



CUSTOMER OWN READ (ACTUAL) METHODOLOGY

PREPARED BY: AEMO/Markets/Market Enhancement
VERSION: 1.0
EFFECTIVE DATE: 29 November 2021
STATUS: FINAL

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VERSION RELEASE HISTORY

Version	Effective Date	Summary of Changes
1.0	29/11/2021	First Issue. Part of IN001-21 changes.

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CONTENTS

1. PURPOSE AND SCOPE	4
2. RELATED DOCUMENTS	4
3. CHANGE PROCESS TO AMEND THE CUSTOMER-OWN READ (ACTUAL) METHODOLOGY.	4
4. INTERPRETATION.	4
5. ARRANGEMENT TO RECEIVE A CUSTOMER-OWN READ (ACTUAL).	4
6. CRITERIA.	5
7. VALIDATION.	5
8. CUSTOMER OWN READ (ACTUAL) REPORT.	5

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1. PURPOSE AND SCOPE

Clause 3.1.1(g) of the Retail Market Procedures (NSW AND ACT) (RMP NSW AND ACT) states that AEMO must ensure that at all times there is a *Customer-own read (Actual) methodology* which specifies the criteria to be met for a *Customer-own read* to be a *Customer-own read (Actual)* and the requirements for a *Network Operator* to arrange to receive a *Customer-own read (Actual)* from a *Customer* for the purpose of clause 3.1.1(f) of the RMP NSW AND ACT.

The *Customer-own read (Actual) methodology* is an *industry approved methodology* that applies to all *network sections* except the Wagga Wagga and Tamworth *network sections*.

An *industry approved methodology* can only be amended by AEMO after consultation with Gas Retail Consultative Forum (GRCF).

This *Customer-own read (Actual) methodology* contains:

- (i) the criteria that a *Customer-own read* must meet to be a *Customer-own read (Actual)*, and
- (ii) the arrangements for a *Network Operator* to receive a *Customer-own read (Actual)* from a *Customer* for the purpose of clause 3.1.1(f) of the RMP NSW AND ACT.

Commented [AP1]: See Ref #26 in the Notice of AEMO Decision.

Commented [AP2]: See Ref #27 in the Notice of AEMO Decision.

2. RELATED DOCUMENTS

Reference	Title	Location
Ref #1	Retail Market Procedures (RMP) NSW AND ACT.	Published on AEMO website

3. CHANGE PROCESS TO AMEND THE CUSTOMER-OWN READ (ACTUAL) METHODOLOGY.

AEMO is responsible for maintaining this *Customer-own read (Actual) methodology*.

At least 20 *business days* prior to making any amendment ~~this to this~~ *Customer-own read (Actual) methodology*, AEMO must inform the Gas Retail Consultative Forum (GRCF) ~~or its successor~~ of the change.

This *Customer-own read (Actual) methodology* shall apply effective from the date of its publication on AEMO's website.

Commented [AP3]: See Ref #28 in the Notice of AEMO Decision.

Commented [AP4]: See Ref #28 in the Notice of AEMO Decision.

4. INTERPRETATION.

An italicised term in this *Customer-own read (Actual) methodology* shall have the same meaning as set out for that term in the RMP (NSW and ACT) as applying at the relevant time.

5. ARRANGEMENT TO RECEIVE A CUSTOMER-OWN READ (ACTUAL).

For the purpose of clause 3.1.1(f) of the RMP (NSW and ACT):

- (a) A *Network Operator* enters into an arrangement with a *Customer* to receive a *Customer-own read (Actual)* if a *Customer* informs the *Network Operator* of an intention to submit a *Customer-own read (Actual)* to the *Network Operator*; and

Note: Informing the *Network Operator* can occur by the *Customer* registering to submit *Customer-own read (Actual)* to the *Network Operator* with a mobile application.

- (b) A *Network Operator's* arrangement with a *Customer* to receive a *Customer-own Read (Actual)* from that *Customer* ends if the *Customer*:

- (i) informs the *Network Operator* they no longer intend to submit a *Customer-own read (Actual)*;
- (ii) fails to provide a *Customer-own read (Actual)* to the *Network Operator* for two consecutive *scheduled read dates*;
- (iii) provides a *Customer-own read (Actual)* which is not a *validated meter reading* for two consecutive *scheduled read dates*; or
- (iv) fails to provide a *Customer-own read (Actual)* to the *Network Operator* for a *scheduled read date* and provides a *Customer-own read (Actual)* which is not a *validated meter reading* for the next *scheduled read date* or vice versa.

Note: If a *Network Operator's* arrangement with a *Customer* to receive a *Customer-own read (Actual)* ends, the *Network Operator* must use its reasonable endeavours to *read* the *Customer's meter* in accordance with clause 3.1.1(d) of the RMP NSW AND ACT for the next *scheduled read date* immediately after the arrangement ends.

6. CRITERIA.

The *Network Operator* must apply the following criteria when determining whether a *Customer-own read* is a *Customer-own read (Actual)*:

- (a) the *Customer* has electronically submitted, directly to the *Network Operator*, details of the *meter number*, the *read* undertaken by the *Customer* for the *non-daily metered delivery point* to which the *meter* relates and a current photograph of the *meter* clearly showing the *meter index* and *meter number*; and
- (b) submission of the information specified in paragraph (a) occurs during the applicable *read* window, being no earlier than *4 business days* before the *scheduled read date*, and no later than *2 business days* after the *scheduled read date*.

7. VALIDATION.

- (a) Subject to clause 7(b), a *validated meter reading* for a *Customer-own read (Actual)* (as determined by application of the requirements in clause 6) is a *Customer-own read (Actual)* that has been validated by the *Network Operator* in accordance with the *approved validation methodology*.
- (b) To validate a *Customer-own read (Actual)*, the *Network Operator* may use the photograph submitted by the *Customer*.

8. CUSTOMER OWN READ (ACTUAL) REPORT.

For the purpose of clause 3.5.4(e) of the RMP (NSW and ACT), the *Customer-own read (Actual) Report* must contain the following information for each *delivery point* with a *Customer-own read (Actual)*

- (a) the *MIRN*;
- (b) the *meter number* of the current installed *meter*;
- (c) *meter type* (Gas or Hot Water);
- (d) the *scheduled read date*;
- (e) the date of the *Customer-own read (Actual)* was taken;
- (f) the message identifying the electronic method by which the *Customer-own read (Actual)* was provided by the *Customer*;

Commented [AP5]: See Ref #32 in the Notice of AEMO Decision.

- (g) the *meter* index (as provided by the *Customer*);
- (h) the type of *meter reading* (*validated meter reading* or *estimated meter reading*);
- (i) read reason ('01' scheduled read or '09' not schedule read);
- (j) *FRO*; and
- (k) provide a link to the photograph of the meter~~photolink to the jpeg photograph~~ provided by the *Customer*.

Commented [AP6]: See Ref #32 in the Notice of AEMO Decision.

Commented [AP7]: See Ref #33 in the Notice of AEMO Decision.

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