DRAFT DETERMINATION – PARTICIPANT RESPONSE

METER CHURN PACKAGE

***Participant**: Watt Utilities*

***Completion Date**: 24 October 2014*

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1. Proposed Changes

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- SLP Metering Provider Services Category B for Metering Installation Types 1, 2, 3, 4, 5 and 6

NOTE: No proposed changes have been populated please refer to mapping documents and change marked procedures. Please complete where necessary

Please include your comments in the 'Participant Comment' column below.

A. Proposed Changes to the Meter Churn Package

Item	Description	Category	Participant Comments
1	**PROPOSED/ REQUESTED CHANGES**		
1.1	AEMO have identified that the current Meter Churn Procedure is in breach with the Rules. This relates to RP functions when a customer changes retailer. AEMO's proposed solution is to update the Procedure to align with the Rules. This would mean that MP and MDP roles can only be assigned (and the meter changed) after the FRMP transfer has completed.		This proposed change will severely disadvantage customers wishing to change retailers and metering providers at the end date of the current contract, where a market contract is already in place, or at an agreed start date when a new market contract is to be commenced. The Rules and procedures should be aligned such that the new retailer can institute a meter churn (by submitting a meter install request to the meter provider) in such a timely fashion that the new meter will be in place by the date that the new market contract is to commence. Such a change will facilitate timely and efficient retailer change and meter churn thereby facilitating retail competition. It will avoid any risk of punitive charges being faced by customers at the time of retailer and meter churn. The proposed changes will also have a revenue impact on the companies that use 3rd party metering providers. If the meters are not installed in a timely fashion due to these proposed changes revenues are not paid until meters are installed. These proposed changes also effect the service delivery capability of the 3rd party providing services to the end client. Services cannot be provided until the meter is installed.