

Model Service Level Agreement

Electricity Networks Corporation

ABN 18 540 492 861

~ and ~

[Name of User]

[ABN/ACN/ARBN]

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PARTIES

ELECTRICITY NETWORKS CORPORATION ABN 18 540 492 861, a statutory body corporate established under section 4(1)(b) of the *Electricity Corporations Act 2005 (WA)*, of 363 Wellington Street, Perth, Western Australia (**Western Power**)

– and –

[] of [] (**User**)

INTRODUCTION

- (A) The User wishes to obtain Metering Services from Western Power in accordance with the provisions of this Agreement, Western Power’s Access Arrangement and the User’s Access Contract.
- (B) This Agreement sets out the terms and conditions, pursuant to the *Electricity Industry (Metering) Code 2012 (WA)*, upon which Western Power will provide the Metering Services to the User.

OPERATIVE PROVISIONS

1. Interpretation

1.1 Interpretation

In this Agreement:

- (a) a reference to:
- (i) the singular includes the plural and the plural includes the singular; and
 - (ii) an officer or body of persons includes any other officer or body for the time being exercising the powers or performing the functions of that officer or body; and
 - (iii) this Agreement or any other instrument includes any variation or replacement of it; and
 - (iv) “**under**” includes “**by**”, “**by virtue of**”, “**pursuant to**” and “**in accordance with**”; and
 - (v) “**day**” means a calendar day; and
 - (vi) “**person**” includes a public body, company, or association or body of persons, corporate or unincorporated; and
 - (vii) a person includes a reference to the person’s personal representatives, executors, administrators, successors and permitted assigns; and
 - (viii) any monetary amount means that amount in Australian dollars,
- and
- (b) a word of any gender includes the corresponding words of each other gender; and
- (c) if a period of time is specified and dates from a given day or the day of an act or event, it is to be calculated exclusive of that day; and

- (d) “copy” includes a facsimile copy, photocopy or electronic copy; and
- (e) “including” and similar expressions are not words of limitation; and
- (f) where a word or expression is given a particular meaning, other parts of speech and grammatical forms of that word or expression have a corresponding meaning; and
- (g) where information is set out in braces (namely “{” and ”}”), whether or not preceded by the expression “Note”, “Outline” or “Example”, the information:
 - (i) is provided for information only and does not form part of this Agreement; and
 - (ii) is to be disregarded in interpreting this Agreement; and
 - (iii) might not reflect amendments to this Agreement or other documents or Laws, and
- (h) unless the contrary intention is apparent, a term with a defined meaning in the Code has the same meaning in this Agreement; and
- (i) a reference to:
 - (i) this Agreement includes any Schedule to this Agreement; and
 - (ii) a clause is a reference to a clause of this Agreement; and
 - (iii) a series of consecutive clauses or Schedules is to be read as inclusive of the first and last in the series.

1.2 Interpretation Act applies

Unless the contrary intention is apparent, the rules of interpretation in the *Interpretation Act 1984 (WA)* apply to the interpretation of this Agreement.

1.3 CPI adjustment

In this Agreement, “CPI-Adjusted” in reference to an amount means that amount is adjusted under the following formula:

$$N = C \times \left(1 + \frac{CPI_n - CPI_c}{CPI_c}\right)$$

where:

“N” is the new amount being calculated; and

“C” is the current amount being adjusted; and

“CPI_n” is the CPI applicable at the end of the calendar quarter (quarter _n) most recently ended prior to the current adjustment date; and

“CPI_c” is the value of CPI applicable for the calendar quarter occurring 12 months before the calendar quarter referred to in the definition of CPI_n.

2. Duration

2.1 Term

This Agreement commences on the date of execution of this Agreement and continues until this Agreement is terminated, in accordance with this Agreement.

2.2 Termination

This Agreement will only terminate if and when the User's Access Contract terminates but such termination is without prejudice to any rights, remedies, powers, obligations or liabilities of a Party in respect of this Agreement which arose prior to the date of termination.

3. Services

3.1 Metering Services

During the Term:

- (a) Western Power must provide the Metering Services as requested by the User under a Service Order;
- (b) the User must pay for the Extended Metering Services provided by Western Power pursuant to a Service Order submitted by the User; and
- (c) the User may use the Metering Services,
on the terms and conditions set out in this Agreement.

3.2 Service Standards

- (a) Western Power must provide the Metering Services to the User in accordance with the Service Standards.
- (b) Western Power is not in breach of this Agreement or the Service Standards if it is not (acting reasonably) able to provide a Metering Service:
 - (i) because appropriate access to a property is not provided to it;
 - (ii) because it or its employees or agents have a legitimate concern about their ability to safely access a property (including due to risk of attack by animals, threats of violence or unsafe conditions at the property); or
 - (iii) due to other impediments beyond Western Power's reasonable control and which Western Power cannot, acting reasonably, overcome.

3.3 Request for Metering Services

The User may request the provision of Metering Services under this Agreement, by submitting to Western Power a Service Order in accordance with the Code and the Communication Rules.

3.4 Requirement for Access Contract

The User may only request Metering Services for a Meter for which the User has agreed an Access Contract with Western Power for the Connection Point.

4. Financial Covenants by User

4.1 Metering Services Charges

- (a) The User agrees to pay Western Power the Fees for the Extended Metering Services provided under this Agreement.

- (b) For the avoidance of doubt, the fees for the provision of Standard Metering Services are included in the tariffs in the Price List for Covered Services payable by the User under the User's Access Contract, and such fees must be paid by the User in accordance with the terms of the User's Access Contract.
- (c) If the User requests the following Extended Metering Services and the test reveals that the Meter that was the subject of the test does not comply with the requirements of the Code, the User is not liable to pay any Fees applicable to those Extended Metering Services:
 - (i) Meter Test – Laboratory (single phase);
 - (ii) Meter Test – Laboratory (three phase);
 - (iii) Meter Test – On Site (single phase);
 - (iv) Meter Test – On Site (three phase); or
 - (v) Meter Test – On Site (CT Metering).

5. Invoicing and payment

5.1 Invoices

Western Power must, within 10 Business Days after the end of an Accounting Period, issue to the User a Tax Invoice for the Accounting Period showing:

- (a) all amounts payable by the User to Western Power under this Agreement for the Accounting Period; and
- (b) all outstanding amounts as at the end of the Accounting Period and interest payable on those amounts; and
- (c) GST payable on those amounts under clause 5.6.

5.2 Payment of invoices

- (a) Subject to clause 5.3, the User must, on or before the Due Date of the Tax Invoice, pay to Western Power all amounts shown on the Tax Invoice which are payable under this Agreement.
- (b) If the User fails to comply with clause 5.2(a) then, without prejudice to Western Power's other rights, the User must pay interest on any unpaid amount, calculated daily at the Prescribed Rate from the Due Date of the Tax Invoice until payment.

5.3 Disputed invoices

- (a) If the User Disputes any amount set out in a Tax Invoice issued under clause 5.1 then the User must pay the Undisputed Portion (if any) and must, prior to the Due Date of the Tax Invoice, give notice to Western Power that it Disputes the amount and provide in that notice full details of the Dispute. Provided the User has complied with the foregoing requirements, it may withhold payment of the disputed portion of the Tax Invoice until the Dispute is resolved.
- (b) Without prejudice to Western Power's other rights, any amount withheld by the User under clause 5.3(a) but subsequently found to have been payable, attracts interest calculated daily at the Prescribed Rate from the Due Date of the Tax Invoice until payment.

- (c) Without prejudice to Western Power's other rights, any amount paid by the User under clause 5.3(a) but subsequently found not to have been payable, attracts interest calculated daily at the Prescribed Rate from the date the User paid the amount to the date Western Power repays the amount.

5.4 Under and over payments

- (a) If a Party detects a Payment Error by a Party of any amount within 18 calendar months after the Payment Error:
 - (i) the Party must as soon as reasonably practicable give notice to the other Party of the Payment Error; and
 - (ii) an adjusting payment must be made by the appropriate Party within 15 Business Days of the notice.
- (b) Except where clause 5.4(c) applies, the adjusting payment must, without prejudice to the Party's other rights, include interest calculated daily at the Prescribed Rate from the date of the Payment Error until the date of the adjusting payment.
- (c) An adjusting payment by a Party will not attract interest under clause 5.4(b) if it is made in relation to an underpayment and the underpayment was the result of an error by the other Party.
- (d) Subject to clause 5.4(e) a Party is not entitled to an adjusting payment for a Payment Error notified to the other Party after the expiry of 18 calendar months after the Payment Error.
- (e) Where a Payment Error is an error as a result of which the amount set out in a Tax Invoice is less than what it would have been had the error not been made, the Payment Error will be taken to have occurred on the Due Date of the Tax Invoice.
- (f) Where a Payment Error is an error as a result of which the amount set out in a Tax Invoice is more than what it would have been had the error not been made, the Payment Error will be taken to have occurred on the date the User has paid the total amount of the Tax Invoice in full.

5.5 Default in payment

If the User Defaults in due and punctual payment of a Tax Invoice, clause 9(a) applies.

5.6 GST

- (a) Unless expressly included, the consideration for any supply under or in connection with this Agreement (including any Fees) is GST exclusive.
- (b) To the extent that any supply made under or in connection with this Agreement is a taxable supply and the price for it (including any Fees) is stated to be GST exclusive, the consideration for that supply is increased by an amount determined by the supplier, not exceeding the amount of the consideration (or its market value) multiplied by the rate at which GST is imposed in respect of the supply.
- (c) Without limiting the obligation to provide a Tax Invoice under clauses 5.1, the supplier must issue a Tax Invoice to the recipient of a supply to which clause 5.6(b) applies before the payment of the GST inclusive consideration determined under that clause.

- (d) If a Party is entitled under this Agreement to be reimbursed or indemnified by another Party for a cost or expense incurred in connection with this Agreement, the reimbursement or indemnity payment must not include any GST component of the cost or expense for which an input tax credit may be claimed by the Party entitled to be reimbursed or indemnified, or by its representative member.
- (e) If a Party becomes aware of an adjustment event, that Party agrees to notify the other Party as soon as practicable after becoming so aware, and the Parties agree to take whatever steps are necessary, including the issue of an adjustment note, and to make whatever adjustments are required, to ensure that any GST or additional GST on that supply or any refund of any GST (or part of GST) is paid as soon as is practicable but no later than 10 Business Days after the Party has satisfied itself that the adjustment event has occurred.
- (f) Definitions in the GST Act apply also in this clause 5.6 unless the context indicates otherwise.

COMMON PROVISIONS

6. Representations and warranties

6.1 The User's representations and warranties

- (a) The User represents and warrants to Western Power that:
 - (i) the User's obligations under this Agreement are valid and binding and are enforceable against the User under their terms; and
 - (ii) this Agreement and any other transaction under it does not contravene the User's constituent documents or any Law or any of the User's obligations or undertakings by which the User or any of the User's assets are bound or cause to be exceeded any limitation on the User's or the User's directors' powers; and
 - (iii) neither the User nor any of its related bodies corporate have immunity from the jurisdiction of a court or from legal process (whether through service of notice, attachment prior to judgment, attachment in aid of execution, execution or otherwise).
- (b) The representations and warranties in clause 6.1(a) are to be taken to be made on each day on which:
 - (i) this Agreement is in effect; or
 - (ii) any amount payable by the User to Western Power under this Agreement is or may be outstanding.
- (c) To the maximum extent permitted by Law, the only warranties given by and terms which apply to the User under this Agreement are those expressly contained in this Agreement, and all warranties and terms implied by Law, including those on the part of the User implied by the Competition and Consumer Act 2010 (Cth) or the Fair Trading Act 2010 (WA) or any other Law to similar effect do not apply to this Agreement.
- (d) If at Law the exclusion of any warranty or term is prohibited, then the User's liability in respect of a breach of such warranty or term is limited to the maximum extent permitted by Law. For example, where any Law permits the User to limit its liability in respect of a breach of an implied warranty or condition to the replacement or resupply of equivalent goods and services, then the User's liability will be so limited.

6.2 Western Power's representations and warranties

- (a) Western Power represents and warrants to the User that:
 - (i) Western Power's obligations under this Agreement are valid and binding and are enforceable against Western Power under their terms; and
 - (ii) this Agreement and any other transaction under it does not contravene Western Power's constituent documents or any Law or any of Western Power's obligations or undertakings by which Western Power or any of Western Power's assets are bound or cause to be exceeded any limitation on Western Power's or Western Power's directors' powers; and
 - (iii) neither Western Power nor any of its related bodies corporate have immunity from the jurisdiction of a court or from legal process (whether through service of notice, attachment prior to judgment, attachment in aid of execution, execution or otherwise).
- (b) The representations and warranties in clause 6.2(a) are to be taken to be made on each day on which:
 - (i) this Agreement is in effect; or
 - (ii) any amount payable by Western Power to the User under this Agreement is or may be outstanding.
- (c) To the maximum extent permitted by Law, the only warranties given by and terms which apply to Western Power under this Agreement are those expressly contained in this Agreement, and all warranties and terms implied by Law, including those on the part of Western Power implied by the Competition and Consumer Act 2010 (Cth) or the Fair Trading Act 2010 (WA) or any other Law to similar effect do not apply to this Agreement.
- (d) If at Law the exclusion of any warranty or term is prohibited, then Western Power's liability in respect of a breach of such warranty or term is limited to the maximum extent permitted by Law. For example, where any Law permits Western Power to limit its liability in respect of a breach of an implied warranty or condition to the replacement or resupply of equivalent goods and services, then Western Power's liability will be so limited.

7. Liability

7.1 Exclusion of Indirect Damage

- (a) The User is not in any circumstances liable to Western Power for any Indirect Damage suffered by Western Power, however arising.
- (b) Western Power is not in any circumstances liable to the User for any Indirect Damage suffered by the User, however arising.

7.2 Limitation of liability

The maximum liability of one Party to the other Party under and in connection with this Agreement is limited to the amount equal to:

- (a) the aggregate monetary limit on that Party's liability under the User's Access Contract applicable to all breaches of, or acts or omissions in connection with, the User's Access Contract (**Access Contract Cap**); less

- (b) the aggregate actual liability incurred by that Party to the other Party under the User's Access Contract, to the intent that each Party's aggregate liability under this Agreement and the User's Access Contract will not exceed the Access Contract Cap applicable to it. If a Party receives an amount of damages under this Agreement which, when aggregated with any amounts it has received under the User's Access Contract, results in the Access Contract Cap being exceeded it must refund the excess amount received over the Access Contract Cap to the other Party

Payments of charges for services, GST and interest are not taken into account in determining whether the Access Contract Cap has been exceeded.

7.3 Personal Injury

Clauses 7.1 and 7.2 do not apply to personal injury Claims. The liability for any personal injury Claim will be determined under Law.

7.4 Fraud

- (a) If Western Power is fraudulent in respect of its obligations to the User under this Agreement, then Western Power is liable to the User for, and is to indemnify the User against, any damage caused by, consequent upon or arising out of the fraud. In this case, the exclusion of Indirect Damage in clause 7.1 does not apply.
- (b) If the User is fraudulent in respect of its obligations to Western Power under this Agreement, then the User is liable to Western Power for, and is to indemnify Western Power against, any damage caused by, consequent upon or arising out of the fraud. In this case, the exclusion of Indirect Damage in clause 7.1 does not apply.
- (c) A Party must take such action as is reasonably required to mitigate any loss or damage to it for which indemnity may be claimed under this Agreement or otherwise.

7.5 Interaction with ETAC

Nothing in this clause 7 limits the operation of any provision in the User's Access Contract providing that "the exclusion of Indirect Damage does not apply" or words to similar effect.

8. Force Majeure

8.1 Affected Person's obligations are suspended

If a Party ("**Affected Person**") is unable wholly or in part to perform any obligation ("**Affected Obligation**") under this Agreement (other than an obligation to pay money) because of the occurrence of a Force Majeure Event, then, subject to this clause 8.1, the Affected Person's obligation to perform the Affected Obligation is suspended to the extent that, and for so long as, the Affected Person's ability to perform the Affected Obligation is affected by the Force Majeure Event (such period being the "**FM Period**").

8.2 Affected Person's obligations

Subject to clauses 8.3 and 8.5, if a Force Majeure Event occurs and the Affected Person is unable wholly or in part to perform any obligation under this Agreement, then the Affected Person must:

- (a) notify the other Party if the FM Period continues for a period of two days or longer; and
- (b) use reasonable endeavours (including incurring any reasonable expenditure of funds and rescheduling personnel and resources) to:

- (i) mitigate the consequences of the Force Majeure Event; and
- (ii) minimise any resulting delay in the performance of the Affected Obligation.

8.3 In case of breach

An Affected Person is not obliged to incur an expenditure in complying with clause 8.2(b) if the Force Majeure Event is constituted by a breach of, or failure to comply with, this Agreement by the other Party.

8.4 Failure to minimise delays

If an Affected Person fails to comply with clause 8.2(b)(ii), then the only consequence of that failure is that the FM Period is reduced by the period of any delay in the performance of the Affected Obligation attributable to that failure.

8.5 Settlement of a labour dispute

The settlement of a labour dispute which constitutes a Force Majeure Event is a matter which is within the absolute discretion of the Affected Person.

9. Default

- (a) If the User defaults in the due and punctual payment, at the time and in the manner required for payment by this Agreement, of any amount payable under this Agreement (“Default”), then Western Power may:
 - (i) notify the User of the User’s Default and require the User to remedy the User’s Default; and
 - (ii) if the User’s Default has not been remedied at the end of the 20th Business Day after the notice was given, suspend the provision of the Extended Metering Services.
- (b) If the Extended Metering Services are suspended by Western Power under clause 9(a), Western Power must continue to provide the Standard Metering Services in respect of the Metering Points which are affected by the suspension.
- (c) For the avoidance of doubt, nothing in clause 9(b) impacts Western Power’s right to suspend services under the User’s Access Contract, including the Standard Metering Services, in accordance with the terms of the User’s Access Contract.
- (d) The exercise of any of the remedies set out in clause 9(a) by Western Power does not prejudice the rights or remedies accrued to Western Power at the date of the User’s Default.

10. Disputes

10.1 Disputes

Any Dispute arising in respect of any matter under or in connection with this Agreement shall be resolved in accordance with the provisions set out in Part 8 of the Code.

10.2 Performance to Occur Despite Dispute

The Parties shall continue to perform their obligations under this Agreement notwithstanding the existence of a Dispute.

11. Set off

11.1 Party may set off payment

A Party (“**First Party**”) may set off any amount due for payment by it to the other Party under this Agreement against any amount which is due for payment by the other Party to the First Party under this Agreement.

11.2 No other set off permitted

Except as permitted in clause 11.1, no set off is permitted by either Party in connection with this Agreement, whether under this Agreement or otherwise.

12. Assignment and Encumbrances

- (a) Subject to clause 12(c), a User may not encumber, assign, part with possession or create any interest or right in favour of a third party in respect of this Agreement, without the prior written consent of Western Power, which will not be unreasonably withheld.
- (b) Subject to clause 12(c), Western Power may not encumber, assign, part with possession or create any interest or right in favour of a third party in respect of this Agreement, without the prior written consent of the User, which will not be unreasonably withheld.
- (c) If a Party is restructured in accordance with government policy:
 - (i) by Law; or
 - (ii) through other means, including the:
 - (A) use of subsidiary or associated companies; or
 - (B) transfer of assets, rights and liabilities,

then the rights and obligations of a Party under this Agreement are assigned to the appropriate legal entity pursuant to the restructure. A restructure, transfer or assignment under this clause 12(c) does not require the other Party’s approval or consent.

13. Miscellaneous

13.1 Compliance

Each Party to this Agreement must comply with all applicable Laws.

13.2 Precedence

Where there is any ambiguity or conflict between the Code and the provisions of this Agreement, the provisions of the Code shall prevail to the extent necessary to resolve that ambiguity or conflict. Where there is any ambiguity or conflict between this Agreement and the Access Contract, the provisions of the Access Contract shall prevail to the extent necessary to resolve that ambiguity or conflict.

13.3 Variation

A purported agreement between Western Power and the User to revoke, substitute or amend any provision of this Agreement has no effect unless it is in writing.

13.4 No third party benefit

This Agreement does not confer any right or benefit on a person other than the User and Western Power, despite the person being named or identified, or belonging to a class of persons named or identified, in this Agreement.

13.5 Duty

The User is liable for and must pay any duty that is assessed on this Agreement under the Duties Act 2008 (WA). If it is dutiable, the User must produce this Agreement to the Office of State Revenue for assessment.

13.6 Costs

Each Party must pay its own costs, charges, expenses, disbursements or fees in relation to:

- (a) the negotiation, preparation, execution, performance, amendment or registration of, or any notice given or made; and
- (b) the performance of any action by that Party in compliance with any liability arising, under this Agreement, or any agreement or document executed or effected under this Agreement, unless this Agreement provides otherwise.

13.7 Waiver

A provision of this Agreement may only be waived by a Party giving written notice signed by a duly authorised representative to the other Party.

13.8 Entire agreement

Except as set out in any Additional Service Level Agreement, this Agreement constitutes the entire agreement between the Parties as to its subject matter and, to the extent permitted by Law, supersedes all previous agreements, arrangements, representations or understandings.

13.9 Severance

If the whole or any part of this Agreement is void, unenforceable or illegal in a jurisdiction, it is severed for that jurisdiction. The remainder of this Agreement has full force and effect and the validity or enforceability of the provision in any other jurisdiction is not affected. This clause 13.9 has no effect if the severance alters the basic nature of this Agreement or is contrary to public policy.

13.10 Counterpart execution

- (a) This Agreement may be signed in any number of counterparts and all such signed counterparts, taken together, shall be deemed to constitute one and the same instrument even though all Parties may not have signed each separate counterpart.
- (b) Where it has been signed in counterparts, the date of this Agreement shall be taken to be the day on which the last of the Parties to give such notice gives notice in writing or by fax or electronic mail to the other Parties that it has signed a counterpart, such notice being accompanied by a copy, or a printable Electronic image, of the whole of that counterpart.

13.11 Further assurance

Each Party agrees, at its own expense, on the request of another Party, to do everything reasonably necessary to give effect to this Agreement and the transactions contemplated by it, including, but not limited to, the execution of documents.

13.12 Merger

The warranties, undertakings and indemnities in this Agreement do not merge on termination of this Agreement.

13.13 Remedies

The rights, powers and remedies provided in this Agreement are cumulative with and not exclusive of the rights, powers or remedies provided by law independently of this Agreement.

13.14 Governing Law

- (a) This Agreement and the transactions contemplated by this Agreement are governed by the Law in force in Western Australia.
- (b) Without limiting clause 13.14(a), each Party irrevocably and unconditionally submits to the non-exclusive jurisdiction of the Courts of Western Australia and the Courts of appeal from them for the purpose of determining any Dispute concerning this Agreement or the transactions contemplated by this Agreement.

EXECUTION CLAUSE

Executed as an agreement on the _____ day of _____ 20____ by:

EXECUTED for and on behalf of **ELECTRICITY NETWORKS CORPORATION ABN 18 540 492 861** in accordance with paragraph 135(4) of the Electricity Corporations Act 2005 (WA):

Signature of Authorised Officer

Signature of Authorised Officer

Full name

Full name

Position title

Position title

EXECUTED by **[NAME OF PARTY & ABN/ACN/ARBN]** in accordance with section 127(1) of the Corporations Act 2001 (Cth):

Signature of Director

Signature of Director/Company Secretary

Full name

Full name

SCHEDULE 1 - DICTIONARY

In this Agreement, unless the context otherwise requires, the defined terms in column 1 below have the meanings in column 2:

<u>Column 1</u>	<u>Column 2</u>
Access Arrangement	means the current 'access arrangement' (as defined in the Access Code) approved in respect of the Network under the Access Code.
Access Code	means the <u><i>Electricity Networks Access Code 2004 (WA)</i></u> .
Access Contract	has the meaning given to it in the Code.
Accounting Period	means one calendar month.
Accumulated Energy Data	has the meaning given to it in the Code.
Accumulation Meter	has the meaning given to it in the Code.
Act	means the <u><i>Electricity Industry Act 2004 (WA)</i></u> .
Actual Change Date	means the effective date of change recorded in the Registry.
Actual Value	has the meaning given to it in the Code.
Additional Metering Services	means metering services provided by Western Power to the User which are not defined in this Agreement.
Additional Service Level Agreement	means a 'service level agreement' as defined in the Code pursuant to which Additional Metering Services are provided.
Agreement	means this Agreement.
AMI Meter	means a Meter, connected to a telecommunications network, with capability activated for two-way communication between the Meter and Western Power, configured for the upload and download of data and commands, and provision of advanced metering services, from a remote locality.
Applications and Queuing Policy	means the 'applications and queuing policy' in the Access Arrangement.
Armed	means a state of a Meter where supply voltage has been restored enabling the supply of electricity to a Customer.
B2B	means business to business.
Build Pack	has the meaning given to it in the Communication Rules.
Business Day	means a day that is not a Saturday, Sunday or public holiday in Perth, Western Australia.
Claim	means any claim, demand, action or proceeding made or instituted against a Party.

Code	means the <u>Electricity Industry (Metering) Code 2012 (WA)</u> .
Commencement Date	means the date of execution of this Agreement.
Communication	means a notice, approval, consent or other communication given or made under this Agreement.
Communication Rules	has the meaning given to it in the Code.
Connection Point	has the meaning given to it in the Code, and includes a point on a Covered Network which is “subject to bi-directional electricity flows” under section 3.3A of the Code.
Consumer	has the meaning given to it in the Access Code.
Country	means an area not defined as Metropolitan.
Covered Network	has the meaning given to it in the Access Code.
Covered Service	has the meaning given to it in the Access Code.
CPI	means the Consumer Price Index (all groups) for the Weighted Average of Eight Capital Cities published by the Australian Bureau of Statistics from time to time or, if the Consumer Price Index (all groups) for the Weighted Average of Eight Capital Cities ceases to be published, such alternative index as Western Power acting reasonably and in good faith may determine, and in all cases the CPI figure is to be adjusted to correct for any effects of a change in the rate of GST.
CPI-Adjusted	has the meaning given to it in clause 1.3.
Customer Transfer and Standing Data Procedure	means the Customer Transfer and Standing Data Procedure defined in the Build Pack published by Western Power from time to time.
Current Transformer Metering	means a Metering Installation which incorporates a transformer/s for the measurement of electricity flow.
Customer	means: <ul style="list-style-type: none"> (a) a “customer” as defined in section 3 of the Act; or (b) a customer of the User who owns, operates or controls Generating Plant.
Customer Code	means the <u>Code of Conduct for the Supply of Electricity to Small Use Customers 2016 (WA)</u> .
Customer Prevented	means a Service Order which could not be completed by Western Power due to an action taken by a Customer.
Customer Transfer Code	means the <u>Electricity Industry (Customer Transfer) Code 2016 (WA)</u> .
De-energise	means the removal of the supply voltage from the Meter at the Metering Point.
Default	has the meaning given to it in clause 9(a).

Dispute	means any dispute or difference concerning: (a) construction of; or (b) anything contained in or arising out of; or (c) rights, obligations, duties or liabilities of a Party under, this Agreement.
Due Date	means the date 15 Business Days after the Tax invoice is received by the Party to whom it is addressed.
Electrical Contractor	has the meaning given to it in the <u><i>Electricity (Licensing) Regulations 1991 (WA)</i></u> .
Electrical Safety Certificate	means a certificate in a form authorised by the Director of Energy Safety and certified by an authorised person, as required by the <u><i>Electricity (Licensing) Regulations 1991 (WA)</i></u> .
Electronic	has the meaning given to it in the Code.
Energise	has the meaning given to it in the <u><i>Electricity Industry (Obligation to Connect) Regulations 2005 (WA)</i></u> .
Energy Data	has the meaning given to it in the Code.
EnergySafety	means the Energy Safety Division of the Department of Mines, Industry Regulation and Safety (WA).
Extended Metering Services	means those Metering Services, set out in Schedule 2, other than the Standard Metering Services and for which the User must pay the Fees under this Agreement.
Facilities and Equipment	has the meaning given to it in the Access Code.
Fees	means the ‘fees’ that are published by Western Power from time to time as being the fees which apply to the provision of Extended Metering Services. The Fees applicable as at the date of this Agreement are set out in Schedule 5 of this Agreement.
Field Completion Date	means the date on which the Service requested in a Service Order is completed or attempted at the supply address, as recorded in the Registry.
Force Majeure	in respect of a Party, means an event or circumstance beyond the Party’s control, and which the Party, acting as a Reasonable and Prudent Person, is not able to prevent or overcome, including (where the foregoing conditions are satisfied): (a) any act of God, lightning, earthquake, storm, fire, flood, subsidence, land slide, mud slide, wash-out, explosion or natural disaster; or (b) any insurrection, revolution or civil disorder, terrorism, act of public enemies, malicious damage, sabotage, vandalism, war

(whether declared or undeclared) or a military operation, blockade or riot; or

- (c) any determination, award or order of any court or tribunal, or any regulatory authority or the award of any arbitrator arising after the Commencement Date; or
- (d) any act or omission of government or any government or regulatory department, body, instrumentality, ministry, agency, fire brigade or any other authority other than a Party (including restraint, expropriation, prohibition, intervention, direction or embargo); or
- (e) any inability or delay in obtaining any governmental, quasi-governmental or regulatory approval, consent, permit, licence or any other authority other than a Party; or
- (f) any industrial disputes of any kind, strike, lock-out, ban, limitation or other industrial disturbances; or
- (g) any significant plant or equipment failure which could not have been avoided by the exercise of Good Electricity Industry Practice; or
- (h) any act or omission of any person (other than a Party) with Facilities and Equipment connected to the Network which prevents the Party's ability to perform its obligations under this Agreement; or
- (i) any application of any law of the Commonwealth, any Commonwealth authority, the State, any State authority or any local government; or
- (j) accidents, weather and acts of third parties (such as Generators or Consumers) that affect the quality, frequency and continuity of the supply of electricity.

Force Majeure Event

means an event of Force Majeure.

Generating Plant

has the meaning given to it in the Access Code.

Generator

has the meaning given to it in the Access Code.

Good Electricity Industry Practice

has the meaning given to it in the Code.

GST

means goods and services tax or similar value added tax levied or imposed in Australia on a taxable supply under the GST Act or otherwise.

GST Act

means the *A New Tax System (Goods and Services Tax) Act 1999 (Cth)*.

High Voltage

means a voltage exceeding Low Voltage.

Indirect Damage	suffered by a person means any one or more of: <ul style="list-style-type: none"> (a) any consequential loss, consequential damage or special damages however caused or suffered by the person, including any: <ul style="list-style-type: none"> (i) loss of (or loss of anticipated) opportunity, use, production, revenue, income, profits, business and savings; or (ii) loss due to business interruption; or (iii) increased costs; or (iv) punitive or exemplary damages, whether or not the consequential loss or damage or special damage was foreseeable; or (b) in respect of contractual damages, damages which would fall within the second limb of the rule in <i>Hadley v Baxendale</i> [1854] 9 Exch. 341; or (c) any liability of the person to any other person, or any Claim brought against the person by any other person, and the costs and expenses connected with the Claim.
In Field	means a Service Order which has been processed by Western Power and allocated to a delivery resource.
Interval Energy Data	has the meaning given to it in the Code.
Interval Meter	has the meaning given to it in the Code.
Law	means 'written laws' and 'statutory instruments' as defined in the Access Code, orders given or made under a written law or statutory instrument as so defined or by a government agency or authority, Codes of Practice and Australian Standards deemed applicable under a written law and rules of the general law including the common law and equity.
Low Voltage	means a voltage exceeding 50V alternating current or 120V ripple free direct current but not exceeding 1000V alternating current or 1500V direct current.
Manually Read Interval Meter (MRIM)	means an Interval Meter, read manually, at or near the Meter.
Market Operator	means the independent market operator appointed under Part 9 of the Act.
Meter	has the meaning given to it in the Code.
Metering Installation	has the meaning given to it in the Code.
Metering Point	has the meaning given to it in the Code, and includes a point on a Covered Network which is "subject to bi-directional electricity flows" under section 3.3A of the Code.
Metering Services or Services	means the Standard Metering Services and the Extended Metering Services.

Meter Reading	means the collection of an Actual Value from a Meter.
Meter Reading Schedule	means a schedule published annually by Western Power detailing Meter Reading dates for Meters.
Meter Throughput	means the measurement of electricity consumption or production at a Metering Point, accumulated over a 12 month period, expressed as a measure of energy over time.
Metrology Procedure	has the meaning given to it in the Code.
Metropolitan	has the meaning given to 'metropolitan area' in the Code.
NEM12	means the metering data file format used by the National Electricity Market, for the transfer of Interval Energy Data.
NEM13	means the metering data file format used by the National Electricity Market, for the transfer of Accumulated Energy Data.
Network	has the meaning given to it in the Access Code.
Non-AMI Meter	means a Meter that does not have all the attributes of an AMI Meter.
Non-Business Day	means a day that is not a Business Day.
Party	means Western Power or the User.
Parties	means Western Power and the User.
Payment Error	means: <ul style="list-style-type: none"> (a) any underpayment or overpayment by a Party of any amount in respect of a Tax Invoice; or (b) any error in a Tax Invoice (including the omission of amounts from that Tax Invoice, the inclusion of incorrect amounts in that Tax Invoice, calculation errors in the preparation of a Tax invoice or a Tax Invoice being prepared on the basis of data which is later established to have been inaccurate).
Possession	includes custody, control, and an immediate right to possession, custody, or control.
Prescribed Rate	means, at any point in time, the interest rate (expressed as a rate per cent per annum) equal to the aggregate of 3 annual percentage points and the interest rate (expressed as a rate per cent per annum) then published by the Reserve Bank of Australia as the large business variable indicator lending rate.
Price List	means the 'price list' (as defined in the Access Code) specified in the Access Arrangement.
Read or Reading	means an attempt to collect an Actual Value from a Meter.
Reading Day Number	has the meaning given to it in the Code.
Reasonable and Prudent Person	means a person acting in good faith and, where applicable, in accordance with Good Electricity Industry Practice.
Re-energise	means to restore supply voltage from a Meter at the Metering Point.

Registry	has the meaning given to it in the Code.
Related Body Corporate	has the meaning given to it in section 50 of the <u>Corporations Act 2001 (Cth)</u> .
Relevant Service	means the Services requested by the User in a Service Order.
Remotely Read Interval Meter (RRIM)	means an Interval Meter connected to a telecommunications network and configured for the download of Energy Data from a remote locality.
Self-Read	means a Meter Reading performed by a Customer.
Service Order	means a request for a Service submitted by the User to Western Power, in accordance with the Communication Rules.
Service Standards	means the service levels and standards applicable to the Services, as set out in Schedule 4.
Standard Metering Services	means those services classified as 'standard' in Schedule 2, and the costs of which are included in tariffs payable in the Price List for Covered Services contracted between Western Power and the User in an Access Contract.
Standing Data	has the meaning given to it in the Code.
Tax Invoice	has the meaning given to it in the GST Act.
Term	has the meaning given in clause 2.1.
Undisputed Portion	means the portion of the amount set out in a Tax Invoice that this not in Dispute.
User	has the meaning given to it in the Access Code.
WA B2B Procedures: Meter Data Process	means the WA B2B Procedures: Meter Data Process defined in the Build Pack published by Western Power from time to time.
WA B2B Procedures: Service Order Process	means the WA B2B Procedures: Service Order Process defined in the Build Pack published by Western Power from time to time.
Western Australian Distribution Connections Manual (WADCM)	means the Western Australian Distribution Connections Manual published by Horizon Power and Western Power from time to time.
Western Australian Electrical Requirements (WAER)	means the Western Australian Electrical Requirements published by Energy Safety from time to time.
Whole Current Metering	means a Metering Installation which is connected directly to the Metering Point, measuring the whole current flowing in the primary circuit, as opposed to measurement via a secondary circuit using a current transformer.

Unless the contrary intention is apparent, a defined meaning in the Code or User's Access Contract has the same meaning in this Agreement.

SCHEDULE 2 – SERVICE CLASSIFICATIONS

Metering Services are classified as either:

- Standard Metering Services, the costs of which are included in tariffs payable in the Price List for Covered Services contracted between Western Power and the User in an Access Contract; or
- Extended Metering Services, the costs of which are not included in tariffs payable in the Price List for Covered Services contracted between Western Power and the User in an Access Contract, and for which a separate Fee may be levied, as defined in Schedule 5 of this Agreement.

Tables 1, 2 and 3 below lists the Services covered by this Agreement and defines whether they are Standard Metering Services or Extended Metering Services.

Table 1: Ancillary Service Provision Classifications

No.	Service Description	Service Type	
		Standard	Extended
Ancillary Service Provision			
ASP-1	De-energise (Non-AMI Meter)	✘	✓
ASP-2	Re-energise (Non-AMI Meter)	✘	✓
ASP-3	Supply abolishment	✘	✓

Table 2: Meter Provision Service Classifications

No.	Service Description	Service Type	
		Standard	Extended
Meter Provision			
MP-1	Meter installation and energisation	✓	✘
MP-2	Metering installation repair	✓	✘
MP-3	Meter upgrade	✓	✘
MP-4	Meter exchange	✘	✓
MP-5	Meter investigation	✘	✓
MP-6	Communications installation	✘	✓
MP-7	Meter test (laboratory)	✘	✓
MP-8	Meter test (on- site)	✘	✓
MP-9	Meter reconfiguration (Non-AMI Meter)	✘	✓
MP-10	Enablement of signal pulse outputs	✘	✓
MP-11	Remove meter	✘	✓

Table 3: Meter Data Provision Service Classifications

No.	Service Description	Service Type	
		Standard	Extended
Meter Data Provision			
MDP-1	Scheduled bi-monthly meter reading	✓	✗
MDP-2	Scheduled manual interval meter reading	✓	✗
MDP-3	Scheduled remote meter reading (AMI Meter)	✓	✗
MDP-4	Scheduled remote meter reading (RRIM)	✓	✗
MDP-5	Scheduled customer meter reading	✓	✗
MDP-6	Standing data provision	✓	✗
MDP-7	Historical energy data provision	✓	✗
MDP-8	Verify meter data	✗	✓
MDP-9	Non-scheduled special meter reading (Non-AMI Meter)	✗	✓
MDP-10	Non-scheduled special meter reading (AMI Meter)	✗	✓
MDP-11	Non-scheduled special meter reading (RRIM)	✗	✓
MDP-12	Meter reconfiguration (AMI Meter)	✗	✓
MDP-13	De-energise (AMI Meter)	✗	✓
MDP-14	Re-energise (AMI Meter)	✗	✓

SCHEDULE 3 – SERVICES

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1. All Services

1. This Schedule should be read in conjunction with the:
 - i) Electricity Industry (Metering) Code 2012 (WA);
 - ii) Electricity Industry (Customer Transfer) Code 2016 (WA);
 - iii) Code of Conduct for Supply of Electricity to Small Use Customers 2016 (WA);
 - iv) Western Power Metrology Procedure.
 - v) Western Power Communication Rules, which incorporate the Build Pack.

The Build Pack, which defines detailed B2B processes and technical requirements, includes the following documents relevant to this Schedule:

- WA B2B Electricity B2B Processes: Participant Build Pack
 - Usage Guidelines
 - Customer Transfer and Standing Data Procedure
 - WA B2B Procedures: Meter Data Process
 - WA B2B Procedures: Customer and Site Details Process
 - WA B2B Procedures: Service Order Process
 - WA B2B Procedures: Technical Guidelines
 - WA B2B Procedures: Technical Delivery Specification
 - Market Roles
 - List of Codes
 - Key to Codes
 - Glossary
2. Services under this Schedule will only be provided in association with Meters owned by Western Power.
 3. Where Eligibility Criteria are stated, Services under this Schedule will only be provided when those criteria are met.

2. Ancillary Service Provision

2.1. De-energise (Non-AMI Meter)

Category	Ancillary Service Provision
No.	ASP - 1
Service Description	De-energise (Non-AMI Meter)

This Service is an Extended Metering Service for use with Non-AMI Meters.

This Service may be requested by the User to De-energise electricity supply to a Customer.

Where this Service is requested, Western Power will De-energise the Metering Point.

This Service will only be performed by Western Power on the following days and times:

- Monday to Thursday (excluding public holidays); and
- between 7:30am and 2:00pm (WST).

This Service will not be performed by Western Power on the Business Day before a public holiday.

For a Low Voltage Metering Point, this Service is provided as a fixed price Fee for Service in accordance with Schedule 5.

For a High Voltage Metering Point, this Service will be priced on application.

This Service description should be read in conjunction with the Code and the Communication Rules, which incorporate the Build Pack. The Build Pack, including the WA B2B Procedures: Service Order Process, defines specific detail as to the business processes and B2B transactions associated with the provision of this Service.

Eligibility Criteria:

- A De-energise Service Order in accordance with the Communication Rules.

2.2. Re-energise (Non-AMI Meter)

Category	Ancillary Service Provision
No.	ASP - 2
Service Description	Re-Energise (Non-AMI Meter)

This Service is an Extended Metering Service for use with Non-AMI Meters.

This Service may be requested by the User to Re-energise electricity supply to a Customer.

Where this Service is requested, Western Power will Re-energise the Metering Point.

For a Low Voltage Metering Point, this Service is provided as a fixed price Fee for Service in accordance with Schedule 5.

For a High Voltage Metering Point, this Service will be priced on application.

This Service description should be read in conjunction with the Code and the Communication Rules, which incorporate the Build Pack. The Build Pack, including the WA B2B Procedures: Service Order Process, defines specific detail as to the business processes and B2B transactions associated with the provision of this Service.

Eligibility Criteria:

- A Re-energise Service Order in accordance with the Communication Rules.

2.3. Supply Abolishment

Category	Ancillary Service Provision
No.	ASP - 3
Service Description	Supply Abolishment

This Service is an Extended Metering Service.

This Service may be requested by the User to permanently disconnect electricity supply, remove the Meter and abolish a Connection Point, for example in circumstances where the relevant property is being redeveloped or demolished.

This Service also includes the removal of the electricity supply and attachment to the Network, including the overhead service lead or disconnection of the underground supply at the service pillar.

For a Connection Point, with Whole Current Metering, this Service is provided as a fixed price Fee for Service in accordance with Schedule 5.

For Connection Points with Current Transformer Metering, this Service will be priced on application.

This Service description should be read in conjunction with the Code and the Communication Rules, which incorporate the Build Pack. The Build Pack, including the WA B2B Procedures: Service Order Process, defines specific detail as to the business processes and B2B transactions associated with the provision of this Service.

Eligibility Criteria:

- A Supply Abolishment Service Order in accordance with the Communication Rules.

3. Meter Provision

3.1. Meter Installation and Energisation

Category	Meter Provision
No.	MP - 1
Service Description	Meter Installation & Energisation

This Service is a Standard Metering Service.

This Service may be requested by the User to establish and Energise a Meter at a Metering Point.

Where this Service is requested, Western Power will

- install a new Meter at the Metering Point; and
- Energise the Meter.

For a Metering Point, allowing Whole Current Metering, where a telecommunications network is available, Western Power will use an AMI Meter to provide this Service.

Where a telecommunications network is not available, Western Power will use a Non-AMI Meter for a Metering Point requiring Whole Current Metering.

For a Metering Point requiring Current Transformer Metering, Western Power will use a Non-AMI Meter to provide this Service.

This Service description should be read in conjunction with the Code and the Communication Rules, which incorporate the Build Pack. The Build Pack, including the WA B2B Procedures: Service Order Process, defines specific detail as to the business processes and B2B transactions associated with the provision of this Service.

Eligibility Criteria:

- A New Connection Service Order in accordance with the Communication Rules; and
- A valid notice from the Customer's Electrical Contractor, confirming that the Metering Point is ready for a Meter to be installed and Energised.

3.2. Metering Installation Repair

Category	Meter Provision
No.	MP - 2
Service Description	Metering Installation Repair

This Service is a Standard Metering Service.

This Service will be performed by Western Power following completion of a test, audit or investigation confirming an outage or malfunction to a Metering Installation has occurred¹.

If a test or audit confirms an outage or malfunction to a Metering Installation has occurred, Western Power will repair the Metering Installation, advise the affected parties, restore the accuracy of the Metering Installation and may make corrections to Energy Data in accordance with the Code.

Western Power, at its discretion, may replace devices associated with the Metering Installation (i.e. the Meter) instead of repairing the Metering Installation.

If it is decided to replace a Meter rather than repair the Metering Installation, the associated Service Order will be closed and a replacement will be subject to the terms defined for the Meter upgrade Service (MP-3).

Eligibility Criteria:

- This service is provided in accordance with the Code.

¹ The Meter investigation Service (MP-5) should be used to request investigation of a User concern, or concern raised with the User by a Customer, relating to a Metering Installation.

The Meter test Services (MP-7 or MP-8) should be used to request a test or audit of the accuracy of a Metering Installation.

The verify Meter data Service (MDP-8) should be used to request an audit of Energy Data for a Metering Installation.

3.3. Meter Upgrade

Category	Meter Provision
No.	MP - 3
Service Description	Meter Upgrade

This Service is a Standard Metering Service.

This Service will be performed by Western Power, where a Meter requires replacement or upgrade due to a Western Power requirement; for example in association with asset maintenance.

For a Metering Point allowing Whole Current Metering, where a telecommunications network is available, Western Power will use an AMI Meter to provide this Service.

Where a telecommunications network is not available, Western Power will use a Non-AMI Meter for a Metering Point requiring Whole Current Metering.

For a Metering Point requiring Current Transformer Metering, Western Power will use a Non-AMI Meter to provide this Service.

Eligibility Criteria:

- This Service is provided in accordance with the Code.

3.4. Meter Exchange

Category	Meter Provision
No.	MP - 4
Service Description	Meter Exchange

This Service is an Extended Metering Service².

This Service may be requested by the User to replace a Meter at a Metering Point.

For a Metering Point, allowing Whole Current Metering, where a telecommunications network is available, Western Power will use an AMI Meter to provide this Service.

Where a telecommunications network is not available, Western Power will use a Non-AMI Meter for a Metering Point requiring Whole Current Metering.

For a Metering Point requiring Current Transformer Metering, Western Power will use a Non-AMI Meter to provide this Service.

Where Western Power cannot use an AMI Meter due to a Metering Point arrangement that is inconsistent with the WA Distribution Connections Manual, Western Power will use a Non-AMI Meter to provide this Service.

This Service description should be read in conjunction with the Code and the Communication Rules, which incorporate the Build Pack. The Build Pack, including the WA B2B Procedures: Service Order Process, defines specific detail as to the business processes and B2B transactions associated with the provision of this Service.

Eligibility Criteria:

- An Additions & Alterations – Exchange Meter Service Order in accordance with the Communication Rules.
- This Service cannot be used to replace an AMI Meter with a Non-AMI Meter.

2 Where a Meter requires replacement or upgrade in response to an actual or projected increase in Meter Throughput or in association with asset maintenance, it will be performed by Western Power as a Standard Metering Service, under the Meter upgrade Service. Western Power may request evidence be provided by the User to support the projected increase in Meter Throughput.

3.5. Meter Investigation

Category	Meter Provision
No.	MP - 5
Service Description	Meter Investigation

This Service is an Extended Metering Service.

This Service may be requested by the User to:

- audit a Metering Installation due to a User concern, or concern raised by a Customer³, other than issues relating to the accuracy of a Meter⁴; or
- audit the Standing Data for a Metering Installation.

Where this Service is requested, Western Power will investigate the concern raised by the requestor and subsequently report the outcome of this investigation to the User.

Where an outage or malfunction to a Metering Installation is confirmed, Western Power will complete a Metering Installation repair (MP-2), subject to the discretion noted in that Service description to replace the Meter instead.

This Service description should be read in conjunction with the Code and the Communication Rules, which incorporate the Build Pack. The Build Pack, including the WA B2B Procedures: Service Order Process, defines specific detail as to the business processes and B2B transactions associated with the provision of this Service.

The Meter test Services (MP-7 or MP-8) should be used to request a test or audit of the accuracy of a Metering Installation.

The verify Meter data Service (MDP-8) should be used to request an audit of Energy Data for a Metering Installation.

Eligibility Criteria:

- A Meter Investigation - Inspect Service Order in accordance with the Communication Rules.

³ For example, crossed meters, meter irregularities, confirmation of Metering Points, tampering and general investigation.

⁴ For investigation relating to the accuracy of a Meter the Meter test Service (MP-5 or MP-6) should be requested.

3.6. Communications Installation

Category	Meter Provision
No.	MP - 6
Service Description	Communications Installation

This Service is an Extended Metering Service.

This Service may be requested by the User to install and activate a communications link.

Where requesting this Service for a Meter that cannot accommodate a communications link, the User must also request a Meter exchange Service (MP-4).

Upon completion of this Service, Western Power will operate and maintain the communications link as a Standard Metering Service.

This Service description should be read in conjunction with the Code and the Communication Rules, which incorporate the Build Pack. The Build Pack, including the WA B2B Procedures: Service Order Process, defines specific detail as to the business processes and B2B transactions associated with the provision of this Service.

Eligibility Criteria:

- A Reconfigure Service Order in accordance with the Communication Rules.
- The Meter is a model and configuration suitable for the Service being requested.

3.7. Meter Test (laboratory)

Category	Meter Provision
No.	MP - 7
Service Description	Meter Test (laboratory)

This Service is an Extended Metering Service.

The Service may be requested by the User to test or audit the accuracy of a Metering Installation.

Testing will be carried out in a National Association of Testing Authorities (NATA) accredited laboratory under various load conditions, using reference standards that are traceable to national standards. Performance characteristics are monitored, such as 'running at no-load' (creep) and 'operation of register or display', for correct operation.

A report will be issued to the User on the finding of the tests. In addition a weighted average of the overall accuracy of the Meter will be calculated and provided to the User.

Where an outage or malfunction to a Metering Installation is confirmed, Western Power will complete a Metering Installation repair (MP-2), subject to the discretion noted in that Service description to replace the Meter instead.

This Service description should be read in conjunction with the Code and the Communication Rules, which incorporate the Build Pack. The Build Pack, including the WA B2B Procedures: Service Order Process, defines specific detail as to the business processes and B2B transactions associated with the provision of this Service.

Eligibility Criteria:

- A Meter Investigation – Meter Test Service Order in accordance with the Communication Rules.

3.8. Meter Test (on-site)

Category	Meter Provision
No.	MP - 8
Service Description	Meter Test (on-site)

This Service is an Extended Metering Service.

The Service may be requested by the User to test or audit a Metering Installation.

Testing will be carried out at the Customer's premises under various load conditions, using instruments that are traceable to national standards. Performance characteristics are monitored, such as 'running at no-load' (creep) and 'operation of register or display', for correct operation.

A report will be issued to the User on the finding of the tests. In addition a weighted average of the overall accuracy of the Meter will be calculated and provided to the User.

Where an outage or malfunction to a Metering Installation is confirmed, Western Power will complete a Metering Installation repair (MP-2), subject to the discretion noted in that Service description to replace the Meter instead.

This Service description should be read in conjunction with the Code and the Communication Rules, which incorporate the Build Pack. The Build Pack, including the WA B2B Procedures: Service Order Process, defines specific detail as to the business processes and B2B transactions associated with the provision of this Service.

Eligibility Criteria:

- A Meter Investigation – Meter Test Service Order in accordance with the Communication Rules.

3.9. Meter Reconfiguration (Non-AMI Meter)

Category	Meter Provision
No.	MP - 9
Service Description	Meter Reconfiguration (Non-AMI Meter)

This Service is an Extended Metering Service for use with Non-AMI Meters.

This Service may be requested by the User to remotely change the software in a Meter to enable changes to parameters for a specific Meter function; for example, to change data streams for the measurement of bi-directional flows.

Where this Service is requested, Western Power will:

- reprogram the Meter, if required; and
- reconfigure the Registry to the configuration requested.

Upon completion of the Service, data streams for the new configuration will be provided from the Actual Change Date.

This Service description should be read in conjunction with the Code and the Communication Rules, which incorporate the Build Pack. The Build Pack, including the WA B2B Procedures: Service Order Process, defines specific detail as to the business processes and B2B transactions associated with the provision of this Service.

Eligibility Criteria:

- A Reconfigure Service Order in accordance with the Communication Rules.
- The Meter is a model and configuration suitable for the Service being requested.
- Meter and data stream configurations have been agreed between Western Power and the User.

3.10. Enablement of Signal Pulse Outputs

Category	Meter Provision
No.	MP - 10
Service Description	Enablement of Signal Pulse Outputs

This Service is an Extended Metering Service.

This Service may be requested by the User to enable a Customer to monitor electricity flows via a signal cable connected to a Meter.

Where this Service is requested, Western Power will install and activate a signal cable at the Metering Installation and provide the Customer, with technical information relating to the signal pulse outputs for the Meter. Western Power will also provide this technical information to the User, upon request.

Once installed, Western Power will maintain the signal output as a Standard Metering Service.

This Service description should be read in conjunction with the Code and the Communication Rules, which incorporate the Build Pack. The Build Pack, including the WA B2B Procedures: Service Order Process, defines the business processes and B2B transactions associated with the provision of this Service.

Eligibility Criteria:

- A Miscellaneous Service Order in accordance with the Communication Rules.
- The Meter is a model and configuration suitable for the Service being requested.

3.11. Remove Meter

Category	Meter Provision
No.	MP - 11
Service Description	Remove Meter

This Service is an Extended Metering Service.

This Service may be requested by the User to permanently remove a redundant Meter, where multiple Meters are associated with a Metering Point.

Where this Service is requested, Western Power will remove the Meter from the Metering Point and reflect the removal in the Registry.

This Service does not replace the supply abolishment Service. If a Connection Point requires permanent disconnection, the User must request the supply abolishment Service (ASP-3).

This Service description should be read in conjunction with the Code and the Communication Rules, which incorporate the Build Pack. The Build Pack, including the WA B2B Procedures: Service Order Process, defines specific detail as to the business processes and B2B transactions associated with the provision of this Service.

Eligibility Criteria:

- An Additions & Alterations – Remove Meter Service Order in accordance with the Communication Rules.
- There is more than one Meter associated with a Connection Point.
- At least one Meter will remain upon completion of the remove Meter Service.
- Customer owned installation assets are not required to be removed or reconfigured by Western Power to complete the remove Meter Service.

4. Meter Data Provision

4.1. Scheduled Bi-Monthly Meter Reading

Category	Meter Data Provision
No.	MDP - 1
Service Description	Scheduled Bi-Monthly Meter Reading

This Service is a Standard Metering Service for Accumulation Meters.

This is an Accumulated Energy Data Service.

When a Metering Point is established, Western Power will assign a bi-monthly Reading Day Number to a Meter in the Meter Reading Schedule.

Western Power will publish a Meter Reading Schedule, for the following calendar year by 31 October each year. New Meters will be added to the Meter Reading Schedule, during the year as new Metering Points are established. Western Power may amend and publish the Meter Reading Schedule during the year for Meter Reading optimisation, following consultation with the User.

Where a Connection Point has more than one Meter, Western Power will assign the same Reading Day Number to all Meters at that Connection Point, unless otherwise agreed between Western Power and the User.

Western Power will Read Meters in accordance with the Meter Reading Schedule and Energy Data will be provided to the User and the Market Operator in accordance with the Service Standard.

This Service description should be read in conjunction with the Code, Metrology Procedure and the Communication Rules, which incorporate the Build Pack.

Substitution, estimation and validation will be carried out by Western Power in accordance with the Metrology Procedure.

Eligibility Criteria:

- Meter is an Accumulation Meter.

4.2. Scheduled Manual Interval Meter Reading

Category	Meter Data Provision
No.	MDP - 2
Service Description	Scheduled Manual Interval Meter Reading

This Service is a Standard Metering Service for Manually Read Interval Meters.

This is an Interval Energy Data Service.

When a Metering Point is established, Western Power will assign a monthly or bi-monthly Reading Day Number to a Meter in the Meter Reading Schedule.

Western Power will publish a Meter Reading Schedule, for the following calendar year by 31 October each year. New Meters will be added to the Meter Reading Schedule, during the year as new Metering Points are established. Western Power may amend and publish the Meter Reading Schedule during the year for Meter Reading optimisation, following consultation with the User.

Where a Connection Point has more than one Meter, Western Power will assign the same Reading Day Number to all Meters at that Connection Point, unless otherwise agreed between Western Power and the User.

Western Power will Read Meters in accordance with the Meter Reading Schedule and Energy Data will be provided to the User and the Market Operator in accordance with the Service Standard.

This Service description should be read in conjunction with the Code, Metrology Procedure and the Communication Rules, which incorporate the Build Pack.

Substitution, estimation and validation will be carried out by Western Power in accordance with the Metrology Procedure.

Eligibility Criteria:

- Meter is a Manually Read Interval Meter.

4.3. Scheduled Remote Meter Reading (AMI Meter)

Category	Meter Data Provision
No.	MDP - 3
Service Description	Scheduled Remote Meter Reading (AMI Meter)

This Service is a Standard Metering Service for use with AMI Meters.

This is an Interval Energy Data Service.

When a Metering Point is established, Western Power will assign a monthly or bi-monthly Reading Day Number to a Meter in the Meter Reading Schedule.

Western Power will publish a Meter Reading Schedule, for the following calendar year by 31 October each year. New Meters will be added to the Meter Reading Schedule, during the year as new Metering Points are established. Western Power may amend and publish the Meter Reading Schedule during the year for Meter Reading optimisation, following consultation with the User.

Western Power will Read Meters in accordance with the Meter Reading Schedule. Where available, Actual Values will be provided to the User daily. Interval Energy Data will be provided to the User and the Market Operator in accordance with the Service Standard.

This Service description should be read in conjunction with the Code, Metrology Procedure and the Communication Rules, which incorporate the Build Pack.

Substitution, estimation and validation will be carried out by Western Power in accordance with the Metrology Procedure and the Meter Reading Schedule.

Eligibility Criteria:

- Meter is an AMI Meter.

4.4. Scheduled Remote Meter Reading (RRIM)

Category	Meter Data Provision
No.	MDP - 4
Service Description	Scheduled Remote Meter Reading (RRIM)

This Service is a Standard Metering Service for Remotely Read Interval Meters.

This is an Interval Energy Data Service.

When a Metering Point is established, Western Power will assign a monthly or bi-monthly Reading Day Number to a Meter in the Meter Reading Schedule.

Western Power will publish a Meter Reading Schedule, for the following calendar year by 31 October each year. New Meters will be added to the Meter Reading Schedule, during the year as new Metering Points are established. Western Power may amend and publish the Meter Reading Schedule during the year for Meter Reading optimisation, following consultation with the User.

Western Power will Read Meters in accordance with the Meter Reading Schedule. Where available, Actual Values may be provided to the User more frequently than the Meter Reading Schedule. Interval Energy Data will be provided to the User and the Market Operator in accordance with the Service Standard.

This Service description should be read in conjunction with the Code, Metrology Procedure and the Communication Rules, which incorporate the Build Pack.

Substitution, estimation and validation will be carried out by Western Power in accordance with the Metrology Procedure and the Meter Reading Schedule.

Eligibility Criteria:

- Meter is a Remotely Read Interval Meter.

4.5. Scheduled Customer Meter Reading

Category	Meter Data Provision
No.	MDP - 5
Service Description	Scheduled Customer Meter Reading (Self Read)

This Service is a Standard Metering Service for Accumulation Meters, for use in place of scheduled bi-monthly Meter Reading (MDP-1).

This is an Accumulated Energy Data Service.

Western Power, acting reasonably and in good faith, may assign a Meter to be a Customer Self-Read Meter, where a Metering Point is geographically remote; where site access to the Meter is subject to restriction; or at the request of a Customer or User.

Actual Values are required to be provided by the Customer or User, on a bi-monthly basis, in accordance with the Meter Reading Schedule.

Actual Values provided by the User or Customer will be validated by Western Power and Energy Data will be provided to the User and the Market Operator in accordance with the Service Standard.

This Service description should be read in conjunction with the Code, Metrology Procedure and the Communication Rules, which incorporate the Build Pack.

Where an Actual Value is not provided to Western Power by the Customer or User before the due date, estimation will be carried out by Western Power in accordance with the Metrology Procedure.

Eligibility Criteria:

- Meter is an Accumulation Meter.

4.6. Standing Data Provision

Category	Meter Data Provision
No.	MDP - 6
Service Description	Standing Data Provision

This Service is Standard Metering Service.

Standing Data will be provided to the User in accordance with the Code.

This Service may be requested by the User in accordance with the Customer Transfer Code.

This Service description should be read in conjunction with the Code and the Communication Rules, which incorporate the Build Pack. The Build Pack including the Customer Transfer and Standing Data Procedure defines specific detail as to the business processes and B2B transactions associated with the provision of Standing Data.

Eligibility Criteria:

- Provided by Western Power in accordance with the Code and Customer Transfer Code; or
- NMI Discovery Request or NMI Standing Data Request in accordance with the Communication Rules.

4.7. Historical Energy Interval Data Provision

Category	Meter Data Provision
No.	MDP - 7
Service Description	Historical Energy Data Provision

This Service is a Standard Metering Service.

This Service may be requested by the User in accordance with the Customer Transfer Code, to obtain up to 24 months of historical Energy Data.

Where this Service is requested, Western Power will provide the requesting User with historical Energy Data for the requested period, in accordance with the Service Standard.

This Service description should be read in conjunction with the Code and the Communication Rules, which incorporate the Build Pack. The Build Pack, including the WA B2B Procedures: Meter Data Process, defines specific detail as to the business processes and B2B transactions associated with the provision of this Service.

Eligibility Criteria:

- A Provide Meter Data Service Order in accordance with the Communication Rules.

4.8. Verify Meter Data

Category	Meter Data Provision
No.	MDP – 8
Service Description	Verify Meter Data

This Service is an Extended Metering Service.

This Service may be requested by the User to request the verification of Energy Data; for example if:

- the User reasonably believes the meter data file format in a meter data notification is erroneous; or
- the User reasonably believes an investigation is required into the validity and accuracy of the Energy Data.

Where this Service is requested, Western Power will audit the Energy Data for the Metering Installation.

Western Power will not perform a site visit as part of the verification process. The User should request the Meter Investigation (MP-5) or Meter Test (MP-7 or MP-8) Service, to audit a Metering Installation or Standing Data for a Metering Installation or to test or audit the accuracy of a Metering Installation.

This Service description should be read in conjunction with the Code and the Communication Rules, which incorporate the Build Pack. The Build Pack, including the WA B2B Procedures: Meter Data Process, defines specific detail as to the business processes and B2B transactions associated with the provision of this Service.

Eligibility Criteria:

- A Provide Meter Data Service Order in accordance with the Communication Rules.

4.9. Non-Scheduled Special Meter Reading (Non-AMI Meter)

Category	Meter Data Provision
No.	MDP - 9
Service Description	Non-Scheduled Special Meter Reading (Non-AMI Meter)

This Service is an Extended Metering Service for use with Non-AMI Meters.

This Service may be requested by the User to obtain an Actual Value between scheduled Meter Reading dates in the Meter Reading Schedule.

Where this Service is requested, Western Power will provide the User with an Actual Value; validation of the Actual Value will be performed, however estimation or substitution of this Actual Value will not be completed.

This Service description should be read in conjunction with the Code and the Communication Rules, which incorporate the Build Pack. The Build Pack, including the WA B2B Procedures: Service Order Process, defines specific detail as to the business processes and B2B transactions associated with the provision of this Service.

Eligibility Criteria:

- A Special Read Service Order in accordance with the Communication Rules.
- Meter is a Non-AMI Meter

4.10. Non-Scheduled Special Meter Reading (AMI Meter)

Category	Meter Data Provision
No.	MDP - 10
Service Description	Non-Scheduled Special Meter Reading (AMI Meter)

This Service is an Extended Metering Service for use with AMI Meters.

This is an AMI Meter Service and cannot be used where a site visit is required to Read the Meter.

This Service may be requested by the User to obtain an Actual Value between scheduled Meter Reading dates in the Meter Reading Schedule.

Where this Service is requested, Western Power will provide the User with an Actual Value; validation of the Actual Value will be performed, however estimation or substitution of this Actual Value will not be completed.

This Service description should be read in conjunction with the Code and the Communication Rules, which incorporate the Build Pack. The Build Pack, including the WA B2B Procedures: Service Order Process, defines specific detail as to the business processes and B2B transactions associated with the provision of this Service.

Eligibility Criteria:

- A Special Read Service Order in accordance with the Communication Rules.
- Meter is an AMI Meter.

4.11. Non-Scheduled Special Meter Reading (RRIM)

Category	Meter Data Provision
No.	MDP - 11
Service Description	Non-Scheduled Special Meter Reading (RRIM)

This Service is an Extended Metering Service for use with Remotely Read Interval Meters.

This Service may be requested by the User to obtain an Actual Value between scheduled Meter Reading dates in the Meter Reading Schedule.

Where this Service is requested, Western Power will provide the User with an Actual Value; validation of the Actual Value will be performed, however estimation or substitution of this Actual Value will not be completed.

This Service description should be read in conjunction with the Code and the Communication Rules, which incorporate the Build Pack. The Build Pack, including the WA B2B Procedures: Service Order Process, defines specific detail as to the business processes and B2B transactions associated with the provision of this Service.

Eligibility Criteria:

- A Special Read Service Order in accordance with the Communication Rules.
- Meter is a Remotely Read Interval Meter.

4.12. Meter Reconfiguration (AMI Meter)

Category	Meter Data Provision
No.	MDP - 12
Service Description	Meter Reconfiguration (AMI Meter)

This Service is an Extended Metering Service for use with AMI Meters.

This is an AMI Meter Service and cannot be used where a site visit is required to perform the Service.

This Service may be requested by the User to remotely change the software in a Meter to enable changes to parameters for a specific Meter function; for example, to change data streams for the measurement of bi-directional flows.

Where this Service is requested, Western Power will:

- reprogram the Meter, if required; and
- reconfigure the Registry to the configuration requested.

Upon completion of the Service, data streams for the new configuration will be provided from the Actual Change Date.

This Service description should be read in conjunction with the Code and the Communication Rules, which incorporate the Build Pack. The Build Pack, including the WA B2B Procedures: Service Order Process, defines specific detail as to the business processes and B2B transactions associated with the provision of this Service.

Eligibility Criteria:

- A Reconfigure Service Order in accordance with the Communication Rules.
- Meter and data stream configurations have been agreed between Western Power and the User.
- Meter is an AMI Meter.
- This Service cannot be used to revert an AMI Meter to an Accumulated Energy Data Service.

4.13. De-energise (AMI Meter)

Category	Meter Data Provision
No.	MDP - 13
Service Description	De-energise (AMI Meter)

This Service is an Extended Metering Service for use with AMI Meters.

This is an AMI Meter Service and cannot be used where a site visit is required to De-energise the Meter.

This Service may be requested by the User to remotely De-energise electricity supply to a Customer.

Where this Service is requested, Western Power will De-energise the Meter.

This Service will only be performed by Western Power on the following days and times:

- Monday to Thursday (excluding public holidays); and
- between 7:30am and 2:00pm (WST).

This Service will not be performed by Western Power on the Business Day before a public holiday.

This Service description should be read in conjunction with the Code and the Communication Rules, which incorporate the Build Pack. The Build Pack, including the WA B2B Procedures: Service Order Process, defines specific detail as to the business processes and B2B transactions associated with the provision of this Service.

Eligibility Criteria:

- De-energise Service Order in accordance with the Communication Rules.
- Meter is an AMI Meter.
- User has a current MOU with EnergySafety regarding the use of remote De-energise and Re-energise services.

4.14. Re-Energise (AMI Meter)

Category	Meter Data Provision
No.	MDP - 14
Service Description	Re-Energise (AMI Meter)

This Service is an Extended Metering Service for use with AMI Meters.

This is an AMI Meter Service and cannot be used where a site visit is required to Re-energise the Meter.

This Service may be requested by the User to remotely Re-energise electricity supply to a Customer.

Where this Service is requested, Western Power will Re-energise the Metering Point by remotely re-arming the Meter. Arming of the Meter will change the state of a Meter from De-energised to Armed, enabling the supply of electricity to a Customer. Once a Meter is Armed, the Customer is required to switch the Meter on at the Meter.

It is the responsibility of the User to manage Customer interaction associated with this Service.

This Service description should be read in conjunction with the Code and the Communication Rules, which incorporate the Build Pack. The Build Pack, including the WA B2B Procedures: Service Order Process, defines specific detail as to the business processes and B2B transactions associated with the provision of this Service.

Eligibility Criteria:

- A Re-energise Service Order in accordance with the Communication Rules.
- Meter is an AMI Meter.
- User has a current MOU with EnergySafety regarding the use of remote De-energise and Re-energise services.
- Meter has not been De-energised at the fuse, pole or pillar.

SCHEDULE 4 – SERVICE STANDARDS

This Schedule defines the Service Standard response times and performance measures for Services in Metropolitan and Country areas.

Ancillary Service Provision

Response Time

Metropolitan:

- The Service will be performed by the later of the requested date and #⁵ Business Days after acceptance of a Service Order (if the request is received before 3:00 pm* on a Business Day).
- The Service will be performed by the later of the requested date and #⁶ Business Days after acceptance of a Service Order (if the request is received after 3:00 pm* on a Business Day or a Non-Business Day).

Country:

- The Service will be performed by the later of the requested date and #⁷ Business Days after acceptance of a Service Order (if the request is received before 3:00 pm* on a Business Day).

The Service will be performed by the later of the requested date and #⁸ Business Days after acceptance of a Service Order (if the request is received after 3:00 pm* on a Business Day or a Non-Business Day).

Table 4: Ancillary Service Provision Service Standards

No.	Service Description	Service Standard (Business Days)		KPI
		Metropolitan	Country	
Ancillary Service Provision				
ASP-1	De-energise (Non-AMI Meter)	3/4	5/6	95%
ASP-2	Re-energise (Non-AMI Meter)	1/2	5/6	99%
ASP-3	Supply abolishment	10/11	15/16	95%

⁵ The first number in the relevant column of the Service Standard table for the Service.

⁶ The second number in the relevant column of the Service Standard table for the Service.

⁷ The first number in the relevant column of the Service Standard table for the Service.

⁸ The second number in the relevant column of the Service Standard table for the Service.

* 2:00 pm for De-energise Service (ASP-1)

Performance Measurement

Performance to the Service Standard for Ancillary Service Provision Services will be measured on the difference between the requested date of the Service and the Actual Change Date.

Performance against the key performance indicator (KPI) for each Service as set out in Table 4 will be calculated using the following measurement methodology:

$$\frac{\text{Number of Services that met the Service Standard during the reporting period}}{\text{Total number of Services performed during the reporting period}} \times \frac{100}{1}$$

Performance will be reported to the User via a monthly key performance indicator report.

Timing Requirements

Each stage of the Service Order process must be performed with the prescribed timing requirements^{9*}.

- Figure 1 illustrates the timing requirements for the Service Order process.
- Figure 2 defines the timing points and periods.
- Figure 3 defines the use of timing periods.

Acceptance or rejection of a Service Order request will be performed by Western Power the same Business Day as receipt of the Service Order request*.

A Service Order response must be issued by Western Power within 2 Business Days of the performance of the requested Service*.

⁹ / * See Figure 1, 2 & 3 for further detail.

Meter Provision

Response Time

Metropolitan:

- The Service will be performed by the later of the requested date and #¹⁰ Business Days after acceptance of a Service Order (if the request is received before 3:00 pm on a Business Day).
- The Service will be performed by the later of the requested date and #¹¹ Business Days after acceptance of a Service Order (if the request is received after 3:00 pm on a Business Day or a Non-Business Day).

Country:

- The Service will be performed by the later of the requested date and #¹² Business Days after acceptance of a Service Order (if the request is received before 3:00 pm on a Business Day).
- The Service will be performed by the later of the requested date and #¹³ Business Days after acceptance of a Service Order (if the request is received after 3:00 pm on a Business Day or a Non-Business Day).

Table 5: Meter Provision Service Standards

No.	Service Description	Service Standard (Business Days)		KPI
		Metropolitan	Country	
Meter Provision				
MP-1	Meter installation and energisation	1/2/A (20 ¹⁴)	5/6/A (20 ¹⁵)	99%
MP-2	Meter installation repair	10/11	15/16	95%
MP-3	Meter upgrade	*	*	*
MP-4	Meter exchange	10/11	15/16	95%
MP-5	Meter investigation	10/11	15/16	95%
MP-6	Communications installation	10/11	15/16	95%
MP-7	Meter test (laboratory)	15/16	20/21	95%
MP-8	Meter test (on- site)	10/11	15/16	95%
MP-9	Meter reconfiguration (Non-AMI Meter)	10/11	15/16	95%
MP-10	Enablement of signal pulse outputs	10/11	15/16	95%
MP-11	Remove meter	10/11	15/16	95%

¹⁰ The first number in the relevant column of the Service Standard table for the Service.

¹¹ The second number in the relevant column of the Service Standard table for the Service.

¹² The first number in the relevant column of the Service Standard table for the Service.

¹³ The second number in the relevant column of the Service Standard table for the Service.

* In accordance with the Code.

¹⁴ In accordance with the *Electricity Industry (Obligation to Connect) Regulations 2005 (WA)*: Attachment or connection (Meter installation) within 20 Business Days and Energise within 1/2/A for Metropolitan areas.

¹⁵ In accordance with the *Electricity Industry (Obligation to Connect) Regulations 2005 (WA)*: Attachment or connection (Meter installation) within 20 Business Days and Energise within 5/6/A for Country areas.

A: By agreement with the Customer.

Performance Measurement

Performance to the Service Standard for Meter Provision Services will be measured on the difference between the requested date of the Service and the Actual Change Date. Where a change does not occur, performance will be measured on the difference between the requested date of the Service and the Field Completion Date.

Where a Meter Provision Service requires an isolation of supply, performance on a day agreed with the Customer shall be deemed compliant to the Service Standard, including where the agreed day extends beyond the Service Standard response time.

Performance against the key performance indicator (KPI) for each Service as set out in Table 5 will be calculated using the following measurement methodology:

$$\frac{\text{Number of Services that met the Service Standard during the reporting period}}{\text{Total number of Services performed during the reporting period}} \times \frac{100}{1}$$

Performance will be reported to the User via a monthly key performance indicator report.

Timing Requirements

Each stage of the Service Order process must be performed with the prescribed timing requirements^{16*}.

- Figure 1 illustrates the timing requirements for the Service Order process.
- Figure 2 defines the timing points and periods.
- Figure 3 defines the use of timing periods.

Acceptance or rejection of a Service Order request will be performed by Western Power the same Business Day as receipt of the Service Order request*.

A Service Order response must be issued by Western Power within 2 Business Days of the completion of the requested work*.

¹⁶ / * See Figure 1, 2 & 3 for further detail.

Meter Data Provision

Response Time

Meter Data Provision Services will be performed in accordance with the Code and the Communication Rules.

For scheduled Meter Data Provision Services (MDP 1-5):

- Meters may be Read between one Business Day ahead of; and up to two Business Days after, the scheduled read date.
- Energy Data will be provided before 5:00 pm on the #¹⁷ Business Days after obtaining (if the Energy Data passes validation).
- Energy Data will be provided before 5:00 pm on the #¹⁸ Business Days after obtaining (if the Energy Data fails validation), unless Western Power and the User agree otherwise.
- Energy Data will always be provided. Where an Actual Value is not available, substituted and estimated Energy Data will be provided in accordance with the Metrology Procedure.

For non-scheduled Meter Data Provision Services (MDP 6-14):

Metropolitan:

- The Service will be performed by the later of the requested date and #¹⁹ Business Days after acceptance of a Service Order (if the request is received before 3:00 pm* on a Business Day).
- The Service will be performed by the later of the requested date and #²⁰ Business Days after acceptance of a Service Order (if the request is received after 3:00 pm* on a Business Day or a Non-Business Day).

Country:

- The Service will be performed by the later of the requested date and #²¹ Business Days after acceptance of a Service Order (if the request is received before 3:00 pm* on a Business Day).
- The Service will be performed by the later of the requested date and #²² Business Days after acceptance of a Service Order (if the request is received after 3:00 pm* on a Business Day or a Non-Business Day).

¹⁷ The first number in the relevant column of the Service Standard table for the Service.

¹⁸ The second number in the relevant column of the Service Standard table for the Service.

¹⁹ The first number in the relevant column of the Service Standard table for the Service.

²⁰ The second number in the relevant column of the Service Standard table for the Service.

²¹ The first number in the relevant column of the Service Standard table for the Service.

* 2:00 pm for De-energise Service (MDP-13)

²² The second number in the relevant column of the Service Standard table for the Service.



Table 6: Meter Data Provision Service Standards

No.	Service Description	Service Standard (Business Days)		KPI
		Metropolitan	Country	
Meter Data Provision				
MDP-1	Scheduled bi-monthly meter reading	1/2	1/2	99%
MDP-2	Scheduled manual interval meter reading	1/2	1/2	99%
MDP-3	Scheduled remote meter reading (AMI Meter)	1/2	1/2	99%
MDP-4	Scheduled remote meter reading (RRIM)	1/2	1/2	99%
MDP-5	Scheduled customer meter reading	1/2	1/2	99%
MDP-6	Standing data provision ²³	1/2	1/2	98%
MDP-7	Historical interval energy data provision	1/2	1/2	98%
MDP-8	Verify meter data	5	5	98%
MDP-9	Non-scheduled special meter reading (Non-AMI Meter)	3/4	5	95%
MDP-10	Non-scheduled special meter reading (AMI Meter)	0/1	0/1	98%
MDP-11	Non-scheduled special meter reading (RRIM)	0/1	0/1	98%
MDP-12	Meter reconfiguration (AMI Meter)	5/6	5/6	98%
MDP-13	De-energise (AMI Meter)	0/1	0/1	98%
MDP-14	Re-energise (AMI Meter)	0/1	0/1	99%

Performance Measurement

Performance to Service Standard for non-scheduled Meter Data Provision Services will be measured on the difference between the requested date of the Service and the Actual Change Date.

Where a change does not occur, but a field visit is required, performance will be measured on the difference between the requested date of the Service and the Field Completion Date.

Where a change does not occur, and a field visit is not required, performance will be measured on the difference between the requested date and the date of data provision.

²³ This Service Standard relates to general Standing Data provision. Bulk Standing Data will be provided in accordance with the Code.

* 2:00 pm for De-energise Service (MDP-13)

Performance against the key performance indicator (KPI) for each Service as set out in Table 6 will be calculated using the following measurement methodology:

For scheduled Meter Data Provision Services (MDP 1-5):

$$\frac{\text{Volume of data provision that met the Service Standard during the reporting period}}{\text{Total volume of data provision during the reporting period}} \times \frac{100}{1}$$

For non-scheduled Meter Data Provision Services (MDP 6-14):

$$\frac{\text{Number of Services that met the Service Standard during the reporting period}}{\text{Total number of Services performed during the reporting period}} \times \frac{100}{1}$$

Performance will be reported to the User via a monthly key performance indicator report.

Timing Requirements

For Services that do not require a Service Order, timing requirements are defined in the Code.

For Services requiring a Service Order, each stage of the Service Order process must be performed with the prescribed timing requirements^{24*}.

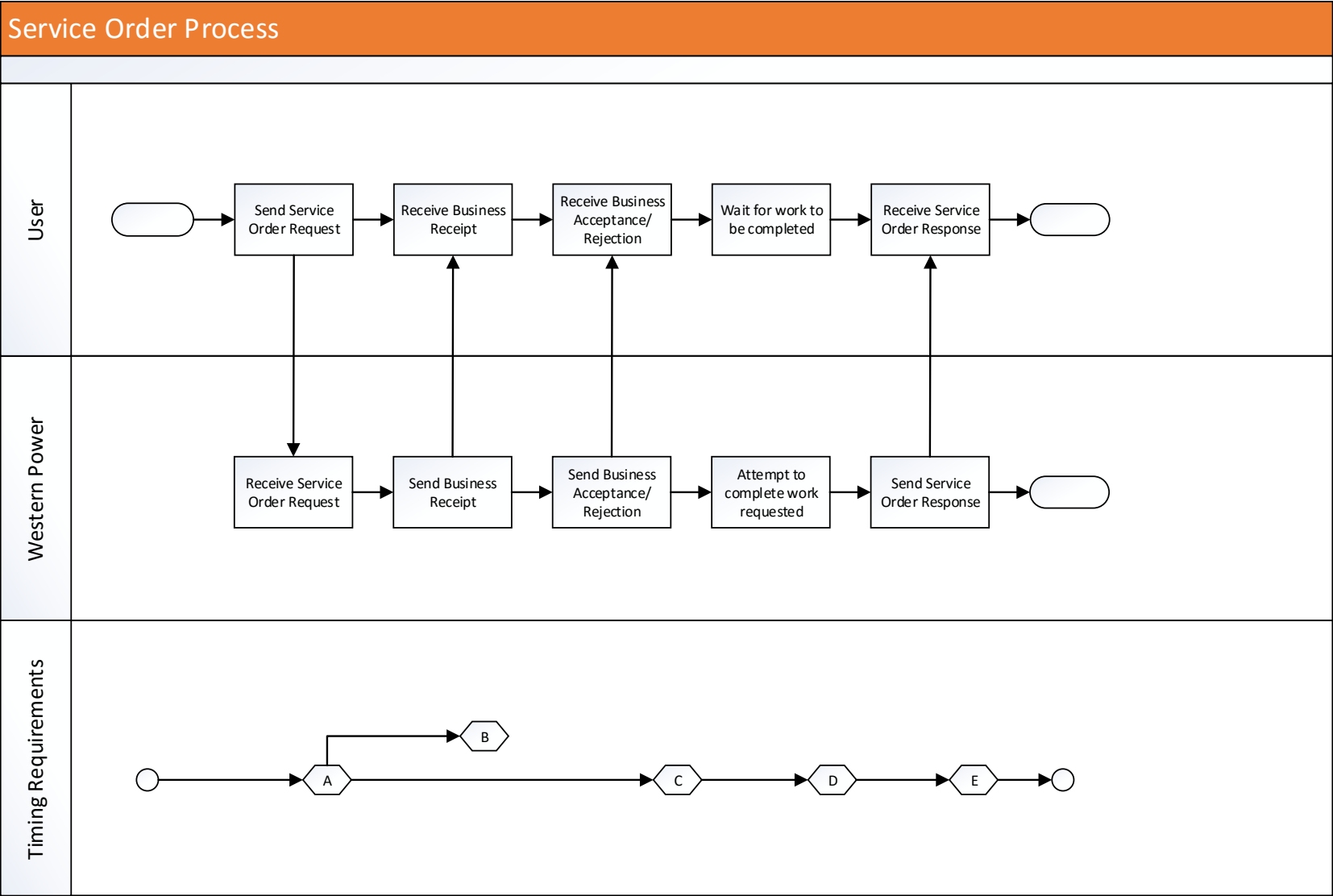
- Figure 1 illustrates the timing requirements for the Service Order process.
- Figure 2 defines the timing points and periods.
- Figure 3 defines the use of timing periods.

Acceptance or rejection of a Service Order request must be performed by Western Power the same Business Day as receipt of the Service Order request*.

A Service Order response must be issued by Western Power within 2 Business Days of the performance of the requested work*.

²⁴ / * See Figure 1, 2 & 3 for further detail.

Figure 1: Timing Requirements



Definition of timing points and periods

Figure 2: Timing Points

Timing Point	Definition
A	This timing point is when the User issues a Service Order request to Western Power.
B	This timing point is when the User receives a business receipt for a Service Order request from Western Power.
C	This timing point is when the User receives a business acceptance or rejection for a Service Order request from Western Power.
D	<p>This timing point is when the work requested has been performed, or performance has been attempted.</p> <p>This timing point is also referred to as the Actual Change Date or the Field Completion Date.</p>
E	This timing point is when Western Power sends a Service Order response following the performance of work requested, or the attempted performance.

Use of timing points and timing periods

Figure 3: Use of timing periods

Timing Period	Definition	Usage
Initiation period	This is the period from the User’s identification of the need for a Service to the sending of a Service Order request to Western Power. Timing Point A is the end of this period.	To be monitored by the User.
Receipt of Service Order request	This is the period from sending of the Service Order request by the User to receipt of the request by Western Power. Timing Points A and B define this period.	Used by the User to determine whether a Service Order request has been received and can be read.
Acceptance or rejection of Service Order requests	This is the period from the sending of the Service Order request by the User to the acceptance or rejection of the request by Western Power. Timing Points A and C define this period.	Used by the User to determine whether a Service Order request has been accepted.
Completion of requested work	This is the period from the later of the acceptance date and the requested date and performance of the requested work (or attempted performance) by Western Power. Timing Points C and D define this period.	Used by the User and Western Power to monitor Service delivery performance.
Issuing a Service Order response	This is the period from the performance of the requested work (or attempted performance) by Western Power (the Actual Change Date or Field Completion Date) and the sending of a Service Order response to the User. Timing Points D and E define this period.	Used to advise the User of performance of the Service.

SCHEDULE 5 – FEES

This Schedule defines the Fees payable by the User for the Extended Metering Services. The Services provided under this Agreement by Western Power are individually priced.

Table 7: Ancillary Service Provision Fees

ID	Service Description	Fee (\$ per unit)	
		Metro	Country
Ancillary Service Provision			
ASP-1	De-energise (Non-AMI Meter)		
A	Low Voltage Supply	53.19	116.61
B	High Voltage Supply	POA	POA
ASP-2	Re-energise (Non-AMI Meter)		
A	Low Voltage Supply	53.19	116.61
B	High Voltage Supply	POA	POA
ASP-3	Supply abolishment		
A	Whole Current Metering	392.13	499.46
B	Current Transformer Metering	POA	POA

Table 8: Meter Provision Fees

ID	Service Description	Fee (\$ per unit)	
		Metro	Country
Meter Provision			
MP-1	Meter installation and energisation	*	*
MP-2	Metering installation repair	*	*
MP-3	Meter upgrade	*	*
MP-4	Meter exchange		
A	Single phase whole current meter	64.55	137.05
B	Three phase whole current meter	64.55	137.05
C	Current transformer meter	64.55	137.05
MP-5	Meter investigation	178.01	257.46
MP-6	Communications installation	64.55	137.05
MP-7	Meter test (laboratory)		
A	Single phase whole current meter	453.01	559.73
B	Three phase whole current meter	563.43	681.19
MP-8	Meter test (on- site)		
A	Single phase whole current meter	340.31	435.99
B	Three phase whole current meter	465.43	572.15
C	Current transformer meter	549.97	662.22
MP-9	Meter reconfiguration (Non-AMI Meter)	64.55	137.05
MP-10	Enablement of signal pulse outputs	307.50	397.67
MP-11	Remove meter	127.91	204.27

Table 9: Meter Data Provision Fees

ID	Service Description	Fee (\$ per unit)	
		Metro	Country
Meter Data Provision			
MDP-1	Scheduled bi-monthly meter reading	*	*
MDP-2	Scheduled manual interval meter reading	*	*
MDP-3	Scheduled remote meter reading (AMI Meter)	*	*
MDP-4	Scheduled remote meter reading (RRIM)	*	*
MDP-5	Scheduled customer meter reading	*	*
MDP-6	Standing data provision	*	*
MDP-7	Historical energy data provision	*	*
MDP-8	Verify meter data	6.51	6.51
MDP-9	Non-scheduled special meter reading (Non-AMI Meter)	9.96	32.46
MDP-10	Non-scheduled special meter reading (AMI Meter)	0.60	0.60
MDP-11	Non-scheduled special meter reading (RRIM)	0.60	0.60
MDP-12	Meter reconfiguration (AMI Meter)	20.02	20.02
MDP-13	De-energise (AMI Meter)	4.81	4.81
MDP-14	Re-energise (AMI Meter)	4.81	4.81

Fees

All Fees set out in this Schedule are:

- effective for the period 1 July 2018 to 30 June 2019;
- exclusive of GST; and
- will be CPI-Adjusted.

Western Power will waive, or refund or offset as appropriate, the Fee for any Service that is shown to have been incurred due to erroneous information supplied by Western Power.

Fees may be revised from time to time by Western Power and may not exceed the costs that would be incurred by Western Power acting in good faith and in accordance with Good Electricity Industry Practice, seeking to achieve the lowest sustainable costs of providing the relevant Metering Service.

Cancellation Fees

The Fees in Table 10 apply to Services cancelled following receipt of a Service Order by Western Power.

Table 10: Cancellation Fees

ID	Service Description	Fee (\$ per unit)
Cancellation of Service Order		
C – 1	B2B ²⁵	0.60
C – 2	In Field ²⁶	75% of Relevant Service Fee
C - 3	Customer Prevented	100% of Relevant Service Fee

²⁵ Following acceptance of a Service Order by Western Power but prior to allocation of the Service Order to a delivery resource

²⁶ Following acceptance of a Service Order by Western Power which Western Power has allocated to a delivery resource

Fees for Services Priced on Application

Unless otherwise agreed by Western Power and the User, Fees for Services Priced on Application (POA), will be calculated by Western Power in accordance with the following methodology defined in Table 11 or Table 12, as relevant.

Calculation of unit rates

Unit rates will be calculated as follows:

- Where 100% cost allocation is required per unit:

Table 11: Unit rate methodology A

Direct	Indirect	Unit Rate
$\begin{aligned} & ((\text{field labour rate}) + (\text{labour support rate}) \\ & \quad \times (\text{field labour hours}) \\ & \quad + \\ & \quad (\text{fleet rate}) \times (\text{fleet hours}) \\ & \quad + \\ & ((\text{admin labour rate}) + \text{labour support} \\ & \quad \text{rate}) \times (\text{admin labour hours}) \\ & \quad + \\ & \quad \text{Materials} \end{aligned}$	Other Indirect Cost Allocation (ICA) rate	Direct cost + Indirect cost

- Where partial cost allocation²⁷ is required per unit:

Table 12: Unit rate methodology B

Direct	Indirect	Unit Rate
$\begin{aligned} & (\text{admin labour rate}) + (\text{labour support} \\ & \quad \text{rate}) \\ & \quad \times \\ & \quad (\text{admin labour hours}) \end{aligned}$	Indirect Cost Allocation (ICA) rate	$\begin{aligned} & (\text{Direct} + \text{Indirect}) \\ & \quad \times \\ & \quad \text{Exception rate} \end{aligned}$

Calculation of field and admin labour rates

Western Power will use a weighted average labour cost, based on resource type for the calculation of payroll and contractor rates.

Field and admin labour rates will be calculated in accordance with Table 13.

Table 13: Labour rate methodology

$$\frac{\text{Weighted average base salary or rate} + \text{Labour on costs}^{28}}{\text{Annual available working hours}^{30}} + \text{Labour support rate}^{29} = \$/\text{hr}$$

²⁷ To recover the cost of administrative oversight of processes which are largely automated

²⁸ For allocation of allowances such as payroll tax, superannuation, workers compensation, long Service leave provision

²⁹ To recover the costs of direct labour resource management and support

³⁰ Based on consideration of normal time, annual leave, sick leave, public holidays and utilisation rate

Calculation of fleet rates

Western Power will use a unit rate equal, or equivalent to, the total amount incurred for the hire of a unit of fleet equipment under a hire arrangement.

The Fee calculated will be based on application of the unit rate to the hours the equipment is expected to be utilized to perform the Service.

Calculation of materials rates

Western Power will use a unit rate equal the total amount incurred for procurement of materials associated with provision of a Service.

The Fee calculated will be based on application of the materials rate to the quantity of materials required to provide the Service.

Calculation of other indirect costs

Western Power will use an Indirect Cost Allocation (ICA) calculation methodology in accordance with Table 14.

Table 14: Other indirect cost allocation methodology

$$\% = \frac{\text{Other indirect costs - Recovery through labour hours allocations}}{\text{Indirect base}}$$

Calculation of exception rates

Western Power will use an exception rate calculation methodology in accordance with Table 15.

Table 15: Exception rate methodology

$$\% = \frac{\text{Level of activity requiring non-automated processing}}{\text{Total level of activity}}$$