Metering Services
Application and Price Guide

2016-17

As submitted to the Australian Energy Regulator

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1 Introduction

This 2016-17 Metering Services Application and Price Guide outlines TasNetworks' tariff terms and conditions for the provision of alternative control services – metering services. This guide applies from 1 July 2016 to 30 June 2017.

Metering services are those services relating to the provision, installation and maintenance of standard meters and associated services provided to customers (**basic metering**). This includes the metering services provided using Types 6 and 7 metering installations in TasNetworks' role as Metering Provider (**MP**) and Meter Data Provider (**MDP**).

TasNetworks' standard metering services excludes:

- MDP services for Type 1 – 4 metering installations;
- services for certain meters provided in support of Aurora Energy's Pay As You Go (**PAYG**) product; and
- metering to a standard in excess of that required for the billing of customers.

Further information on TasNetworks metering services tariffs can be found at TasNetworks' website:

http://www.tasnetworks.com.au/our-network/network-revenue-pricing/distribution-fees-and-tariffs

2 Application of metering services tariffs

2.1 TasNetworks

All references to TasNetworks within this Metering Services Application and Price Guide, unless otherwise stated, are to TasNetworks in its capacity as a licensed distribution network service provider in the Tasmanian region of the National Electricity Market (**NEM**) only.

2.2 Goods and service tax (GST)

Unless otherwise stated, the metering services tariffs published by TasNetworks are exclusive of GST.

2.3 Metering services charges

The metering services charges within this Metering Services Application and Price Guide are calculated in accordance with the Australian Energy Regulator's (**AER**) Distribution Determination.

2.4 Meter self-read scheme

TasNetworks' meter self-read scheme enables eligible customers to submit their own meter readings online. Continued eligibility for the scheme is conditional upon the following:

1. the customer must provide the reads to TasNetworks in the appropriate format; and
2. the customer will permit TasNetworks unhindered access to their premises to read the meter(s) at least once every 12 months during its normal scheduled reading rounds.

TasNetworks will notify self-read customers of the date that TasNetworks is scheduled to read their meter. If the scheduled date is not convenient for the customer TasNetworks will re-schedule the read, and that read will be treated as a special meter read[1] and a fee will apply.

In the event that TasNetworks is unable to read the meter because TasNetworks cannot safely access the premises to read the meter, TasNetworks will re-schedule the read and that read will be treated as a special meter read[1], for which a fee will apply.

In the event that TasNetworks is unable to read the meter after re-scheduling the meter read, TasNetworks will treat this as an access issue in line with clause 9.1 of TasNetworks' Deemed Supply Contract[2].

In the event that TasNetworks is unable to read the meter on the scheduled date for reasons that are not attributable to the customer (non-customer reasons), TasNetworks will reschedule the reading at no cost to the customer.

Failure to comply with the terms and conditions of TasNetworks' meter self-read scheme will result in the customer being removed from the scheme.

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1 TasNetworks' fee-based services tariffs for special meter reads are discussed in TasNetworks' Fee-based Services Application and Price Guide 2016-17.

2 TasNetworks' Deemed Supply Contract is available on TasNetworks' website at http://www.tasnetworks.com.au

3 Assigning and reassigning customers to tariff classes

TasNetworks is required to describe how customers are assigned to metering services tariffs, and how they may be re-assigned to another tariff.

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

- Low Voltage domestic;
- Low Voltage business; or
- other.

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

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

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

- whether the installation is a high voltage connection;
- whether the installation is a private residential dwelling;
- whether the metering service supports Aurora Energy's PAYG product;
- whether the metering is single phase or multi-phase;
- whether the metering service requires the installation of low voltage current transformers; and
- whether there are communication facilities at the metering site that allow for the remote retrieval of metering data.

3.1 Type of installations

Private residential dwellings, units, town houses or apartments are low voltage installations that are premises used wholly or principally for a residential customer. These customers will be assigned to domestic metering services tariffs.

Should the private residential dwelling require the provision of metering services in support of Aurora Energy's Pay As You Go (**PAYG**) product, the metering services will be the same as those provided for other domestic customers.

In all other instances the customer will be deemed to be a business customer and will be assigned to business metering services tariffs.

3.2 High voltage installations

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

3.3 Number of voltage phases

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

3.4 Remote reading facilities

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

3.5 Final metering services tariffs

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

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

3.6 Reassignment of metering services tariffs

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

(a) be eligible for tariff reassignment;

(b) provide TasNetworks with one month's written notification; and

(c) pay any applicable tariff alteration fee[3].

A network tariff reassignment request may be made:

(a) through the customer's retailer, in which case the retailer will notify TasNetworks; or

(b) through TasNetworks, in which case TasNetworks will advise the customer's retailer.

[3] TasNetworks' fee-based services tariffs for tariff alterations are discussed in TasNetworks' *Fee-based Services Application and Price Guide 2016-17*.

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

(a) through the customer's retailer, in which case the retailer will notify TasNetworks; and

(b) through TasNetworks, in which case TasNetworks will advise the customer's retailer.

Customers that are reassigned to a different network tariff may also be reassigned to a different metering services tariff. TasNetworks will determine the appropriate metering services tariff as part of this network tariff reassignment.

3.7 Changes in connection characteristics

Customers that alter their connection characteristics due to a site alteration may be reassigned to a different metering services tariff even though there is no change in the applicable network tariff. By way of example, should a domestic customer install heating that necessitates a connection upgrade from single phase to multi-phase, the customer will be reassigned from the Low Voltage domestic – single phase to the Low Voltage domestic – multi-phase metering services tariff.

TasNetworks will determine the appropriate metering services tariff that will apply as part of a site alteration.

4 Metering services tariffs

4.1 Tariff codes for 2016-17

Table 1 shows the alternative control services – metering services tariffs that TasNetworks will offer for the 2016-17 regulatory year.

Table 1: Alternative Control Services – Metering Services Tariff Codes

Description	TasNetworks Code
Low Voltage domestic – single phase	T01
Low Voltage domestic – multi-phase	T02
Low Voltage domestic – CT meter	T03
Low Voltage domestic – single phase – remote read	T01r
Low Voltage domestic – multi-phase– remote read	T02r
Low Voltage domestic – CT meter– remote read	T03r
Low Voltage business – single phase	T04
Low Voltage business – multi-phase	T05
Low Voltage business – CT meter	T06
Low Voltage business – single phase – remote read	T04r
Low Voltage business – multi-phase– remote read	T05r
Low Voltage business – CT meter– remote read	T06r
Other	T07
Other	T09

4.2 Metering services tariffs for 2016-17

Table 2 shows TasNetworks' metering services tariffs for 2016-17.

Table 2: Alternative Control Services – Metering Services Tariff Fees

Tariff Description	Tariff (c/day)	Annual Charge ($)[4]
Low Voltage domestic – single phase	7.539	27.52
Low Voltage domestic – multi-phase	15.645	57.10
Low Voltage domestic – CT meter	19.361	70.67
Low Voltage domestic – single phase – remote read	6.481	23.66
Low Voltage domestic – multi-phase– remote read	14.654	53.49
Low Voltage domestic – CT meter– remote read	21.119	77.08
Low Voltage business – single phase	7.798	28.46
Low Voltage business – multi-phase	15.600	56.94
Low Voltage business – CT meter	20.172	73.63
Low Voltage business – single phase – remote read	6.481	23.66
Low Voltage business – multi-phase– remote read	14.654	53.49
Low Voltage business – CT meter– remote read	21.119	77.08
Other – T07	13.767	50.25
Other – T09	13.767	50.25

[4] Assumes full year

5 Conditions for metering services tariffs

The following sections outline the additional terms and conditions for each of TasNetworks' metering services tariffs.

5.1 Low Voltage Domestic – Single Phase (T01)

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

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

5.2 Low Voltage Domestic – Multi Phase (T02)

This metering services tariff is for low voltage installations that are premises used wholly or principally as private residential dwellings with a multi-phase, whole current, metering service.

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

5.3 Low Voltage Domestic – CT Meter (T03)

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

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

5.4 Low Voltage Domestic – Single Phase – Remote Read (T01r)

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

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

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

5.5 Low Voltage Domestic – Multi Phase – Remote Read (T02r)

This metering services tariff is for low voltage installations that are premises used wholly or principally as private residential dwellings with a multi-phase, whole current, metering service.

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

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

5.6 Low Voltage Domestic – CT Meter – Remote Read (T03r)

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

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

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

5.7 Low Voltage Business – Single Phase (T04)

This metering services tariff is for low voltage installations that are not private residential dwellings, with a single phase, whole current, metering service.

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

5.8 Low Voltage Business – Multi Phase (T05)

This metering services tariff is for low voltage installations that are not private residential dwellings, with a multi-phase, whole current, metering service.

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

5.9 Low Voltage Business – CT Meter (T06)

This metering services tariff is for low voltage installations that are not private residential dwellings, which require the installation of current transformers to enable the recording of meter data as a component of the metering service.

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

5.10 Low Voltage Business – Single Phase – Remote Read (T04r)

This metering services tariff is for low voltage installations that are not private residential dwellings, with a single phase, whole current, metering service.

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

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

5.11 Low Voltage Business – Multi Phase – Remote Read (T05r)

This metering services tariff is for low voltage installations that are not private residential dwellings, with a multi-phase, whole current, metering service.

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

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

5.12 Low Voltage Business – CT Meter – Remote Read (T06r)

This metering services tariff is for low voltage installations that are not private residential dwellings, which require the installation of current transformers to enable the recording of meter data as a component of the metering service.

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

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

5.13 Other (T07)

This metering services tariff is for low voltage installations that are premises used wholly or principally as private residential dwellings and require a metering service in support of Aurora Energy's PAYG product.

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

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

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

5.14 Other (T09)

This metering services tariff is for low voltage installations that are premises used wholly or principally as private residential dwellings and require a metering service in support of Aurora Energy's PAYG product.

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

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

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

6 Procedure for reviewing complaints and disputes

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

6.1 Internal procedure for reviewing objections

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

TasNetworks may consult with the customer's retailer during the process of undertaking a review.

TasNetworks will undertake the following internal review process:

- the customer's written objection will be reviewed by TasNetworks;
- additional information provided by the customer (and/or the customer's retailer) will be considered;
- TasNetworks will determine the tariff assignment that should apply;
- the proposed tariff assignment will be reviewed and approved by the Commercial Solutions Team Leader; and
- the customer (and/or customer's retailer) will be notified in writing of the tariff assignment review outcomes within 15 business days of receipt of the customer's written objection.

6.2 Objection not resolved to satisfaction of customer under internal review process

If, after applying TasNetworks' internal review process as detailed above, the customer's objection to the metering service assignment is not resolved to their satisfaction, the customer is entitled to seek resolution through the following avenues:

- if the resolution of the dispute is within the jurisdiction of the Energy Ombudsman, the customer is entitled to escalate the matter to the Energy Ombudsman; or
- the customer is entitled to seek a decision from the AER via the dispute resolution process available under Part L of Chapter 6 of the National Electricity Rules.

6.3 Final tariff class assignment

6.3.1 Initial tariff assignment

If a customer's objection relates to the tariff assigned when the meter was first installed, the original tariff will apply until the objection has been resolved in accordance with these procedures.

If the objection is resolved so that a different tariff is applicable, application of the new tariff will be backdated to the original date of the assignment, and the customer's retailer will be billed accordingly.

6.3.2 Tariff reassignment

If a customer's objection relates to a metering services tariff re-assignment, the original tariff will apply until the objection has been resolved in accordance with these procedures.

If the objection is resolved so that the re-assignment stands, application of the new tariff will commence at the start of the next billing period, or the originally notified date, whichever is later.

7 Glossary

AER	Australian Energy Regulator
Billing period	The period covered by the bill sent to a retailer or customer
Customer	A person to whom TasNetworks provides regulated services
Distribution Determination	AER, Final Distribution Determination, Aurora Energy Pty Ltd, 2012-13 to 2016-17, April 2012
Distributor	As defined in the *Electricity Supply Industry Act 1995* (Tas)
Energy Ombudsman	As defined in the *Energy Ombudsman Act 1998* (Tas)
HV or high voltage	A voltage exceeding 1,000 volts
Interval metering services	Reading services for interval meters – types 1-5 as defined in the NER
LV or low voltage	A voltage not exceeding 1,000 volts
Network tariff	The schedule of fees (including the rate or rates and relevant terms and conditions) TasNetworks uses to calculate the amount it charges customers, or a class of customers, for regulated services, as amended from time to time
Private residential dwelling	A house, unit, town house or apartment that, in the reasonable opinion of TasNetworks, is not classifiable under the Australian and New Zealand Standard Industrial Classification (ANZSIC)
TasNetworks	Unless otherwise stated means Tasmanian Networks Pty Ltd ABN 24 167 357 299 in its capacity as a distributor licensed by the Regulator in the state of Tasmania
Type 6 meter	An accumulation meter that meets the requirements of a Type 6 meter given in the NER