Competition in metering services: safety regulation Workshop issues identification, actions and next steps

16 March 2016 **Priority issues identified in the workshop:**

| **Area of metering safety** | **Sub-area of metering safety** | **Issues explored** | **Actions identified/ Next steps** |
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| **Remote re-en/de-en** | Harmonised remote re-en/de-en procedure across the NEM  | There was agreement amongst regulators, policy makers and industry that harmonising a remote re-en/de-en procedure was the best way to manage remote re-en/de-across the NEM.Proposed procedure is to be closely modelled on the Victorian MOU on remote re-en/de-en between retailers and distributors and third party providers.The ideal is to have a harmonised process across the NEM but it was unclear if this was feasible due to legal differences between the jurisdictions.  | Retailers to develop proposed re-en/de-en MOU.Regulators to discuss approach to developing a harmonised procedure, and presenting a proposal to ERAC.State regulators to identify any legal issues for harmonised implementation across the NEM. |
| **Meter functions** | Auto-disconnect function | In the Victorian smart meter rollout, auto-disconnect was made a minimum requirement of all AMI. Should this minimum standard of AMI be adopted in a smart meter rollout across the NEM?Risk assessments undertaken by retailers suggest that information scripts and remote re-energisation procedures are an appropriate way to address safety risks. | Retailers to provide more information on risk assessments for re-en/de-en.Regulators to consider remote re-en/de-en procedures in context of risk assessments.Jurisdictions to consider regulatory approaches to minimum functionality- for instance the NSW Smart Meter Task Force recommended service-focused specifications to allow flexibility for manufacturers and providers. |
| **Metering Installation Practices** | Service fuses | The boundary for the service fuse is clearly defined in Victoria, but stakeholders continue to express concerns that it is not so clear in other jurisdictions. This has potential implications for defining responsibilities for service fuses and raises concerns with networks about where liability starts and ends.  | Jurisdictions to consider if further clarification is needed to confirm who has access and responsibility for the service fuse. |
| **Information sharing** | Information exchange between parties about meter issues and defects encountered by meter installers in the fieldSharing Metering Safety Forum proceedings with wider audiences | Distributors and regulators flagged issues around information flows and treatment of defects between AEMO, distributors and third party metering providers. There is a concern that in a competitive environment there is no incentive for information sharing about meter problems between competing parties. Information from the Metering Safety Forum would be useful to share with other forums where metering safety issues are relevant, such as the ENA Metering Co-ordinating Group, RMCF and the IEC.  | Retailers to develop proposal for IEC about incorporating information sharing about metering faults into automated B2B procedures.AEMO to consider if additional information sharing is required with safety regulators.Develop summary of key issues and identify how best circulated. |
| **Training and Standards** | Cable/ meter tail preparation standardsScrew tightness standardsMeter wiring configurations | Distributors concerned that there is no specific standard for cable or meter tail preparations in Australia and it is unclear if the issue is adequately addressed in either TAFE training or within the Australian Wiring Regulations. Distributors identified issues with the subjective standard commonly used by installers in relation to screw tightness. Could indicate a possible issue with the use of IEC/Australian Standard 60999.1:2012 in training.In the Victorian smart meter rollout, CitiPower/Powercor converted most 4 wire (ANNA) sites to 3 wire as part of its Rollout. In a NEM-wide rollout, should all ANNA wiring be converted to a 3 wire arrangement? | Jurisdictions to investigate how these specific standards are addressed in Service and Installation Rules and relevant training requirements. Meter providers to consider reviewing installation practices in cable/meter tail preparations and screw tightness. |