based schedules for TBD's, meters belonging to one connection point having the same reading schedule, etc), how the retailer can request changes to the reading schedule for a connection point, and the obligations of the network operator to meet such requests.	WP Retail	3/05/2005	MSH	This is an operational imperative, there is no plan to include this here	none	N/A	Closed

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
39	1	4	An overview section giving general definitions and rules for estimates, substitutes and final substitutes (that can apply across multiple installation types). For example, the validation rules for interval readings may vary between meter installation types, as may the methods used to calculate substitute readings – however, the requirement to eventually provide either an actual or a final substitute reading for interval meters should be common, and covered here.	WP Retail	3/05/2005	MSH	The rules for Subs and estimation is contained in the metering code. Additionally we are required to develop a lower level of detail that will be in the metrology procedure. We are not including these elements in the SLA.	none	N/A	Closed
40	1	4	A section on adjustments and corrections, and how they work – in particular describing what status readings can be replaced with what, and how/when basic readings may be replaced with readings for a different reading periods.	WP Retail	3/05/2005	MSH	This is again a lower level of detail that should be contained in the MBS design or within operations processes. We will not be including this detail in the SLA>	none	N/A	Closed
41	1	4	For regular meter reading services, there are three time limits that need to be explicitly specified (relative to the schedule read date), namely	WP Retail	3/05/2005	MSH	see blow	see below		
42	1	4	the time by which readings should be provided to the retailer provided that there are no problems obtaining the readings and that they pass validation (or can be automatically estimated)	WP Retail	3/05/2005	MSH	We can only reflect the timings which are defined in the metering Code. I.e that we have two days in which to provide meter readings.	no change	N/A	Closed
43	1	4	the time by with either an actual reading or an estimate/substitute reading must be provided to the retailer, if there are delays in obtaining/validating the readings	WP Retail	3/05/2005	MSH	as above		N/A	Closed
44	1	4	where actual or final substitute readings are required, the time by which an actual or final substitute reading is required.	WP Retail	3/05/2005	MSH	Provision of readings is defined by the Metering code	No action	N/A	Closed
45	1	4	For interval meters, the actual channels to be provided should be specified.	WP Retail	3/05/2005	MSH	This is part of the MBS design. Not an SLA issue	No action	N/A	Closed

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
46	1	4	The 'enabler' for regular meter readings is just that the recipient is the current retailer and the scheduled read date arrives. The enablers shown in the document seem to confuse the one-off requests that change the type/frequency/schedule of readings, and the actual regular provision of the readings.	WP Retail	3/05/2005	MSH	Will change these to reflect the Comms rules entries	Re-write	30/05/2005	Closed
47	1	General	Which participants can request the service	WP Retail	3/05/2005	MSH	Anyone can request services, some information can only be provided to current retailers but this is governed by the rules	None	N/A	Closed
48	1	General	Is variable customer consent required	WP Retail	3/05/2005	MSH	No. Networks assumes that this consent is obtained, this is policed by ERA	None	N/A	Closed
49	1	General	What notice is required for a service	WP Retail	3/05/2005	MSH	if notice is required we will include this in the service description	Include notice period required for services	30/05/2005	Closed
50	1	Bi Monthly meter reading, monthly meter reading	A deadline should be specified for the provision of annual reading schedule, eg by October 1.	WP Retail	3/05/2005	MSH	OK	Will include	30/05/2005	Closed
51	1	Bi Monthly meter reading, monthly meter reading	Meters belonging to a connection point should always have the same meter reading schedule, unless otherwise requested by the retailer.	WP Retail	3/05/2005	MSH	Agreed	Will make clearer	30/05/2005	Closed
52	1	Bi Monthly meter reading, monthly meter reading	Needs to specify the minimum and maximum number of days in a reading period, eg 56-63 days.	WP Retail	3/05/2005	MSH	Meter Reading will be based on a Working day Schedule. For Bi-monthly reads a 42 working day schedule will apply and for a monthly read a 21 working day schedule	Will incorporate this into the SLA	14/07/2005	Closed

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
							will apply			
53	1	Bi Monthly meter reading, monthly meter reading	'We will endeavour to obtain at least XX% of actual readings each year' is too vague (and endeavour too weak – presumably the NO should endeavour to get all the scheduled readings). Need to specify that at least one actual reading should be taken each year (in line with the small customer code?), and what must happen if this does not occur.	WP Retail	3/05/2005	MSH	Will change wording	Re-Write	30/05/2005	Closed
54	1	Bi Monthly meter reading, monthly meter reading	What does 95% accuracy and 95% on time mean? How are these measured?	WP Retail	3/05/2005	MSH	Will change as Metering code says 100% within 3 days	Re-Write	30/05/2005	Closed
55	1	Bi Monthly meter reading, monthly meter reading	This section should either fully cover the reading type/timing requirements relating to estimates, substitutes and final substitutes (the preferred option) or else not mention any details here but refer to the metrology procedures.	WP Retail	3/05/2005	MSH	This information will appear in the metrology procedure	To be incorporated in the Metrology Procedure	14/07/2005	Closed
56	1	Bi Monthly meter reading, monthly meter reading	Meter readings should be provided within some period of the scheduled read date, not the date of collection.	WP Retail	3/05/2005	MSH	Agreed	Will change description	30/05/2005	Closed
57	1	Bi Monthly meter reading, monthly meter reading	Performance measures and reporting need more definition.	WP Retail	3/05/2005	MSH	Agreed	Will develop further		Closed
58	2	1.2 Objectives	Point 3 - This is an issue for the communications rules, that is the document that defines to Participant responsibility to respond/use services	ERIU	10/05/2005	MSH	Agreed, will change wording	Delete point	30/05/2005	Closed
59	2	1.4	my strong view is that this SLA should not cross reference to any other document, but rather form a stand-alone document that is all encompassing	ERIU	10/05/2005	MSH	We will try to encompass all in this document where possible but references	Noted	N/A	Closed

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
							must be allowed to the relevant communications rules			
60	2	1.5	As discussed, we need a lower level process	ERIU	10/05/2005	MSH	Lower level will be developed	Re-write	30/05/2005	Closed
61	2	1.7	Regulatory reporting - This is redundant – there are no obligations in the Codes for any reporting to the ERA	ERIU	10/05/2005	MSH	Will remove/re-write as appropriate	Re-Write	30/05/2005	Closed
62	2	2.2	Service definitions - these are not definitions by requirements or exclusions	ERIU	10/05/2005	MSH	Remove para	Re-write	30/05/2005	Closed
63	2	2.2	If the requirements of the communication rules have been met, then there is no acceptable reasons for delay in meeting agreed service standards	ERIU	10/05/2005	MSH	Delete para	Re-write	30/05/2005	Closed
64	2	Page 13	Non scheduled special meter read - is it both 'non-scheduled' and 'special' or just one of the other	ERIU	10/05/2005	MSH	change name to Special meter read	Re-Write	30/05/2005	Closed
65	2	Page 14	Self Meter reading - Can a Metering Code Participant other than the Network operator request this service? It seems from the wording below not to be the case. Not clear on how this fits into SLA	ERIU	10/05/2005	MSH	Retailers can request this service as part of the Code of conduct for small use customers	Refine wording	30/05/2005	Closed
66	2	General	ERIU -As discussed at the meeting, it would seem easiest to start with services related to providing metering infrastructure (ie meters etc) and then move to standard services related to metering type (with the table indicating the suite of services provided in relation to each) and then identify all the metering services individually.	ERIU	10/05/2005	MSH	Re-order contents	Re-write	30/05/2005	Closed
67	3	General	Western Power currently has a monthly Service Level Agreement and KPI report for the services provided by Metering Services. The current Generic SLA version 3 indicates this as quarterly. WPC Retail would want this reporting to remain monthly at least.	WP Retail	26/05/2005	MSH	The Metering Expert Group agreed that the reporting should be quarterly. If Monthly reporting is required this can be accommodated as an additional service.	No Action	14/07/2005	Closed
68	3	5.2	In 5.2 : Category - Data Collection, Data Processing No. - 1,2,3,5,6, and 7. The Service Standard is indicated as follows.  Meter Readings will be carried out to within 95%	WP Retail	26/05/2005	MSH	Agreed we will re-write this section to better define the various stages of of the data process. We will	Re Write	14/07/2005	Closed

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
			<p>accuracy and 95% will be provided on time.</p> <p>For the past 12 years the accuracy rate has been better than 99%. Last year it was approx 99.2 %. With MBS checking and validating the meter reads before sending them to Retail, I would expect a further improvement in the accuracy rate. My suggestion would be that the accuracy rate should be between 99.2% and 99.5%. This needs to be amended for category : Data collection, Data Processing, No 1, 2 ,3,5,6,and 7.</p>				incorporate the following Data collection 95% - 95% Data provision 98% and Data Accuracy at 99.2 %			
69	3	Schedule of Rates	<p>Under Technical Services there are 4 different meter test charges. I understand there is only one service order that covers these 4 options. The current gazetted and published charge for a meter test is \$152.00 (refundable if faulty). Do we have a dilemma if metering services are contacting the customer to ask which one they require and advising them that the charge will be \$402.75 which must be paid before the test.</p>	WP Retail	26/05/2005	MSH	<p>This is the actual cost incurred by metering service to carry out this work. The difference in cost that the retailer can pass on to the customer is an issue the retailer will have to negotiate with the regulator. Metering services will only carry out the service requested by the retailer if there is an issue with the customer not wanting the power removed while the meter test in being conducted then metering service will refer the customer back to the retailer. the retailer will have to advise the customer that to conduct an onsite test the will be an interruption to supply for up to three for a three phase customer and one to one point five for a single phase customer.</p>	Retailer issue	14/07/2005	Closed

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
70	3	General	<p>in the case of manually read meters like the special reads and Itrons, I would be measuring the accuracy rate on the "actual" reads only not estimations or substitutions.</p> <p>Do I need to seek clarification on the term accuracy and do we need to define the measure in the document ? As a retailer, i expect we would measure how many meter data verifiers and check reads come back that tell me the original reading submitted was incorrect. I expect Metering Services would also be measuring the same on their side.</p>	WP Retail	26/05/2005	MSH	See issue 68	No Action	14/07/2005	Closed
71	3	Reporting	<p>We monitor the current SLA performance and report on a monthly basis. This is because we bill both monthly and bimonthly and see the need to report accordingly. The Generic Service Level indicates that reporting will be Quarterly which is a concern to me for several reasons. My main concern is that in the event that a service level becomes non compliant and is trending badly , there will instance where we, as a client may only become aware of the problem 3 months later. I believe the reporting must be in-line with the reading/billing frequency.</p>	WP Retail	16/06/2005	MSH	See issue 67	No Action	14/07/2005	Closed
72	3	Estimation & Substitution	<p>a Can the SLA for categories 6 and 7 of the Generic Service Level agreement (Remotely collected data ) please note the service standard for instances where there is a comms failure. WPC has a current agreement which stipulates that if comms fail - metering service will provide an actual reading within 1 working day of the scheduled read date for metro and 3 days country. WPC does currently bill with estimated or substituted readings if the they are substituted/estimated because of comms failure.</p> <p>In the Service standard noted on categories 6 and 7, it states : - A meter reading will always be provided, substituted and estimated readings will be identified as such in accordance with the Meteorology Procedures.</p> <p>Can you please advise what is in the Meteorology Procedures regarding comms failures and does it comply with the current agreement WPC Retail has with Metering Services?</p>	WP Retail	15/06/2005	MSH	This will be covered in the Metrology procedure the outline for the process is in the metering code the detail and structure of how this is to be applied will be covered in the metrology procedure.	Metrology Procedure		In progress



No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
			Because both categories 6 and 7 refer to "Remotely" collected data , can the Service Standard therefore clearly stipulate the service standard and expectation of what the Retailer will get if Metering Services cannot collect the data remotely on the schedule read date.							
73	3	Data Provision	<p>Under Data Provision , item 7 - Load interval data up to 35 days - remotely collected daily is a charge of \$5.00</p> <p>What does the \$5.00 cover? Is that per NMI or Meter? Is that for a whole set (ie all registers), is it for full 24 hours or 35 days?</p> <p>Actually, all the Data Provision items require a definition or unit of measure. For example, is the charge for the monthly reading a site that has 4 registers the same as the monthly reading of a site with one register?</p> <p>Is it possible to insert more definition in these schedule of rates as it is not at all clear.</p>	WP Retail	20/06/2005	MSH	The cost is for the provision of of LID for all meter channels for a period of 24 hrs. This cost reflects the various comonents invovled in the collection of the data from Phone costs to system time etc.	No Action	14/07/2005	Closed
74	3	Survey Data	I have been asked to raise the question as to why it will take 5 days(after completion) to get survey data.	WP Retail	20/06/2005	MSH	The five days is to permit the manual collection of data and the validation and varification need to ensure the accuracy of the information	No Action	14/07/2005	Closed
75	3	Schedule of rates	<p>a There are a number of issues that I have re the Schedule of Rates (7).</p> <p>1) In the current version, it appears you have struck out some of the charges. I believe the schedule should be complete and I would like to see these reinstated.</p> <p>2) additional to the above, shouldn't the schedule of services (4.1) which is the same list as the schedule of rates (7), be amalgamated. We could add a additional column to the schedule of rates which would have a flag that indicated whether it was included in the access agreement charges or an additional charge.</p> <p>3) are the Rates shown inclusive of GST?</p>	WP Retail	21/06/2005	MSH	The reason for the greying out of the charges is that these services are the basic services covered in the access agreement	No Action	14/07/2005	Closed

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
			4) the Government gazetted price for a meter test is \$152.00. On the schedule of rates, there are 4 different prices for Meter Tests. Can either Networks or a Retailer charge the customer anymore than the Government gazetted price?							
76	3	Special meter read	<p>The metering communications rule reference for this Data Collection is listed as Chapter 8 Service order for "special Meter read request" Process timing and steps described in 8.3.1.</p> <p>There is no reference to Special Meter reads in 8.3.1. of the current version 11 of the Communications Rules.</p> <p>Should there be a Special Read for Interval Data that would cover Final and Special reads on interval meters that are manually or remotely downloaded? What is the charge for either of these.</p>	WP Retail	21/06/2006	MSH	To be discussed at the Service level work shop	Comms Rules		In progress
77	3	Self meter read	<p>The metering communication rules reference for Self Reads is - Metering Communications rule section 8 "Miscellaneous" service order.</p> <p>There is no reference to Self reads in section 8 of the current version 11 of the Communications Rules.</p> <p>The Service Standard box for self readers should indicate that the 21 days referred to is either calendar days or working days.</p> <p>I would like a notation in the Service Standard that the meter readings will be provided to the Code Participant by an agreed time and on a daily basis</p>	WP Retail	21/06/2005	MSH	To be discussed at the Service level work shop	Comms Rules		In progress
78	3	Manually collected Interval data	<p>The Service Standard box should read "Interval Data will be provided ....." and not Meter Reading data will be provided..... . Please replace "meter reading" with Interval data where appropriate.</p> <p>The first statement in the Service standard box states that data will be provided within 2 days of the schedule read date.</p> <p>The second statement says that the meters may be read between 1 working day ahead of and up to 3 working days after , the schedule read date .</p>	WP Retail	21/06/2005	MSH	Agreed	Will rewrite this to reflect current position	26/07/2005	Closed

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
			<p>These statements seem to contradict each other.</p> <p>I would like a notation in the Service Standard that the Interval Data will be provided to the Code Participant by an agreed time and on a daily basis.</p>							
79	3	Remotely collected interval data	<p>I would like a notation in the Service Standard that the Interval Data will be provided to the Code Participant by an agreed time and on a daily basis.</p> <p>Replace "meter reading" with Interval data where appropriate.</p>	WP Retail	21/06/2005	MSH	Agreed	Change wording	14/07/2005	Closed
80	3	Standing Data	<p>Standing data available to code participants has been listed in three options.</p> <p>Option 1 refers to prospective Code Participants, Option 2 refers to Transfers, Option 3 refers to SDN's for the current Code Participant, and there should be an Option 4 for New Connections.</p> <p>The Service Standard for option 1 is shown in the document.</p> <p>The Service standard for option 2 is one business day, refer Section 7.5 of the Metering Code and states the complete set of standing data must be provided to the new retailer within one business day of completion of the customer transfer. The Service Standard for Option 3 is one business day, refer both Section 7.5 of the Metering Code which states an update of standing data attributes must be provided within one business day of being updated in the metering register OR Section 13.3.2 of the Communication Code which states SDN will be provided within one business day of the relevant data being updated or changed. The Services Standard for Option 4 is one business day, refer Section 7.5 of the metering Code which states that on creation of standing data (e.g new connection) standing data must be provided to the current retailer within one business day of the relevant data being updated.</p> <p>We suggest the reporting be monthly and the measurement should be per each Option (ie 4 separate</p>	WP Retail	21/06/2005	MSH	We will update the SLA to reflect the code timings. Reporting will be as per issue 67	Re Write SLA to reflect this	26/07/2005	Closed

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
			measures) in agreement with the code participants.							
81			2.4 - Roles and Responsibilities Appendix 2 is blank - Is it the intention to copy and paste the whole of part 10 of the Metering Code as appendix 2?	WP Retail	23/06/2005			No longer applicable		Closed
82			4.1 - Schedule of Services - Supply Abolishment is missing	WP Retail	23/06/2005		Will include in next version	Add to SLA	26/07/2005	Closed
83		5.1 - Establishment of a Metering Connection Point	5.1 - Establishment of a Metering Connection Point The Service Standard box should include - Standing Data Notifications will be sent to Code Participant within one business day per Section 7.5 of Metering Code. The Metering Comms rule box should be altered to - Section 8 of Communication Rules - Combination of New Connection Service request and Miscellaneous service request would start the process. The Measurement box please add - Standing Data Notification supplied 98 % accurate and 98% on time . The Reporting should read - Monthly Key Performance Indicator report	WP Retail	23/06/2005		This I understand is a continuous process	Comms Rules /section revised		Closed
84		5.1 Meter upgrade	5.1 Meter upgrade  General question: 1) meter upgrades are driven only by load increases at the site?  The Service Standard box should include - Standing Data Notifications will be sent to Code Participant within one business day per Section 7.5 of Metering Code.  The Metering Code reference box - shouldn't this refer to Adds and Alts and Meter Reconfigure  The Measurement box please add - Standing Data Notification supplied 98 % accurate and 98% on time .  The Reporting should read - Monthly Key Performance Indicator report	WP Retail	23/06/2005			Comms Rules/section revised		Closed
85		5.1 Meter Changes	5.1 Meter Changes  General question: 1) If the Retailer or Customer identifies the meter is faulty, will the Retailer be charged for the meter change?  2) Should there be reference of a	WP Retail	23/06/2005		1 No 2 If this is a network activity then the retailer will not be charged	No Action	14/07/2005	Closed

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
			meter change from a type 6 to a type 6, type 5 to type 5 etc. ?  The Measurement box please add - Standing Data Notification supplied 98 % accurate and 98% on time  The Reporting should read - Monthly Key Performance Indicator report							
86		5.1 Meter investigations	5.1 Meter investigations  The Reporting should read - Monthly Key Performance Indicator report	WP Retail	23/06/2005		See issue 67	no Action	14/07/2005	Closed
87		5.2 Schedule Bi - Monthly meter reading	5.2 Schedule Bi - Monthly meter reading  The Service Standard box - the 2 statements contradict each other - Please delete "Meters may be read between 1 working day ahead....." - Please add - Bulk estimation must be in consultation with the code participant. - Please add - Actual reading will be provided at 99% accuracy - Please include the Metering Code reference of Annex 3 re estimations and substitutions - A site cannot be estimated for more than 300 days. An actual read must be obtained after the 300 day period has expired.  I would like a notation in the Service Standard that the meter readings will be provided to the Code Participant by an agreed time and on the same day they are read.  Metering code reference box - I don't understand why there is a service order reference.  The Measurement should be 98 % reading supplied same day as read and within 2 days of the schedule read date. Actual reads provided will be 99% accurate.  The Reporting should read - Monthly Key Performance Indicator report	WP Retail	23/06/2005		Will include Bulk estimation must be in consultation with the code participant. as per the NEM - Actual reading will be provided at see issue 68- A site cannot be estimated for more than 365 days. As per the code an attempt must be made to obtain a read within the 365 day period	Will Update SLA	14/07/2005	Closed
88		5.2 Schedule	5.2 Schedule Monthly meter reading	WP Retail	23/06/2005		See 88	No Action	14/07/2005	Closed

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
		Monthly meter reading	<p>Same as above</p> <p>The Service Standard box - the 2 statements contradict each other - Please delete "Meters may be read between 1 working day ahead....."</p> <ul style="list-style-type: none"> <li>- Please add - Any Bulk estimation of a route or part thereof must be in consultation with the code participant.</li> <li>- Please add - Actual reading will be provided at 99% accuracy</li> <li>- Please include the Metering Code reference of Annex 3 re estimations and substitutions                             <ul style="list-style-type: none"> <li>- A site cannot be estimated for more than 300 days. An actual read must be obtained after the 300 day period has expired.</li> </ul> </li> </ul> <p>I would like a notation in the Service Standard that the meter readings will be provided to the Code Participant by an agreed time and on the same day they are read.</p> <p>Metering code reference box - I don't understand why there is a service order reference.</p> <p>The Measurement should be 98 % reading supplied same day as read and within 2 days of the schedule read date. Actual reads provided will be 99% accurate.</p> <p>The Reporting should read - Monthly Key Performance Indicator report</p>							
89		5.2 Special Meter reading	<p>5.2 Special Meter reading</p> <p>General - This item caters for manually read sites. I believe we need to develop a special read process particular to Remotely read sites because the process is quite different.</p> <p>Service Standard box - Please add - Actual meter readings will be provided at 99% accuracy. Please add - meter readings will be provided the same day as they are read Metro and within 2 business days Country. Please add - if the customer provides 3 days notice or more, the special read will be completed on the required date.</p>	WP Retail	23/06/2005		From a metering Services perspective the process is the same regardless of the method used to obtain the reading.	No Action	14/07/2005	Closed

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
			<p>if the customer does not give 3 days notice the special read will be completed within 3 business days of the requested date Metro and 5 business days Country.</p> <p>The Measurement should be - 98% readings will be provided same day as they are read for metro and 98% within 2 business days Country. - 98 % reads will be provided by required by date if customer has given the 3 days notice. If customer has not given the required 3 days notice 98% reads will be provided within 3 business days Metro and 5 business days Country. - Accuracy will be 99%.</p> <p>The Reporting should read - Monthly Key Performance Indicator report</p>							
90		5.2 Self Reading - Bi-Monthly	<p>5.2 Self Reading - Bi-Monthly</p> <p>General - Is this specific to Self reader cards only. Should we include the customers who phone in their readings and arrangements like Alinta and Water Corp etc that send there reads in we requested periodically?</p> <p>The Service Standard box - Is the 21 days referred to calendar days ? Please update. - Any Bulk estimation of a Self read route or part thereof must be done in consultation with the Code Participant. - Please include the Metering Code reference of Annex 3 re estimations and substitutions - A site cannot be estimated for more than 300 days. An actual read must be obtained after the 300 day period has expired.</p> <p>Measurement - to be advised</p> <p>The Reporting should read - Monthly Key Performance Indicator report</p>	WP Retail	23/06/2005		For customers who telephone there readings in it will be up to the retailer who has the arrangement to ensure the readings are entered and the system is updated. For the likes of Watercorp then a window of time will be made available for them to enter the information into the web portal. If the customers do not enter the information the normal substitution and estimation process will take place.	Will Update SLA		Closed
91		5.2 Energy Interval data produced by Survey Meter	<p>5.2 Energy Interval data produced by Survey Meter</p> <p>General - I don't know that there is enough room on a Misc Service order to provide data formats, data values</p>	WP Retail	23/06/2005		see 74	No Action	14/07/2005	Closed

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions	Actions to be taken	Target Resolution Date	Status
							Taken/Resolution			
			<p>Survey Meter to be collected , period of survey etc.</p> <p>The Metering Code box should read - Miscellaneous Request per Metering Communication rule section 8</p> <p>Measurement - I have been asked to raise the question as to why it will take 5 days(after completion) to get survey data. Won't survey data come from MV90 and shouldn't be available the same day it is completed?</p> <p>The Reporting should read - Monthly Key Performance Indicator report</p>							
92		5.2 Standing Data Provision	<p>5.2 Standing Data Provision</p> <p>General - Standing data available to code participants has be listed in three options.</p> <p>Option 1 refers to prospective Code Participants, Option 2 refers to Transfers, Option 3 refers to SDN's for the current Code Participant,  and there should be an  Option 4 for New Connections. Option 5 Bulk Standing Data requests</p> <p>The Service Standard - for Option 1 is shown in the document.</p> <p>- for Option 2 is one business day, refer Section 7.5 of the Metering Code and states the complete set of standing data must be provided to the new retailer within one business day of completion of the customer transfer.</p> <p>- for Option 3 is one business day, refer both Section 7.5 of the Metering Code which states an update of standing data attributes must be provided within one business day of being updated in the metering register OR Section 13.3.2 of the Communication Code which states SDN will be provided within one business day of the relevant data being updated or changed.</p>	WP Retail	23/06/2005		Covered in the Comms Rules	No Action	14/07/2005	Closed



No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
			<p>- for Option 4 is one business day, refer Section 7.5 of the Metering Code which states that on creation of standing data (e.g new connection) standing data must be provided to the current retailer within one business day of the relevant data being updated.</p> <p>- for Option 5 Is for Bulk Standing Data request, refer Section 7.10 of Metering Code which states this must be provided to the requesting retailer within 10 business days of request.</p> <p>The Measurement will be per each option as above in Service Standard</p> <p>The Reporting should read - Monthly Key Performance Indicator report</p> <p>We suggest the reporting be monthly and the measurement should be per each Option (ie 5 separate measures) in agreement with the code participants.</p>							
93		5.2 Additional Historical Energy Data.	<p>5.2 Additional Historical Energy Data.</p> <p>General ; - The metering code refers to Archive data (5 years and 11 months) which is accessible. Should this be listed here also. How do we request it? What about energy data in the form of meter readings.</p>	WP Retail	23/06/2005		The same way any data is requested		14/07/2005	Closed
94		5.2 Supply Abolishment	<p>5.2 Supply Abolishment</p> <p>General - Should there be a notation for instances where a quote is required before abolishment can proceed?</p> <p>The Metering Code reference should read - Supply Abolishment Request per Metering Communication rules section 8</p> <p>The Measurement per Service Standard</p> <p>The Reporting should read - Monthly Key Performance Indicator report</p>	WP Retail	23/06/2005		See Issue 82	will add to SLA		Closed
95		5.2 Meter Test	5.2 Meter Test Laboratory	WP Retail	23/06/2005		See Issue 69	No Action		Closed

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
		Laboratory	<p>General - The service order sub types for a meter investigation is just meter test, there is no type of Meter test site or Meter test laboratory. How is the Retailer to specify which type they want and what is the default. At the moment Metering Services will contact a customer on receiving a meter test request and ask which they want, how is this process to happen in future? Networks cannot make this decision with the customer if the charges differ?</p> <p>How can Networks justify the different charges if the government does not allow Retail to recoup the costs? Why are the costs different for single and there phase? There must be a notation per the Metering Code 3.13 - If the meter Test or Audit reveals discrepancies that adversely impacts on the Code Participant the charge must be withdrawn. Why does it mention the lab test under on-site test?</p> <p>The Service Standard box should read 7 days metro and 19 days country. Standing Data Notifications will be sent to Code Participant within one business day per Section 7.5 of Metering Code. The network operator must advise the relevant retailer within 24 hours of detection that the meter is faulty. Any requirement for a MDN must be sent within one business day. If the meter is faulty any estimations will be in accordance with the Metrology Procedure and section 4.4 of the Metering Code.</p> <p>Meter Investigation Request per Metering Communication Rules section 8</p> <p>Metering code references - Metering code reference 4.4 - metering data validation, substitution and estimation. Metering comms rules sections 4 and 5.</p> <p>The Measurement should be from receipt of Service request to Service Order Response with results. Standing Data Notification supplied 98 % accurate and 98% on time. Any requirement for a MDN should be supplied 98% on time.</p> <p>The Reporting should read - Monthly Key Performance Indicator report.</p>							

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions	Actions to be taken	Target Resolution Date	Status
							Taken/Resolution			
96		5.2 Meter Test (on site ) single Phase and Three Phase	<p>5.2 Meter Test (on site ) single Phase and Three Phase</p> <p>The Service Standard box should read 5 days metro and 10 days country. Any Standing Data Notifications will be sent to Code Participant within one business day per Section 7.5 of Metering Code. The network operator must advise the relevant retailer within 24 hours of detection that the meter is faulty. Any requirement for a MDN must be sent within one business day. If the meter is faulty any estimations will be in accordance with the Metrology Procedure and section 4.4 of the Metering Code.</p> <p>Meter Investigation Request per Metering Communication Rules section 8</p> <p>There must be a notation per the Metering Code 3.13 - If the meter Test or Audit reveals discrepancies that adversely impacts on the Code Participant the charge must be withdrawn.</p> <p>Metering code references - Metering code reference 4.4 - metering data validation, substitution and estimation. Metering code ref 3.13 re charges &amp; Metering Communication rules sections 4 and 5.</p> <p>The Measurement should be from creation of Service request to Service Order Response with results. Standing Data Notification supplied 98 % accurate and 98% on time. Any requirement for a MDN should be supplied 98% on time.</p> <p>The Reporting should read - Monthly Key Performance Indicator report</p>	WP Retail	23/06/2005		Agreed Reporting as per issue 62	No action	14/07/2005	Closed
97		5.2 CT Meter Audit	<p>5.2 CT Meter Audit</p> <p>General - The current process when a CT meter is installed, is that a Post Connect Audit is automatically issued and the metering is check against the attributes listed in CIS. Will this still happen on the MBS side and we will be sent a SDN to confirm or update? There needs some more description here. e.g. " Meter audits will be carried out periodically by the Network operator per ..... but at times the retailer may</p>		23/06/2005		Agreed Reporting as per issue 62	No action	14/07/2005	Closed

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
			<p>request an audit through a service request.</p> <p>The Service Standard box should read 5 days metro and 10 days country. Any Standing Data Notifications will be sent to Code Participant within one business day per Section 7.5 of Metering Code. The network operator must advise the relevant retailer within 24 hours of detection that the meter is faulty. Any requirement for a MDN must be sent within one business day. If the meter is faulty any estimations will be in accordance with the Metrology Procedure and section 4.4 of the Metering Code.</p> <p>Meter Investigation Request per Metering Communication Rules section 8</p> <p>There must be a notation per the Metering Code 3.13 - If the meter Test or Audit reveals discrepancies that adversely impacts on the Code Participant the charge must be withdrawn.</p> <p>Metering code references - Metering code reference 4.4 - metering data validation, substitution and estimation. Metering code ref 3.13 re Charges &amp; Metering Communication rules sections 4 and 5.</p> <p>The Measurement should be from creation of Service request to Service Order Response with results. Standing Data Notification supplied 99 % accurate and 99% on time. Any requirement for a MDN should be supplied 98% on time.</p> <p>The Reporting should read - Monthly Key Performance Indicator report</p>							
98	3	Pricing schedule	<p>The unit of measure needs to be defined for all the charges on the Schedule of Rates. Are the charges shown GST inclusive?</p> <p>Bi Monthly &amp; Monthly reading - (to be included in the Access Agreement Charges)</p> <p>Can you please identify the rate. ie is the charge per NMI, meter or register. How does the Retailer audit, what they we are being</p>	WP Retail	30/07/2005	MSH	See issue 75	No Action	14/07/2005	Closed

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
			charged for?							
99	3	Pricing schedule	Off Cycle Meter Reading  We require Off Cycle interval data for Final accts and end of financial/calendar year billing. Do we raise a Special Read service request?	WP Retail	30/07/2005	MSH	yes	No Action	14/07/2005	Closed
100	3	Pricing schedule	Self Meter Reading  Is this charge per Card/meter, NMI, register?	WP Retail	30/07/2005	MSH	Per Meter	No Action	14/07/2005	Closed
101	3	Pricing schedule	a Load Interval Data - Remotely Collected (Daily)  Is this charge per Day ?	WP Retail	30/07/2005	MSH	Yes See issue 73	No Action	14/07/2005	Closed
102	3	Pricing schedule	Standing Data provision  What instances do we pay for Standing Data? For example, when we are invoiced for a Meter change, are the associated Standing Data provision and any Meter Data Notifications charges included is the charge shown.	WP Retail	30/07/2005	MSH	There is no charge for NMI discovery or the provision of Standing Data	No Action	14/07/2005	Closed
103	3	Pricing schedule	a Meter Provision  The gazetted establishment fee is \$27.50. How can you charge \$47.56?  If an installation is upgraded from a type 5 to a type 1,2,3,or 4, does the charge automatically include the comms installation? (see 3.1 Table of Standards) Is this an upgrade or a meter change ? Should the Schedule of Rates correspond to the Table of Standards.  The charges listed under Meter Provision indicate the charges include the meter costs. If the Retailer is paying for the Meter and the Comms Equipment, does this mean it becomes the Retailer's asset? How does this work?  Under the meter provision the item description should begin with the action (ie install, change,upgrade). This will allow an easy look up for the Service you require.  ie ; Install CT Interval meter per Table of Standards,	WP Retail	30/07/2005	MSH	The fee is the actual cost for networks to establish the connection point. Yes the comms will automatically be installed for that type of meter installation. The meter always remains the asset of the networks. Will look at the pricing table structure	Pricing table structure	26/07/2005	Closed

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
			Type 1,2,3 & 4 , complete with meter and comms equipment \$.....(plus travel) Upgrade CT interval meter per table of standards, Type 5 to type 1,2,3 or 4 complete with ..... \$.....(plus travel) Install Single phase direct meter including meter \$105 (plus travel) Install Three phase direct meter including meter \$185 (plus travel) Change single phase direct meter to single phase meter Change three phase direct meter to three phase direct meter Change single phase direct meter to three phase direct meter Etc.							
104	3	Pricing schedule	Travel  Can the notation re Travel at the bottom of the schedule of rates be clarified. Not all travel will be from Perth. For example, meter installations/changes are performed by depot personnel all over the state.	WP Retail	30/07/2005	MSH	Travel will only be charged when there is not the facilities locally to complete the task	No Action	14/07.2005	Closed
105	3	General	Under Self Meter Reading  In the Metering Communications reference is Section 8 "Miscellaneous" service order. I not sure of the relevance of this.	WP Retail	30/07/2005	MSH	This is for the retailer to be able to provider the MBS with customer readings		26/07/2005	Closed
106	3	General	Provision of Historical Energy interval data  This is covered by Section 5 of the Metering Code Comms Rules and Section 3 of the Transfer Code. The Enablers should note the above as well as refer to Annex 2 of the Transfer Code - request for historical consumption data form.  Please delete reference to Metering code comms rule section 8	WP Retail	30/07/2005	MSH	The data will be provided via hub with as per the normal meter data request.	No Action	14/07.2005	Closed
107	3	General	Section 5  Meter Upgrade  General Question ; - If a customer contacts their Retailer	WP Retail	30/07/2005	MSH	The process for this does not change the customer will request this service via there electrical contractor.	No Action	14/07/2005	Closed

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
			to request a meter upgrade, what Service Request does the Retailer raise or what is the process? Would there be instances where the connection into the site would need upgrading before the meter was upgraded? Is there a charge for a network connection point upgrade or is this included in the charge listed in Section 7? Do we need to have an SLA for customer requested Upgrades?							
108	3	General	Meter Investigations  Please add in Service Standard: - There must be a notation - If the meter Investigation reveals discrepancies that adversely impacts on the Code Participant the charge must be withdrawn, per the Metering Code 3.13.	WP Retail	30/07/2005	MSH	This is a given in all instances no charge will be made if the equipment id found to be faulty.	No Action	14/07/2005	Closed
109	3	General	Energy Interval data produced by survey meters  Data produced by survey meters is coming from MV90 so the Comms rule reference of 3.0 does not apply.	WP Retail	30/07/2005	MSH	All data will be provided via MBS	No Action	14/07/2005	Closed
110	3	General	Section 6.1  Please note that the following transactions are not service orders  Site Detail Notification, Site Access Notification Meter Data Verifiers Meter Data Notifications Meter Data Requests	WP Retail	30/07/2005	MSH				Closed
111	3	General	Stakeholders from WPC have asked that there be a specific section that covers Non Compliance issues. These should include consequences & penalties. It should clearly indicate what authority to lodge complaints, address issues or formally apply for amendments.  The dispute resolution referred to in the Metering Code does not cover issues of SLA non compliance.	WP Retail	30/07/2005	MSH	The compliance part of the code is via the ERA and the network operators licence	No Action	14/07/2005	Closed
112	3	General	2.4 - Roles and Responsibilities  Appendix 2 is blank - Is it the intention to copy and paste the whole of part 10 of the Metering Code as appendix 2?	WP Retail	30/07/2005	MSH	No will reference the meter code. Will add the supply abolishment service	write the new section		Closed

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions	Actions to be taken	Target Resolution Date	Status
							Taken/Resolution			
			4.1 - Schedule of Services Supply Abolishment is missing							
113	3	General	5.1 - Establishment of a Metering Connection Point  The Service Standard box should include - Standing Data Notifications will be sent to Code Participant within one business day per Section 7.5 of Metering Code.  The Metering Comms rule box should be altered to - Section 8 of Communication Rules - Combination of New Connection Service request and Miscellaneous service request would start the process.  The Measurement box please add - Standing Data Notification supplied 98 % accurate and 98% on time .  The Reporting should read - Monthly Key Performance Indicator report	WP Retail	30/07/2005	MSH	Will Update the SLA	Update SLA	26/07/2005	Closed
114	3	General	5.1 Meter upgrade  General question: 1) meter upgrades are driven only by load increases at the site?  The Service Standard box should include - Standing Data Notifications will be sent to Code Participant within one business day per Section 7.5 of Metering Code.  The Metering Code reference box - shouldn't this refer to Adds and Alts and Meter Reconfigure  The Measurement box please add - Standing Data Notification supplied 98 % accurate and 98% on time .  The Reporting should read - Monthly Key Performance Indicator report	WP Retail	30/07/2005	MSH	Agreed The balance will be updated as per previous issues	No Action	14/07/2005	Closed
115	3	General	5.1 Meter Changes  General question: 1) If the Retailer or Customer identifies the meter is faulty, will the Retailer be charged for the meter change?	WP Retail	30/07/2005	MSH	1) Agreed. 2) This will be a network function and the reyaler will not be charges	No Action	14/07/2005	Closed



No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
			<p>2) Should there be reference of a meter change from a type 6 to a type 6, type 5 to type 5 etc. ?</p> <p>The Measurement box please add - Standing Data Notification supplied 98 % accurate and 98% on time</p> <p>The Reporting should read - Monthly Key Performance Indicator report</p> <p>-</p>							
116	3	General	<p>a 5.1 Meter investigations</p> <p>The Reporting should read - Monthly Key Performance Indicator report</p>	WP Retail	30/07/2005	MSH	The Metering Expert Group agreed that the reporting should be quarterly. If Monthly reporting is required this can be accommodated as an additional service.	No Action	14/07/2005	Closed
117	3	General	<p>a 5.2 Schedule Bi - Monthly meter reading</p> <p>The Service Standard box - the 2 statements contradict each other - Please delete "Meters may be read between 1 working day ahead....."</p> <p>- Please add - Bulk estimation must be in consultation with the code participant.</p> <p>- Please add - Actual reading will be provided at 99% accuracy</p> <p>- Please include the Metering Code reference of Annex 3 re estimations and substitutions</p> <p>- A site cannot be estimated for more than 300 days. An actual read must be obtained after the 300 day period has expired.</p> <p>I would like a notation in the Service Standard that the meter readings will be provided to the Code Participant by an agreed time and on the same day they are read.</p> <p>Metering code reference box - I don't understand why there is a service order reference.</p> <p>The Measurement should be 98 % reading supplied same day as read and within 2 days of the schedule read</p>	WP Retail	30/07/2005	MSH	Agreed Bulk estimations will be by agreement with the retailer. The number of days for an estimation is 365 and during that 365 days an attempt must be made by the meter Data Agent to collect the data	No Action	14/07/2005	Closed

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions	Actions to be taken	Target Resolution Date	Status
							Taken/Resolution			
			<p>date. Actual reads provided will be 99% accurate.</p> <p>The Reporting should read - Monthly Key Performance Indicator report</p>							
118	3	General	<p>5.2 Schedule Monthly meter reading</p> <p>WP Retail</p> <p>30/07/2005</p> <p>MSH</p> <p>See Issue 88 same response</p> <p>No Action</p> <p>14/07/2005</p> <p>Closed</p> <p>Same as above</p> <p>The Service Standard box - the 2 statements contradict each other - Please delete "Meters may be read between 1 working day ahead....."</p> <ul style="list-style-type: none"> <li>- Please add - Any Bulk estimation of a route or part thereof must be in consultation with the code participant.</li> <li>- Please add - Actual reading will be provided at 99% accuracy</li> <li>- Please include the Metering Code reference of Annex 3 re estimations and substitutions</li> <li>- A site cannot be estimated for more than 300 days. An actual read must be obtained after the 300 day period has expired.</li> </ul> <p>I would like a notation in the Service Standard that the meter readings will be provided to the Code Participant by an agreed time and on the same day they are read.</p> <p>Metering code reference box - I don't understand why there is a service order reference.</p> <p>The Measurement should be 98 % reading supplied same day as read and within 2 days of the schedule read date. Actual reads provided will be 99% accurate.</p> <p>The Reporting should read - Monthly Key Performance Indicator report</p>							
119	3	General	<p>a 5.2 Special Meter reading</p> <p>WP Retail</p> <p>30/07/2005</p> <p>MSH</p> <p>See Issue 89 same response</p> <p>No Action</p> <p>14/07/2005</p> <p>Closed</p> <p>General - This item caters for manually read sites. I believe we need to develop a special read process particular to Remotely read sites because the process is quite different.</p> <p>Service Standard box - Please add - Actual meter readings will be provided at 99% accuracy.</p>							

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
			<p>Please add - meter readings will be provided the same day as they are read Metro and within 2 business days Country.</p> <p>Please add - if the customer provides 3 days notice or more, the special read will be completed on the required date.</p> <p>if the customer does not give 3 days notice the special read will be completed within 3 business days of the requested date Metro and 5 business days Country.</p> <p>The Measurement should be - 98% readings will be provided same day as they are read for metro and 98% within 2 business days Country.</p> <p>- 98 % reads will be provided by required by date if customer has given the 3 days notice. If customer has not given the required 3 days notice 98% reads will be provided within 3 business days Metro and 5 business days Country.</p> <p>- Accuracy will be 99%.</p> <p>The Reporting should read - Monthly Key Performance Indicator report</p>							
120	3	General	<p>a 5.2 Self Reading - Bi-Monthly</p> <p>General - Is this specific to Self reader cards only. Should we include the customers who phone in their readings and arrangements like Alinta and Water Corp etc that send there reads in we requested periodically?</p> <p>The Service Standard box - Is the 21 days referred to calendar days ? Please update.</p> <p>- Any Bulk estimation of a Self read route or part thereof must be done in consultation with the Code Participant.</p> <p>- Please include the Metering Code reference of Annex 3 re estimations and substitutions</p> <p>- A site cannot be estimated for more than 300 days. An actual read must be obtained after the 300 day period has expired.</p> <p>Measurement - to be advised</p>	WP Retail	30/07/2005	MSH	Agreed	SLA changed to reflect this issue.	26/07/2005	Closed

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
			The Reporting should read - Monthly Key Performance Indicator report							
121	3	General	<p>a 5.2 Energy Interval data produced by Survey Meter</p> <p>General - I don't know that there is enough room on a Misc Service order to provide data formats, data values to be collected , period of survey etc.</p> <p>The Metering Code box should read - Miscellaneous Request per Metering Communication rule section 8</p> <p>Measurement - I have been asked to raise the question as to why it will take 5 days(after completion) to get survey data. Won't survey data come from MV90 and shouldn't be available the same day it is completed?</p> <p>The Reporting should read - Monthly Key Performance Indicator report</p>	WP Retail	30/07/2005	MSH	See Issue 90 same response	No Action	14/07/2005	Closed
122	3	General	<p>a 5.2 Standing Data Provision</p> <p>General - Standing data available to code participants has be listed in three options.</p> <p>Option 1 refers to prospective Code Participants, Option 2 refers to Transfers, Option 3 refers to SDN's for the current Code Participant, and there should be an Option 4 for New Connections. Option 5 Bulk Standing Data requests</p> <p>The Service Standard - for Option 1 is shown in the document.</p> <p>- for Option 2 is one business day, refer Section 7.5 of the Metering Code and states the complete set of standing data must be provided to the new retailer within one business day of completion of the customer transfer.</p> <p>- for Option 3 is one business day, refer both Section 7.5 of the Metering Code which states an update of</p>	WP Retail	30/07/2005	MSH	See Issue 91 same response	No Action	14/07/2005	Closed

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions		Target Resolution Date	Status
							Taken/Resolution	to be taken		
			<p>standing data attributes must be provided within one business day of being updated in the metering register OR Section 13.3.2 of the Communication Code which states SDN will be provided within one business day of the relevant data being updated or changed.</p> <p>- for Option 4 is one business day, refer Section 7.5 of the Metering Code which states that on creation of standing data (e.g new connection) standing data must be provided to the current retailer within one business day of the relevant data being updated.</p> <p>- for Option 5 Is for Bulk Standing Data request, refer Section 7.10 of Metering Code which states this must be provided to the requesting retailer within 10 business days of request.</p> <p>The Measurement will be per each option as above in Service Standard</p> <p>The Reporting should read - Monthly Key Performance Indicator report</p> <p>We suggest the reporting be monthly and the measurement should be per each Option (ie 5 separate measures) in agreement with the code participants.</p>							
123	3	General	<p>a 5.2 Additional Historical Energy Data.</p> <p>General ; - The metering code refers to Archive data (5 years and 11 months) which is accessible. Should this be listed here also. How do we request it? What about energy data in the form of meter readings.</p>	Wp Retail	30/07/2005	MSH	See Issue 92 same response	No Action	14/07/2005	Closed
124	3	General	<p>a 5.2 Supply Abolishment</p> <p>General - Should there be a notation for instances where a quote is required before abolishment can proceed?</p> <p>The Metering Code reference should read - Supply Abolishment Request per Metering Communication rules section 8</p> <p>The Measurement per Service Standard</p>	Wp Retail	30/07/2005	MSH	See Issue 82 & 94 same response	No Action	14/07/2005	Closed

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
			The Reporting should read - Monthly Key Performance Indicator report							
125	3	General	<p>a 5.2 Meter Test Laboratory</p> <p>General - The service order sub types for a meter investigation is just meter test, there is no type of Meter test site or Meter test laboratory. How is the Retailer to specify which type they want and what is the default. At the moment Metering Services will contact a customer on receiving a meter test request and ask which they want, how is this process to happen in future? Networks cannot make this decision with the customer if the charges differ?</p> <p>How can Networks justify the different charges if the government does not allow Retail to recoup the costs? Why are the costs different for single and there phase? There must be a notation per the Metering Code 3.13 - If the meter Test or Audit reveals discrepancies that adversely impacts on the Code Participant the charge must be withdrawn.</p> <p>Why does it mention the lab test under on-site test?</p> <p>The Service Standard box should read 7 days metro and 19 days country. Standing Data Notifications will be sent to Code Participant within one business day per Section 7.5 of Metering Code. The network operator must advise the relevant retailer within 24 hours of detection that the meter is faulty. Any requirement for a MDN must be sent within one business day. If the meter is faulty any estimations will be in accordance with the Metrology Procedure and section 4.4 of the Metering Code.</p> <p>Meter Investigation Request per Metering Communication Rules section 8</p> <p>Metering code references - Metering code reference 4.4 - metering data validation, substitution and estimation. Metering comms rules sections 4 and 5.</p> <p>The Measurement should be from receipt of Service request to Service Order Response with results. Standing Data Notification supplied 98 % accurate and 98% on</p>	WP Retail	30/07/2005		See Issue 95 same response	No Action	14/07/2005	Closed

No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions Taken/Resolution	Actions to be taken	Target Resolution Date	Status
			<p>time. Any requirement for a MDN should be supplied 98% on time.</p> <p>The Reporting should read - Monthly Key Performance Indicator report</p>							
126	3	General	<p>a 5.2 Meter Test (on site ) single Phase and Three Phase</p> <p>The Service Standard box should read 5 days metro and 10 days country. Any Standing Data Notifications will be sent to Code Participant within one business day per Section 7.5 of Metering Code. The network operator must advise the relevant retailer within 24 hours of detection that the meter is faulty. Any requirement for a MDN must be sent within one business day. If the meter is faulty any estimations will be in accordance with the Metrology Procedure and section 4.4 of the Metering Code.</p> <p>Meter Investigation Request per Metering Communication Rules section 8</p> <p>There must be a notation per the Metering Code 3.13 - If the meter Test or Audit reveals discrepancies that adversely impacts on the Code Participant the charge must be withdrawn.</p> <p>Metering code references - Metering code reference 4.4 - metering data validation, substitution and estimation. Metering code ref 3.13 re charges &amp; Metering Communication rules sections 4 and 5.</p> <p>The Measurement should be from creation of Service request to Service Order Response with results. Standing Data Notification supplied 98 % accurate and 98% on time. Any requirement for a MDN should be supplied 98% on time.</p> <p>The Reporting should read - Monthly Key Performance Indicator report</p>	WP Retail	30/07/2005		See Issue 96 same response	No Action	14/07/2005	Closed
127	3	General	<p>a 5.2 CT Meter Audit</p> <p>General - The current process when a CT meter is installed, is that a Post Connect Audit is automatically</p>				See Issue 96 same response	No Action	14/07/2005	Closed

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							Taken/Resolution			
			<p>issued and the metering is check against the attributes listed in CIS. Will this still happen on the MBS side and we will be sent a SDN to confirm or update? There needs some more description here. e.g. " Meter audits will be carried out periodically by the Network operator per ..... but at times the retailer may request an audit through a service request.</p> <p>The Service Standard box should read 5 days metro and 10 days country. Any Standing Data Notifications will be sent to Code Participant within one business day per Section 7.5 of Metering Code. The network operator must advise the relevant retailer within 24 hours of detection that the meter is faulty. Any requirement for a MDN must be sent within one business day. If the meter is faulty any estimations will be in accordance with the Metrology Procedure and section 4.4 of the Metering Code.</p> <p>Meter Investigation Request per Metering Communication Rules section 8</p> <p>There must be a notation per the Metering Code 3.13 - If the meter Test or Audit reveals discrepancies that adversely impacts on the Code Participant the charge must be withdrawn.</p> <p>Metering code references - Metering code reference 4.4 - metering data validation, substitution and estimation. Metering code ref 3.13 re Charges &amp; Metering Communication rules sections 4 and 5.</p> <p>The Measurement should be from creation of Service request to Service Order Response with results. Standing Data Notification supplied 99 % accurate and 99% on time. Any requirement for a MDN should be supplied 98% on time.</p> <p>The Reporting should read - Monthly Key Performance Indicator report.</p>							
128		Standing data	the 3rd form of standing data provision deals with all other standing data updates other than new connections, transfers and bulk updates which by my understanding will include meter changes. The service standard is set to	WP Retail	17/08/2005	PW				Closed



No.	SLA Vers.	Ref	Issue Description	Raised by	Raised Date	Assigned to	Actions	Actions to be taken	Target Resolution Date	Status
							Taken/Resolution			
			<p>within one business day of the information being updated in the meter registry, I have an issue with it being measured from its data entry not from the actual work being performed. Where physical activity has generated the change to the data this should be communicated to code participants within 2 business days of the action occurring. We are concerned, if there is a backlog of data entry we have no recourse. This should also apply to standing data relating to new connections.</p> <p>From an SLA point of view, we want to measure the time between the request and completion of the request and the time between the completion date and the SDN.</p>							
129		Meter Repair	Code now requires service standard for meter repair.	WP Networks	1/10/2005	AT		Add new section		Closed