Communication Rules

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1. PRELIMINARY

1.1 APPLICATION

These rules apply to *Code participants* as defined by the *Metering Code*.

1.2 DEFINITIONS

In these rules, italicised terms are defined terms and, unless otherwise specified in the table below, have the meanings given to those terms in the Metering Code or the Customer Transfer Code (as applicable).

Term	Meaning
Eglinton Village Energy	Eglinton Village Energy Pty Ltd is a subsidiary of Zenith Energy Operations Pty Ltd.
EVE	means Eglinton Village Energy.
AEMO	means the Australian Energy Market Operator.
aseXML	means the standard administered by AEMO to facilitate the exchange of information between participants of the energy industries using Extensible Market Language.
Business day	means a day that is not Saturday, Sunday or a public holiday in Perth, Western Australia.
Codes	means the Customer Transfer Code and the Metering Code.
Communication Rules	means this document (including the Schedule).
CSV	is the acronym for comma-separated values, another name for the comma delimited format of data representation.
Customer	has the meaning given to it in section 3 of the Act.
Customer Transfer Code	means Electricity Industry (Customer Transfer) Code 2016 (WA) (as may be amended from time to time).
Customer Transfer Request Form	means the form referred to in clause 4.1 of the Customer Transfer Code, and which is published by Eglinton Village Energy from time to time.
Enhanced Technology Features	means as described in the Division 3.4 (Enhanced Technology Features of Metering Installations) of the Metering Code - Enhanced Technology Features of Metering Installations
Extended Metering Service	has the same meaning given to it in the MSLA.
High Voltage	means, in respect of a connection point, a voltage of equal to or above 1000 volts.
Low Voltage	means, in respect of a connection point, a voltage of less than 1000 voltages.
Metrology Procedure	means the Eglinton Village Energy Metrology Procedure approved by the Economic Regulation Authority.
Metering Code	means the Electricity Industry (Metering) Code 2012 (WA) (as may be amended from time to time).
metering services	means the metering services provided by Eglinton Village Energy as set out in the MSLA.
MSLA	means the Model Service Level Agreement between Eglinton Village Energy and the Code participant.
NEM12	means the aseXML:r19 metering data file format as per published AEMO standards, for the transfer of interval energy data.
Online new connection and supply upgrade application	means the online application required to be completed to obtain an assessment and quote to establish a new connection or upgrade an existing connection to the EVE network.
Online renewable energy	means the online application required to be completed for approval to connect a renewable energy system to the EVE network.

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Term	Meaning
application	
Responsible Retailer	means the Code participant with the current retailer responsibility for a NMI.
Retailer Request for Data Form	means the form for a Code participant to request standing data or metering data (as published by Eglinton Village Energy from time to time).
Retailer Request for Service Form	means the form to request metering services (as published by EVE from time to time).
SMTP	is the acronym for simple mail transfer protocol. It is the protocol used to send e- mail messages across the internet, from one server to another.
SFTP	is the acronym for secure file transfer protocol. SFTP is used to upload file to server, and download files from a server, using the internet. The address of the EVE SFTP will be supplied upon the establishment of an Access Contract.

2. OBJECTIVES

The objectives of the Communication Rules are to:

(a) establish the methods and protocols framework through which the communication of information and data between the Network Operator and Code participants, as required by, and in accordance with, the Codes and as agreed between Users, will occur, including within what timeframes which are detailed in the, Metering SLA;

(b) enable means of communication that are cost effective, feasible and practicable to the Network Operator and all Code participants; and

(c) provide certainty as to the method of communication to the Network Operator and all Code participants; and

(d) provide sufficient flexibility to allow progressive improvement to the communication protocols and to react to changes in a dynamic and evolving market.

3. METHODS AND PROTOCOLS

3.1 METHODS

There are two methods that can be used by the Network Operator and a Code participant to exchange or provide information and data as required under the Codes. These methods are:

(a) by way of email communications; and

(b) by way of electronic business-to-business transactions.

Note that business-to-business transactions may be manually processed and are acknowledged to limit system development costs.

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3.2 PROTOCOLS

3.2.1 Use of Methods

In order to use the above methods of communication, the *Network Operator* and a *Code participant* require, dependent on the method used, the following protocols:

(a) *SMTP* for email communications;

(b) *aseXML*, *CSV* and *SFTP* and its derivatives, for supply of data;

(c) *NEM12* and *NEM13* file formats, including for historical consumption data, the formats for which are defined by the *AEMO* in its "Meter Data File Format Specification NEM12 & NEM13" document, and include relevant meter data event codes specified by the AEMO;

(d) MSATs and CATs file formats, which include all of the format details required by these Communications Rules for *standing data* as described in Clause 1.7.

The NEM12, NEM13, MSTATS and CATS file formats are AEMO standard file formats and are available in the AEMO website.

3.2.2 Validation

The method of validation of all requests for services of any type (except for Service 20 in the *Metering* SLA) will be based on use of a valid NMI.

3.2.3 Registry Data Updates

The *registry* of the *metering database* will be updated by the *Network Operator*. The triggers, processes and procedures for updating the *registry* are provided in **Schedule 1** (Communication Procedures) of the *Communication Rules*.

3.2.4 Data Requests

Energy data and *standing data* may be requested by *Code participants* in accordance with the *Codes*. Specifics of transactions are detailed in section 5 (Communication Procedures) of the *Communication Rules*. Any submitted request can be withdrawn by the *Code Participants* in accordance with the *Codes*.

4. CHANGE CONTROL MANAGEMENT FOR DOCUMENTS

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4.1 OVERVIEW

The *Communication Rules* may be varied or amended from time to time by following the processes set out in this clause 4.

4.2 TRIGGER EVENTS

The process in clause 4.3 will be triggered if:

(a) any changes are required to the *Communication Rules* to give effect to any legislative provision or any provision of the *Network Operator's metrology Procedure*; or

(b) a review of the *Communication Rules* is necessary to satisfy the objectives of the *Communication Rules* and/or the *Codes*; or

(c) the *Network Operator* receives a reasonable request from any person to amend the *Communication Rules*, having regard to the objectives of the *Communication Rules* and/or the *Codes*; or

(d) the *Network Operator* proposes a reasonable change request to amend the *Communication Rules*, having regard to the objectives of the *Communication Rules* and/or the *Codes*.

4.3 APPROVAL PROCESS

The following process applies in relation to any proposed changes to the Communication Rules resulting from a trigger event under clause 4.2:

(a) the *Network Operator* must notify *Code participants*, giving details of the proposed change;

(b) the *Network Operator* must then seek comment from the *Code participants*, for a period of not less than 14 days;

(c) if no comments are received from *Code participants* within the time period specified in clause 4.3(b), then *Code participants* will be deemed to have agreed to the proposed change;

(d) the *Network Operator*, acting as a reasonable and prudent person, must engage with *Code participants* to address any significant issues arising from the comments received under clause 4.3(b) with the aim of reaching a resolution that satisfies the objectives of the *Communication Rules* and/or the *Codes*;

(e) if resolution is reached in clause 4.3(d), the change will be deemed to be approved and the document will be updated as published on the *Network Operator's* website; and

(f) if resolution is not reached in clause 4.3(d), then the dispute resolution process

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under clause 5 will apply.

4.4 IMPLEMENTATION

On completion of the approval process, as set out in clause 4.3 of the Communication Rules, the Network Operator will:

(a) test the proposed change to ensure there are no negative impacts on the *Network Operator's* information systems;

(b) in the case of business to business transactions, provide industry testing;

(c) once testing is satisfactorily completed, the *Network Operator* will negotiate an implementation date, acceptable to all *Code participants* affected by the change. All parties must act reasonably when negotiating the implementation date;

(d) implement the change on the agreed date; and

(e) within one *business day* of the implementation, the *Network Operator* will notify *Code participants* of the change.

4.5 POST IMPLEMENTATION

On completion of the implementation process, as set out in clause 4.4 of the Communication Rules, the following post implementation process will apply:

(a) the *Network Operator* and *Code participants* will have 3 *business days* to assess the performance of the change;

(b) *Code participants* will have a further 2 *business days* to make written submissions, containing issues relating to the performance of the change under clause 4.5(a), to the *Network Operator*;

(c) the *Network Operator* and the relevant *Code participants* will negotiate in good faith for a further 5 *business days* to resolve any issues included in a submission under clause 4.5(b); and

(d) in the event that a resolution cannot be achieved under clause 4.5(c), the *Network Operator* will, subject to clause 5, withdraw the change. Further modifications to enable the change will be re-implemented in accordance with clause 4.4.

5. DISPUTE RESOLUTION

If any dispute or difference arises in respect of any matter under or in connection with the *Communication Rules*, the applicable "dispute resolution procedure", detailed under Part

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8 of the *Metering Code* or under Part 7 of the *Customer Transfer Code* (as appropriate), will apply to that dispute.

6. COMMUNICATION PROCEDURES

The Communications Procedures set out specific details as to how the data and information exchange processes will be implemented to enable communication to occur between the *Network Operator* and the *Code participants* for services under the *Metering SLA* and the transfer of *customers* within the *EVE* licence area in accordance with the *Customer Transfer Code*.

These procedures are to be read in conjunction with the *Metering SLA* and the *Metrology Procedure*. The timeframes within which the procedures for each of the services under the *Metering SLA* and the transfer of customers under the *Customer Transfer Code* will be undertaken, will be in accordance with the *Metrology Procedure*.

6.1 MONTHLY METER READING SCHEDULE

EVE will determine a first reading date within five Business Days following the date on which an associated Connection Point is transferred to an Access Contract and will provide Energy Data on each monthly anniversary of that date, or as soon as practicable thereafter. If a User makes a request to change the date on which a meter is regularly read (being the monthly anniversary of the first reading date), EVE will use reasonable endeavours to accommodate that request.

EVE will send the Annual meter reading calendar via e-mail with the subject as "Annual Read Calendar" to the Code Participants in a CSV file format.

Any changes to an associated Connection Point will be sent via standing data as described below, (see section 6.4).

6.2 DATA COLLECTION AND PROVISION

These procedures refer to the below services of the Metering SLA.

1. Daily *interval energy data*, MSLA service SMS-2;

2. Monthly interval energy data, MSLA service SMS-3, and

3. non-scheduled special read interval energy data, MSLA service EMS-7, to the Responsible Retailer.

4. Verify Meter Energy Data, MSLA service EMS-7

5. Historical Data Provision, MSLA service EMS-11

EVE will obtain all *meter* readings for the period since the last scheduled meter reading;

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a. Metering data will be collected (and where required, substituted) per the *Metrology Procedure*, from midnight to midnight in accordance with the Metering Code 2012

b. EVE will collate *interval energy data* for all *connection points* for which the *Code participant* is the *Responsible Retailer*.

c. EVE will provide the *Responsible Retailer* with an appropriately formatted file (refer to "File Format") containing the *interval energy data* via *SFTP*.

To make a request for a Non-Scheduled Special Meter Read, a Verify Meter Energy Data or a Historical data Provision, the Code participant will:

a. make the request for a Non-Scheduled Meter Read via email SMTP using a Retailer Request for Service Form.

b. The Retailer Request for service Form will require the following minimum information.
   i. *Retailer* Name and Contact Details
   ii. Requested Service
   iii. Requested Date
   iv. *Retailer's* Service Order Number
   v. *NMI*
   vi. *NMI checksum*

c. The completed *Retailer Request for Service Form* (in PDF format) will be attached to an email with a subject line of "Service Notification – Special Read" and sent to "MeteringServices@connectedenergy.com.au".

Upon receipt of a Retailer Request for Service Form EVE will:

a. Send an email acknowledgment of receipt of the request to the sending email address

b. EVE will validate the request.

c. If the request is not valid, or the service is not available, EVE will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification – Special Read Final Declined". EVE will include a detailed description of the reason for declining the service request within the body of the email.

d. If the service request cannot be completed by the requested date, the *Network Operator* will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification – Special Read Final Date Change" giving the revised scheduled *meter* read date.

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e. A Non-Scheduled Special meter reading will provide actual *meter* reads; validation will be carried out, but *estimation* or *substitution* of this *meter* reading will not be carried out without consultation with the relevant *Code participant*.

f. EVE will provide to the *Responsible Retailer* an appropriately formatted file containing the *interval energy data* via *SFTP*

6.3 STANDING DATA PROVISION

These procedures refer to Service SMS- 3 of the *Metering SLA*. *Standing data* will be provided to *Code participants* on request (subject to the *Codes* and *Metering SLA*), on completion of nominated activities, and on a regular basis to facilitate the *Code participants'* data maintenance.

These procedures cover the format and business rules for *Code participants* to request *standing data*, the business events that will trigger the *Network Operator* to send *standing data* to a *Code participant*, and the format of the *standing data* details for the following four processes –

1. Full *standing data* (On Customer Transfer)

2. Full *standing data* provided daily recording any changes to standing data.

EVE will provide to *Code participants* a daily extract of all current *standing data* for the *NMI*s for which the *Code participant* is the *Responsible Retailer,* via *SFTP*.

a. On a daily basis, the *Network Operator* will collate the *standing data* for all *NMI*s for which the *Code participant* is the *Responsible Retailer*.

b. The *Network Operator* will provide the appropriately formatted file containing the full *standing data* to the *Code participants* via *SFTP*.

CSV Position	Field	Definition/Comments	Effective Dated?
NMI standing data			
1	*NMI* (inc *checksum*)	Unique Metering Identifier (including *checksum*)	
2	FreeformAddress	Building or property name/description. Blank if not applicable	
3	LotNumber	Blank if not available	
4	FlatOrUnitNumber	Blank if not applicable	
5	HouseNumber	Blank if not applicable	

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CSV Position	Field	Definition/Comments	Effective Dated?
6	StreetName	Street name including street type example SMITH ST	
7	StreetType	Blank if not applicable	
8	SuburbOrPlaceOrLocality		
9	StateOrTerritory		
10	Postcode		
11,12	Status	Code used to indicate the status of the *NMI*	Y
13	Voltage	Indicator of whether the *connection point* is *high voltage* or *low voltage*. Valid values are HV, LV and DC (direct connect).	
Roles			
14,15	FRMP	The participant identification code (*Responsible Retailer*)	Y
Data Stream			
16	Suffix	Metering data stream identifier (for Meter Data Management).	
17,18	StreamStatus	Code used to indicate the status of the suffix.	Y
Meter			
19	MeterSerialNumber	The *meter* serial number uniquely identifies a *meter* for a given *NMI*. Maximum 12 Characters (alpha numeric). Unique for *NMI*. Except for Unmetered supplies and logical meters, MeterSerial should be displayed on physical device.	
20	ScheduledReadDate	Indicates the scheduled next read date for the *meter*. Optional if Remotely read otherwise is Required.	
21	Route	The route identifier the *meter* is currently being read in	
22	MeterUse	A code identifying how the *meter* is used e.g. REVENUE	

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CSV Position	Field	Definition/Comments	Effective Dated?
23	MeterPoint	*Metering point* allows an audit trail when one meter is removed and a new meter is given the same Meter Point value.	
24,25	MeterStatus	A code to denote the status of the *meter*.	Y
Register Configuration			
26	RegisterID	The Register Id is used to identify a data source that is obtained from the *meter*. A single *meter* may provide multiple data sources.	
27,28	NetworkTariffCode	The Network Tariff Code is a free text field required by the CTC A4.1(g).	Y
29	UnitOfMeasure	Code to identify the unit of measure for *data* held in this register.	
30	MultiFactor	Multiplier required to take a register value and turn it into a value representing billable energy. Applicable to non-interval energy.	
31	Multiplier	Multiplier required to take a register value and turn it into a value representing billable energy. Applicable to non-interval energy.	
32	Digits	Total number of dials (inclusive of the decimal point) e.g. "9 dial" *meter* with 3 decimals will be a 5.3 *meter*.	
33	Decimals	Number of Decimals	
34	RegisterSuffix	Must be a valid suffix for this *NMI* and is active for this date range.	
35,36	RegisterStatus	Code to indicate the status of the register, if register is active.	Y

CSV Position	Field	Definition/Comments	Effective Dated?
37	DirectionIndicator	Indicates the flow of energy through the *meter* register. Import or Export.	

6.4 DATA FILE FORMATS

Monthly and Daily Interval Data Provision and Non-Scheduled Special Meter Read will be provided in file formats as follows

    a. *Interval energy data* will be delivered in the *aseXML*:r19 *NEM12* format.

    b. *Historical Data provision will be delivered in CSV format as follows:*

        Meter Serial Number, Read Date,Interval,Usage

    c. Acknowledgements will be in the *aseXML*:r17 format.

    d. *Standing data* files will be in the *aseXML*:r23 format. Transaction Group CATS.

6.5 METERING FIELD SERVICES

These procedures refer to the remaining Metering Services as fully described in the MSLA, all of which require field works and an associated Service Notification and are as follows:

    a. Meter Upgrade/Exchange, MSLA service SMS- 1;

    b. Metering Installation repair, MSLA service SMS- 3;

    c. Meter Establishment and Energisation, MSLA service EMS-1;

    d. De-energise (on-site), MSLA service EMS-2;

    e. Re-energise (on-site), MSLA service EMS-3;

    f. Meter investigation, MSLA service EMS-4;

    g. Remove Meter, MSLA service EMS- 5;

    h. Meter test (laboratory), MSLA service EMS-8;

    i. Meter test (on-site), MSLA service EMS-9; and

    j. Meter reconfiguration, MSLA service (EMS-10);

To make a request for a Metering Field Service, the Code participant will:

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    a. make the request for any of the above services via email SMTP using a service notification.

    b. The Retailer Request for service notification will require the following minimum information.

        i. *Retailer* Name and Contact Details

        ii. Requested Service

        iii. Requested Date

        iv. *Retailer's* Service Order Number

        v. NMI

        vi. *NMI checksum*

        vii. *Any other detail to assist in the delivery of the service.*

Upon receipt of a Retailer Request for Service Form EVE will:

    a. Send an email acknowledgment of receipt of the request to the sending email address.

    b. EVE will validate the request.

    c. If the request is not valid, or the service is not available, EVE will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification Declined". EVE will include a detailed description of the reason for declining the service request within the body of the email.

    d. If the service request cannot be completed by the requested date, the *EVE* will send an email response to the *Code participant's* nominated email address with a subject line of "Service Notification Date Change" giving the revised scheduled *service* date.

    e. EVE will provide to the *Responsible Retailer* an appropriately formatted file containing the *results of the field service activity* via *SMTP*

6.6 METERING FIELD SERVICE FILE FORMATS

The file format will be an agreed service order format sent as a PDF document through SMTP to EVE and returned to the Responsible Retailer completed with the results of the field activity as a completed service notification in PDF through SMTP.

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