



Service Level Procedure NMI Service Provider

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Current version release details

Version	Effective Date	Summary of Changes
1.0	1st November 2026	First Issue Document incorporates: National Electricity Amendment (Unlocking CER benefits through flexible trading) Rule 2024 No. 15

Note: There is a full version history at the end of this document.

1. Introduction

1.1. Purpose and scope

This is the Service Level Procedure – NMI Service Provider made under clause 7.16.6C of the National Electricity Rules (NER) (**Procedure**).

This Procedure has effect only for the purposes set out in the NER. The NER and the *National Electricity Law* prevail over this Procedure to the extent of any inconsistency.

1.2. Definitions and interpretation

1.2.1. Glossary

Terms defined in the *National Electricity Law* and the NER have the same meanings in these Procedures unless otherwise specified in this clause.

Terms defined in the NER are intended to be identified in these Procedures by italicising them, but failure to italicise a defined term does not affect its meaning.

The Retail Electricity Market Procedures – Glossary and Framework:

Is incorporated into and forms part of this Procedure; and

Should be read in conjunction with this Procedure.

1.2.2. Interpretation

This Procedure is subject to the principles of interpretation set out in Schedule 2 of the *National Electricity Law*.

1.3. Related documents

Title	Location
Retail Electricity Market Procedures – Glossary and Framework	http://aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Glossary-and-Framework
MSATS Procedures	http://aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Market-Settlement-and-Transfer-Solutions
Metrology Procedure: Part A	http://aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering
Guide to Embedded Networks	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Metering-procedures-guidelines-and-processes
Qualification Procedure	http://aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Metering-procedures-guidelines-and-processes

Title	Location
Default and Deregistration Procedure	http://aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Metering-procedures-guidelines-and-processes
aseXML Guidelines	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/IT-systems-and-change/aseXML_standards
NMI Procedure	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Metering-procedures-guidelines-and-processes

2. Obligations

The **NMISP** must carry out its obligations and provide its services in accordance with the NER, procedures authorised under the NER and relevant Jurisdictional codes and policies.

The **NMISP** must be accredited and registered by AEMO in accordance with clause 7.4.2C of the NER and the Qualification Procedure.

2.1. NMI Management Services

2.1.1. The Services

In addition to all NER requirements, the **NMISP** must provide *NMI management services*. The following is a list of those services:

- (a) Provide market interface services for **SSP** End Users, which are services that link End Users to the National Electricity Market (NEM) systems, for example:
 - (i) Create **SSP** National Metering Identifier NMI; **and**
 - (ii) Maintain **SSP** NMI Consumer Administration and Transfer Solution (CATS) Standing Data;
- (b) Upon request from a *retailer*, apply to AEMO for *NMIs* for **SSPs** in which they are the **NMISP**;
- (c) Register **SSP** NMIs in Market Settlements and Transfer Solution (MSATS);
- (d) Provide the Metering Coordinator (MC), Financially Responsible Market Participant (FRMP), and Premises Network Service Provider **the NMI** of the **SSP**;
- (e) Establish and maintain the *NMI Standing Data* for its **SSP** NMIs within MSATS;
- (f) Act in the Role of Local Network Service Provider (LNSP) in MSATS for its **SSP**;
- (g) Ensure the Distribution Loss Factor (DLF) to each **SSP** in MSATS matches the DLF for the connection point for the premises.
- (h) Maintain a register of all allocated **SSP** NMIs.

2.1.2. Additional obligations

In the provision of *NMI management services*, the [NMISP](#) must:

- (a) Comply with all directions from AEMO to fulfil any obligation under this Procedure;
- (b) Co-operate in good faith with AEMO, all *Registered Participants*, Metering Providers (MPs), Metering Data Providers (MDPs), Embedded Network Managers (ENMs) and other [NMISPs](#); and
- (c) Ensure any information collected by the [NMISP](#) is kept confidential and secure in accordance with the NER and only provided to persons entitled to have such access;

2.2. Use of Sub-Contractors

Where an [NMISP](#) engages a sub-contractor to perform any of its obligations specified in the NER or this Procedure, the [NMISP](#):

- (a) Must ensure that auditable processes are in place to certify that all work performed by the sub-contractor complies with the NER and this Procedure;
- (b) Remains liable for all acts and omissions of any sub-contractor;
- (c) Must have policies and procedures for assessing the sub-contractor's capability and competency where the [NMISP](#) engages a sub-contractor to provide opinions and interpretations of technical information, and must provide the authorisation for the sub-contractor to provide the opinion and interpretation;
- (d) Must provide AEMO, upon request, with any information pertaining to the sub-contractor that AEMO reasonably considers necessary for the discharge of the [NMISPs](#) responsibilities under the NER; and
- (e) Must notify AEMO immediately if the [NMISP](#) elects to engage or change a sub-contractor for the delivery of any part of the services for which the [NMISP](#) is accredited and subject to AEMO's assessment of the notification:
 - (i) The [NMISP](#) may be required to undertake an accreditation review to approve the engagement or change; and
 - (ii) Where practicable, the accreditation review may take place as part of the next scheduled [NMISP](#) audit.

2.3. Insurance

The [NMISP](#) must:

- (a) Hold public liability insurance for an amount not less than \$5,000,000 per occurrence;
- (b) Hold professional indemnity insurance for an amount of not less than \$1,000,000 per occurrence, which must be maintained for a period of seven years after termination of the [NMISPs](#) accreditation; and
- (c) Provide AEMO with certified current copies of insurance policies upon request.

3. Systems and Administration

3.1. Systems and Interface Requirements

- (a) Each [NMISP](#) must establish and maintain systems and business interfaces to:

- (i) MSATS for the management of [SSP](#) creation, updates, notifications, objections, reports, and relevant CATS Standing Data;
 - (ii) Other technologies for the general management of information and alternative delivery of information to *Registered Participants*, MDPs, MPs and ENMs; and
 - (iii) Where the [NMISP](#) is proposing to become a *B2B Participant*, the *B2B e-Hub* for the interface with *B2B Participants*.
- (b) Each [NMISP](#) must maintain a MarketNet connection for the purposes of communication and file transfer with MSATS.
 - (c) Each [NMISP](#) will be provided with an inbox and outbox directory on the MSATS file server, which must be used for the transfer of files to and from AEMO via MarketNet and manage the appropriate directories in accordance with the MSATS Procedures.
 - (d) Each [NMISP](#) must interface with MSATS either via the browser or a batch interface, or both, using the market aseXML file format in accordance with the aseXML Guidelines and schemas.
 - (e) The provision of any documents, plans or other information required to be kept by the [NMISP \(information\)](#), regardless of form, and provided by [NMISP](#) to AEMO or any other person in accordance with this Procedure, does not give rise to any intellectual property rights in the recipient. Nevertheless, the [NMISP](#) grants AEMO and each other person to whom such information is provided (**recipient**), a perpetual, irrevocable, royalty-free, transferable and non-exclusive licence (including sub-licence) to copy and use any intellectual property forming part of that information for the purpose of fulfilling the recipient's obligations under the NER or any procedure under the NER.

3.2. [SSP](#) Information

The [NMISP](#) must maintain information about each [SSP](#) it is responsible for, which includes:

- (a) Type and configuration of *metering installations* for all [SSPs](#);
- (b) Subtractive or other arrangements used in respect of those *metering installations*;
- (c) Correspondence with all persons.

3.3. Audits Undertaken by AEMO

- (a) The [NMISP](#) must undertake all services in a manner that is auditable by AEMO and must provide all reasonable assistance to AEMO in discharging its obligations under the NER in relation to [SSPs](#).
- (b) AEMO will undertake periodic certification reviews to a negative assurance level of any relevant database maintained by the [NMISP](#) to assess the NMISPs compliance with the NER, applicable procedures under the NER and this Procedure and for the maintenance of its accreditation as a [NMISP](#).
- (c) All scheduled reviews will be through a centralised review process established by AEMO and will be undertaken at the NMISPs cost.

3.3.1. [NMISP](#) to Assist

Where a review is conducted under this Procedure, the [NMISP](#) must, at its cost, provide all reasonable assistance including making databases, equipment and premises available for inspection, making personnel available for questioning, and providing copies of any data or information as requested.

3.3.2. Timing of Audits

Scheduled reviews of the [NMISPs](#) performance will be as follows:

- (a) The first audit to be nominally within six months after accreditation; and
- (b) At AEMO's discretion annually based on previous satisfactory audit reviews.

3.3.3. Notice of Audit

AEMO must provide the [NMISP](#) a minimum of:

- (a) 30 *business days*' notification prior to a scheduled review; and
- (b) 15 *business days*' notification for the provision of any specific data requests as part of the audit.

3.4. Other Audits

- (a) Audits may be undertaken at any time by AEMO in accordance with the NER and may be carried out following a request from a *Registered Participant*.
- (b) Each [NMISP](#) must assist AEMO with reasonable requests for the provision of information about the types and configuration of metering installations, or CATS Standing Data relating to [SSP](#) that are the subject of a market audit.

3.5. Review of Accreditation

AEMO may review a NMISPs accreditation and subsequently require the [NMISP](#) to apply for re-accreditation in accordance with the Qualification Procedure if:

- (a) A [NMISP](#) has been suspended from providing *NMI management services* and seeks to have the suspension lifted;
- (b) There are changes to the NER, procedures under the NER, or *service level procedures*. This is likely to apply where changes to the NER have been made or new versions of the *metrology procedure* have been issued that require significant functional system, process or procedural changes to be made by [NMISPs](#);
- (c) The [NMISP](#) is proposing to make significant changes or upgrades to a NMISPs existing systems, *telecommunications networks* or a system platform; or
- (d) The [NMISP](#) is the subject of organisational mergers and acquisitions.

3.6. Disputes

For the purposes of dispute resolution in accordance with clause 8.2 of the NER, the [NMISP](#) is considered to be a *Registered Participant*. If a dispute arises between a [NMISP](#) and AEMO, a *Registered Participant*, an MDP, an MP, an ENM or any other [NMISP](#) in relation to the provision of services or this Procedure, the process detailed in clause 8.2 of the NER shall apply.

4. Market Interface Functions

4.1. NMI Allocation

The [NMISP](#) must do the following to allocate a *NMI* to a [SSP](#) that does not already have a *NMI*:

- (a) Upon request from a FRMP for a new *metering installation* at a [SSP](#), apply to AEMO for a *NMI* for that [SSP](#).
- (b) Provide the MC, FRMP and if required PNSP with the *NMI* for the *metering installation* within five *business days* of receiving the *NMI* from AEMO.
- (c) Create the [SSP](#) *NMI* in MSATS using Create NMI Change Request 2040 When creating the [SSP](#) *NMI* the [NMISP](#) must:
 - (i) Ensure the [SSP](#) *NMI* is linked to the Premises Connection Point *NMI*; and
 - (ii) Ensure the DLF Code for the [SSP](#) *NMI* matches the DLF code for the PCP *NMI*

4.2. MSATS Setup

4.2.1. Market Exit

When a [SSP](#) is no longer settled in the *market*, the following applies:

- (a) Upon request from the FRMP of the [SSP](#) *NMI*, **or becoming aware that the [SSP](#) is no longer participating in the market**, the [NMISP](#) must update the *NMI* Status Code of the [SSP](#) *NMI* in MSATS to 'N' using Maintain NMI Change Request 5060 or 5061 within five *business days* of the [SSP](#) no longer being settled in the *NEM*.
- (b) The *NMI Standing Data* maintenance and obligations on the [NMISP](#) do not apply for the [SSP](#) *NMI* while it has the *NMI* Status Code of 'N'.
- (c) Roles do not need to be updated. Current Roles (i.e. Current [NMISP](#)) remain recorded against the [SSP](#) *NMI*.

4.2.2. Resumption as [SSP](#)

When an inactive [SSP](#) becomes active and a *NMI* already exists in MSATS for that *connection point*:

- (a) The existing MSATS transfer processes will apply.
- (b) Within five *business days* of a request from the FRMP of the [SSP](#) *NMI* which is becoming active, the [NMISP](#) must update the *NMI* Status Code to 'A' in MSATS using Maintain NMI Change Request 5060 or 5061.

4.2.3. De-energisation and Re-energisation of [SSP](#) *NMIs*

The [NMISP](#) must update the [SSP](#) *NMI* status in MSATS when a *NMI* is de-energised or re-energised as follows:

- (a) Use Change Request Maintain NMI 5060 or 5061.
- (b) Update *NMI* Status Code to 'D' within five *business days* of the [SSP](#) being de-energised. The Proposed Change Date shall be the *day* after the de-energisation for an Interval Metered [SSP](#) or the *day* of the de-energisation of an Accumulation Metered [SSP](#).

- (c) Update the SSP NMI Status Code to 'A' within five *business days* of the SSP being re-energised. The Proposed Change Date shall be the *day* the SSP is re-energised.

4.2.4. SSP NMI Abolishment

The NMISP must update the SSP NMI status to 'X' using Change Request Maintain NMI 5060 or 5061 within five *business days* of becoming aware of the abolition of the SSP or the PCP is made extinct. The Proposed Change Date shall be the *day* after the SSP was removed for an Interval Metered SSP or the *day* of the removal for an Accumulation Metered SSP.

5. Delivery of information upon deregistration

All data, documents, plans or other information required to be kept by the NMISP, regardless of form, must be delivered by the NMISP to AEMO (or AEMO's nominee) in a format required by AEMO if the NMISP is to be deregistered in accordance with the Default and Deregistration Procedure.

Version release history

Version	Effective Date	Summary of Changes
1.0	1 November 2026	First Issue Document incorporates: National Electricity Amendment (Unlocking CER benefits through flexible trading) Rule 2024 No. 15

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