



Queensland Government
Department of **Mines and Energy**

QUEENSLAND GAS MARKET RETAIL RULES

Version 1.1

**Annexure A to the
Gas Industry Code**

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CHAPTER 1 - GENERAL

1.1 General

1.1.1 Interpretation

- (a) Words and phrases in these *Rules* which appear in italics have the meanings given to them in Attachment 1, unless an intention to the contrary appears.
- (b) These *Rules* must be interpreted according to the principles of interpretation set out in Attachment 2, unless an intention to the contrary appears.

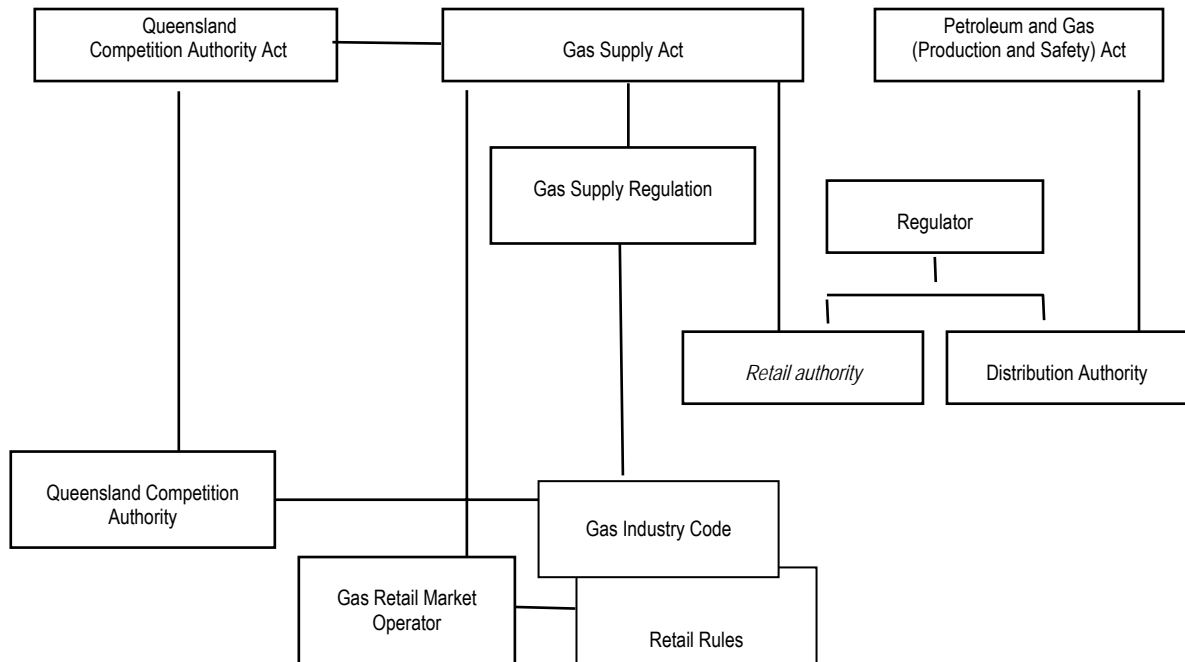
1.1.2 Purpose

The purpose of these *Rules* is to set out provisions relating to, among other things:

- (a) the collection of data from certain *meters* and the use of estimated or substituted data where appropriate;
- (b) the calculation of *consumed energy* on the basis of that data;
- (c) the recording and storage of metering and energy data;
- (d) the provision of metering and energy data to *Retailers* and (where applicable) the *GRMO*;
- (e) the preparation of profiles and the application of profiles to data relating to *basic meters*;
- (f) the provision of information between *Distributors*, *Retailers* and the *GRMO* for the efficient operation of the market;
- (g) the process by which a *Retailer* may become registered as the new *FRO* for a *distribution supply point*;
- (h) the process by which the aggregated energy of all *gas* consumed by the *Customers* of each *Retailer* is balanced against the aggregated energy of all *gas* injected to *distribution regions* on behalf of each *Retailer*;
- (i) the process by which a *Retailer* must pay the sum of any *settlement amounts* referred to in chapter 7 and any *FRC fees* referred to in these *Rules*;
- (j) the process by which *Retailers* and *Distributors* must register with the *GRMO*; and
- (k) the process by which the *GRMO* may cancel a *Retailers* and *Distributors* registration.

1.1.3 The Regulatory Framework

- (a) These *Rules* form part of the regulatory framework which is applicable to the *GRMO*, *Retailers* and *Distributors* under the *Gas Supply Act*, which is represented diagrammatically below.



- (b) *Retailers*, *Distributors* and the *GRMO* must comply with these *Rules* in accordance with section 2.2 of the *Gas Industry Code*.
- (c) The *Gas Industry Code* is made by the Minister for Mines & Energy under section 270A of the *Gas Supply Act*.

1.1.4 Application

- (a) The provisions of these *Rules* come into effect on the *FRC date*.
- (b) If a provision of these *Rules* is inconsistent with the *Gas Supply Act*, *Petroleum and Gas Act* or the *Gas Industry Code*, the *Gas Supply Act*, *Petroleum and Gas Act* or the *Gas Industry Code* (as the case may be) will prevail to the extent of the inconsistency.
- (c) Unless expressly provided otherwise, the provisions of Chapter 2 of these *Rules* do not apply to *interval meters*.
- (d) Unless expressly provided otherwise, the provisions of Chapter 5 of these *Rules* do not apply to *basic meters*.
- (e) These *Rules* apply in respect of *distribution supply points* in a *distribution region*.
- (f) Nothing in these *Rules* has the effect of enabling a *customer* to transfer to a new *Retailer* on a date prior to the date on which that *customer* is able to do so in accordance with the *Gas Supply Act*.

1.2 Registration with GRMO

- (a) A person who:
 - (i) holds a *retail authority* under the *Gas Supply Act*,
 - (ii) holds a *distribution authority* under the *Gas Supply Act* on a *distribution region*, and intends to undertake the activities as set out in or contemplated by these *Rules* must register with the *GRMO*.
- (b) Subject to clause 1.2(d), a person may apply to the *GRMO* to be registered in one of the following categories:
 - (i) *Retailer*, or
 - (ii) *Distributor*.
- (c) A person must not undertake activities or participate in or in relation to any activities as set out in or contemplated by the *Rules* in a category set out in clause 1.2(b) unless the person is registered with the *GRMO* in that category.
- (d) A person is not eligible to be registered unless the person:
 - (i) is a resident in, or is permanently established in, Australia;
 - (ii) is not an externally administered body corporate (as defined in the Corporations Act) or under a similar form of administration under any laws applicable to that person in any jurisdiction;
 - (iii) is not immune from suit in respect of the obligations of a *Retailer* or *Distributor* under these *Rules*; and
 - (iv) is capable of being sued in its own name in a court of Australia,and if at any time a *Retailer* or *Distributor* ceases to be eligible to be registered as a *Retailer* or *Distributor* in accordance with this clause 1.2(d), then a *Retailer* or *Distributor* must inform the *GRMO* accordingly and as soon as practicable after the *GRMO* becomes aware that a *Retailer* or *Distributor* is no longer eligible to be registered, the *GRMO* must advise the *QCA* and all registered *Retailers* and *Distributors* as soon as practicable.
- (e) Applications for registration must be submitted to the *GRMO* in the form prescribed by the *GRMO* and must be accompanied by a registration fee (if any) fixed by the *GRMO*.
- (f) If an applicant applies for registration as a *Retailer* as specified in clause 1.2(b)(1), that applicant must satisfy the *sufficient financial standing* and must provide to the *GRMO* documentary evidence of its compliance with the *sufficient financial standing* with the application for registration.
- (g) Within five *business days* of receiving an application, the *GRMO* must advise the applicant of any further information which the *GRMO* reasonably considers to be required to enable the *GRMO* properly to assess the application and if the *GRMO* has not received that further information which it reasonably considers satisfies the relevant application requirements within a further 15 *business days*, the *GRMO* may treat the application as withdrawn and if the *GRMO* incurs additional costs as a result of requesting and assessing that further information the *GRMO* may require the applicant to pay to the *GRMO* a reasonable amount to cover those additional costs.
- (h) If an application for registration in one of the categories set out in clause 1.2(b) has been received by the *GRMO* and:

- (i) all relevant application requirements have been satisfied;
- (ii) the applicant is eligible to be registered in the category in which registration is sought;
- (iii) the *GRMO* reasonably considers that the applicant will be able to comply and maintain compliance with these *Rules*; and
- (iv) if the applicant seeks registration as a *Retailer*, the applicant satisfies any applicable *sufficient financial standing* to meet its financial obligations,

then subject to clause 1.2(d), the *GRMO* must approve the application and register the applicant in the category to which the application relates providing that if the application satisfies the requirements of this clause 1.2(h) the *GRMO* must register the applicant only in that category in respect of which the requirements of this clause 1.2(h) are satisfied.

- (i) If the *GRMO* approves an application under clause 1.2(h), the *GRMO* must send written notice of approval to the applicant within 15 *business days* of receiving:
 - (i) the application under clause 1.2(e); or
 - (ii) if further information and/or fees are required under clause 1.2(g), that further information and/or fees,

and registration of the applicant as a *Retailer* or *Distributor* will take effect on the date specified in the notice of approval which must be a date not more than seven days after the date on which the *GRMO* sends the notice of approval under this clause 1.2(h).

- (j) If the *GRMO* does not approve an application for registration in a category to which an application relates, the *GRMO* must send written notice to the applicant advising the applicant that the application is not approved and the *GRMO* must give reasons for its decision.
- (k) The *GRMO* must *publish* a list of all registered *Retailers* and *Distributors*.

1.3 Ceasing to be a Retailer or Distributor

- (a) A person may notify the *GRMO* in writing that it wishes to cease to be registered in any one or more categories set out in clause 1.2(b).
- (b) In a notice given under clause 1.3(a), a *Retailer* or *Distributor* must specify a date upon which it wishes to cease to be registered.
- (c) On receipt of a notice under clause 1.3(a), the *GRMO* must notify all *Retailers* and *Distributors* registered under clause 1.2(b) and the *QCA* that the person who gave the notice will cease to be a *Retailer* or *Distributor* and the date on which that will occur.
- (d) If the *GRMO* notifies a *Retailer* or *Distributor* that a *Retailer* or *Distributor* will cease to be registered on a specified date, that *Retailer* or *Distributor* must cease all trading and all other activities in the market from that date.
- (e) If a *government authority* with jurisdiction over any *Participants* advises the *GRMO* that a *Retailer* or *Distributor* is *deregistered* from all of the activities as set out in or contemplated by the *Rules*, then the *GRMO* must;
 - (i) *deregister* the *Retailer* or *Distributor*;
 - (ii) notify that *Retailer* or *Distributor* that they are *deregistered*; and
 - (iii) notify all registered *Retailers* and *Distributors* that a deregistration has occurred.

1.4 Liability of Deregistered Participants

Notwithstanding that a person is no longer registered as a *Retailer* or *Distributor* for any reason, that person's obligations and liabilities which arose under these *Rules* prior to the date on which that person was *deregistered* remain unaffected by the deregistration.

1.5 Intention to Commence Activities or Functions

- (a) Any person who intends to register as a *Retailer* or *Distributor* may register with the *GRMO* as an *Intending Retailer* or *Distributor* if that person can satisfy the *GRMO* of its bona fide intent to commence an activity which would entitle or require that person to be registered as a *Retailer* or *Distributor* once that activity is commenced.
- (b) Applications for registration as an *Intending Retailer* or *Distributor* must be submitted to the *GRMO* in the form prescribed by the *GRMO* and must be accompanied by the registration fee (if any) fixed by the *GRMO* from time to time.
- (c) The *GRMO* may from time to time require an *Intending Retailer* or *Distributor* to satisfy the *GRMO* that it continues to meet the criteria for registration in clause 1.5(a) and if the *Intending Retailer* or *Distributor* is unable to satisfy the *GRMO* that it remains entitled to be registered as an *Intending Retailer* or *Distributor*, then the *GRMO* must send written notice to the relevant *Intending Retailer* or *Distributor* to advise the relevant *Intending Retailer* or *Distributor* that it will cease to be registered as an *Intending Retailer* or *Distributor* on the date specified by the *GRMO* in that notice.
- (d) An *intending Retailer* or *Distributor* is taken to be an *Intending Retailer* or *Distributor* only insofar as its activities relate to its intention to commence an activity that would entitle or require that person to be registered as a *Retailer* or *Distributor*.
- (e) An *Intending Retailer* or *Distributor* has the benefit of and is bound by those provisions of these *Rules*:
 - (i) which are applicable to *Retailer* or *Distributor*, and
 - (ii) which are applicable to the category of *Retailer* or *Distributor* (as specified in clauses 1.2(a), (b) and (c)) in which that *Intending Retailer* or *Distributor* would be entitled or required to be registered once it commences its intended activities.

1.6 Gas Interface Protocol

1.6.1 Development

The *GRMO* must as at the *FRC date* (after consulting with *Retailers* and *Distributors*) establish a protocol (*Gas Interface Protocol*) which governs the manner and form in which information is to be provided, notice given, notices or documents delivered and requests made as contemplated by these *Rules*.

1.6.2 Amendment

- (a) As at the *FRC date* the *GRMO* in consultation with *Retailers*, *Distributors* and the *QCA* must establish a process for amendment of the *Gas Interface Protocol* and have that process approved by the *QCA*. The *GRMO* must *publish* the process on the *GRMO* website when approved.
- (b) Any amendments to the *Gas Interface Protocol* may only be made by the *GRMO* after undertaking such consultation in relation to the proposed amendment as is required in accordance with the approved process. Such amendments will only come into effect on the date of their publication on the *GRMO's* website or such later date as is specified by the *GRMO* on its website in relation to those amendments.

1.6.3 Publication

The *GRMO* must *publish* the *Gas Interface Protocol*, as amended from time to time, on its website.

1.6.4 Effect

The *GRMO* and each *Retailer and Distributor* must comply with, and is bound by, the *Gas Interface Protocol* in respect of the provision of information, giving of notice, delivery of notices or documents and making of requests, and the receipt of information, notice, notices, documents or requests, as contemplated by these *Rules*.

1.6.5 FRC HUB

- (a) In accordance with the *certification* process established and *published* by *GRMO*, the *GRMO* and each *Retailer and Distributor* must be certified by the *GRMO* prior to using the *FRC HUB* for transactions specified in the *Gas Interface Protocol*.
- (b) As at the *FRC date*, the *GRMO* must establish and *publish operational terms and conditions* for the *FRC HUB*. The *GRMO*, in establishing these *operational terms and conditions*, must:
 - (i) provide *Retailers and Distributors* with the proposed *operational terms and conditions*; and
 - (ii) allow a reasonable time to receive *Retailer and Distributor* responses to the proposed *operational terms and conditions*.
- (c) The *GRMO*, prior to implementing changes to the *published operational terms and conditions* for the *FRC HUB*, must:
 - (i) provide *Retailers and Distributors* with the proposed change to the *operational terms and conditions*; and
 - (ii) allow a reasonable time to receive *Retailer and Distributor* responses to the proposed change to the *operational terms and conditions*.
- (d) The *GRMO* and each *Retailer and Distributor* must comply with the *operational terms and conditions*, as *published* by the *GRMO* on its website from time to time.
- (e) Where a *Retailer or Distributor* uses or continues to use the *FRC HUB* in breach of the *operational terms and conditions*, then as soon as the *GRMO* becomes aware of such breaches the *GRMO* must:
 - (i) notify the *Retailer or Distributor* of the breach; or
 - (ii) if a previous notice of a breach has been provided to the *Retailer or Distributor*, and continued significant breaches of the same nature are evident, then the *GRMO* must notify the *QCA* and the *Retailer or Distributor* to whom the breach applies.

1.7 Rule Changes

1.7.1 Amending the Rules

- (a) An amendment to these *Rules* may be initiated at any time by the *GRMO* or by a person affected by these *Rules* proposing an amendment to the *GRMO* in accordance with clause 1.7.2.
- (b) Any *Rule* amendment recommended by the *GRMO* must be submitted to the *QCA* for consultation in accordance with section 270G of the *Gas Supply Act* (as amended by

section 270O of the *Gas Supply Act*). Following any required consultation, the *QCA* may submit the *Rule* amendment for approval by the Minister under section 270H of the *Gas Supply Act* (as amended in accordance with section 270O of the *Gas Supply Act*).

1.7.2 Change proposals by person other than the GRMO

- (a) A person affected by these *Rules* other than the *GRMO* may propose an amendment to the *Rules* by submitting the proposal to the *GRMO*.
- (b) A submission made under clause 1.7.2(a) must:
 - (i) be in writing;
 - (ii) include the name and address of the person proposing the amendment;
 - (iii) include details of the proposed amendment and of the reasons why the amendment is necessary or desirable; and
 - (iv) include sufficient additional information to permit a proper consideration of the proposed amendment by the *GRMO* in accordance with clause 1.7.3.
- (c) A submission made under clause 1.7.2(a) may include a draft of the proposed amendment.

1.7.3 GRMO's consideration of proposed Rule change

- (a) In considering whether to recommend an amendment to these *Rules*, whether the amendment has been initiated by the *GRMO* itself or proposed by another person, *GRMO*:
 - (i) must take into account any information that the *GRMO* reasonably considers to be relevant to its consideration of the proposed amendment;
 - (ii) must undertake such consultation in relation to the proposed amendment as is required by a consultation process approved for that purpose by the *QCA*, or, if no such process has been approved by the *QCA*, must consult with all *Retailers*, *Distributors* and persons who the *GRMO* reasonably considers will be likely to be affected by the proposed amendment; and
 - (iii) may seek such information and views from any person in relation to the proposed amendment it considers desirable and practicable in the circumstances, having regard to the nature of the proposed amendment.
- (b) The *GRMO* must not recommend an amendment to these *Rules* unless it is satisfied that the amendment is:
 - (i) consistent with the code objectives set out in the *Gas Industry Code*;
 - (ii) feasible;
 - (iii) not unreasonably costly to implement; and
 - (iv) consistent with the performance by the *GRMO* of its functions under the *Gas Supply Act*.

1.7.4 The GRMO decision on Rule change proposed by other person

- (a) The *GRMO* must make a decision to recommend or reject an amendment proposed in accordance with clause 1.7.2 as soon as practicable but in any event within 60 days of receiving a proposal for an amendment unless:
 - (i) The *GRMO* reasonably considers that it has insufficient information to enable it to make a decision, in which case the *GRMO* may request the person who proposed the amendment to provide that further information and the 60 day period within

which the *GRMO* is otherwise required to make a decision is then to be extended by the number of days in the period commencing on the day of the *GRMO's* request for further information to and including the day on which the *GRMO* received that information; or

- (ii) The *GRMO* reasonably considers that due to the nature of the proposed amendment and the supporting information to be assessed in making a decision, it is not practicable for the *GRMO* to make a decision within 60 days, in which case The *GRMO* may extend the period within which it must make a decision under this clause 1.7.4 by a further period of 30 days.
- (b) If the *GRMO* decides to reject an amendment proposed in accordance with clause 1.7.2, it must give notice of its decision to the person or persons who proposed the amendment and all *Retailers* and *Distributors*.

1.7.5 Submission to the QCA

If an amendment to these *Rules* is recommended by the *GRMO*, the amendment must then be submitted to the *QCA* by the *GRMO* as soon as practicable for consultation by the *QCA* in accordance with section 270G of the *Gas Supply Act* (as amended by section 270O of the *Gas Supply Act*).

1.7.6 Implementation of Rule Change

- (a) If following any required consultation and submission to the Minister, the *QCA* notifies the *GRMO* that the Minister has approved the *Rule* amendment under section 270H of the *Gas Supply Act* (as amended by section 270O of the *Gas Supply Act*), the *GRMO* must *publish* details of the proposed amendment on its website and provide written notice of the proposed amendment to all *Retailers* and *Distributors* as soon as practicable and in any event within five *business days* of receiving notification of the *QCA* agreement.
- (b) The *GRMO* must, after consultation with *Distributors* and *Retailers*, establish a suitable date for the proposed amendment to take effect, taking into account the matters set out in clause 1.7.6(d) and recommend this date to the *QCA*.
- (c) Any amendments to these *Rules* will come into effect when the *QCA* gazettes the amendments in accordance with section 270I of the *Gas Supply Act* (as amended by section 270O of the *Gas Supply Act*).
- (d) The *GRMO* must allow a reasonable period between the date it *publishes* details of a proposed amendment under clause 1.7.6(a) and the date recommended for the amendment to become effective to allow persons affected by that proposed amendment to undertake any system development or other work required to enable such persons to comply with the obligations imposed on them as a result of the proposed amendment.

1.8 GRMO Fees

- (a) The *GRMO* may charge, and *Retailers* must pay, *FRC fees* in accordance with this clause 1.8.
- (b) The *GRMO* must determine the *FRC fees* by application of the *FRC Tariffs*.
- (c) As at the *FRC date*, the *GRMO* must *publish* the *FRC Tariffs* to be applied from the *FRC date*.
- (d) 60 *business days* prior to the effective date of any changes to the *FRC Tariffs* approved by the *QCA*, the *GRMO* must *publish* the new *FRC Tariffs*.
- (e) Disputes raised in relation to this clause 1.8 shall be determined under the dispute provisions of these *Rules*.

- (f) Each *Retailer* must pay to the *GRMO* the amount determined by the *GRMO* under clause 1.8(a) whether or not the *Retailer* disputes, or continues to dispute, the amount payable.

1.9 Confidentiality

1.9.1 Confidentiality

- (a) The *GRMO* and each *Retailer* and *Distributor* must keep confidential any information provided to it pursuant to these *Rules* (*confidential information*).
- (b) A person referred to in clause 1.9.1 (the *Recipient*):
- (i) must not disclose *confidential information* to any person except as permitted by these *Rules*;
 - (ii) must only use or reproduce *confidential information* for the purpose for which it was disclosed or another purpose contemplated by these *Rules*; and
 - (iii) must not permit unauthorised persons to have access to *confidential information*.
- (c) Each *Recipient* must use all reasonable endeavours:
- (i) to prevent unauthorised access to *confidential information* which is in the possession or control of that *Recipient*; and
 - (ii) to ensure that any person to whom it discloses *confidential information* observes the provisions of this clause 1.9 in relation to that information.
- (d) Without limiting the provisions of clauses 1.9.1(a), 1.9.1(b) and 1.9.1(c), each *Recipient* which is a *Distributor* must not disclose *confidential information* relating to a *Retailer* which is not a *related body corporate* of that *Distributor* to a *Retailer* which is a *related body corporate* of the *Distributor*.

1.9.2 Exceptions

This clause 1.9 does not prevent:

- (a) the disclosure, use or reproduction of information if the relevant information is at the time generally publicly available other than as a result of breach of confidence by the *Recipient* who wishes to disclose, use or reproduce the information or any person to whom the *Recipient* has disclosed the information;
- (b) the disclosure of information by a *Recipient* or by persons to whom the *Recipient* has disclosed that information to:
- (i) an employee or officer of the *Recipient* or a *related body corporate* of the *Recipient* (other than, in respect of the information referred to in clause 1.9.1(d), the *Retailer* that is the *related body corporate* of a *Distributor*); or
 - (ii) a legal or other professional advisor, auditor or other consultant of the *Recipient*, which requires the information for the purposes of these *Rules*, or for the purpose of advising the *Recipient* in relation to these *Rules*;
- (c) the disclosure, use or reproduction of information with the consent of the person or persons who provided the relevant information under these *Rules*;
- (d) the disclosure, use or reproduction of information to the extent required by law or by a lawful requirement of:
- (i) any *government authority* having jurisdiction over a *Recipient* or its related bodies corporate; or

- (ii) any stock exchange having jurisdiction over a *Recipient* or its *related bodies corporate*;
- (e) the disclosure, use or reproduction of information if required in connection with legal proceedings, arbitration, expert determination or other dispute resolution mechanism relating to these *Rules*, or for the purpose of advising a person in relation thereto;
- (f) the disclosure, use or reproduction of information which is trivial in nature;
- (g) the disclosure of information which is required to protect the safety of personnel or equipment;
- (h) the disclosure, use or reproduction of information by or on behalf of a *Recipient* to the extent reasonably required in connection with the *Recipient's* financing arrangements, investment in a *Recipient* or a disposal of a *Recipient's* assets;
- (i) the disclosure of information to the *QCA* or any other regulatory authority having jurisdiction of a *Recipient*, pursuant to these *Rules* or otherwise;
- (j) the disclosure, use or reproduction of information of an historical nature in connection with the preparation and giving of reports under these *Rules*; or
- (k) the disclosure, use or reproduction of information as an unidentifiable component of an aggregate sum.

1.9.3 Conditions

In the case of a disclosure under clause 1.9.2(b), 1.9.2(e) or 1.9.2(h) prior to making the disclosure the *Recipient* who wishes to make the disclosure must inform the proposed recipient of the information that the information is *confidential information* and must use reasonable endeavours to ensure that the recipient keeps the information confidential in accordance with the provisions of this clause 1.9 and does not use the information for any purpose other than that permitted under clause 1.9.1.

1.9.4 Indemnity to GRMO

Each *Retailer* and *Distributor* indemnifies the *GRMO* against any claim, action, damage, loss, liability, expense or outgoing which the *GRMO* pays, suffers, incurs or is liable for in respect of any breach by that person or any officer, agent or employee of that person of this clause 1.9.

1.9.5 Survival

Notwithstanding any other provision of these *Rules*, a person must continue to comply with this clause 1.9 for three years after it has otherwise ceased to be subject to these *Rules*.

1.9.6 GRMO information

The *GRMO* must develop and, to the extent practicable, implement a policy:

- (a) to protect information which it acquires pursuant to these *Rules* from use or access which is contrary to the provisions of these *Rules*; and
- (b) to protect information which is commercially sensitive from use or access by members of the board of directors of the *GRMO* who are officers, directors or employees of a *Retailer* or *Distributor*.

1.10 Dispute resolution

1.10.1 Application

- (a) The dispute resolution procedures set out in this clause 1.10 apply to:

- (i) the determination of any compensation payable in the circumstances set out in clause 6.9.3; and
- (ii) all disputes that may arise between any of the *GRMO*, a *Retailer* or a *Distributor* as to the application or interpretation of these *Rules*,

unless all parties to the dispute agree the dispute would more appropriately be dealt with in accordance with the dispute resolution procedures under another regulatory instrument to which one or both parties are subject.

- (b) Subject to clause 1.10.1(c), where a dispute of a kind set out in clause 1.10.1(a) arises, the parties concerned must comply with the procedures set out in clauses 1.10.3 to 1.10.11 before pursuing any other dispute resolution mechanism, including but not limited to court action in relation to the dispute.
- (c) If the parties to a dispute cannot agree that:
 - (i) the matter in dispute is one to which clause 1.10.1(a) applies; or
 - (ii) the matter in dispute would more appropriately be dealt with in accordance with the dispute resolution procedures under another regulatory instrument to which one or both parties are subject,

a party may apply in writing to the *QCA* for a decision as to which dispute resolution procedures apply to the dispute and must give notice of that application to the other party.

- (d) If the *QCA* receives an application under clause 1.10.1(c), the *QCA* must decide, within ten *business days* of receiving the application, whether the dispute would more appropriately be dealt with under dispute resolution procedures applicable under an applicable regulatory instrument other than these *Rules* and in making its decision, the *QCA* must:
 - (i) decide whether the matter in dispute is relevant to any other applicable regulatory instrument; and
 - (ii) if the matter in dispute is, in the reasonable opinion of the *QCA*, relevant to another applicable regulatory instrument, direct the parties to comply with the dispute resolution procedures under that regulatory instrument.
- (e) If the *QCA* receives an application under clause 1.10.1(c), but does not make a decision under clause 1.10.1(d) within ten *business days* of receiving the application, the determination is deemed to be a dispute to which clause 1.10 applies.
- (f) The parties must comply with a decision of the *QCA* under clause 1.10.1(d) and the decision of the *QCA* is final.

1.10.2 Adviser and panel group

- (a) *GRMO* must ensure that the person appointed from time to time to be the *Adviser* under clause 1.10.3 of these *Rules*:
 - (i) is appointed on terms and conditions that include appointment for the purposes of the dispute resolution procedures set out in this clause 1.10; and
 - (ii) is not a *Retailer* or *Distributor*; (iii) in the reasonable opinion of the *GRMO*, does not have a current material association with a *Retailer* or *Distributor* or the *GRMO*; and
 - (iv) agrees to be bound by their obligations under clause 1.10.

- (b) If the *Adviser* appointed under clause 1.10.3 of the *Rules* does not, in the reasonable opinion of the *GRMO*, continue to meet the requirements of clause 1.10.2(a), the *GRMO* may terminate the appointment of the *Adviser* and appoint a new *Adviser*.
- (c) The *GRMO* must ensure that the persons appointed by the *GRMO*, in consultation with the *Adviser*, under clause 1.10.3(e) of the *Rules* are appointed on terms and conditions that include appointment for the purposes of the dispute resolution procedures set out in this clause 1.10 and agree to be bound by their obligations under clause 1.10.

1.10.3 Appointment of Adviser and panel group

- (a) *The GRMO* must appoint a person from time to time to be the *Adviser*:
 - (i) for a term of three years (subject to clause 1.10.3(d)) and the *Adviser* is then eligible for reappointment;
 - (ii) on such other terms and conditions as the *GRMO* may determine; and
 - (iii) who must satisfy the criteria set out in clause 1.10.3(b).
- (b) The *Adviser* must, in the reasonable opinion of the *GRMO*, not be a *Retailer* or *Distributor* or have a current material association, directly or indirectly, with a *Retailer* or *Distributor* or the *GRMO*.
- (c) In appointing the *Adviser*, the *GRMO* must have regard to the extent to which the *Adviser*:
 - (i) has a detailed understanding and experience of alternative dispute resolution practice and procedures which do not involve litigation;
 - (ii) has the capacity to determine the most appropriate alternative dispute resolution procedures in particular circumstances; and
 - (iii) has an understanding of the *gas* industry.
- (d) If the *Adviser* does not, in the reasonable opinion of the *GRMO*, continue to meet the requirements of clause 1.10.3(b), the *GRMO* may terminate the appointment of the *Adviser* and appoint a new *Adviser*.
- (e) The *GRMO*, in consultation with the *Adviser*, must select at least seven persons to constitute the group from which a *dispute resolution panel* can be selected in accordance with clause 1.10.4(c).
- (f) Subject to clause 1.10.3(h), each person appointed to the group under clause 1.10.3(e):
 - (i) is appointed for one year and is then eligible for reappointment; and
 - (ii) is appointed on such other terms and conditions as the *GRMO* determines.
- (g) In appointing the group under clause 1.10.3(e), the *GRMO* and the *Adviser* must have regard to the extent to which the members of the group between them:
 - (i) have some understanding and experience of alternative dispute resolution practice and procedures which do not involve litigation; and
 - (ii) have an understanding of the *gas* industry.
- (h) The *GRMO* may change the composition of the group selected under clause 1.10.3(e) from time to time in consultation with the *Adviser*.

1.10.4 Dispute resolution process

- (a) Any of the parties involved in a dispute of a kind set out in clause 1.10.1(a) may refer the dispute to the *Adviser* in accordance with clause 1.10.4(b).
- (b) If a party wishes to refer a dispute to the *Adviser*, that party must notify the *Adviser* and all other parties to the dispute of which the party is aware:
 - (i) of the existence of a dispute; and
 - (ii) setting out a brief history of the dispute including:
 - (A) the names of the parties to the dispute;
 - (B) the grounds of the dispute; and
 - (C) the results of any previous dispute resolution processes undertaken pursuant to these *Rules* in respect of the dispute.
- (c) If the *Adviser* receives notice of a dispute, the *Adviser* must notify all other relevant parties of the dispute and may request from those other parties their own short written history of the dispute or any relevant associated written comments and if the *Adviser* requests such information from a party to the dispute, that information must be provided by that party within five *business days*.
- (d) If a matter has been referred to the *Adviser* under clause 1.10.1(a), then before taking any action to resolve the dispute, the *Adviser* must be reasonably satisfied that the dispute is one to which clause 1.10.1(a) applies and must advise the parties in writing of its decision.
- (e) If the *Adviser* is not satisfied that the dispute is one to which clause 1.10.1(a) applies, the procedures set out in clause 1.10.4(f) do not apply to the dispute.
- (f) If the *Adviser* is satisfied that the dispute is one to which clause 1.10.1(a) applies, the *Adviser* must:
 - (i) appoint a *dispute resolution panel* in accordance with clause 1.10.5; and
 - (ii) refer the dispute for resolution by the *dispute resolution panel* appointed under clause 1.10.5,within five *business days* of receiving any information from the parties to the dispute under clause 1.10.4(c) or, if no such information has been requested, within five *business days* of the party referring the dispute to the *Adviser* under clause 1.10.4(b).
- (g) Subject to all time limits specified in clause 1.10.4, nothing in this clause 1.10 precludes the *Adviser* from facilitating resolution of the dispute by agreement between the parties to the satisfaction of the parties without appointing or involving a *dispute resolution panel*.

1.10.5 The dispute resolution panel

- (a) Where the *Adviser* refers a dispute for resolution by a *dispute resolution panel* under clause 1.10.4(f) or a claim for compensation has been submitted in accordance with clause 6.9.3, the *Adviser* must:
 - (i) establish a *dispute resolution panel* consisting of three people chosen by the *Adviser* as appropriate in the particular circumstances of the dispute from the group of persons referred to in clause 1.10.3(e) unless the *Adviser* reasonably considers the monetary amount to which the dispute relates is less than \$100,000 in which case the *Adviser* may decide to appoint one person to constitute the *dispute resolution panel* from the group of persons referred to in clause 1.10.3(e);

- (ii) be satisfied that the persons chosen to comprise the *dispute resolution panel* do not have any interests which could conflict with an impartial resolution of the dispute; and
 - (iii) nominate one of the members of the *dispute resolution panel* to be the chairperson.
- (b) A person who has previously served on a *dispute resolution panel* is not precluded from being appointed to another *dispute resolution panel* established in accordance with clause 1.10.5(a).
- (c) When a matter is referred to a *dispute resolution panel*, the *dispute resolution panel* must select the form of, and procedures to apply to, the dispute resolution process which:
 - (i) the *dispute resolution panel* considers appropriate in the circumstances; and
 - (ii) accord with the following principles:
 - (A) is simple, quick and inexpensive;
 - (B) takes account of the skills and knowledge required for the relevant dispute;
 - (C) observes the rules of natural justice;
 - (D) encourages resolution of disputes without formal legal representation or reliance on legal procedures; and
 - (E) provides that the form of, and procedures to apply to, the dispute resolution process must seek to preserve the confidentiality of *confidential information*.
- (d) When a claim for compensation has been submitted in accordance with clause 6.9.3, the *dispute resolution panel* must determine:
 - (i) the compensation payable to the *complainant retailer* which amount will:
 - (A) not be more than the net auditable financial loss of the *complainant retailer*; and
 - (B) subject to the provisions of clause 6.9.4;
 - (ii) the amount (if any) payable from the *participant compensation fund*; and
 - (iii) the amount (if any) payable by the *identified retailer(s)*.
- (e) The dispute resolution process will take place at a venue determined by the *dispute resolution panel* in consultation with the parties and may include a party's premises or any other premises.
- (f) Subject to clause 1.10.9(c) the parties must comply with any procedural requirements imposed by the *dispute resolution panel* in the determination of the dispute including a requirement to exchange submissions, documents and information.
- (g) Subject to clause 1.10.5(h), the *dispute resolution panel* must ensure that the dispute resolution process is completed and that the *dispute resolution panel* gives notice to affected parties of its determination of the dispute as soon as practicable but in any event within 20 *business days* of the dispute being referred to the *dispute resolution panel* (or such longer period as the *Adviser* may permit following a request by the *dispute resolution panel* for an extension of time) not exceeding 40 *business days*.
- (h) Within ten *business days* of receiving notification from the *dispute resolution panel* of their determination of the dispute, the parties must provide written notice to the *dispute resolution panel* describing all action taken in accordance with the resolution or determination of the *dispute resolution panel*.

1.10.6 Legal representation

Legal representation before the *dispute resolution panel* may be permitted by the *dispute resolution panel* where the *dispute resolution panel* considers it appropriate or desirable.

1.10.7 Cost of dispute resolution

The reasonable costs of the parties to the dispute may be allocated by the *dispute resolution panel* for payment by one or more parties as part of any determination.

1.10.8 Effect of resolution

A determination of the *dispute resolution panel* is binding on the parties to the dispute and the parties must comply with the determination as if it were an obligation under these *Rules*.

1.10.9 Recording and publication

- (a) When a *dispute resolution panel* resolves a dispute, the chairperson of the *dispute resolution panel* must send written details of the resolution of the dispute to the *Adviser* as soon as practicable.
- (b) The *Adviser* must produce a summary of the resolution of each dispute without identifying the parties, and forward these to the *GRMO* and the parties to the dispute.
- (c) Claims for confidentiality of information disclosed in the dispute resolution process must be dealt with in accordance with the provisions relating to use of information in clause 1.9.
- (d) At least twice in each year, the *GRMO* must make available to all persons referred to in clauses 1.10.1(a) the results of dispute resolutions under this clause 1.10 which have occurred since the previous results were made available under this clause 1.10.9(d), including the relevant determinations of the *dispute resolution panel*.

1.10.10 Questions of law

The parties to a dispute may refer any question of law which may arise in respect of the resolution of a dispute for determination by a court of competent jurisdiction.

1.10.11 Limitation of liability

To the extent permitted by law, the *Adviser*, the *dispute resolution panel* and its members are not to be liable for any loss or damage suffered or incurred by any person as a consequence of any act or omission of the *Adviser* or the *dispute resolution panel* unless the *Adviser*, the *dispute resolution panel*, or its members, as the case may be, acted otherwise than in good faith under this clause 1.10.

1.10.12 Indemnity

Notwithstanding clause 1.10.11, if the *Adviser* or a member of the *dispute resolution panel* is liable to pay any amount for loss or damage suffered or incurred by a person referred to in clauses 1.11.1(a) or any other person as a consequence of any act or omission of the *Adviser* or a member of the *dispute resolution panel*, the *GRMO* must indemnify that person:

- (a) for the full amount; and
- (b) for any costs and expenses incurred by that person in defending related proceedings, unless the liability arose out of conduct involving a lack of good faith.

1.11 Review

1.11.1 Review by GRMO

- (a) Before the first anniversary of the *FRC date*, the *GRMO* in consultation with *Retailers*, *Distributors* and the *QCA* will undertake a review of the *balancing* process provisions as described in chapter 6.
- (b) Before the second anniversary of the *FRC date*, the *GRMO* in consultation with *Retailers*, *Distributors* and the *QCA* will undertake a review of:
 - (i) the *interval meter* provisions as described in chapter 5;
 - (ii) the exclusive preparation of profiles and application of profiles to data by the *GRMO* as described in attachment 6; and
 - (iii) the methodologies described in attachment 3, 4 and 5.

1.11.2 Implementation

The *GRMO* must seek to amend these *Rules* in accordance with clause 1.7 in order to implement any proposed changes to these *Rules* which arise as a result of the review by the *GRMO* referred to in that clause.

1.12 Market audit

- (a) The *GRMO* must arrange for a *Review* to be conducted at least annually by a *Market Auditor*.
- (b) The *GRMO* shall appoint a *Market Auditor* who in the *GRMO*'s reasonable opinion is independent and suitably qualified to conduct the required *Review*.
- (c) The *Review* must examine compliance by the *GRMO* with its procedures and the effectiveness and appropriateness of systems utilised in the operation of any activities as set out in or contemplated by the *Rules*, including but not limited to:
 - (i) the *GRMO* business processes;
 - (ii) the *GRMO*'s compliance processes and compliance with the *Rules*;
 - (iii) IT Controls, including software management and business continuity;
 - (iv) integrity of the *GRMO meter register*;
 - (v) profiling processes and systems; and
 - (vi) billing and information systems (*balancing* process).
- (d) *GRMO* must establish and implement a consultative process that enables *Retailers* and *Distributors* to provide input into the development of the scope of the *Review* on an annual basis.
- (e) *GRMO* must ensure that the person who conducts the *Review* prepares a report in which the results of the *Review* are set out.
- (f) The report prepared by the *Market Auditor* in accordance with clause 1.12(e) must be made available by *GRMO* to *Retailers*, the *QCA* and *Distributors* on request.

1.13 Transition Arrangements

1.13.1 Establishment of Transition arrangements

- (a) For a period limited to six months after *FRC date*, a *Participant* may apply to the *GRMO* for approval of a *transition arrangement*.
- (b) If, in the *GRMO's* reasonable opinion, the operation of the *Rules* would not be unduly affected by the *transition arrangement*, the *GRMO* must approve the *transition arrangement* within 5 *business days*.
- (c) If the *transition arrangement* is not approved, the *GRMO* must notify the submitting *Participant* with reasons for the refusal within 5 *business days*.
- (d) If the *transition arrangement* is approved, the *GRMO* must within 1 *business day*:
 - (i) Notify the affected *Participants*;
 - (ii) Publish the *approved transition arrangement* on the *GRMO's* website; and
 - (iii) Provide the *approved transition arrangement* to the *QCA*.
- (e) An *approved transition arrangement* is binding on all *Retailers*, all *Distributors* and the *GRMO* whether they were identified in the *transition arrangement* as affected parties or not.

1.13.2 Termination of Approved Transition Arrangements

- (a) At any time during the currency of an *approved transition arrangement*, any affected *Participant* may revoke their approval of the *approved transition arrangement* by way of a notice to the *GRMO* that sets out their reasons for the request and the date from which the *approved transition arrangement* will cease to have effect.
- (b) At any time during the currency of the *approved transition arrangement*, the submitting *Participant* may notify the *GRMO* that the *approved transition arrangement* is no longer required and set out the date agreed by all affected *Participants* from which the *approved transition arrangement* will cease to have effect.
- (c) Where the *GRMO* has received a notice under 1.13.2(a) or (b), and in the *GRMO's* reasonable opinion the operation of the *Rules* would not be unduly affected by the removal of the *approved transition arrangement*, the *GRMO* must terminate the *approved transition arrangement*.
- (d) If the termination of the *approved transition arrangement* is not approved, the *GRMO* must notify all affected *Participants* with reasons for not terminating the *approved transition arrangement*.
- (e) If the termination of the *approved transition arrangement* is approved, the *GRMO* must within 1 *business day*:
 - (i) Notify the affected *Participants*;
 - (ii) Update the *approved transition arrangement* on the *GRMO's* website to indicate that it is terminated; and
 - (iii) Notify the *QCA* that the *approved transition arrangement* has terminated.

1.13.3 Expiry of Approved Transition Arrangements

Any *approved transition arrangement* not terminated in accordance with 1.13.2 of these *Rules* before the expiry date set out in the *approved transition arrangement* will cease to have effect from the expiry date

CHAPTER 2 – TRADING RULES

2.1 Meter Data Database

2.1.1 Creation, Maintenance and Administration

- (a) Each *Distributor* must create, maintain and administer a database in relation to all of the *distribution supply points* that are located in the *distribution region* of that *Distributor*, such a database is to include the following information in respect of each such *distribution supply point* and the *meter* that relates to that *distribution supply point*:
- (i) the *MIRN*;
 - (ii) the *meter number*;
 - (iii) each *actual meter reading* made during the *data retention period*, and the date on which that *reading* was undertaken;
 - (iv) each *estimated meter reading* made during the *data retention period*, the date to which that *estimated meter reading* pertains and details of the *approved estimation methodology* applied to obtain that *estimated meter reading* (each *estimated meter reading* must be identified as such and, where an *estimated meter reading* is a *Customer-own read*, the *estimated meter reading* must also be identified as a *Customer-own read*);
 - (v) each *substituted meter reading* made during the *data retention period*, the date to which that *substituted meter reading* pertains and details of the *approved substitution methodology* applied to obtain that *substituted meter reading* (each *substituted meter reading* must be identified as such); and
 - (vi) in respect of each *meter reading* included in the *meter data database*:
 - (A) the *flow* during the period since the immediately preceding *validated meter reading* which is included in the *meter data database*;
 - (B) the *average heating value* for that period as calculated in accordance with these *Rules*;
 - (C) the *pressure correction factor* to be applied in respect of that *flow*; and
 - (D) the *consumed energy* during that period.
- (b) The obligations set out in clauses 2.1.1(a)(iii), (iv), (v) and (vi) relate to *validated meter readings*. A *Distributor* may, but is not required to, include in the *meter data database* *meter readings* that are not *validated meter readings* (each non-validated *meter reading* must be identified as such).

2.1.2 Updating of Meter Data Database

Except as otherwise provided in clause 2.9 in relation to the period within which such information must be included in the *meter data database*, each *Distributor* must use its reasonable endeavours to ensure that the information required to be included in its *meter data database* is included in that *meter data database* by 5.00 pm on the first *business day* following the day on which that information is obtained or calculated by the *Distributor*.

2.1.3 Use of Data

The *GRMO* must use the information provided to the *GRMO* from the *meter data database* of each *Distributor* for any purpose contemplated by these *Rules*.

2.2 Meter Reading

2.2.1 Meter Reading Schedule

- (a) Not less than three months prior to each 30 June (where the period to which the then current *meter reading schedule* relates expires on 30 June) or each 31 December (where the period to which the then current *meter reading schedule* relates expires on 31 December), each *Distributor* must provide to each *Retailer* who is the *FRO* for a *distribution supply point* which is located in the *distribution region* of that *Distributor* a schedule setting out the date on which it proposes to *read* all its *meters* during the 12 months following that 30 June or 31 December (as the case may be). This schedule must provide for all such *meters* to be *read* at intervals of approximately one month (where the *meters* are on a monthly reading cycle) or three months (where the *meters* are on a quarterly reading cycle) (with the first reading to be undertaken approximately one month or three months (as the case may be) after the last reading undertaken prior to that date).
- (b) A *Retailer* may at any time request a *Distributor* to change a date in a *meter reading schedule* where that change pertains to a *meter* that relates to a *distribution supply point* which is located in the *distribution region* of that *Distributor* and in respect of which the *Retailer* is the *FRO*. However, the *Distributor* is not required to make the requested change.
- (c) A *Distributor* must notify the *Retailer* who is the *FRO* for a *distribution supply point* in the *distribution region* of that *Distributor* of any changes the *Distributor* proposes to make to a date in a *meter reading schedule*, in respect of the reading of the *meter* relating to that *distribution supply point*, as far as practicable at least three months prior to that change being made and the *Distributor* must consult with that *Retailer* prior to making that change.
- (d) A *Distributor* must use its reasonable endeavours to *read meters* in accordance with the applicable *meter reading schedule* or as otherwise agreed with the *Retailer* who is the *FRO* for the *distribution supply point* to which the relevant *meters* relate.
- (e) If, in respect to a particular day, a *Distributor* is unable to *read* the *meters* comprising a discrete route in accordance with a *meter reading schedule*, the *Distributor* must use its reasonable endeavours to notify that failure to each *Retailer* who is a *FRO* for a *distribution supply point* to which such a *meter* relates by 5.00 pm on the second *business day* after the day on which it was unable to *read* the *meter*.

2.2.2 Site Access Information

- (a) Each *Retailer* who is the *FRO* for a *distribution supply point* which is located in the *distribution region* for that *Distributor* must use its reasonable endeavours to provide that *Distributor* with details of any changes to any *site access information* in relation to the *meter* that relates to that *distribution supply point* by 5.00 pm on the first *business day* following the day on which the *Retailer* receives those details. Those details must be identified to the *Distributor* by reference to the *MIRN* for the *distribution supply point* to which the *meter* relates.
- (b) Each *Distributor* must use its reasonable endeavours to provide each *Retailer* who is the *FRO* for a *distribution supply point* which is located in the *distribution region* of a *Distributor* with details of any changes to any *site access information* in relation to the *meter* that relates to that *distribution supply point* by 5.00 pm on the first *business day* following the day on which the *Distributor* receives those details. Those details must be

identified to the *Retailer* by reference to the *MIRN* for the *distribution supply point* to which the *meter* relates.

2.2.3 Provision of Meter Reading Information

- (a) Except as otherwise provided in clause 2.9 in relation to the period within which such information must be provided, a *Distributor* must provide to the *FRO* for a *distribution supply point* that is located in the *distribution region* for that *Distributor* the following information in respect of the *meter* relating to the *distribution supply point* (identified by reference to the *MIRN* for that *distribution supply point*):
- (i) where the *Distributor* has read the *meter* in accordance with the applicable *meter reading schedule* and the *actual meter reading* is a *validated meter reading*, the *Distributor* must use its reasonable endeavours to provide the *FRO* with the following information:
- (A) the day on which the *meter* was read; and
- (B) the *validated meter reading* for that *meter*,
by 5.00 pm on the first *business day* following the day on which the *meter* was read;
- (ii) where the *Distributor* has read the *meter* in accordance with the applicable *meter reading schedule* but the *actual meter reading* is not a *validated meter reading*, the *Distributor* must:
- (A) undertake an *estimated meter reading* as at the *scheduled read date* in accordance with clause 2.4; and
- (B) use its reasonable endeavours to provide the *FRO* with the following information:
- (1) the *scheduled read date*;
- (2) the *estimated meter reading* (identified as such) for that *meter*;
- (3) the details of the *approved estimation methodology* applied to obtain that *estimated meter reading*, and
- (4) the reason for the *actual meter reading* not being a *validated meter reading*,
by 5.00 pm on the second *business day* following the day on which the *meter* was read;
- (iii) where the *Distributor* has been unable to read the *meter* in accordance with the applicable *meter reading schedule*, the *Distributor* must:
- (A) undertake an *estimated meter reading* as at the *scheduled read date* in accordance with clause 2.4; and
- (B) use its reasonable endeavours to provide the *FRO* with the following information:
- (1) the *scheduled read date*;
- (2) the *estimated meter reading* (identified as such) for that *meter*;
- (3) the details of the *approved estimation methodology* applied to obtain that *estimated meter reading*, and
- (4) the reason for the *Distributor* not being able to read the *meter*,

by 5.00 pm on the second *business day* following the *scheduled read date* for that *meter*,

- (iv) where the *Distributor* has been unable to obtain a *validated meter reading* in accordance with the applicable *meter reading schedule*, the *Distributor* must use its reasonable endeavours to provide the *FRO* with the following information:
 - (A) the day on which the *meter* was read; and
 - (B) the *validated meter reading* for that *meter*,by 5.00 pm on the second *business day* following the day on which the *meter* was read;
- (v) where the *Distributor* has been provided a *customer-own read* by the *FRO* and the *Distributor* reasonably considers the *customer-own read* to be accurate, the *Distributor* must use its reasonable endeavours to provide the *FRO* with the following information:
 - (A) the day on which the *meter* was read; and
 - (B) the *validated meter reading* for that *meter*,by 5.00 pm on the first *business day* following the day on which the *customer own read* was received by the *Distributor*;
- (vi) where the *Distributor* has undertaken a *special read* of the *meter* that was requested by the *Retailer* who is the *FRO* for the *distribution supply point* to which that *meter* relates, and the *actual meter reading* is a *validated meter reading*, the *Distributor* must use its reasonable endeavours to provide the *Retailer* with the following information:
 - (A) the day on which the *meter* was read; and
 - (B) the *validated meter reading* for that *meter*,by 5.00 pm on the first *business day* following the day on which the *meter* was read;
- (vii) where:
 - (A) the *Distributor* has undertaken a *special read* of the *meter*, but the *actual meter reading* is not a *validated meter reading*, or
 - (B) the *Distributor* has been unable to read the *meter* on a *special read date*,the *Distributor* must use its reasonable endeavours to notify the *Retailer* who requested the *special read* of that fact (and the reason for it), and to specify the next day on which a *special read* of that *meter* can be undertaken by the *Distributor*, by 5.00 pm on the first *business day* following the *special read date**;
- (viii) where details of a *customer-own read* are provided by the *customer* in writing to the *Distributor*, the *Distributor* must use its reasonable endeavours to provide those details to the *FRO* by 5.00 pm on the first *business day* following the day on which the *Distributor* received those details and must identify the details as relating to a *customer-own read*; and

* For the avoidance of doubt, nothing in clause 2.2.3 (a)(vii) shall be construed as requiring the *Distributor* to attempt to read the *meter* on the day specified by it pursuant to that clause unless the relevant *Retailer* subsequently nominates that day for that purpose in a *special read request* made pursuant to clause 2.2.4(b) in which case clause 2.4.3 will apply.

- (ix) where the *Distributor* has substituted a *meter reading* in accordance with clause 2.5, the *Distributor* must use its reasonable endeavours to provide the *FRO* with the following information:
 - (A) the date to which the *substituted meter reading* pertains;
 - (B) the *substituted meter reading* (identified as such) for that *meter*, and
 - (C) details of the *approved substitution methodology* applied to obtain that *substituted meter reading*,
 by 5.00 pm on the first *business day* following the day on which the *substituted meter reading* was calculated.

- (b) Where, pursuant to clause 4.2 or 4.6, the *GRMO* has delivered to a *Distributor* a *transfer request notification* or an *alternative transfer date notification*, the *Distributor* must provide to the *GRMO* the following information in respect of the *meter* relating to the *distribution supply point* to which the relevant *transfer request* relates (identified by reference to the *MIRN* for that *distribution supply point*):
 - (i) where the *Distributor* has read the *meter* during the *allowable period* (if any) in relation to the relevant *proposed transfer date*, or the *permitted prospective period* (if any) in relation to the relevant *transfer request*, and the *meter reading* is a *validated meter reading* and an *actual meter reading*, the *Distributor* must use its reasonable endeavours to provide to the *GRMO* the following information:
 - (A) the dates of that *validated meter reading* and the immediately preceding *validated meter reading*; and
 - (B) the *consumed energy* for the period between the dates referred to in clause 2.2.3(b)(i)(A),
 by midnight on the first *business day* following the day on which the *meter* was read,

 - (ii) where the *Distributor* has read the *meter* during the *allowable period* (if any) in relation to the relevant *proposed transfer date*, or the *permitted prospective period* (if any) in relation to the relevant *transfer request*, and the *meter reading* is a *validated meter reading* and an *actual meter reading* but the *Distributor* has been unable to obtain the reading in accordance with the *meter reading schedule*, the *Distributor* must use its reasonable endeavours to provide to the *GRMO* the following information:
 - (A) the dates of that *validated meter reading* and the immediately preceding *validated meter reading*; and
 - (B) the *consumed energy* for the period between the dates referred to in clause 2.2.3(b)(i)(A),
 by midnight on the second *business day* following the day on which the *meter* was read,

 - (iii) where the *Distributor* has read the *meter* during the *allowable period* (if any) in relation to the relevant *proposed transfer date*, or the *permitted prospective period* (if any) in relation to the relevant *transfer request*, and the *meter reading* is a *validated meter reading* and a *substituted meter reading*, the *Distributor* must use its reasonable endeavours to provide to *GRMO* the following information:
 - (A) the dates of that *validated meter reading* and the immediately preceding *validated meter reading*; and

- (B) the *consumed energy* for the period between the dates referred to in clause 2.2.3(b)(i)(A),
 - by midnight on the second *business day* following the day on which the *meter* was read, and
 - (iv) where the *Distributor* has read the meter on the *retrospective transfer date* (if any) nominated in the relevant *transfer request* and the *meter reading* is a *validated meter reading* (other than an *estimated meter reading*), the *Distributor* must use its reasonable endeavours to provide to the *GRMO*:
 - (A) the dates of that *validated meter reading* and the immediately preceding *validated meter reading*; and
 - (B) the *consumed energy* for the period between the dates referred to in clause 2.2.3(b)(iv)(A);
 - by midnight on the first *business day* following the day on which the *transfer request notification* relating to the *transfer request* was delivered to it.
- (c) Where, pursuant to clause 4.8, the *GRMO* delivers a *registration notice* in respect of a *distribution supply point* to the *Distributor* in whose *distribution region* that *distribution supply point* is located, that *Distributor* must use its reasonable endeavours to:
 - (i) provide to the *Retailer* that has been registered as the *FRO* for the *distribution supply point* the *validated meter reading* referred to in clause 2.2.3(b)(i) or 2.2.3(b)(iv) (whether that reading was obtained from a *special read* of the *meter* or as a result of a *read* conducted in accordance with a *meter reading schedule*); and
 - (ii) where the *proposed transfer date* nominated in the *transfer request* is a *prospective transfer date*, provide to the person who was the *FRO* for that *distribution supply point* immediately prior to the registration of the new *FRO* for that *distribution supply point* the *validated meter reading* referred to in clause 2.2.3(b)(i) (where that reading was obtained from a *special read* of the *meter*),
 - by 5.00 pm on the first *business day* following the day on which the *Distributor* receives the *registration notice*.
- (d) Subject to clause 2.2.3(e), a *Distributor* must use its reasonable endeavours to provide to the *FRO* for a *distribution supply point* that is located in the *distribution region* of the *Distributor* such information from its *meter data database* in respect of that *distribution supply point* and the *meter* relating to that *distribution supply point* (being information referred to in clause 2.1.1(a) other than information in relation to any *special read* requested by a person other than the *FRO* for that *distribution supply point*) as the *FRO* requests as follows:
 - (i) if the request pertains to a time that is not more than two years prior to the day on which the request is delivered to the *Distributor*, by 5.00 pm on the fifth *business day* following the day on which the request is delivered to the *Distributor*;
 - (ii) if the request pertains to a time that is between two and seven years prior to the day on which the request is delivered to the *Distributor*, by 5.00 pm on the tenth *business day* following the day on which the request is delivered to the *Distributor*; and
 - (iii) in either case, that information must be identified to the *FRO* by reference to the *MIRN* for the relevant *distribution supply point*.

- (e) The *FRO* for a *distribution supply point* may only request information from a *Distributor* pursuant to clause 2.2.3(d) that relates to a period during which that *FRO* was registered as the *FRO* for that *distribution supply point* in the *GRMO's meter register*.
- (f) A *Distributor* must use its reasonable endeavours to provide to the *GRMO* such information from its *meter data database* in respect of a *distribution supply point* and the *meter* relating to that *distribution supply point* (being information referred to in clause 2.1.1(a)) as the *GRMO* requests as follows:
 - (i) if the request pertains to a time that is not more than two years prior to the day on which the request is delivered to the *Distributor*, by 5.00 pm on the fifth *business day* following the day on which the request is delivered to the *Distributor*;
 - (ii) if the request pertains to a time that is between two and seven years prior to the day on which the request is delivered to the *Distributor*, by 5.00 pm on the 10th *business day* following the day on which the request is delivered to the *Distributor*; and
 - (iii) in either case, that information must be identified to the *GRMO* by reference to the *MIRN* for the relevant *distribution supply point*.

2.2.4 Customer provided Meter Readings

If, following the failure by a *Distributor* to read a *meter*, the *customer* of a *Retailer* provides the *Retailer* with details of a *customer-own read*, the *Retailer* must use its reasonable endeavours to provide those details to the *Distributor* by 5.00 pm on the first *business day* following the day on which it receives those details from the *customer*.

2.2.5 Special Reads

- (a) A *Retailer* may request a *Distributor* to undertake a *special read* of a *meter* relating to a *distribution supply point* which is located in the *distribution region* of the *Distributor* by delivering a *special read* request to the *Distributor*. The *special read* request must nominate, as the day on which the *special read* is to be undertaken, a *business day* that is not less than two *business days* after the day on which the *special read* request is given to the *Distributor*.
- (b) The *Distributor* must use its reasonable endeavours to undertake the *special read* on the *special read date*.

2.3 Validation of Meter Readings

2.3.1 Approved Validation Methodology

- (a) A *Distributor* must validate a *meter reading* for the purposes of these *Rules* and must validate this *meter reading* in accordance with an *approved validation methodology*.
- (b) Prior to changing an *approved validation methodology*, the *Distributor* must consult with each *Retailer* who is the *FRO* for a *distribution supply point* which is located in the *distribution region* of that *Distributor*.

2.3.2 Validation of Meter Readings

A *Distributor* must ensure that *meter readings* are validated in accordance with an *approved validation methodology* before:

- (i) the *meter reading*; or
 - (ii) information calculated on the basis of the *meter reading*,
- is provided to a *FRO* or the *GRMO*.

2.4 Estimated Meter Readings

2.4.1 Approved Estimation Methodology

- (a) If a *Distributor* is required to undertake an *estimated meter reading* for the purposes of these *Rules*, the *Distributor* must undertake that *estimated meter reading* in accordance with an *approved estimation methodology*.
- (b) Prior to changing an *approved estimation methodology*, the *Distributor* must consult with each *Retailer* who is the *FRO* for a *distribution supply point* which is located in the *distribution region* of that *Distributor*.

2.4.2 Changes to Estimates

- (a) The *Retailer* who is the *FRO* for a *distribution supply point* to which a *meter* relates may, at any time, request a *Distributor* who has undertaken an *estimated meter reading* in relation to that *meter* for the purposes of these *Rules* to change that estimate. The *Distributor* may change that estimate if it reasonably considers the revised estimate to be more accurate.
- (b) If a *Distributor* changes an *estimated meter reading*, then the *Distributor* must use its reasonable endeavours:
 - (i) to recalculate any *flow* and *consumed energy* calculated using the previous *estimated meter reading*;
 - (ii) to include the new *estimated meter reading*, *flow* and *consumed energy* in its *meter data database*;
 - (iii) to provide the new *estimated meter reading*, *flow* and *consumed energy* to the *FRO* for the *distribution supply point* by 5.00 pm on the first *business day* following the day on which that *estimated meter reading* is changed; and
 - (iv) to provide the new *consumed energy* to the *GRMO* in relation to each *distribution supply point* which is a *second tier supply point* by midnight on the first *business day* following the day on which that *estimated meter reading* is changed.

2.4.3 Subsequent Actual Meter Reading

If a *Distributor* subsequently reads a *meter* in relation to which it has undertaken an *estimated meter reading* and the *actual meter reading* is a *validated meter reading* the *Distributor* must use its reasonable endeavours:

- (a) to recalculate any *flow* and *consumed energy* calculated using the previous *estimated meter reading*;
- (b) to include the *actual meter reading* and the new *flow* and *consumed energy* in its *meter data database*;
- (c) to provide the *actual meter reading* and the new *flow* and *consumed energy* to the *FRO* for the *distribution supply point* by 5.00 pm on the first *business day* following the day on which the *meter* was read; and
- (d) to provide the new *consumed energy* to the *GRMO* in relation to each *distribution supply point* which is a *second tier supply point* by midnight on the first *business day* following the day on which the *meter* was read.

2.5 Substituted Meter Readings

2.5.1 Approved Substitution Methodology

- (a) A *Distributor* must only undertake a *substituted meter reading* in accordance with, and in the circumstances specified in, an *approved substitution methodology*. The *approved substitution methodology* must specify the criteria which must be satisfied before that methodology may be applied.
- (b) Prior to changing an *approved substitution methodology*, the *Distributor* must consult with each *Retailer* who is the *FRO* for a *distribution supply point* which is located in the *distribution region* of that *Distributor*.

2.5.2 Changes to Substitutes

- (a) The *Retailer* who is the *FRO* for a *distribution supply point* to which a *meter* relates may, at any time, request a *Distributor* who has undertaken a *substituted meter reading* in relation to that *meter* for the purposes of these *Rules* to change that substitute. The *Distributor* may change that substitute if it reasonably considers the revised substitute to be more accurate.
- (b) If a *Distributor* changes a *substituted meter reading*, then the *Distributor* must use its reasonable endeavours:
 - (i) to recalculate any *flow* and *consumed energy* calculated using a previous *substituted meter reading*;
 - (ii) to include the new *substituted meter reading*, *flow* and *consumed energy* in its *meter data database*;
 - (iii) to provide the new *substituted meter reading*, *flow* and *consumed energy* to the *FRO* for the *distribution supply point* by 5.00 pm on the first *business day* following the day on which that *substituted meter reading* is changed; and
 - (iv) to provide the new *consumed energy* to the *GRMO* in relation to each *distribution supply point* which is a *second tier supply point* by midnight on the first *business day* following the day on which that *substituted meter reading* is changed.

2.6 Calculation and Provision of Energy Data

2.6.1 Calculation of Energy Data

- (a) Where a *Distributor* has obtained or made a *validated meter reading* (the *reference reading*), the *Distributor* must calculate the *consumed energy* in relation to that *meter* during the period (the *reading period*) commencing on the date of the immediately preceding *validated meter reading* which is included in its *meter data database* in respect of that *meter* (the *base reading*) and expiring on the date of the *reference reading* as follows:
 - (i) the *Distributor* must calculate the *flow* during that *reading period* on the basis of the *reference reading* and the *base reading*;
 - (ii) where the *meter* is calibrated in imperial units the *Distributor* must convert the *flow* to metric units;
 - (ii) the *Distributor* must apply the applicable *pressure correction factor* to that *flow*, and

- (iv) the *Distributor* must apply the *average heating value* for the *reading period* to the pressure corrected *flow* so as to obtain the energy deemed to be consumed (*consumed energy*) in relation to that *meter* during that *reading period*.
- (b) For each *heating value zone* the *average heating value* for a *reading period* is to be calculated by the *Distributor* as the average, over the *reading period*, using the average daily flow weighted heating values for that *heating value zone*. Where the average daily flow weighted heating value for a day is not available, the *Distributor* must use the average daily flow weighted heating value for the previous day.
- (c) For each *heating value zone* the *Distributor* must use reasonable endeavours to provide the daily flow weighted heating values to the *GRMO* for the *gas day* by 1:30pm of the following *business day*.
- (d) The *GRMO* must use reasonable endeavours to *publish* the daily flow weighted heating values for the *gas day* by 5pm the following *business day*.

2.6.2 Provision of Energy Data

- (a) Except as otherwise provided in clause 2.9 in relation to the period within which such information must be provided, a *Distributor* must use its reasonable endeavours to provide to the *FRO* for the *distribution supply point* to which a *meter* relates (unless the *reference reading* was obtained from a *special read* of the *meter* requested by a person other than the *FRO* for that *distribution supply point*):
 - (i) the *MIRN* for the *distribution supply point*;
 - (ii) the *meter number* for the *meter*;
 - (iii) the *flow* used to calculate the *consumed energy*, together with:
 - (A) the *reference reading* and the *base reading* used to calculate the *flow* (identified as being *actual meter readings*, *estimated meter readings* or *substituted meter readings* as the case may be); and
 - (B) the dates on which those *meter readings* were obtained or made;
 - (iv) the *pressure correction factor* and the *average heating value* used to calculate the *consumed energy*; and
 - (v) the *consumed energy*,
 by
 - (1) 5.00 pm on the first *business day* after the day on which the *meter* was read where the *meter reading* was a *validated meter reading*, or
 - (2) 5:00 pm on the first *business day* after the day on which a *meter read* was provided by the *FRO* where the *meter reading* was a *validated meter reading*, or
 - (3) where the *Distributor* has been unable to obtain a *validated meter reading* in accordance with a *meter reading schedule*, 5:00 pm on the second *business day* after the *scheduled read date*; or
 - (4) where the *meter reading* was an *estimated meter reading* or a *substituted meter reading*, 5:00 pm on the second *business day* after the *scheduled read date*.
- (b) Except as otherwise provided in clause 2.9 in relation to the period within which such information must be provided, a *Distributor* must also use its reasonable endeavours to provide to the *GRMO* in relation to each *distribution supply point* which is a *second tier supply point*.

- (i) the *MIRN* for the *distribution supply point*,
 - (ii) the *consumed energy*,
 - (iii) the dates on which the *reference reading* and *base reading* for the *consumed energy* were obtained or made; and
 - (iv) information as to whether the readings used to calculate the *flow* are *actual meter readings*, *estimated meter readings* or *substituted meter readings*,
- by
- (1) midnight on the first *business day* after the day on which the *meter* was read where the *meter reading* was a *validated meter reading*, or
 - (2) midnight on the first *business day* after the day on which a *meter read* was provided by the *FRO* where the *meter reading* was a *validated meter reading*, or
 - (3) where the *Distributor* has been unable to obtain a *validated meter reading* in accordance with a *meter reading schedule*, midnight on the second *business day* after the *scheduled read date*; or
 - (4) where the *meter reading* was an *estimated meter reading* or a *substituted meter reading*, midnight on the second *business day* after the *scheduled read date*.
- (c) Where, pursuant to clause 4.8, the *GRMO* delivers a *registration notice* in respect of a *distribution supply point* to the *Distributor* in whose *distribution region* that *distribution supply point* is located, that *Distributor* must use its reasonable endeavours to:
- (i) provide to the *Retailer* that has been registered as the *FRO* for the *distribution supply point* the information referred to in clause 2.6.2(a) (excluding *base reading*, *flow*, *consumed energy* and the *average heating value* used to calculate the *consumed energy*) in respect of the *validated meter reading* referred to in clause 2.2.3(b)(i) or 2.2.3(b)(ii), which *validated meter reading* is the *reference reading* for the purposes of this clause 2.6.2 (whether that reading was obtained from a *special read* of the meter or as a result of a read conducted in accordance with a *meter reading schedule*); and
 - (ii) where the *proposed transfer date* nominated in the *transfer request* is a *prospective transfer date*, provide to the person who was the *FRO* for that *distribution supply point* immediately prior to the registration of the new *FRO* for that *distribution supply point* the information referred to in clause 2.6.2(a) in respect of the *validated meter reading* referred to in clause 2.2.3(b)(i), which *validated meter reading* is the *reference reading* for the purposes of this clause 2.6.2 (where that reading was obtained from a *special read* of the meter),
- by 5.00 pm on the first *business day* following the day on which the *Distributor* receives the *registration notice*.
- (d) Where, pursuant to clause 2.2.3, the *Distributor* has provided:
- (i) to the *FRO* for a *distribution supply point* any of the information referred to in clause 2.6.2(a); or
 - (ii) to the *GRMO* any of the information referred to in clause 2.6.2(b),
- the *Distributor* will have satisfied its obligations under clause 2.6.2(a) or 2.6.2(b) (as applicable) with respect to the information provided under clause 2.2.3.

2.6.3 Energy Data required by the GRMO

- (a) At the end of each three month period, the first period expiring approximately three months after the *FRC date*, the *GRMO* must use its reasonable endeavours to review all information received by it from each *Distributor* pursuant to Chapter 2 of these *Rules* in respect of *meters* relating to *second tier supply points* for the purpose of determining whether it has been provided with all of the information which *Distributors* are required to provide to it in respect of those *meters* pursuant to Chapter 2 of these *Rules*.
- (b) If that review reveals that a *Distributor* has not provided to the *GRMO* all of the information which the *Distributor* is required to provide pursuant to Chapter 2 of these *Rules* in respect of such *meters*, the *GRMO* must notify the *Distributor* as soon as practicable and the *Distributor* must use its reasonable endeavours to provide the relevant information to the *GRMO* by 5.00 pm on the first *business day* following the day on which the *GRMO* gives that notice to the *Distributor*.

2.7 Data Change

2.7.1 Request for Verification

The *FRO* for a *distribution supply point* which is located in the *distribution region* of a *Distributor* may request the *Distributor* to verify specified information provided by the *Distributor* to it pursuant to these *Rules* in relation to a *meter* relating to that *distribution supply point*.

2.7.2 Distributor to Verify Information

- (a) The *Distributor* must, as soon as reasonably practicable, verify that specified information in any manner it considers appropriate (including by way of a *special read*) and must use its reasonable endeavours to provide the results of that verification (together with details of the method by which that specified information was verified) to the *FRO* who requested the verification by 5.00 pm on the first *business day* following the day on which the verification is concluded.
- (b) If the verification reveals that the specified information is materially incorrect, then the *Distributor* must use its reasonable endeavours:
 - (i) to make such changes to the information included in its *meter data database* as are necessary to correct that information;
 - (ii) to provide the new information the subject of a change under clause 2.7.2(b)(i) to the *FRO* who requested the verification by 5.00 pm on the first *business day* following the day on which the verification is concluded; and
 - (iii) to provide the new information the subject of a change under clause 2.7.2(b)(i), and which is required by the *GRMO* under these *Rules*, to the *GRMO* by midnight on the first *business day* following the day on which the verification is concluded.

2.8 Profiling

2.8.1 Data for Profiling

- (a) Where a *FRO* requests a *Distributor* to install a *meter*, the *FRO* must provide to the *Distributor*, at the time of that request, a *customer characterisation* for the *distribution supply point* to which that *meter* will relate.
- (b) Where:
 - (i) pursuant to clause 4.8, the *GRMO* delivers a *registration notice* in respect of a *distribution supply point* to the *Distributor* in whose *distribution region* the *distribution supply point* is located; and

(ii) the *distribution supply point* is a *second tier supply point*,

the *Distributor* must use its reasonable endeavours to provide to the *GRMO* a *base load* and a *temperature sensitivity factor* for that *distribution supply point* by midnight on the second *business day* following the day on which the *Distributor* receives the *registration notice*.

- (c) Each *Distributor* must use its reasonable endeavours to provide to the *GRMO* a new *base load* and a new *temperature sensitivity factor* for each *distribution supply point* in its *distribution region* that is a *second tier supply point* by midnight on the last *business day* before 30 April and 31 October of each year
- (d) For the purposes of clauses 2.8.1(b) and 2.8.1(c), the *base load* and the *temperature sensitivity factor* for a *distribution supply point* must be determined by the *Distributor* as follows:
- (i) where there is 6 months of consumption history for that *distribution supply point*, in accordance with clause 2.5.2 of Attachment 6; or
- (ii) where there is not 6 months of consumption history for that *distribution supply point*, in accordance with clause 2.5.3 of Attachment 6.

2.8.2 Profile Preparation and Application

The *GRMO* must apply the *net system load profile methodology* to apportion into *gas days*, for settlement purposes, the *consumed energy* in relation to each *meter* that relates to a *second tier supply point*.

2.8.3 Provision of Information to FROs

- (a) By midnight on the third *business day* after the relevant *gas day*, the *GRMO* must provide to each *FRO* for a *distribution supply point* the aggregate of the *consumed energy* in relation to each *meter* that relates to a *second tier supply point* and in respect of which it is the *FRO*, which *consumed energy* has been apportioned into that *gas day* by the application of the *net system load profile methodology*.
- (b) The *GRMO* must:
- (i) recalculate the aggregate of the *consumed energy* referred to in clause 2.8.3(a) in accordance with clause 2.4.2 of Attachment 6; and
- (ii) provide that aggregate to the relevant *FRO* by midnight on the first *business day* after its calculation.

2.8.4 Publication of Net System Load Information on Market Information Bulletin Board

- (a) The *GRMO* must *publish* the *NSL* for each *distribution region* for each day of each month on the *market information bulletin board* by midnight on the third *business day* following the day to which the *NSL* relates.
- (b) The *GRMO* must:
- (i) recalculate the *NSL* for each *distribution region* in accordance with clause 1.2.3 of Attachment 6;
- (ii) *publish* the recalculated *NSL* for each *distribution region* for each day of each month on the *market information bulletin board* by midnight on the first *business day* after its calculation.
- (c) The *GRMO* must make available to *Retailers* the *NSL* for each *distribution region* for each day of the previous three years.

2.9 Meter Management

2.9.1 Basic meter installation

- (a) If a *Retailer* requests the *Distributor* to install a *new basic meter* for a *distribution supply point*, the *Distributor* must install that *new basic meter* as soon as reasonably practicable and in such a manner as to comply with the requirements of the *Gas Supply Act*. Where the *Retailer* requests a *replacement basic meter* (including by reason of there being a fault, malfunction or defect in relation to the existing *basic meter* or the existing *basic meter* having been damaged or destroyed), the *Distributor* must install the *replacement basic meter* as soon as reasonably practicable after it has satisfied itself that the in situ meter is no longer compliant with the requirements of the *Gas Supply Act* and any applicable laws.
- (b) Notwithstanding clause 2.9.1(a), a *Distributor* is not required to install a *new basic meter* unless all requirements of applicable laws and regulatory instruments that are required to be satisfied before such a *basic meter* can be installed have been satisfied.
- (c) The *Distributor* must comply with clause 2.9.2(a)(i) in relation to the *meter* (if any) which the *new basic meter* replaces.
- (d) The *Distributor* must *read* the *new basic meter* on the date of its installation.
- (e) Where a *new basic meter* or *replacement basic meter* has been installed by a *Distributor*, the *Distributor* must use its reasonable endeavours:
 - (i) to include the relevant details relating to the *new basic meter* in its *installation database*, its *MIRN database* and its *meter data database*;
 - (ii) to provide to the *Retailer* that requested the installation of a *new basic meter* details of the *MIRN* for the *distribution supply point* to which the *meter* relates, together with the *actual meter readings* obtained under clauses 2.9.1(c) and 2.9.1(d) (or, where appropriate, a *substituted meter reading*) and, such other information for *Customer* account establishment and billing purposes as is specified in the *Gas Interface Protocol*, to the *Retailer* for that *distribution supply point*; and
 - (iii) where the *distribution supply point* is new and is a *second tier supply point*, to provide to the *GRMO* all the relevant details which are required for the purposes of updating the *GRMO meter register*,

by 5.00 pm on the fifth *business day* after the day on which the *new basic meter* is installed.

2.9.2 Removal, plugging or disconnecting of basic meters

- (a) Where a *Distributor* removes, plugs or disconnects a *basic meter* relating to a *distribution supply point* that is located in the *distribution region* of that *Distributor*, the *Distributor* must:
 - (i) on the date of removing, plugging or disconnecting the *basic meter*, read that *meter*; and
 - (ii) use its reasonable endeavours:
 - (A) to include the relevant details relating to the *basic meter* in its *installation database*, its *MIRN database* and its *meter data database* (and to make such changes to the details included in those databases as are necessitated by the removal of that *basic meter*); and

- (B) to provide the *actual meter reading* obtained under clause 2.9.2(a)(i) (or, where appropriate, a *substituted meter reading*) and information that the *meter* has been removed, plugged or disconnected to the *FRO* for that *distribution supply point*;
- (C) to provide the information referred to in clause 2.6.2(b) and 2.9.2(a)(ii)(B) in respect of the *meter reading* referred to in clause 2.9.2(a)(ii)(B) (which *meter reading* is the *reference reading* for the purposes of clause 2.6.2) to the *GRMO*,

by 5.00 pm on the fifth *business day* following the day on which the *meter* is read.

2.9.3 Basic meter upgrade

- (a) If a *Retailer* who is the *FRO* or a prospective *FRO* who has received *explicit informed consent* from the *subject customer* for a *distribution supply point* that is located in the *distribution region* of a *Distributor* requests the *Distributor* to upgrade a *basic meter* by installing a *data logger*, the *Distributor* must use its reasonable endeavours to install that *data logger* (and commission any associated data reading infrastructure in cooperation with the *GRMO*) within 40 *business days* after the day on which that request is delivered to the *Distributor* and in such a manner as to comply with the requirements of the *Gas Supply Act* and any applicable laws.
- (b) Where a *basic meter* has been upgraded by a *Distributor*, the *Distributor* must use its reasonable endeavours:
 - (i) to include the relevant details relating to the *meter* in its *installation database*, its *MIRN database* and its *meter data database*; and
 - (ii) to provide to the *GRMO* all the relevant details relating to the *meter* which are required for the purposes of updating the *GRMO meter register* and recording that *meter* as an *interval meter* in the *GRMO meter register*,

by 5.00 pm on the fifth *business day* following the day on which the *basic meter* is upgraded.

2.9.4 Time Expired Meters

If a *Distributor* identifies a class of *basic meters* that is required to be replaced on the basis of having reached the life expectancy of that class of *meter* in accordance to the *Petroleum and Gas Act*, the *Distributor* must:

- (a) notify each *FRO* for a *distribution supply point* to which a *meter* which is a member of that class relates of its intention to replace all *meters* in that class;
- (b) ensure that the *meters* to be replaced will be replaced by *meters* which comply with the *Petroleum and Gas Act* and any applicable laws; and
- (c) remove the *meters* requiring replacement and install the replacement *meters* in accordance with clauses 2.9.2 and 2.9.1 (as if the *Retailer* had requested the installation of the replacement *meter*) respectively.

2.9.5 Decommissioning of distribution supply points

If a *Distributor* decommissions a *distribution supply point* which is located in the *distribution region* of that *Distributor*, the *Distributor* must use its reasonable endeavours to notify the *FRO* for that *distribution supply point*, as well as (where that *distribution supply point* is a *second tier supply point*) the *GRMO*, of the date of the *decommissioning* of that *distribution supply point* by 5.00 pm on the fifth *business day* following the day on which the *distribution supply point* is *decommissioned*.

2.9.6 Deregistration of distribution supply points

If a *Distributor* deregisters a *distribution supply point* which is located in the *distribution region* of that *Distributor*, the *Distributor* must use its reasonable endeavours to notify both the *FRO* for that *distribution supply point* and where that *distribution supply point* is a *second tier supply point*, the *GRMO*, by 5.00 pm on the first *business day* following the day on which the *distribution supply point* is *deregistered*, of the date of the *deregistration* of that *distribution supply point*.

2.9.7 Metered supply points

- (a) *Distributor* must calculate the total number of metered *supply points* in its *distribution region* as at midnight on the last day of each calendar month.
- (b) The *Distributor* must by 5:00 pm on the fifth *business day* after the end of a calendar month provide the *GRMO* the details referred in clause 2.9.7(a).

CHAPTER 3 – MIRN DISCOVERY RULES

3.1 MIRN database

3.1.1 Creation, maintenance and administration of MIRN database by Distributors

Each *Distributor* must create, maintain and administer a database in relation to all of the *distribution supply points* that are located in the *distribution region* of that *Distributor*, such database to include the following information in respect of each such *distribution supply point* and the *meter* that relates to that *distribution supply point*:

- (a) the *discovery address* and any other site address information specified in the *Gas Interface Protocol*;
- (b) the *MIRN*;
- (c) the *meter number*;
- (d) the *pressure correction factor*;
- (e) if the *meter* that relates to that *distribution supply point* is a *basic meter*:
 - (i) the *customer characterisation*;
 - (ii) the date to which the most recent *validated meter reading* for that *meter* (other than an *estimated meter reading*) pertains;
 - (iii) the next date on which that *meter* is to be read in accordance with the applicable *meter reading schedule*; and
 - (iv) the next known date (if any) on which a *special read* is to occur in relation to that *meter*;
- (f) if the *meter* that relates to that *distribution supply point* is an *interval meter*, the type of communication equipment (if any) used by that *meter*;
- (g) the *transmission zone** in which that *distribution supply point* is located;
- (h) the *distribution zone** in which that *distribution supply point* is located;
- (i) the *heating value zone** in which that *distribution supply point* is located;
- (j) the *distribution tariff* to which that *distribution supply point* is assigned;
- (k) whether the *meter* that relates to that *distribution supply point* has been plugged or disconnected;
- (l) any charges for *excluded services* that apply in relation to that *distribution supply point*, including (without limitation):
 - (i) any charges for operating and maintaining that *distribution supply point*, the *meter* which relates to that *distribution supply point* or equipment and installations associated with that *meter*; and
 - (ii) any *local capacity charges* that apply in relation to that *distribution supply point*, together with the date of expiry of the period in respect of which those charges apply; and
- (m) any other charges charged by the *Distributor* that apply in relation to that *distribution supply point*, the *meter* which relates to that *distribution supply point* or the equipment

* For the avoidance of doubt, these fields are present however they default to the value of zero for Queensland.

and installations associated with that *meter*, together with the date of expiry of the period in respect of which those charges apply.

3.1.2 Updating MIRN Database

Except as otherwise provided in clause 2.9 in relation to the period within which such information must be provided, each *Distributor* must use its reasonable endeavours to ensure that the information required to be included in its *MIRN database* is included in the *MIRN database* by midnight on the first *business day* following the day on which that information is obtained or calculated by the *Distributor*.

3.2 MIRN discovery request

3.2.1 Request

Subject to clause 3.2.2(a), any *Retailer* or the *GRMO* may deliver a *MIRN discovery request* in relation to a *distribution supply point* to a *Distributor*. A *MIRN discovery request* must include at least the *MIRN* or the mandatory components of *discovery address* for the *distribution supply point* to which the *MIRN discovery request* relates.

3.2.2 Explicit Informed Consent

- (a) A *Retailer* must not deliver a *MIRN discovery request* in relation to a *distribution supply point* to a *Distributor* unless the *Retailer* has received the *explicit informed consent* of the subject *Customer* to the provision by the *Distributor* to that *Retailer* of the information referred to in clause 3.1.1 in respect of that *distribution supply point*.
- (b) A *Retailer* who delivers a *MIRN discovery request* in relation to a *distribution supply point* to a *Distributor* is taken to have represented to the *Distributor* that the *Retailer* has received the *explicit informed consent* of the *subject customer* to the provision by the *Distributor* to that *Retailer* of the information referred to in clause 3.1.1 in respect of that *distribution supply point*.
- (c) The *GRMO* is not required to obtain the *explicit informed consent* of the *subject customer* in relation to a *distribution supply point* to the provision by the *Distributor* to the *GRMO* of the information relating to that *distribution supply point* which is referred to in clause 3.1.1.

3.3 Response to MIRN discovery request

3.3.1 Street/Suburb Combination Listing

- (a) Each *Distributor* must make available in an electronic form, which can be remotely accessed and electronically searched by all *Retailers* and the *GRMO*, a listing (which complies with clause 3.3.1(b)) of every *street/suburb combination* that is recorded in the *MIRN database* of that *Distributor*.
- (b) The entry relating to each *street/suburb combination* in the listing referred to in clause 3.3.1(a) must exactly replicate the mandatory components of *discovery address* (other than the street number or its equivalent) as it is recorded in the *MIRN database* of the relevant *Distributor*, including without limitation:
 - (i) any abbreviations contained in the corresponding entry in the *MIRN database* (eg. St, Str, Ave, Rd);
 - (ii) any capital and lower case letters contained in the corresponding entry in the *MIRN database* (eg. Shaw road, mcgowan Street);
 - (iii) any spaces contained in the corresponding entry in the *MIRN database* (eg. Brown Street, Beau maris, Be aumaris); and

- (iv) any misspellings contained in the corresponding entry in the *MIRN database* (eg. Beaumorris, Beau-maris),

provided however that the listing is not required to include an entry which, if it were so included, would exactly replicate an existing entry in that listing.

- (c) The relevant *Distributor* must ensure that:
 - (i) at least once every calendar month, the information required to be included in the listing referred to in clause 3.3.1(a) is updated, so that the listing contains the details of every *street/suburb combination* in respect of which a *discovery address* is recorded in the *MIRN database* of that *Distributor*, and
 - (ii) the listing referred to in clause 3.3.1(a) specifies the most recent date on which it was so updated.
- (d) If a *Retailer* or a *Distributor* becomes aware of a change to the details of a *discovery address*:
 - (i) the *Retailer* must use its reasonable endeavours to provide the changed details to the *Distributor* in whose *distribution region* the *distribution supply point* for that *discovery address* is located; and
 - (ii) the *Distributor* must use its reasonable endeavours to provide the changed details to the *Retailer* who is the *FRO* for the *distribution supply point* for that *discovery address*,as soon as practicable after becoming aware of the change.
- (e) The relevant *Distributor* must:
 - (i) Ensure that where there has been an addition to existing street identifiers in the *Distributor's street/suburb combination* listing that this new street identifier is added to the aseXML Schema using the agreed industry change procedure for the management of aseXML enumerated lists.
 - (ii) Where there has been an update to the enumerated list provide a notice via the *FRC HUB* broadcast email distribution list that an addition to the list has been implemented.

3.3.2 Complete MIRN Listing

- (a) Each *Distributor* must use its reasonable endeavours to update, format and deliver a new *complete MIRN listing* in accordance with the *Gas Interface Protocol* which is to be made available to the *Retailer* by 5.00 pm on the fifth *business day* after the end of the calendar month or as otherwise agreed from time to time by all relevant parties.
- (b) The *Retailer* must ensure that the *complete MIRN listing* is accessed and used solely to confirm the relevant *discovery address/MIRN* details of the *subject customer*.
- (c) The *Retailer* must ensure that the *subject customer* has provided *explicit informed consent* to access and use the *complete MIRN listing* to confirm the relevant *discovery address/MIRN* details of the *subject customer* in relation to the *distribution supply point*.

3.3.3 Distributor Response

- (a) Provided that the *discovery address* or the *MIRN* (if any) specified in the *MIRN discovery request* exactly replicates (in the sense that term is used in clause 3.3.1(b)) a *discovery address*, or corresponds with a *MIRN*, contained in the *MIRN database* of the relevant *Distributor*, the *Distributor* must use its reasonable endeavours to provide to the *Retailer* or the *GRMO* (as the case may be), within the time periods set out below, the following

information in respect of the *distribution supply point* to which that *discovery address* or *MIRN* relates (such information being identified by reference to that *discovery address* or *MIRN*):

- (i) by midnight on the first *business day* following the day on which the *MIRN discovery request* is delivered to the *Distributor*:
 - (A) the current information set out in clauses 3.1.1(a) to (k); and
 - (B) either:
 - (1) the current information set out in clauses 3.1.1(l) and (m); or
 - (2) a statement as to whether or not there are any charges of the kind referred to in clauses 3.1.1(l) and (m); and
 - (ii) by midnight on the second *business day* following the day on which the *MIRN discovery request* is delivered to the *Distributor*, the current information set out in clauses 3.1.1(l) and (m) where that information has not already been provided pursuant to clause 3.3.3(a)(i)(B)(1).
- (b) Provided that the *discovery address* specified in the *MIRN discovery request* exactly replicates (in the sense that term is used in clause 3.3.1(b)) a *discovery address*, of multiple *MIRNs* contained in the *MIRN database* of the relevant *Distributor*, the *Distributor* must use its reasonable endeavours to provide to the *Retailer* or the *GRMO* (as the case may be), by midnight on the first *business day* following the day on which the *MIRN discovery request* is delivered to the *Distributor*, the current information set out in clauses 3.1.1(a)(b) and (c) in respect of up to the first 99 *distribution supply points* to which that *discovery address* relates (such information being identified by reference to that *discovery address*). If there are 100 or more *MIRNs* contained in the *MIRN database* of the relevant *Distributor* with a matching *discovery address*, then the *Distributor* must also advise the *Retailer* or the *GRMO* (as the case may be) of this fact.
- (c) On delivery of the information referred to in clause 3.3.3(b) by the *Retailer* or the *GRMO* to the *Distributor*, the provisions of this clause 3.3.3 apply to the *Distributor* as if the *MIRN discovery request* had been delivered to the *Distributor* at that time and had contained that information.
- (d) If the *discovery address* or the *MIRN* (if any) specified in a *MIRN discovery request* does not exactly replicate (in the sense that term is used in clause 3.3.1(b)) a *discovery address*, or correspond with a *MIRN*, contained in the *MIRN database* of the relevant *Distributor*, the *Distributor* must use its reasonable endeavours to notify the *Retailer* or the *GRMO* (as the case may be) of that fact by midnight on the first *business day* following the day on which the *MIRN discovery request* is delivered to the *Distributor*.

3.4 Assistance in searching

- (a) If, pursuant to clause 3.3.3(d), a *Retailer* or the *GRMO* is notified that the *discovery address* or *MIRN* relating to the *distribution supply point* in respect of which a *MIRN discovery request* has been made cannot be found in the *MIRN database* of the relevant *Distributor*, the *Retailer* or the *GRMO* (as the case may be) may request that the *Distributor* assist in the location of that *discovery address* or *MIRN* in that *MIRN database*, in which case the *Distributor* must use its reasonable endeavours to provide that assistance:
- (i) where the request for assistance is made before midday on a day that is a *business day*— by 5.00 pm on that *business day*; and

- (ii) where the request for assistance is made on or after midday on a day that is a *business day*, or is made on a day that is not a *business day* – by 5.00 pm on the first *business day* following the day on which the request is made.
- (b) For the avoidance of doubt, clause 3.4(a) only requires the *Distributor* to use its reasonable endeavours to assist the *Retailer* or the *GRMO* to obtain the *discovery address* or *MIRN* relating to the relevant *distribution supply point*, for the purposes of enabling the *Retailer* or the *GRMO* to make a further *MIRN discovery request* in relation to that *distribution supply point*.

3.5 MIRN allocation

3.5.1 Allocation to distribution supply points

- (a) The *GRMO* must allocate to each *Distributor* a set of numbers which are available for use as *MIRN's* for *distribution supply points* which are located in the *distribution region* of that *Distributor*.
- (b) The *GRMO* may from time to time allocate a further set of numbers to a *Distributor* for the purpose set out in clause 3.5.1(a).
- (c) Each number allocated by the *GRMO* pursuant to clauses 3.5.1(a) or (b) must be unique and must not be allocated by the *GRMO* to any other *Distributor*.
- (d) Each *Distributor* must assign a number, selected from the numbers allocated to it by the *GRMO* pursuant to clauses 3.5.1(a) and (b), to each *distribution supply point* which is located in the *distribution region* of that *Distributor*. The assignment referred to in this clause must be effected by the relevant *Distributor* recording that number in its *MIRN database* as the *MIRN* for the relevant *distribution supply point*.
- (e) Each number assigned to a *distribution supply point* by a *Distributor* pursuant to clause 3.5.1(d) must be unique and must not be allocated by that *Distributor* to any other *distribution supply point*.
- (f) Only to the extent it has been allocated sufficient numbers pursuant to clauses 3.5.1(a) and (b), each *Distributor* must:
 - (i) assign those numbers, pursuant to clauses 3.5.1(d) and (e), to each relevant *distribution supply point* that is in existence as at the *FRC date*;
 - (ii) notify the *GRMO* of the *MIRN* for each such *distribution supply point* which is a *second tier supply point*; and
 - (iii) notify the *FRO* for each such *distribution supply point* which is located in the *distribution region* of that *Distributor* of the *MIRN* for that *distribution supply point*.
- (g) To the extent it has been allocated sufficient numbers pursuant to clauses 3.5.1(a) and (b), each *Distributor* must:
 - (i) assign one of those numbers, pursuant to clauses 3.5.1(d) and (e), to each *distribution supply point* that comes into existence after the time referred to in clause 3.5.1(f)(i); and
 - (ii) by midnight on the first *business day* after the day on which that *distribution supply point* comes into existence, notify the prospective *FRO* for that *distribution supply point* of the *MIRN* for that *distribution supply point*.

CHAPTER 4 – CUSTOMER TRANSFER RULES

4.1 Initiation of transfer

4.1.1 Transfer Request

- (a) Subject to this clause 4.1, a prospective *FRO* must deliver a *transfer request* to the *GRMO* in relation to any *distribution supply point* that has an existing *metering installation* in place and the prospective *FRO* is not the *host retailer* for that *distribution supply point*. A *transfer request* must include the following information in respect of the *distribution supply point* to which that *transfer request* relates:
- (i) the *MIRN*;
 - (ii) the *proposed transfer date* (see clause 4.1.2);
 - (iii) where the *proposed transfer date* is a *prospective transfer date*, a statement (if such is the case) that it is intended that the person will purchase *gas* that is delivered at that *distribution supply point* from the *Retailer* following the registration of that *Retailer* in the *GRMO meter register* as the *FRO* for that *distribution supply point* (a *customer no-change statement*); and
 - (iv) where the *proposed transfer date* is a *retrospective transfer date*, the proposed *registration end date* (if any).
- (b) A *transfer request* must also contain the name of the *Retailer* who delivered the *transfer request* to the *GRMO*.
- (c) A *Retailer* must not deliver a *transfer request* in relation to a *distribution supply point* to the *GRMO* where that *Retailer* is suspended from participating in the market pursuant to the *Gas Supply Act*.
- (d) A *Retailer* must not deliver a *transfer request* in relation to a *distribution supply point* to the *GRMO* where the *proposed transfer date* is a *retrospective transfer date* and the *meter* is an *interval meter* or energy consumption is greater than the *basic meter limit*.

4.1.2 Proposed Transfer Date

- (a) Where a *transfer request* nominates a *prospective transfer date* as the *proposed transfer date*, that *prospective transfer date* must be a day which falls during the *permitted prospective period* for that *transfer request*.
- (b) Where a *transfer request* nominates a *retrospective transfer date* as the *proposed transfer date*, that *retrospective transfer date* must be a day (which may be a day other than a *business day*), which falls within the *permitted retrospective period* for that *transfer request* and to which a *validated meter reading* (other than an *estimated meter reading*) pertains.

4.1.3 Retrospective Transfers

A *Retailer* must not deliver a *transfer request* in relation to a *distribution supply point* to the *GRMO* where the *proposed transfer date* in relation to that *transfer request* is a *retrospective transfer date* unless:

- (a) that *Retailer*:
- (i) is a *Retailer* as at the day on which the *transfer request* is delivered to the *GRMO*, and
 - (ii) was a *Retailer* at all such times during the *permitted retrospective period* for the *transfer request* when, if that person were to be registered in the *GRMO meter*

register as the FRO for the distribution supply point with effect from the retrospective transfer date to the registration end date (if any), it would have been the FRO for that distribution supply point,

- (b) *the retrospectively affected FRO in relation to that transfer request is a Retailer as at the day on which the transfer request is delivered to the GRMO; and*
- (c) *the distribution supply point is a basic meter.*

4.1.4 Explicit Informed Consent

- (a) *A Retailer must not deliver a transfer request in relation to a distribution supply point to the GRMO which nominates a prospective transfer date as the proposed transfer date unless the Retailer has received the explicit informed consent of the subject Customer to the registration of that Retailer in the GRMO meter register as the FRO for that distribution supply point with effect from any time during the permitted prospective period in relation to the transfer request.*
- (b) *A Retailer who delivers a transfer request in relation to a distribution supply point to the GRMO which nominates a prospective transfer date as the proposed transfer date is taken to have represented to the GRMO that the Retailer has received the explicit informed consent of the subject Customer to the registration of that Retailer in the GRMO meter register as the FRO for that distribution supply point with effect from any time during the permitted prospective period in relation to the transfer request.*
- (c) *A Retailer must not deliver a transfer request in relation to a distribution supply point to the GRMO which nominates a retrospective transfer date as the proposed transfer date unless the Retailer has received the explicit informed consent of the subject Customer to the registration of that Retailer in the GRMO meter register as the FRO for that distribution supply point with effect from any time during the permitted retrospective period in relation to the transfer request.*
- (d) *A Retailer who delivers a transfer request in relation to a distribution supply point to the GRMO which nominates a retrospective transfer date as the proposed transfer date is taken to have represented to the GRMO that the Retailer has received the explicit informed consent of the subject Customer to the registration of that Retailer in the GRMO meter register as the FRO for that distribution supply point with effect from any time during the permitted retrospective period in relation to the transfer request.*

4.1.5 Notification of Existing Transfer Request

Where:

- (a) *a Retailer delivers a transfer request in relation to a distribution supply point to the GRMO,*
- (b) *a transfer request in relation to that distribution supply point has already been delivered to the GRMO (whether by that or any other Retailer); and*
- (c) *the transfer request referred to in clause 4.1.5(b) (the existing transfer request) is being processed by the GRMO but the Retailer who delivered the existing transfer request to the GRMO has not yet been registered in the GRMO meter register as the FRO for the distribution supply point to which the existing transfer request relates,*

then GRMO must not process the transfer request referred to in clause 4.1.5(a) and must, by midnight on the first business day following the day on which that transfer request was delivered to the GRMO, deliver a notice stating this fact to the Retailer who delivered that transfer request.

4.2 Notification of transfer

4.2.1 Notification by GRMO

Provided that clauses 4.1.1 to 4.1.3 and 4.1.5 have been complied with in relation to the *transfer request*, the *GRMO* must, by midnight on the first *business day* following the day on which the *transfer request* was delivered to it, deliver notice of the *transfer request* (a *transfer request notification*) to:

- (a) where the *proposed transfer date* nominated in the *transfer request* is a *prospective transfer date*, the *FRO* for the *distribution supply point* to which the *transfer request* relates;
- (b) where the *proposed transfer date* nominated in the *transfer request* is a *retrospective transfer date*, the *retrospectively affected FRO* in relation to the *transfer request*, and
- (c) the *Distributor* in whose *distribution region* that *distribution supply point* is located.

4.2.2 Transfer Request Notification Information

A *transfer request notification* in relation to a *transfer request* must include the following information:

- (a) the *MIRN* for the *distribution supply point* to which the *transfer request* relates;
- (b) the *proposed transfer date* nominated in the *transfer request*;
- (c) whether the *transfer request* contains a *customer no-change statement*;
- (d) where the *proposed transfer date* nominated in the *transfer request* is a *retrospective transfer date*:
 - (i) the name of the *Retailer* who delivered the *transfer request* to the *GRMO*; and
 - (ii) the proposed *registration end date* (if any); and
- (e) where the *proposed transfer date* nominated in the *transfer request* is a *prospective transfer date* and the *distribution supply point* is a *distribution supply point*, and only in the case of the *transfer request notification* which is delivered to the *Distributor* in whose *distribution region* that *distribution supply point* is located, the name of the *Retailer* who delivered the *transfer request* to the *GRMO*.

4.3 Objections to Transfer

4.3.1 Objection Notice

- (a) Where:
 - (i) the *proposed transfer date* nominated in a *transfer request* is a *prospective transfer date* and the *GRMO*, pursuant to clause 4.2.1(a), delivers a *transfer request notification* in relation to that *transfer request* to the *FRO* for the *distribution supply point* to which the *transfer request* relates; or
 - (ii) the *proposed transfer date* nominated in a *transfer request* is a *retrospective transfer date* and the *GRMO*, pursuant to clause 4.2.1(b), delivers a *transfer request notification* in relation to that *transfer request* to the *retrospectively affected FRO* in relation to that *transfer request*,

the *FRO* or the *retrospectively affected FRO* (as the case may be) may deliver to the *GRMO* a notice objecting to the *transfer request* (an *objection notice*) at any time before (but not after) midnight on the fifth *business day* after the day on which the *GRMO*

delivered the *transfer request notification* to the *FRO* or the *retrospectively affected FRO* (as the case may be).

- (b) An *objection notice* in relation to a *transfer request* must include the following information:
 - (i) the *MIRN* for the *distribution supply point* to which the *transfer request* relates; and
 - (ii) the name of the *FRO* or the *retrospectively affected FRO* (as the case may be) who delivered the *objection notice* to the *GRMO*.
- (c) If the *proposed transfer date* nominated in a *transfer request* is a *prospective transfer date*, a *FRO* may only deliver an *objection notice* in relation to that *transfer request* to the *GRMO* where:
 - (i) the *transfer request* contains a *customer no-change statement*; and
 - (ii) at the time the *objection notice* is delivered to the *GRMO*, an *aged debt* is owing to that *FRO* by the person who is then purchasing *gas* at the *distribution supply point* to which the *transfer request* relates.

4.3.2 Withdrawal of Objection Notice

- (a) A *FRO* or a *retrospectively affected FRO* who delivers an *objection notice* in relation to a *transfer request* to the *GRMO* may withdraw that *objection notice* by delivering to the *GRMO* a notice of withdrawal (an *objection withdrawal notice*) at any time before midnight on the 20th *business day* after the day on which the *FRO* or the *retrospectively affected FRO* delivered that *objection notice* to the *GRMO*.
- (b) If the *proposed transfer date* nominated in a *transfer request* is a *retrospective transfer date*, a *retrospectively affected FRO* who delivers an *objection notice* in relation to that *transfer request* to the *GRMO* must withdraw that *objection notice* before midnight on the first *business day* after the day (if any) on which the *retrospectively affected FRO* agrees with the *Retailer* who delivered the *transfer request* to the *GRMO* to withdraw that *objection notice*.
- (c) If the *proposed transfer date* nominated in a *transfer request* is a *prospective transfer date*, a *FRO* who delivers an *objection notice* in relation to that *transfer request* to the *GRMO* must withdraw that *objection notice* where the *aged debt* referred to in clause 4.3.1(c)(ii) is discharged in full, or assigned to another person with the consent of the *FRO*, before midnight on the 19th *business day* after the day on which the *FRO* delivered the *objection notice* to the *GRMO*, such withdrawal being effected by the *FRO* delivering to the *GRMO* an *objection withdrawal notice* before midnight on the first *business day* after that *aged debt* has been paid in full.
- (d) An *objection withdrawal notice* in relation to a *transfer request* must include the *MIRN* for the *distribution supply point* to which the *transfer request* relates.

4.3.3 Notification by the GRMO

- (a) The *GRMO* must, by midnight on the first *business day* after the day on which an *objection notice*, or an *objection withdrawal notice*, in relation to a *transfer request* is delivered to it, deliver notice of the objection (an *objection notification*) or notice of withdrawal of the objection (an *objection withdrawal notification*), as the case may be, to:
 - (i) the *Retailer* who delivered the *transfer request* to the *GRMO*; and
 - (ii) the *Distributor* in whose *distribution region* that *distribution supply point* is located.
- (b) An *objection notification*, and an *objection withdrawal notification*, in relation to an *objection notice* must include the following information:

- (i) the *MIRN* for the *distribution supply point* to which the *transfer request* relates; and
- (ii) the name of the *FRO* or *retrospectively affected FRO* (as the case may be) who delivered the *objection notice* to the *GRMO*.

4.3.4 Termination of Transfer Process

If:

- (a) an *objection notice* in relation to a *transfer request* has been delivered to the *GRMO* by:
 - (i) a *FRO* pursuant to clause 4.3.1 (where the *proposed transfer date* in relation to the *transfer request* is a *prospective transfer date*); or
 - (ii) a *retrospectively affected FRO* pursuant to clauses 4.3.1(a) and (b) (where the *proposed transfer date* in relation to the *transfer request* is a *retrospective transfer date*); and
- (b) by midnight on the 20th *business day* after the day on which that *objection notice* was delivered to the *GRMO*, that *FRO* or *retrospectively affected FRO* (as the case may be) has not delivered to the *GRMO* an *objection withdrawal notice* in relation to that *transfer request* pursuant to clause 4.3.2,

then the *GRMO* must:

- (c) cease processing that *transfer request*; and
- (d) by midnight on the 21st *business day* after the day on which that *objection notice* was delivered to the *GRMO*, deliver a notice that the *GRMO* will not further process that *transfer request* to:
 - (i) the *Retailer* who delivered the *transfer request* to the *GRMO*;
 - (ii) where the *proposed transfer date* nominated in the *transfer request* is a *prospective transfer date*, the *FRO* for the *distribution supply point* to which the *transfer request* relates;
 - (iii) where the *proposed transfer date* nominated in the *transfer request* is a *retrospective transfer date*, the *retrospectively affected FRO* in relation to the *transfer request*;
 - (iv) the *Distributor* in whose *distribution region* that *distribution supply point* is located.

4.4 Potential Problems with Transfer

4.4.1 Notification of potential problems

- (a) Any person who has received a *transfer request notification* in relation to a *transfer request* pursuant to clause 4.2 may deliver to the *GRMO*, at any time before that *Retailer* is registered by the *GRMO* in the *GRMO meter register* as the *FRO* for the *distribution supply point* to which that *transfer request* relates, a notice describing a potential problem in respect of that *transfer request*.
- (b) A notice delivered by a person pursuant to clause 4.4.1(a) does not constitute an *objection notice* for the purposes of clause 4.3.1.

4.4.2 Notification by the GRMO

The *GRMO* must, by midnight on the first *business day* after the day on which a notice described in clause 4.4.1 is delivered to it, forward that notice to the *Retailer* who delivered to the *GRMO* the *transfer request* to which that notice relates.

4.5 Withdrawal of transfer request

4.5.1 Transfer Withdrawal Notice

- (a) A *Retailer* who delivers a *transfer request* to the *GRMO*:
 - (i) may deliver a notice withdrawing that *transfer request* (a *transfer withdrawal notice*) to the *GRMO* at any time before (but not after) the registration of that *Retailer* in the *GRMO meter register* as the *FRO* for the *supply point* to which the *transfer request* relates; and
 - (ii) must immediately withdraw that *transfer request* where it ceases to be a *Retailer* at any time before the registration of that *Retailer* in the *GRMO meter register* as the *FRO* for the *distribution supply point* to which the *transfer request* relates, such withdrawal being effected by that person immediately delivering a *transfer withdrawal notice* to *GRMO*.
- (b) A *transfer withdrawal notice* in relation to a *transfer request* must include the *MIRN* for the *distribution supply point* to which the *transfer request* relates.

4.5.2 Termination of Transfer Process

The *GRMO* must cease processing a *transfer request* if the *Retailer* who delivered that *transfer request* delivers to the *GRMO*, pursuant to clause 4.5.1, a *transfer withdrawal notice* in relation to that *transfer request*.

4.5.3 Notification by the GRMO

The *GRMO* must, by midnight on the first *business day* after the day on which a *transfer withdrawal notice* in relation to a *transfer request* is delivered to it, deliver notice of the withdrawal of the *transfer request*, together with a notice that the *GRMO* will not further process that *transfer request*, to:

- (a) where the *proposed transfer date* nominated in the *transfer request* is a *prospective transfer date*, the *FRO* for the *distribution supply point* to which the *transfer request* relates;
- (b) where the *proposed transfer date* nominated in the *transfer request* is a *retrospective transfer date*, the *retrospectively affected FRO* in relation to the *transfer request*; and
- (c) the *Distributor* in whose *distribution region* that *distribution supply point* is located.

4.6 Registration of prospective transfer

4.6.1 Registration

Where:

- (a) a *Retailer* has delivered to the *GRMO* a *transfer request* in relation to a *distribution supply point* which complies with clause 4.1.1;
- (b) the *proposed transfer date* nominated in the *transfer request* is a *prospective transfer date* which complies with clause 4.1.2(a);
- (c) where the *transfer request* contains a *customer no-change statement*, the *FRO* for the *distribution supply point* to which the *transfer request* relates:
 - (i) has not delivered to the *GRMO*, by midnight on the fifth *business day* after the day on which the *GRMO* delivered to it the *transfer request notification* in relation to the *transfer request*, an *objection notice* in relation to the *transfer request* pursuant to clause 4.3.1; or

- (ii) has delivered such an *objection notice* but has subsequently delivered to the *GRMO* an *objection withdrawal notice* in relation to the *transfer request* pursuant to clause 4.3.2; and
- (d) where the following information has been delivered to the *GRMO*, prior to the expiration of the *data provision period*, by the *Distributor* in whose *distribution region* the *distribution supply point* is located:
 - (i) the day to which a *validated meter reading* (other than an *estimated meter reading*) referred to in clause 2.2.3(b) pertains, such day being within the *allowable period*, and closest to, or on the *proposed transfer date*, and
 - (ii) the information referred to in clause 2.6.2(b) in relation to that *validated meter reading* (which *validated meter reading* is the *reference reading* for the purposes of clause 2.6.2),

then, unless the *Retailer* who delivered the *transfer request* to the *GRMO*:

- (e) is no longer a *Retailer*; or
- (f) has delivered to the *GRMO* a *transfer withdrawal notice* in relation to the *transfer request* pursuant to clause 4.5.1,

the *GRMO* must, as soon as is practicable, register that *Retailer* in the *GRMO meter register* as the *FRO* for the *distribution supply point* to which that *transfer request* relates.

4.6.2 Read Failure

- (a) If:
 - (i) the conditions described in clause 4.6.1(a) to (c) have been satisfied in respect of a *transfer request*; but
 - (ii) by the expiration of the *data provision period*, the *GRMO* has not been notified, in accordance with clause 4.6.1(d), of the information specified in that clause,
 then *GRMO* must, by midnight on the first *business day* after the expiration of the *data provision period*, deliver a notice stating this fact (a *read failure notice*) to:
 - (iii) the *Retailer* who delivered the *transfer request* to the *GRMO*;
 - (iv) the *FRO* for the *distribution supply point* to which the *transfer request* relates; and
 - (v) the *Distributor* in whose *distribution region* that *distribution supply point* is located.
- (b) A *read failure notice* in relation to a *transfer request* must include the following information:
 - (i) the *MIRN* for the *distribution supply point* to which the *transfer request* relates; and
 - (ii) the information that has not been provided or obtained as required pursuant to clause 4.6.1(d).

4.6.3 Alternative Transfer Date

- (a) Where the *GRMO* delivers a *read failure notice* under clause 4.6.2 to the *Retailer* who delivered to the *GRMO* the *transfer request* to which the *read failure notice* relates, that *Retailer* may deliver to the *GRMO*, at any time before (but not after) midnight on the tenth *business day* after the day on which the *GRMO* delivered the *read failure notice* to that *Retailer* a notice (an *alternative transfer date notice*) which nominates a new *prospective transfer date* in relation to that *transfer request*, such *prospective transfer date* being a *business day*.

- (i) which is on or after the *prospective transfer date* nominated in the *transfer request*, and
 - (ii) which falls during the *permitted prospective period* in relation to the *transfer request*.
- (b) An *alternative transfer date notice* in relation to a *transfer request* must include the following information:
- (i) the *MIRN* for the *distribution supply point* to which the *transfer request* relates; and
 - (ii) the proposed new *prospective transfer date* in relation to the *transfer request*.
- (c) If the *Retailer* referred to in clause 4.6.3(a) delivers an *alternative transfer date notice* to the *GRMO* pursuant to that clause, then the *GRMO* must, by midnight on the first *business day* after the day on which the *Retailer* delivered the *alternative transfer notice* to the *GRMO*, deliver notice of the *alternative transfer date notice* (an *alternative transfer date notification*) to:
- (i) the *FRO* for the *distribution supply point* to which the relevant *transfer request* relates; and
 - (ii) the *Distributor* in whose *distribution region* that *distribution supply point* is located.
- (d) An *alternative transfer date notification* in relation to an *alternative transfer date notice* must include the following information:
- (i) the *MIRN* for the *distribution supply point* to which the relevant *transfer request* relates; and
 - (ii) the proposed new *prospective transfer date* in relation to the *transfer request*.
- (e) Where a *Retailer* delivers to the *GRMO* an *alternative transfer date notice* in relation to a *transfer request* pursuant to clauses 4.6.3(a) and 4.6.3(b), the provisions of this clause 4.6 and of clause 2.2.3(b) will apply as if the *proposed transfer date* specified in the *transfer request* to which the *alternative transfer date notice* relates was the *prospective transfer date* which is nominated in the *alternative transfer date notice*.

4.6.4 Termination of Transfer Process

If:

- (a) pursuant to clause 4.6.2, the *GRMO* has delivered a *read failure notice* in relation to a *transfer request* to the *Retailer* who delivered that *transfer request* to the *GRMO*; and
- (b) that *Retailer* does not deliver an *alternative transfer date notice* to the *GRMO* pursuant to clause 4.6.3,

then the *GRMO* must cease processing the relevant *transfer request* and must, by midnight on the 11th *business day* after the day on which the *GRMO* delivered the *read failure notice* to that *Retailer*, deliver a notice to:

- (c) that *Retailer*;
 - (d) the *FRO* for the *distribution supply point* to which the *transfer request* relates; and
 - (e) the *Distributor* in whose *distribution region* that *distribution supply point* is located,
- which states that the *GRMO* will not further process that *transfer request*.

4.6.5 Registration Date

- (a) Where, pursuant to clause 4.6.1, the *GRMO* registers a *Retailer* in the *GRMO meter register* as the *FRO* for a *distribution supply point*, that registration will be deemed to take effect:
 - (i) where the *meter* that relates to that *distribution supply point* is a *basic meter*, at 8.00 am on the day to which the *validated meter reading* pertains as described in clause 4.6.1(d)*; or
 - (ii) where the *meter* that relates to that *distribution supply point* is an *interval meter*, at 8.00 am on the *prospective transfer date*.
- (b) The *GRMO* must record both the date on which such registration takes place and the date on which such registration is deemed to take effect in the *GRMO meter register*.

4.7 Registration of retrospective transfer

4.7.1 Registration Requirements

Where:

- (a) a *Retailer* has delivered to the *GRMO* a *transfer request* in relation to a *distribution supply point* which complies with clause 4.1.1;
- (b) the *proposed transfer date* nominated in that *transfer request* is a *retrospective transfer date* which complies with clause 4.1.2(b);
- (c) clause 4.1.3 has been complied with in relation to the *transfer request*; and
- (d) the *retrospectively affected FRO* in relation to that *transfer request*.
 - (i) has not delivered to the *GRMO*, by midnight on the fifth *business day* after the day on which the *GRMO* delivered to it the *transfer request notification* in relation to the *transfer request*, an *objection notice* in relation to the *transfer request* pursuant to clauses 4.3.1(a) and (b); or
 - (ii) has delivered such an *objection notice* but has subsequently delivered to the *GRMO* an *objection withdrawal notice* in relation to the *transfer request* pursuant to clause 4.3.2,

then, unless the *Retailer* who delivered the *transfer request* to the *GRMO* has also delivered to the *GRMO* a *transfer withdrawal notice* in relation to the *transfer request* pursuant to clause 4.5.1, the *GRMO* must as soon as is practicable, register the *Retailer* who delivered the *transfer request* in the *GRMO meter register* as the *FRO* for the *distribution supply point* to which that *transfer request* relates with effect from the *retrospective transfer date* to the *registration end date* (if any).

4.7.2 Registration Date

- (a) Where, pursuant to clause 4.7.1, the *GRMO* registers the *Retailer* who delivered the *transfer request* in the *GRMO meter register* as the *FRO* for a *distribution supply point*, that registration will be deemed to take effect at 8.00 am on the *retrospective transfer*

* Because the *meter* must be *read* on a day, or the *substituted meter reading* must pertain to a date, that is within the *allowable period* in relation to the *proposed transfer date*, it is possible for the new *FRO* for the *supply point* to be registered in the *GRMO meter register* with effect from a day prior to the day on which the *transfer request* is delivered to the *GRMO* (ie. where the *proposed transfer date* is less than four *business days* after the day on which the *transfer request* was delivered to the *GRMO*).

date and will be deemed to cease to have effect at 8.00 am on the day after the *registration end date* (if any).

- (b) The *GRMO* must record the date on which such registration takes place, the date on which such registration is deemed to take effect and the period of registration in the *GRMO meter register*.

4.7.3 Termination of Retrospective Transfer

Where a notice has been delivered to the *GRMO* by the *Distributor* in whose *distribution region* that *distribution supply point* is located, stating that the *proposed transfer date* nominated in the *transfer request* is invalid, then the *GRMO* must:

- (a) cease processing that *transfer request*; and
- (b) upon cessation of processing the *transfer request*, by midnight on the next *business day*, deliver a notice that the *transfer request* has been terminated, to:
 - (i) the *Retailer* who delivered the *transfer request* to the *GRMO*;
 - (ii) the *retrospectively affected FRO* in relation to the *transfer request*; and
 - (iii) the *Distributor* in whose *distribution region* that *distribution supply point* is located.

4.8 Registration notification

Where, pursuant to clauses 4.6.1 or 4.7.1 (as the case may be), the *GRMO* registers a *Retailer* in the *GRMO meter register* as the *FRO* for a *distribution supply point*, the *GRMO* must, by midnight on the first *business day* after it registers that *Retailer* in the *GRMO meter register* as the *FRO* for that *distribution supply point*, deliver notice of that registration, together with the date from which that registration is deemed to take effect (*registration notice*) to:

- (a) that *Retailer*;
- (b) where the *proposed transfer date* nominated in the *transfer request* is a *prospective transfer date*, the person who was the *FRO* for that *distribution supply point* immediately prior to the registration of that *Retailer* as the *FRO* for that *distribution supply point*;
- (c) where the *proposed transfer date* nominated in the *transfer request* is a *retrospective transfer date*, the *retrospectively affected FRO* in relation to the *transfer request*; and
- (d) the *Distributor* in whose *distribution region* that *distribution supply point* is located.

CHAPTER 5 – INTERVAL METERS

5.1 Application

- (a) The provisions of this chapter relate to *interval meters* only.
- (b) For the purposes of this chapter, *interval meters* include those that are at *distribution supply points* and those that are at *custody transfer meters*.

5.2 Installation of Interval meters

5.2.1 Obligation to install interval meters

- (a) Each *Distributor* must install an *interval meter* at each *distribution supply point* in their *distribution region* that is a *basic meter* where:
 - (i) a *Retailer* is planning to lodge a *transfer request* in respect of a *distribution supply point* that is a *basic meter* with an energy consumption greater than the *basic meter limit* and has requested that the meter is upgraded to an *interval meter*; or
 - (ii) the projected energy consumption at a new *distribution supply point* would exceed the *projected basic meter limit*; or
 - (iii) the *FRO* of the *distribution supply point* has requested the installation of an *interval meter* at their expense.
- (b) Each *Distributor* must procure that within two years of the *FRC date* all *distribution supply points* in their *distribution region* that are *basic meters* and with energy consumption greater than the *basic meter limit* as at the *FRC date* have *interval meters* installed.
- (c) Commencing on the second anniversary of the *FRC date*, and at least every twelve months thereafter each *Distributor* must identify *distribution supply points* in their *distribution region* that are *basic meters* and with energy consumption greater than the *basic meter limit* as at that date, and procure that *interval meters* are installed in accordance with the timeframe set out in clause 2.9.3.
- (d) Each *Distributor* must procure that an *interval meter* is installed at every *custody transfer meter* that is connected to their *distribution region*, and that they are entitled to *read* that *interval meter*.

5.2.2 Obligation to maintain interval meters

- (a) Each *Distributor* must maintain each *interval meter* that is a *distribution supply point* in their *distribution region* in accordance with their *meter measurement scheme*.
- (b) Each *Distributor* must procure that each *interval meter* installed at every *custody transfer meter* that is connected to their *distribution region* is maintained in accordance with the relevant *meter measurement scheme*.
- (c) The *Distributor* must as soon as is practicable notify the *GRMO* and *FRO* of any irregularity concerning the operation of an *interval meter* that has affected or has the potential to affect the integrity of the metering data.

5.2.3 Obligation to notify GRMO

- (a) The *GRMO* must, after consultation with *Distributors* and *Retailers*, establish a procedure under which notifications regarding *interval meters* are made.
- (b) Each *Distributor* must notify the *GRMO* within the timeframes set out in the procedure established under clause 5.2.3(a) of:

- (i) all new *interval meters* that are installed;
- (ii) all parameter changes to existing *interval meters*;
- (iii) all *interval meters* that are *decommissioned* or *recommissioned*; and
- (iv) all *interval meters* that are downgraded to *basic meters*¹.

5.3 Interval Meter Database

5.3.1 Creation, Maintenance and Administration

- (a) Each *Distributor* must create, maintain and administer a database in relation to all *interval meters* that are *distribution supply points* and are located in the *distribution region* of that *Distributor* or are *custody transfer meters* that are connected to their *distribution region*. Such database to include the following information in respect of each such *interval meter*:
 - (i) the *MIRN*;
 - (ii) the *Meter number*;
 - (iii) each *actual meter reading* made during the *data retention period*, and the *gas day* to which that *reading* pertains;
 - (iv) each *estimated meter reading* made during the *data retention period*, the *gas day* to which that *estimated meter reading* pertains and details of the *approved estimation methodology* applied to obtain that *estimated meter reading* (each *estimated meter reading* must be identified as such);
 - (v) each *substituted meter reading* made during the *data retention period*, the *gas day* to which that *substituted meter reading* pertains and details of the *approved substitution methodology* applied to obtain that *substituted meter reading* (each *substituted meter reading* must be identified as such);
 - (vi) in respect of each *meter reading* included in the *meter data database*:
 - (A) the *flow* during the *gas day*;
 - (B) the *heating value* for that *gas day*;
 - (C) the *pressure correction factor* to be applied in respect of that *flow*, and
 - (D) the *consumed energy* during that *gas day*.
- (b) The obligations set out in clauses 5.3.1(a)(iii), (iv), (v) and (vi) relate to *validated meter readings*. A *Distributor* may, but is not required to, include in the *meter data database* *meter readings* that are not *validated meter readings* (each non-validated *meter reading* must be identified as such).

5.3.2 Updating of Interval Meter Data Database

Each *Distributor* must use its reasonable endeavours to ensure that the information required to be included in its *meter data database* is included in that *meter data database* by 5.00 pm on the first *business day* following the day on which that information is obtained or calculated by the *Distributor*.

¹ For the avoidance of doubt, an *interval meter* that is a *distribution supply point* must be downgraded to a *basic meter* before being *deregistered*.

5.4 Meter Reading and Calculation of Energy for Interval Meters

5.4.1 Interval Meters to be read daily

Each *Distributor* must use reasonable endeavours to read each *interval meter* that is a *distribution supply point* in their *distribution region* and each *interval meter* that is a *custody transfer meter* that is connected to their *distribution region* every day.

5.4.2 Validation, Estimation and Substitution of Interval Meters

- (a) Each *Distributor* must ensure that each *interval meter reading* is validated according to their *meter measurement scheme* before the *interval meter reading*, or information calculated on the basis of the *interval meter reading*, is provided to the *GRMO*.
- (b) If an *estimated meter reading* is required in respect of an *interval meter*, each *Distributor* must ensure that it is determined according to their *meter measurement scheme*.
- (c) If a *substituted meter reading* is required in respect of an *interval meter*, each *Distributor* must ensure that it is determined according to their *meter measurement scheme*.
- (d) Prior to changing the methodology by which an *interval meter reading* is validated, estimated or substituted under their *meter measurement scheme*, each *Distributor* must consult with each *Retailer* who is the *FRO* for a *distribution supply point* which is located in the *distribution region* of that *Distributor*.

5.4.3 Changes to estimates or substitutes

- (a) The *Retailer* who is the *FRO* for a *distribution supply point* to which an *interval meter* relates may, at any time, request a *Distributor* who has undertaken an *estimated meter reading* or a *substituted meter reading* in relation to that *interval meter* for the purposes of these *Rules* to change that estimate or substitution. The *Distributor* may change that estimate or substitution if it reasonably considers the revised estimate or substitution to be more accurate.
- (b) If a *Distributor* changes an *estimated meter reading* or a *substituted meter reading*, then the *Distributor* must use its reasonable endeavours:
 - (i) to recalculate any *flow* and *consumed energy* calculated using the previous *estimated meter reading* or *substituted meter reading*;
 - (ii) to include the new *estimated meter reading* or *substituted meter reading*, *flow* and *consumed energy* in its *meter data database*;
 - (iii) to provide the new *consumed energy* to the *GRMO* with the next relevant *extract* for *interval meters*.

5.4.4 Subsequent Actual Meter Reading

If a *Distributor* subsequently reads a *meter* in relation to which it has undertaken an *estimated meter reading* and the *actual meter reading* is a *validated meter reading* the *Distributor* must use its reasonable endeavours:

- (a) to recalculate any *flow* and *consumed energy* calculated using the previous *estimated meter reading*;
- (b) to include the *actual meter reading* and the new *flow* and *consumed energy* in its *meter data database*; and
- (c) to provide the new *consumed energy* to the *GRMO* with the next relevant *extract* for *interval meters*.

5.4.5 Calculation of Energy Data

Each *Distributor* must calculate the *consumed energy* for every *interval meter* that is a *distribution supply point* in their *distribution region* or a *custody transfer meter* that is connected to their *distribution region* according to their *meter measurement scheme*.

5.5 Provision of Energy Data

5.5.1 Provision of energy data to GRMO

Each *Distributor* must use its reasonable endeavours to provide to the *GRMO* in relation to each *interval meter* required by the *GRMO* for any purpose contemplated by these *Rules*:

- (a) the *MIRN* for the *distribution supply point* or the *custody transfer meter*;
- (b) the *consumed energy*;
- (c) the *gas day* to which the *consumed energy* pertains;
- (d) the *extract type*;
- (e) a unique identifier for that *extract*; and
- (f) information as to whether the readings used to calculate the *flow* are *actual meter readings*, *estimated meter readings* or *substituted meter readings*,

by no later than:

- (1) midday on the first *business day* after the *gas day* to which the *consumed energy* pertains as a *daily extract*; and
- (2) 5.00 pm on the tenth *business day* after the end of each month and covering the *consumed energy* for all *gas days* in that month as a *final extract*; and
- (3) 5.00 pm on fifth *business day* before the end of the ninth month after the relevant month and covering the *consumed energy* for all *gas days* in that month as a *revision extract*; and
- (4) As requested by *GRMO* and covering the *consumed energy* for all *gas days* in the requested month as a *revision extract*.

5.5.2 Provision of energy data to Retailer

The *GRMO* must use its reasonable endeavours to *publish* to *Retailers* the *consumed energy* for all *interval meters* that are *distribution supply points* and for which they are *FRO* on the *market information bulleting board* by 3.00 pm on the first *business day* after the *gas day* to which the *consumed energy* pertains.²

5.6 Provision of information

5.6.1 Provision of information to Retailer

- (a) Subject to clause 5.6.1(b), a *Distributor* must use its reasonable endeavours to provide to the *FRO* for a *distribution supply point* that is located in the *distribution region* of the *Distributor* such information from its *meter data database* in respect of that *distribution supply point* and the *meter* relating to that *distribution supply point* as the *FRO* requests as follows:

² For the avoidance of doubt, this is only provisional daily metering data. The requirements for the *GRMO* to provide consumption by *Retailer* as used for *balancing* are included in Chapter 6, *Balancing*.

- (i) if the request pertains to a time that is not more than two years prior to the day on which the request is delivered to the *Distributor*, by 5.00 pm on the fifth *business day* following the day on which the request is delivered to the *Distributor*;
 - (ii) if the request pertains to a time that is between two and seven years prior to the day on which the request is delivered to the *Distributor*, by 5.00 pm on the tenth *business day* following the day on which the request is delivered to the *Distributor*; and
 - (iii) in either case, that information must be identified to the *FRO* by reference to the *MIRN* for the relevant *distribution supply point*.
- (b) The *FRO* for a *distribution supply point* that is an *interval meter* may only request information from a *Distributor* pursuant to clause 5.6.1(a) that relates to a period during which that *FRO* was registered as the *FRO* for that *distribution supply point* in the *GRMO meter register*.

5.6.2 Provision of information to GRMO

- (a) A *Distributor* must use its reasonable endeavours to provide to the *GRMO* such information from its *meter data database* in respect of an *interval meter* that is a *distribution supply point* or a *custody transfer meter* (being information referred to in clause 5.3.1(a)) as the *GRMO* requests as follows:
- (i) if the request pertains to a time that is not more than two years prior to the day on which the request is delivered to the *Distributor*, by 5.00 pm on the fifth *business day* following the day on which the request is delivered to the *Distributor*;
 - (ii) if the request pertains to a time that is between two and seven years prior to the day on which the request is delivered to the *Distributor*, by 5.00 pm on the tenth *business day* following the day on which the request is delivered to the *Distributor*; and
 - (iii) in either case, that information must be identified to the *GRMO* by reference to the *MIRN* for the relevant *distribution supply point*.
- (b) The *Distributor* does not have an obligation to provide to provide information that it does not have access to or which it has not yet collected.

5.6.3 Purpose of providing information

The information to be provided under clauses 5.6.1 and 5.6.2 is to be solely for the purposes of restoring the *Retailer's* or *GRMO's* databases.

5.7 Use of Energy Data by GRMO

The *GRMO* must use the most recent *consumed energy* for every *interval meter* as provided by each *Distributor* in accordance with clause 5.5.1 for *balancing* purposes.

CHAPTER 6 – BALANCING

6.1 Application and Purpose

- (a) The provisions of this chapter relate to *balancing in distribution regions* only.
- (b) The purpose of this chapter is to set out the process by which the *aggregated consumption* of all *gas* by the *Customers* of each *Retailer* is balanced against the *aggregated injections* of all *gas* to *distribution regions* on behalf of each *Retailer*.
- (c) The total injections to each *distribution region* will be determined by reference to the *custody transfer meters* connected to that *distribution region*.
- (d) The *aggregated consumption* by all the *Customers* of each *Retailer* will be determined with reference to the total injections to each *distribution region*, the aggregated *meter readings* of all *interval meters* and the aggregated, profiled *meter readings* of all *second tier supply points* in that *distribution region*.
- (e) The *aggregated injections* of all *gas* to *distribution regions* on behalf of each *Retailer* will be determined by reference to arrangements that do not form part of these *Rules*, and will be provided by each *Retailer* and validated in accordance with a validation procedure established by the *GRMO*.
- (f) The *imbalance* between the *aggregated consumption* and *aggregated injections* for each *Retailer* will be determined for each *gas day*, aggregated for monthly *billing periods* to determine a *cumulative imbalance* to be cleared by adjusting upcoming aggregated *injections* accordingly.
- (g) An *exceedance amount* on all *imbalances* in excess of the *exceedance limit* will be payable by *Retailers* to the *GRMO*. The accumulated *exceedance amounts* (less any minimum amount to be retained for the *Participant* compensation fund) will be used by the *GRMO* to offset *FRC fees* for upcoming years.
- (h) The *dispute resolution panel* will determine any compensation payable to any *Retailer* adversely affected by the consistent *imbalances* of other *Retailers*.
- (i) Any compensation payable will be sourced from the *Participant* compensation fund or as determined by the *dispute resolution panel*.

6.2 Obligations

6.2.1 Obligations of Retailers

- (a) Each *Retailer* must procure that *gas* can be injected on their behalf to each *distribution region* and *withdrawal zone* in which they have *Customers* or have submitted *transfer requests*.
- (b) On receipt of a written request from the *GRMO*, each *Retailer* must within five *business days* provide details of their arrangements under clause 6.2.1(a) in sufficient detail to show that they have existing arrangements for firm delivery of *gas* at an adequate capacity to meet the *Retailers* peak *Customer* load that can be injected on their behalf to each *distribution region* and *withdrawal zone* in which they have *Customers* or have submitted *transfer requests*.
- (c) For the avoidance of doubt, nothing in clause 6.2.1(b) requires a *Retailer* to disclose charges it pays in respect of the arrangements referred to in that clause.

- (d) Each *Retailer* must use reasonable endeavours to procure that their injections into any *distribution region* and *withdrawal zone* match the consumption by their *Customers* in that *distribution region* and *withdrawal zone* on any *gas day*.
- (e) Each *Retailer* must use reasonable endeavours to procure that their injections into any *distribution region* and *withdrawal zone* are such that any *cumulative imbalance* is cleared within four weeks of the day on which the *cumulative imbalance* is *published* in accordance with clause 6.5.2.

6.2.2 Obligations of Distributors

- (a) Each *Distributor* must use reasonable endeavours to agree the injections at every *custody transfer meter* that is connected to their *distribution region* with the relevant pipeline operator prior to sending any *monthly extracts* to the *GRMO* in accordance with clause 5.5.1.
- (b) Each *Distributor* must advise the *GRMO* if the injections at any *custody transfer meter* that is connected to their *distribution region* are changed by the relevant pipeline operator after a *revision extract* has been made.
- (c) Within one month of every anniversary of the *FRC date*, each *Distributor* must use reasonable endeavours to review the mapping of all post codes to *withdrawal zones* in their *distribution region*, and provide the *GRMO* with an updated list of post code to *withdrawal zone* mappings.
- (d) Each *Distributor* must use reasonable endeavours to provide the *GRMO* with the post code to *withdrawal zone* mapping for any *new basic meters* installed in a post code not included in the most recent post code to *withdrawal zone* mapping within the time frames set out in clause 2.9.1.

6.2.3 GRMO Metering Database

- (a) The *GRMO* must create, maintain and administer a *metering database* containing information for each *metering installation* required by the *GRMO* for *balancing* purposes.³
- (b) The *GRMO* must, on or before the start of each *gas day*, *publish* to affected *Participants* details of every *MIRN* required by the *GRMO* for *balancing* purposes on that *gas day*.
- (c) The *GRMO* may appoint an agent from time to time to create, maintain or administer the *metering database*.
- (d) The *GRMO* must use its reasonable endeavours to procure that the *metering database* is accessible by all affected *Participants* at all reasonable times and:
 - (i) in the case of data sixteen months old or less, within four hours of receiving a written request from an affected *Participant*, and
 - (ii) in the case of data more than sixteen months old, within two *business days* of receiving a written request from an affected *Participant*.
- (e) The *metering database* must include energy data provided to the *GRMO* pursuant to clause 5.5.1 and all aggregated energy data determined by the *GRMO* for *balancing* purposes.
- (f) As part of the *metering database*, the *GRMO* must create, maintain and administer a database of post code to *withdrawal zone* mappings to identify a *withdrawal zone* from a post code supplied pursuant to clause 2.9.1.

³ For the avoidance of doubt, this includes *custody transfer meters*, *interval meter*, *retailer aggregating logical meters* and *retailer injection logical meters*.

- (g) Data must be stored in the *metering database*:
- (i) for 16 months in accessible format; and
 - (ii) for seven years in archive.
- (h) The only persons entitled to have access to *metering data* from the *metering database* in relation to a *meter* are:
- (i) each *Retailer* whose *settlement amounts* are determined by reference to quantities of *gas* flowing through that *distribution supply point* or aggregating *logical meter*,
 - (ii) the *Distributor* whose pipeline is connected to the *metering installations* at that *distribution supply point* or *custody transfer meter*, and;
 - (iii) the *GRMO* and its authorised agents.
- (i) Provided that the relevant *customer* has consented, a *Retailer* is entitled to have access to historical data relating to a *customer* who has transferred to that *Retailer* from another *Retailer* in relation to the period prior to the date on which that *customer* transferred to that *Retailer*.

6.3 Aggregated Consumption for Retailers

6.3.1 Determination of Aggregated Consumption

- (a) The *GRMO* must determine the *aggregated consumption* for each *Retailer* in each *distribution region* and each *withdrawal zone* for a *gas day* as follows:

- (i) For a *Retailer* who is not a *host retailer*:

$$AC_{d, DR, WDZ} = \sum IM_{d, DR, WDZ} + \sum PBM_{d, DR, WDZ}$$

Where:

$AC_{d, DR, WDZ}$ = Aggregated consumption for *Retailer* in *distribution region DR* and *withdrawal zone WDZ* for *gas day d*.

$\sum IM_{d, DR, WDZ}$ = Sum of *consumed energy* for all *interval meters* located in *distribution region DR* and *withdrawal zone WDZ* and having *Retailer* as *FRO* on *gas day d*.

$\sum PBM_{d, DR, WDZ}$ = Sum of aggregated *consumed energy* for profiled *basic meters* determined in accordance with 2.8.3 for all *second tier supply points* that are *basic meters* located in *distribution region DR* and *withdrawal zone WDZ* and having *Retailer* as *FRO* on *gas day d*.

- (ii) For *host retailer*:

$$AC_{d, DR, WDZ} = \sum IM_{d, DR, WDZ} + \sum HBM_{d, DR, WDZ}$$

Where:

$AC_{d, DR, WDZ}$ = Aggregated consumption for *Retailer* in *distribution region DR* and *withdrawal zone WDZ* for *gas day d*.

$\sum IM_{d, DR, WDZ}$ = Sum of *consumed energy* for all *interval meters* located in *distribution region DR* and *withdrawal zone WDZ* and having *Retailer* as *FRO* on *gas day d*.

$\sum HBM_{d, DR, WDZ}$ = Aggregated *consumed energy* of all *basic meters* located in *distribution region DR* and *withdrawal zone WDZ* and

having *host retailer* as *FRO* on *gas day d*, and determined as follows:

$$= \sum \text{INJ}_{d, \text{DR}, \text{WDZ}} - \sum \text{INT}_{d, \text{DR}, \text{WDZ}} - \sum \text{BM}_{d, \text{DR}, \text{WDZ}}$$

Where:

$\sum \text{INJ}_{d, \text{DR}, \text{WDZ}}$ = Sum of all injections at *custody transfer meters* connected to *distribution region DR* in *withdrawal zone WDZ* on *gas day d*.

$\sum \text{INT}_{d, \text{DR}, \text{WDZ}}$ = Sum of *consumed energy* for all *interval meters* located in *distribution region DR* and *withdrawal zone WDZ*.

$\sum \text{BM}_{d, \text{DR}, \text{WDZ}}$ = Aggregated *consumed energy* for profiled *basic meters* determined in accordance with clause 2.8.3 for all *second tier supply points* that are *basic meters* located in *distribution region DR* and *withdrawal zone WDZ* *gas day d*.

- (b) In determining the *aggregated consumption* for each *Retailer*, the *GRMO* must use the most recent information contained in the *metering database* and the most recent *NSL* profile for that *gas day*.

6.3.2 Publication of Aggregated Consumption

The *GRMO* must use its reasonable endeavours to *publish* to *Retailers* their *aggregated consumption*:

- (a) as provisional daily *aggregated consumption* by 3.00 pm on the first *business day* after the *gas day* to which the *aggregated consumption* pertains;
- (b) as provisional monthly *aggregated consumption* by 5.00 pm on the 12th *business day* after the end of the *billing period* to which the *aggregated consumption* pertains;
- (c) as final monthly *aggregated consumption* by 5.00 pm on the 20th *business day* after the end of the *billing period* to which the *aggregated consumption* pertains;
- (d) as revised monthly *aggregated consumption* by 5.00 pm on the last *business day* of the ninth calendar month after the end of the *billing period* to which the *aggregated consumption* pertains; and
- (e) in the event of a further revision, as revised monthly *aggregated consumption* by a date and time to be advised by the *GRMO*.

6.4 Aggregated Injections of Retailers

6.4.1 Provision of Aggregated Injections to the GRMO by Retailers

- (a) Each *Retailer* must provide their *aggregated injections* to each *distribution region* and *withdrawal zone* for each *gas day* as required by the *GRMO* for *balancing* purposes and for which the *GRMO* has *published* the required *MIRN's* under clause 6.2.3(b).
- (b) Each *Retailer* must use reasonable endeavours to provide their *aggregated injections* to the *GRMO* by:

- (i) 5.00 pm on the tenth *business day* after the end of each *billing period* and covering the *aggregated injections* for all *gas days* in that *billing period* as a *final extract*,
 - (ii) 5.00 pm on the fifth *business day* before the end of the calendar month after the end of each *billing period* and covering the *aggregated injections* for all *gas days* in that *billing period* as a *revision extract*, and
 - (iii) as requested by the *GRMO* and covering the *aggregated injections* for all *gas days* in the requested *billing period* as a *revision extract*.
- (c) Each *Retailer* may provide an update to their *aggregated injections* provided in accordance with clause 6.4.1(b)(i) by 5.00 pm on the 18th *business day* after the end of each *billing period* and covering the *aggregated injections* for all *gas days* in that *billing period* as *final extract*⁴.

6.4.2 Validation of Aggregated Injections by the GRMO

- (a) The *GRMO* must, after consultation with *Retailers* and *Distributors*, establish a procedure to validate that the total of all *aggregated injections* for all *Retailers* matches the total of the energy measured at *custody transfer meters* for each *withdrawal zone* in each *distribution region*, and set out the action to be taken in the event of a validation failure.⁵
- (b) The *GRMO* must *publish* the procedure established under clause 6.4.2(a) as at the *FRC date* and within ten *business days* of any amendment being made.
- (c) The *GRMO* must store the validated *aggregated injections* provided by each *Retailer* (and adjusted by the *GRMO* if required by the procedure established in clause 6.4.2(a)) in the *metering database*.

6.5 Cumulative Imbalance

6.5.1 Determination of Cumulative Imbalance

- (a) The *GRMO* must determine the *imbalance* for each *Retailer* in each *distribution region* and each *withdrawal zone* for a *gas day* as follows:

$$\text{DIMB}_{d, DR, WZ} = \text{AC}_{d, DR, WZ} - \text{AI}_{d, DR, WZ}$$

Where:

$\text{DIMB}_{d, DR, WZ}$ = the *imbalance* for *Retailer* in *distribution region* DR and *withdrawal zone* WZ for *gas day* d.

$\text{AC}_{d, DR, WZ}$ = *aggregated consumption* for *Retailer* in *distribution region* DR and *withdrawal zone* WZ for *gas day* d.

$\text{AI}_{d, DR, WZ}$ = *aggregated injection* for *Retailer* in *distribution region* DR and *withdrawal zone* WZ for *gas day* d.

- (b) In determining the *imbalance* for each *Retailer*, the *GRMO* must use the most recent information contained in the *metering database* and the most recent *NSL* profile for that *gas day*.
- (c) The *GRMO* must determine the *cumulative imbalance* for each *Retailer* in each *distribution region* and each *withdrawal zone* for the *cumulative imbalance issue date* as follows:

⁴ This allows for any bilateral contracts to be reflected in the *aggregated injections*.

⁵ Actions to be taken may include (but not be limited to) scaling of *Aggregated Injections*, requesting *Retailers* to resubmit *Aggregated Injections* or other steps decided by the *GRMO* taking consideration of the circumstances.

(i) For *final statements*:

$$\text{CML_DIMB}_{ID, DR, WZ} = \text{CML_DIMB}_{\text{previous } ID, DR, WZ} + \text{DIMB}_{M, DR, WZ}$$

(ii) For *revised statements*:

$$\text{CML_DIMB}_{ID, DR, WZ} = \text{CML_DIMB}_{\text{previous } ID, DR, WZ} + \text{REV_DIMB}_{M, DR, WZ}$$

Where:

$\text{CML_DIMB}_{ID, DR, WZ}$ = *cumulative imbalance for Retailer in distribution region DR and withdrawal zone WZ for cumulative imbalance issue date ID.*

$\text{DIMB}_{M, DR, WZ}$ = *the final cumulative imbalance for Retailer in distribution region DR and withdrawal zone WZ for billing period M.*

$$= \sum_{d=1}^{d=n} \text{DIMB}_{d, DR, WZ}$$

Where:

$\text{DIMB}_{d, DR, WZ}$ = *the imbalance for Retailer in distribution region DR and withdrawal zone WZ for gas day d.*

n = *number of gas days in billing period M.*

$\text{REV_DIMB}_{M, DR, WZ}$ = *the revised cumulative imbalance for Retailer in distribution region DR and withdrawal zone WZ for billing period M.*

$$= \sum_{d=1}^{d=n} \text{R_DIMB}_{d, DR, WZ} - \text{DIMB}_{M, DR, WZ}$$

Where:

$\text{R_DIMB}_{d, DR, WZ}$ = *the revised imbalance for Retailer in distribution region DR and withdrawal zone WZ for gas day d as determined for revision statements.*

n = *number of gas days in billing period M.*

$\text{DIMB}_{M, DR, WZ}$ = *the final cumulative imbalance for Retailer in distribution region DR and withdrawal zone WZ for billing period M.*

6.5.2 Publication of Cumulative Imbalance

The *GRMO* must use its reasonable endeavours to *publish* to *Retailers* their *cumulative imbalance*:

- (a) as *provisional imbalances* and *cumulative imbalance* by 5.00 pm on the 12th *business day* after the end of the *billing period* to which the *imbalance* pertains; and

- (b) as final *imbalances* and *final cumulative imbalances* by 5.00 pm on the 20th *business day* after the end of the *billing period* to which the *imbalance* pertains; and
- (c) as revised *imbalances* and *revised cumulative imbalance* by 5.00 pm on the last *business day* of the ninth calendar month after the end of the *billing period* to which the *imbalance* pertains; and
- (d) in the event of a further revision, as revised *imbalances* and *revised cumulative imbalance* by a date and time to be advised by the *GRMO*.

6.6 Exceedance

6.6.1 Determination of Exceedance Amounts

- (a) The *GRMO* must determine the *exceedance limit* for each *Retailer* in each *distribution region* and each *withdrawal zone* for a *gas day* as:

$DEL_{d, DR, WZ}$ = the *exceedance limit* for *Retailer* in *distribution region* DR and *withdrawal zone* WZ for *gas day* d.

= the maximum of either:

$AC_{d, DR, WZ} \times DEL_PCNT_d$; Or

DEL_GJ_d

Where:

$AC_{d, DR, WZ}$ = *aggregated consumption* for *Retailer* in *distribution region* DR and *withdrawal zone* WZ for *gas day* d.

DEL_PCNT_d = *Percentage Exceedance Limit* for *gas day* d.

DEL_GJ_d = *Energy Exceedance Limit* for *gas day* d.

- (b) The *GRMO* must determine the *exceedance* for each *Retailer* in each *distribution region* and each *withdrawal zone* for a *gas day* as:

- (i) where the *Imbalance* for a *Retailer* in a *distribution region* and a *withdrawal zone* for a *gas day* is greater than the *exceedance limit*:

$DEXC_{d, DR, WZ} = DIMB_{d, DR, WZ} - DEL_{d, DR, WZ}$; or

- (ii) where the *Imbalance* for a *Retailer* in a *distribution region* and a *withdrawal zone* for a *gas day* is less than the negative of the *exceedance limit*:

$DEXC_{d, DR, WZ} = - (DIMB_{d, DR, WZ}) - DEL_{d, DR, WZ}$; or

- (iii) in all other instances:

$DEXC_{d, DR, WZ} = \text{Zero}$

Where:

$DEXC_{d, DR, WZ}$ = the *exceedance* for *Retailer* in *distribution region* DR and *withdrawal zone* WZ for *gas day* d.

$DIMB_{d, DR, WZ}$ = the *imbalance* for *Retailer* in *distribution region* DR and *withdrawal zone* WZ for *gas day* d.

- (c) In determining the *exceedance* for each *Retailer*, the *GRMO* must use the most recent information contained in the *metering database* and the most recent *NSL* profile for that *gas day*.

- (d) The *GRMO* must determine the *exceedance amount* for each *Retailer* in each *distribution region* and each *withdrawal zone* for a *gas day* as follows:

$$\text{DEXC_AMT}_{d, DR, WZ} = \text{DEXC}_{d, DR, WZ} \times \text{DEXC_RATE}_{d, DR, WZ}$$

Where:

$\text{DEXC_AMT}_{d, DR, WZ}$ = the *exceedance amount* for *Retailer* in *distribution region DR* and *withdrawal zone WZ* for *gas day d*.

$\text{DEXC}_{d, DR, WZ}$ = the *exceedance* for *Retailer* in *distribution region DR* and *withdrawal zone WZ* for *gas day d*.

$\text{DEXC_RATE}_{d, DR, WZ}$ = the *exceedance rate* applicable to *distribution region DR* and *withdrawal zone WZ* for *gas day d*.

6.7 Balancing Amounts

6.7.1 Determination of Balancing Amounts

The *GRMO* must determine the *balancing amount* payable by or to each *Retailer* for each *gas day* in a *billing period* as the sum of all *exceedance amounts* for that *Retailer* for all *distribution regions* and *withdrawal zones*.

6.7.2 Publication of Balancing Amounts

The *GRMO* must use its reasonable endeavours to *publish* to *Retailers* their *balancing amounts* and supporting data:

- (a) as provisional *balancing amounts* by 5.00 pm on the 12th *business day* after the end of the *billing period* to which the *imbalance amounts* pertain;
- (b) as final *balancing amounts* by 5.00 pm on the 20th *business day* after the end of the *billing period* to which the *imbalance amounts* pertain;
- (c) as revised *balancing amounts* by 5.00 pm on the last *business day* of the ninth month after the end of the *billing period* to which the *imbalance amounts* pertain; and
- (d) in the event of a further revision, as revised *balancing amounts* by a date and time to be advised by the *GRMO*.

6.8 Complaints regarding Balancing

6.8.1 Monitoring of sufficiency of injections

- (a) The *GRMO* must, after consultation with *Retailers* establish a procedure to monitor that each *Retailer* is maintaining a reasonable balance between their *aggregated injections* and their *aggregated consumption*, and set out the action to be taken in the event that the *GRMO* believes that they are not.
- (b) The *GRMO* must *publish* the procedure established under clause 6.8.1(a):
 - (i) as at the *FRC date*; and
 - (ii) ten *business days* prior to any amendment coming into effect.

6.8.2 Complaints by Retailers

- (a) A *Retailer* who reasonably believe that they have been substantially adversely affected by another *Retailer* not complying with its obligations under clauses 6.2.1(c) and 6.2.1(d) may submit a complaint to the *GRMO* setting out the grounds for the complaint.

- (b) The *GRMO* will review the complaint to identify if any other *Retailer* could have been instrumental in substantially affecting the complainant, and within five *business days* the *GRMO* must either:
 - (i) advise the *complainant retailer* if the review did not identify other *Retailers* that were instrumental in substantially affecting the *complainant retailer*, or
 - (ii) request that the *identified retailer* provide a report into the circumstances that affected the complainant.
- (c) The *identified retailer(s)* will respond the *GRMO's* request within five *business days* of receiving the request or some other time as may be agreed in writing by the *GRMO*.
- (d) If the *identified retailer(s)* does not respond to the *GRMO* in accordance with clause 6.8.2(c) then the *GRMO* must advise all *Retailers* and *QCA* of their failure to respond.
- (e) The *GRMO* must review the response, and if in the *GRMO* reasonable opinion the *identified retailer* used reasonable endeavours to avoid the situation that substantially affected the *complainant retailer*, the *GRMO* must, within five *business days* of receiving the response, advise the *complainant retailer* that no further action will be taken.
- (f) If, in the *GRMO's* reasonable opinion, they have not used reasonable endeavours to avoid the situation that substantially affected the *complainant retailer*, the *GRMO* must, within five *business days* of receiving the response, refer the complaint to the *QCA* for resolution.
- (g) Where a complaint has been referred to the *QCA*, the *GRMO* must, within five *business days* of receiving a response from the *identified retailer*, notify the *complainant retailer* and the *identified retailer* that the matter has been referred to the *QCA*.

6.9 Compensation

6.9.1 Establishment of the Participant Compensation Fund

The *GRMO* must establish and maintain a fund to be called the *participant compensation fund* for the purpose of paying compensation to *complainant retailer(s)* where a complaint has been referred to the *QCA* pursuant to clause 6.8.2, and the *QCA* has upheld the complaint.

6.9.2 Funding the Participant Compensation Fund

- (a) All payments to the *GRMO* in respect of *exceedance amounts* must be paid into the *participant compensation fund* established by the *GRMO* in an interest-bearing Australian bank account.
- (b) *Retailers* will not be entitled to a refund of any contributions made to the *participant compensation fund*.
- (c) The *participant compensation fund* is to be maintained by the *GRMO* and is the property of the *GRMO*.
- (d) Any interest paid on money held in the *participant compensation fund* will accrue to and form part of the *participant compensation fund*.
- (e) If the balance in the *participant compensation fund* exceeds two hundred and fifty thousand dollars at the time *FRC fees* are being determined for the upcoming year, the *GRMO* must use the amount by which the *participant compensation fund* exceeds two hundred and fifty thousand dollars to offset *FRC fees* for the upcoming year equitably among *Retailers*.
- (f) The *GRMO* will only pay from the *participant compensation fund*.

- (i) all income tax on interest earned by the *participant compensation fund*;
- (ii) all bank account debit tax, financial institutions duty and bank fees in relation to the *participant compensation fund*;
- (iii) compensation to *Retailers* in accordance with clause 6.9.3(a) and 6.9.3(b); and
- (iv) any amount used to offset *FRC fees* for the upcoming year pursuant to clause 6.9.2(e).

6.9.3 Determination of compensation

Where a complaint has been referred to the *QCA* pursuant to clause 6.8.2, and the *QCA* has upheld the complaint, the *complainant retailer* may submit a claim for compensation to the *Advisor* for determination in accordance with the dispute resolution process set out in clause 1.10.

6.9.4 Compensation limited

The aggregate amount of compensation paid each year from the *Participant* compensation fund must not exceed the balance of the *Participant* compensation fund and therefore the *dispute resolution panel* must, when making a determination, take into account:

- (a) the balance of the *Participant* compensation fund at the time the determination is being made; and
- (b) the possibility that further compensation payments will be required to be made during that year.

6.9.5 Manner and timing of compensation payments

- (a) The manner and timing of payments to or from the *Participant* compensation fund will be determined by the *dispute resolution panel*.
- (b) Where a *Retailer* is to make a payment to the *Participant* compensation fund under 6.9.3(c), the *GRMO* must include the whole of the amount payable in the next settlement statement.

CHAPTER 7 - SETTLEMENTS

7.1 Settlements management by the GRMO

- (a) *GRMO* must determine *FRC fees* payable by *Retailers* and facilitate the billing and settlement of transactions between *Retailers* under these *Rules* in accordance with this chapter 7.
- (b) *Retailers* must pay *FRC fees* to the *GRMO* in accordance with clause 1.8.

7.2 Electronic funds transfer

- (a) The *GRMO* must ensure that an *EFT facility* is provided and made available for all *Retailers* for the purposes of facilitating settlements and the collection and payment of all *FRC fees*.
- (b) Unless otherwise authorised by the *GRMO*, all *Retailers* must use the *EFT facility* provided by the *GRMO* under clause 7.2(a) for the settlement of transactions and the payment of *FRC fees*.

7.3 Settlement amounts for billing periods

- (a) *GRMO* must determine the *settlement amount* for each *Retailer* for each *billing period* in accordance with clause 7.3(b).
- (b) The *settlement amount* for a *Retailer* for a *billing period* equals the sum of:
 - (i) the sum of that *Retailer's* *balancing amounts* for each *gas day* in that *billing period*, plus
 - (ii) any *FRC fees* which that *Retailer* is required to pay in respect of that *billing period* calculated in accordance with clause 1.8; plus
 - (iii) any other amounts payable by that *Retailer* to the *GRMO* pursuant to these *Rules*, minus
 - (iv) any other amounts payable by the *GRMO* to that *Retailer* pursuant to these *Rules*.
- (c) The *settlement amount* determined by the *GRMO* pursuant to clause 7.3(b) for each *Retailer* will be a positive or negative dollar amount.
- (d) Each component of the *settlement amount* determined by the *GRMO* pursuant to clause 7.3(b) for each *Retailer* must be clearly identified and is subject to the application of *GST*, where applicable, under clause 7.14.

7.4 Payment of settlement amount

- (a) Where the *settlement amount* for a *Retailer* is a positive amount, the *Retailer* must pay that amount to the *GRMO* in accordance with clause 7.6.
- (b) Where the *settlement amount* for a *Retailer* is a negative amount, the *Retailer* must be paid that amount by the *GRMO* in accordance with clause 7.7.

7.5 Final statements

- (a) No later than 20th *business days* after the end of each *billing period*, the *GRMO* must give to each *Retailer* a *final statement* stating the amounts payable by the *Retailer* to the *GRMO* or payable by the *GRMO* to the *Retailer* (subject to clause 7.12) in respect of the relevant *billing period*.

- (b) The *final statements* issued under this clause 7.5 must include supporting data for all amounts payable which must be sufficient to enable each *Retailer* to audit the calculation of the amount payable by or to that *Retailer*.

7.6 Payment by Retailers

- (a) No later than 12 noon on the 22nd *business day* after the end of a *billing period* or 12 noon on the second *business day* after receiving a *final statement* under clause 7.5, whichever is the later, each *Retailer* must pay to the *GRMO* in cleared funds the *settlement amount* stated to be payable to the *GRMO* by that *Retailer* in that *Retailer's final statement*, whether or not the *Retailer* disputes, or continues to dispute, the amount payable.
- (b) Payments made in accordance with clause 7.6(a) must be made using the *EFT facility*.

7.7 Payment to Retailers

- (a) By no later than 2.00 p.m. on the day on which the *GRMO* is to be paid under clause 7.6, the *GRMO* must pay to each *Retailer* in cleared funds the *settlement amount* stated to be payable to that *Retailer* in that *Retailer's final statement* (subject to 7.12).
- (b) Payments made in accordance with clause 7.7(a) must be made using the *EFT facility*.

7.8 Disputes

- (a) Where a *Retailer* wishes to dispute a *settlement amount* stated in a *settlement statement* or the supporting data for a *billing period*, it must do so only in respect of the most recently issued *settlement statement* for that relevant *billing period*.
- (b) If a dispute arises between a *Retailer* and the *GRMO* during the period between the issue of a *final statement* and the issue of a *revised statement* in accordance with clause 7.9 concerning either:
 - (i) the *settlement amount* stated in a *final statement* provided under clause 7.5(a) to be payable by or to a *Retailer*, or
 - (ii) the supporting data provided in accordance with clause 7.5(b),they must each use reasonable endeavours to resolve the dispute within nine calendar months after the end of the *billing period*.
- (c) Disputes in respect of:
 - (i) the *settlement amount* stated in a *revised statement* provided under clause 7.9(d) to be payable by or to a *Retailer*, or
 - (ii) the supporting data provided in accordance with clause 7.9(e), must be raised within six months after the issue of the end *revised statement*.
- (d) Disputes raised in relation to a *revised statement* must be resolved by agreement or pursuant to the dispute resolution procedures set out in clause 1.10.

7.9 Revised Statements

- (a) The *GRMO* must revise each *final statement* issued in accordance with clause 7.5 using, for the purpose of that revision, the most recent information available to the *GRMO* on the last *business day* of the ninth month after the relevant *billing period*, and the *GRMO* must issue a *revised statement* for the relevant *billing period* in accordance with clause 7.9(d).

- (b) If, within twelve months of the end of a *billing period* for which a *revised statement* has been issued under clause 7.9(a), the *GRMO* becomes aware of an error in an amount stated in that *revised statement* and in the *GRMO's* reasonable opinion a *Retailer* would be materially affected if a revision to the *revised statement* was not made to correct the error, then the *GRMO* must:
 - (i) advise each *Retailer* likely to be materially affected by the error within five *business days* of the *GRMO* deciding the error is material, and
 - (ii) as soon as practicable issue *revised statements* for the relevant *billing period* in accordance with clause 7.9(d).
- (c) If an amount in a *revised statement* issued under clauses 7.9(b) or 7.9(c) has been the subject of a dispute and the dispute has been resolved in any way which causes the amount payable to differ from the amount payable in the disputed *revised statement* then the *GRMO* must issue to each *Retailer* affected by the resolution of the dispute a *revised statement* in accordance with clause 7.9(d).
- (d) *GRMO* must issue to each *Retailer* affected by a revision a *revised statement* for the relevant *billing period* within five *business days* of a revision made in accordance with this clause 7.9 setting out:
 - (i) the amount payable by the *Retailer* to the *GRMO* or, subject to clause 7.12, the amount payable by the *GRMO* to the *Retailer*, and
 - (ii) the adjustment to the *final statement* as agreed or determined.
- (e) The statements issued under this clause 7.9 must include supporting data for all amounts payable which must be sufficient to enable each *Retailer* to audit the calculation of the amount payable by or to that *Retailer*.

7.10 Payment of adjustments

- (a) *GRMO* must specify the time and date on which a payment of an adjustment under a *revised statement* issued under clause 7.9 is due, which date must be not less than ten *business days* after the issue of that *revised statement*.
 - (i) If the next *final statement payment date* occurs ten *business days* or more after the issue of a *revised statement* under clause 7.9 then the *GRMO* must require payment of the adjustment under that *revised statement* to be made on that next *final statement payment date*.
 - (ii) If the next *final statement payment date* occurs less than ten *business days* after the date of issue of a *revised statement* under clause 7.9 then the *GRMO* must require payment of the adjustment under that *revised statement* to be made on the *final statement payment date* following the next *final statement payment date*.
- (b) By no later than the time and date specified by the *GRMO* pursuant to clause 7.10(a), each *Retailer* must pay to the *GRMO* in cleared funds the net amount stated to be payable by that *Retailer* in the *revised statement* issued to it under clause 7.9.
- (c) Subject to clause 7.12, on the day on which the *GRMO* is to be paid under clause 7.10(b), the *GRMO* must pay to each *Retailer* in cleared funds the net amount stated to be payable to that *Retailer* in the *revised statement* issued to it under clause 7.9.

7.11 Payment default procedure

- (a) Each of the following events is a default event in relation to a *Retailer*:

- (i) the *Retailer* does not pay any money due for payment by it under these *Rules* by the appointed time on the due date;
 - (ii) it is or becomes unlawful for the *Retailer* to comply with any of its obligations under these *Rules* or any other obligation owed to the *GRMO* or it is claimed to be so by the *Retailer*;
 - (iii) an authorisation from a government body necessary to enable the *Retailer* to carry on their respective principal businesses or activities ceases to have full force and effect;
 - (iv) the *Retailer* cease to carry on its business or a substantial part of its business;
 - (v) the *Retailer* enters into or takes any action to enter into an arrangement (including a scheme of arrangement), composition or compromise with, or assignment for the benefit of, all or any class of their respective creditors or members, or a moratorium involving any of them;
 - (vi) the *Retailer* states that it is unable to pay from its own money its debts as and when they fall due for payment;
 - (vii) a receiver or receiver and manager is appointed in respect of any property of the *Retailer*;
 - (viii) an administrator, provisional liquidator, liquidator, trustee in bankruptcy or person having a similar or analogous function is appointed in respect of the *Retailer*, or any action is taken to appoint any such person;
 - (ix) an application or order is made for the winding up or dissolution or a resolution is passed or any steps are taken to pass a resolution for the winding up or dissolution of the *Retailer*;
 - (x) the *Retailer* dies or is dissolved unless such notice of dissolution is discharged; and
 - (xi) the *Retailer* is taken to be insolvent or unable to pay its debts under any applicable legislation.
- (b) Where a default event has occurred in relation to a *Retailer*, the *GRMO* may:
- (i) issue a default notice which specifies:
 - (A) the nature of the alleged default; and
 - (B) if the *GRMO* considers that the default is capable of remedy, that the *Retailer* must remedy the default within 24 hours of the issue of the *default notice*; and/or
 - (ii) immediately refer the matter to the *QCA* for investigation if the *GRMO* considers that the default is not capable of remedy and that failure to take action would be likely to expose other *Retailers* to greater risk.
- (c) If:
- (i) a default event is not remedied within 24 hours of the issue of the default notice or any later deadline agreed to in writing by the *GRMO*; or
 - (ii) the *GRMO* receives notice from the defaulting *Retailer* that it is not likely to remedy the default specified in the default notice,
- then the *GRMO* must refer the matter to the *QCA* for investigation.

7.12 Maximum total payment in respect of a billing period

- (a) For the purposes of this clause 7.12, the maximum total payment in respect of a *billing period* is equal to:
- (i) the aggregate of the amounts received by the *GRMO* from *Retailers* under clause 7.6 in respect of that *billing period* by 4.00 pm on the *payment date*; less
 - (ii) the aggregate amount of all *FRC fees*.
- (b) For the purpose of clause 7.12(a), any payment received by the *GRMO* from a *Retailer* in respect of a *billing period* shall be deemed to be made, and may be applied by the *GRMO*, in satisfaction of the *FRC fees* (as specified in the *final statement* issued to that *Retailer* in respect of that *billing period*) before it is applied by the *GRMO* in satisfaction of any other obligation or liability.
- (c) If the maximum total payment in respect of a *billing period* is not sufficient to meet the aggregate of the net amounts payable by the *GRMO* to each of the *Retailers* to whom payments are to be made in respect of the *billing period*, then the amount payable by the *GRMO* to each relevant *Retailer* in respect of that *billing period* is to be reduced by applying the following formula:

$$AAP = SAP \times A / B$$

where:

- AAP is the reduced amount payable by the *GRMO* to the relevant *Retailer* in respect of the relevant *billing period*,
- SAP is the net amount that would have been payable to the relevant *Retailer* for the relevant *billing period* but for the application of this clause 7.12.
- A is the maximum total payment in respect of the *billing period*; and
- B is the aggregate of the net amounts payable by the *GRMO* to *Retailers* under clause 7.7 in respect of the *billing period*.

7.13 Interest on overdue amounts

- (a) A *Retailer* or the *GRMO*, as the case may be, must pay interest on any unpaid moneys due and payable by it under this chapter 7.
- (b) The rate of interest payable under clause 7.13(a) is the default *interest rate* calculated as simple interest on a daily basis from the date payment was due, up to and including the date on which payment is made, with interest compounding on monthly rates on the last day of each month whilst the unpaid moneys remain outstanding.

7.14 GST

7.14.1 Interpretation

Terms used in this clause 7.14 have the same meaning given to those terms in the *GST Act*, unless provided otherwise.

7.14.2 Application of GST

- (a) Unless stated otherwise, and subject to clause 7.14.2(b), monetary amounts determined, *published*, notified or referred to under these *Rules* do not include *GST*.

- (b) In determining amounts payable by or to persons under these *Rules*, the *GRMO* will include appropriate provision for the application of *GST* taking into account entitlement to input tax credits on amounts incurred, where applicable and consistent with the *GST Act*.

7.14.3 Co-operation

- (a) Each *Participant* must provide reasonable co-operation, if requested by the *GRMO* to do so, to ensure efficient compliance with laws relating to the *GST*.
- (b) The *GRMO* must provide reasonable co-operation, if requested by a *Participant* to do so, to ensure that *Participant's* efficient compliance with laws relating to the *GST*.

ATTACHMENT 1 - DEFINITIONS

Defined Term	Meaning
<i>actual meter reading</i>	Figures or other information shown on a <i>meter</i> register or instrument either read or collected directly or transmitted or transformed by electronic, radio, microwave, sonic or other means.
<i>Adviser</i>	The <i>Adviser</i> appointed by the <i>GRMO</i> under clause 1.10.2 of these <i>Rules</i> .
<i>aged debt</i>	In relation to a person at any time, an amount or amounts owed by that person to a <i>Retailer</i> for the sale of <i>gas</i> by the <i>Retailer</i> to that person where, at that time, the amount or the aggregate of those amounts: <ul style="list-style-type: none">(a) exceeds \$100; and(b) has been due and payable for more than 40 <i>business days</i>.
<i>aggregated consumption</i>	The total consumption of <i>gas</i> in <i>GJ</i> by <i>Customers</i> of a <i>Retailer</i> in a <i>distribution region</i> and <i>withdrawal zone</i> on a <i>gas day</i> and determined in accordance with 6.3.1.
<i>aggregated injection</i>	The total injection of <i>gas</i> by, or on behalf of, a <i>Retailer</i> into a <i>distribution region</i> and <i>withdrawal zone</i> on a <i>gas day</i> and provided to the <i>GRMO</i> pursuant to 6.4.
<i>allowable period</i>	In relation to a <i>transfer request notification</i> lodged without a <i>customer no-change statement</i> , the period commencing on the tenth <i>business day</i> prior to the <i>proposed transfer date</i> and expiring on the fourth <i>business day</i> after the <i>proposed transfer date</i> . Or In relation to a <i>transfer request notification</i> lodged with a <i>customer no-change statement</i> , the period commencing on the fourth <i>business day</i> prior to the <i>proposed transfer date</i> and expiring on the fourth <i>business day</i> after the <i>proposed transfer date</i> .
<i>alternative transfer date notice</i>	In relation to a <i>transfer request</i> , a notice delivered to the <i>GRMO</i> pursuant to clauses 4.6.3(a) and 4.6.3(b).
<i>alternative transfer date notification</i>	In relation to an <i>alternative transfer date notice</i> , a notice delivered by <i>GRMO</i> pursuant to clauses 4.6.3(c) and 4.6.3(d).
<i>approved estimation methodology</i>	The estimation methodology contained in Attachment 4.
<i>approved substitution methodology</i>	The substitution methodology contained in Attachment 5.
<i>approved transition arrangement</i>	A <i>transition arrangement</i> approved by the <i>GRMO</i> in accordance with clause 1.13.1 of these <i>Rules</i> .
<i>approved validation methodology</i>	The validation methodology contained in Attachment 3..
<i>average heating value</i>	In relation to a <i>reading period</i> , has the meaning given to that term in clause 2.6.1(b).

Defined Term	Meaning
<i>balancing</i>	The process by which the aggregated energy of all <i>gas</i> consumed by the <i>Customers</i> of each <i>Retailer</i> is balanced against the aggregated energy of all <i>gas</i> injected to <i>distribution regions</i> on behalf of each <i>Retailer</i> as set out in Chapter 6.
<i>balancing amount</i>	The amount payable by or to a <i>Retailer</i> in respect of a <i>billing period</i> as determined by the <i>GRMO</i> in accordance with 6.7.1.
<i>balancing parameters</i>	The parameters used for <i>balancing</i> , being: <ul style="list-style-type: none"> (i) <i>Exceedance rate</i> (ii) <i>Energy Exceedance Limit</i> (iii) <i>Percentage Exceedance limit</i>
<i>base load</i>	In relation to a <i>distribution supply point</i> , means the level of <i>gas</i> consumption at that <i>distribution supply point</i> that is not affected by the weather.
<i>basic meter</i>	A <i>meter</i> without a <i>data logger</i> .
<i>basic meter limit</i>	An energy consumption of 10 <i>TJ</i> during the past twelve months.
<i>base reading</i>	Has the meaning given to that term in clause 2.6.1(a).
<i>billing period</i>	The period of one calendar month commencing at the start of the first <i>gas day</i> of each calendar month, or other period as notified by the <i>GRMO</i> .
<i>business day</i>	Means a day, other than a Saturday, a Sunday or a Queensland wide public holiday (as appointed under the <i>Holidays Act 1983</i> (Qld)).
<i>certification</i>	A certificate issued by the <i>GRMO</i> confirming compliance with the <i>Gas Interface Protocol</i> and as required by the <i>operational terms and conditions</i> for the <i>FRC HUB</i> .
<i>checksum</i>	In relation to a <i>MIRN</i> , a single digit used to validate the correct entry of a <i>MIRN</i> in a database entry field.
<i>complainant retailer</i>	A <i>Retailer</i> who submits a complaint to the <i>GRMO</i> in accordance with clause 6.8.2.
<i>complete MIRN listing</i>	A listing created and administered by a <i>Distributor</i> that comprises the <i>MIRN</i> , <i>discovery address</i> , <i>meter number</i> of every <i>MIRN</i> that is recorded in the <i>MIRN database</i> of that <i>Distributor</i> .
<i>confidential information</i>	Has the meaning given to that term in clause 1.9.1(a).
<i>consumed energy</i>	In relation to a period, the <i>flow</i> during that period converted to energy by application of the applicable <i>average heating value</i> (see clause 2.6.1(a)(iv)).
<i>cumulative imbalance</i>	The total <i>imbalance</i> for a <i>billing period</i> determined for a <i>final statement</i> or a <i>revised statement</i> in accordance with clause 6.5.1(c).
<i>cumulative imbalance issue date</i>	The date on which a <i>cumulative imbalance</i> is issued, being the date of issue of either a <i>final statement</i> or a <i>revised statement</i> .
<i>custody transfer meter</i>	A <i>meter</i> that measures the transfer of <i>gas</i> between the <i>transmission system</i> and a <i>distribution system</i> .

Defined Term	Meaning
<i>Customer</i>	A person who receives, or wants to receive <i>gas</i> . .
<i>customer characterisation</i>	In relation to a <i>customer</i> , whether the <i>customer</i> is residential or business, where residential means the primary use of the <i>consumed energy</i> is for household purposes and business means the primary use of the <i>consumed energy</i> is for commercial type purposes as determined by the retail business for <i>Customer</i> billing.
<i>customer no-change statement</i>	In relation to a <i>transfer request</i> , a statement in the <i>transfer request</i> , pursuant to clause 4.1.1(a)(iii) that it is intended that the person who purchases <i>gas</i> at the relevant <i>distribution supply point</i> as at the day on which the <i>transfer request</i> is delivered to the <i>GRMO</i> , will purchase <i>gas</i> that is delivered at that <i>distribution supply point</i> from the <i>Retailer</i> who delivered that <i>transfer request</i> to the <i>GRMO</i> following the registration of that <i>Retailer</i> in the <i>GRMO meter register</i> as the <i>FRO</i> for that <i>distribution supply point</i> .
<i>customer-own read</i>	A <i>read</i> undertaken by a <i>customer</i> of a <i>Retailer</i> details of which are provided by the <i>customer</i> by telephone or in writing to the <i>Retailer</i> to which the <i>meter</i> relates.
<i>daily extract</i>	An <i>extract</i> for a single <i>gas day</i> sent in accordance with clause 5.5.1(1) and containing data for all <i>interval meters</i> required by the <i>GRMO</i> for that <i>gas day</i> .
<i>data collection system</i>	All equipment and arrangements that lie between the <i>GRMO metering database</i> and the point where the data collected by equipment and installations associated with a <i>meter</i> enters the public telecommunications network.
<i>data logger</i>	A device that collects and stores data relating to the volume measured by the <i>meter</i> each <i>gas day</i> , and is capable of: <ul style="list-style-type: none"> (a) transferring recorded data to a portable reading device; and (b) being accessed electronically by the <i>Distributor</i> through the <i>data collection system</i>.
<i>data provision period</i>	Where the <i>proposed transfer date</i> nominated in a <i>transfer request</i> is a <i>prospective transfer date</i> , the period commencing on the first <i>business day</i> of the <i>allowable period</i> and expiring at midnight on the first <i>business day</i> after the <i>business day</i> on which the <i>allowable period</i> expires.
<i>data retention period</i>	In relation to a <i>meter</i> at a particular time, the period of seven years preceding that time or the period since the <i>FRC date</i> (whichever is shorter).
<i>decommission</i>	In relation to a <i>distribution supply point</i> , take action to preclude <i>gas</i> being supplied at that <i>distribution supply point</i> (eg. by plugging or removing the <i>meter</i> relating to that <i>distribution supply point</i>).
<i>deregister</i>	In relation to a <i>distribution supply point</i> , terminate the <i>MIRN</i> and remove it from the <i>MIRN database</i> of the <i>Distributor</i> in whose <i>distribution region</i> that <i>distribution supply point</i> is located (eg. following the dismantling of the <i>distribution supply point</i>).

Defined Term	Meaning
<i>discovery address</i>	In relation to a <i>distribution supply point</i> , the address of the premises at a minimum including: street number (or the equivalent), street name, street identifier, suburb/city/town to which <i>gas</i> is supplied at that <i>distribution supply point</i> . The <i>discovery address</i> may optionally also include other specified site address information that conforms with the address standard specified in the <i>Gas Interface Protocol</i> .
<i>dispute resolution panel</i>	A panel of persons or a person appointed by the <i>Adviser</i> under clause 1.10.5(a) to resolve a dispute or disputes under or in connection with these <i>Rules</i> .
<i>distribution area</i>	Has the meaning given under the <i>Gas Supply Act</i> .
<i>distribution authority</i>	Has the meaning given under the <i>Gas Supply Act</i> .
<i>distribution supply point</i>	A point on a <i>distribution system</i> at which <i>gas</i> is withdrawn from the <i>distribution system</i> and delivered to a person who purchases that <i>gas</i> and consumes it at particular premises.
<i>distribution system</i>	Has the meaning given in the <i>Gas Supply Act</i> .
<i>distribution tariff</i>	Has the meaning given to it in a <i>Distributor Access Arrangement</i> .
<i>distribution region</i>	<i>Distribution region</i> includes all <i>distribution areas</i> that are covered by each <i>Distributor's distribution authority</i> that are not an excluded <i>network</i> that supplies <i>excluded Customers</i> as set out in the <i>Gas Supply Regulation</i> .
<i>Distributor</i>	Means an entity that holds a <i>distribution authority</i> and has registered with the <i>GRMO</i> in accordance with clause 1.2.
<i>effective degree day</i>	Has the meaning given to that term in clause 3 of Attachment 6.
<i>EFT facility</i>	The Reserve Bank real time gross settlement facility which is made available to all <i>Retailers</i> in accordance with clause 7.2 or where a Reserve Bank real time gross settlement facility is not available, an electronic funds transfer facility to be arranged by the <i>GRMO</i> and made available for all <i>Retailers</i> at their own expense in accordance with clause 7.2.
<i>Energy Exceedance Limit</i>	The minimum quantity in <i>GJ</i> for the <i>exceedance limit</i> and as set out in Attachment 7 of these <i>Rules</i> .
<i>estimated meter reading</i>	An estimate of an <i>actual meter reading</i> that is made under these <i>Rules</i> in accordance with an <i>approved estimation methodology</i> or a <i>customer-own read</i> .
<i>exceedance</i>	The quantity in <i>GJ</i> by which the <i>imbalance</i> for a <i>Retailer</i> exceeds the <i>exceedance limit</i> for that <i>Retailer</i> in a <i>gas day</i> and determined by the <i>GRMO</i> in accordance with clause 6.6.1(b).
<i>exceedance amount</i>	The amount payable by a <i>Retailer</i> to the <i>GRMO</i> in respect of an <i>exceedance</i> as determined by the <i>GRMO</i> in accordance with clause 6.6.1(d).
<i>exceedance limit</i>	The limit, in <i>GJ</i> , for an <i>Imbalance</i> for a <i>Retailer</i> in a <i>gas day</i> below which no <i>exceedance amounts</i> are payable, and determined by the <i>GRMO</i> in accordance with clause 6.6.1(a).

Defined Term	Meaning
<i>exceedance rate</i>	The rate, in \$ per GJ, at which <i>exceedance</i> is payable by <i>Retailers</i> to the <i>GRMO</i> and as set out in Attachment 7 to these <i>Rules</i> .
<i>excluded services</i>	Has the meaning given to it in a <i>Distributors</i> approved Access Arrangement.
<i>existing transfer request</i>	Has the meaning given to that term in clause 4.1.5(c).
<i>explicit informed consent</i>	Is the consent provided by a <i>customer</i> where: <ul style="list-style-type: none"> (a) the <i>customer</i> provides express conscious agreement; (b) the relevant <i>retailer</i> has fully and adequately disclosed all matters relevant to that <i>customer</i>, including each specific purpose for which the consent will be used; (c) all disclosures referred to in paragraph (b) are truthful and have been provided in plain English.
<i>extract</i>	A set of <i>interval meter</i> data provided by each <i>Distributor</i> to <i>GRMO</i> for a <i>gas day</i> or a range of <i>gas days</i> in accordance with clause 5.5.1(a).
<i>extract type</i>	A <i>daily extract</i> or a <i>final extract</i> or a <i>revision extract</i>
<i>final cumulative imbalance</i>	The <i>cumulative imbalance</i> for a <i>billing period</i> determined for a <i>final statement</i> in accordance with clause 6.5.1(c)(1).
<i>final extract</i>	A <i>monthly extract</i> that is sent in accordance with clause 5.5.1(2) or 6.4.1(b)(i).
<i>final statement</i>	A statement issued by the <i>GRMO</i> under clause 7.5.
<i>flow</i>	The difference between a <i>validated meter reading</i> and the immediately preceding <i>validated meter reading</i> .
<i>FRC date</i>	The day the initial <i>gas industry code</i> takes effect under section 270C of the <i>Gas Supply Act</i> .
<i>FRC fees</i>	The fees payable by a <i>Retailer</i> determined in accordance with clause 1.8 for services provided by the <i>GRMO</i> under these <i>Rules</i> .
<i>FRC HUB</i>	The <i>FRC HUB</i> is the network facility through which the <i>GRMO</i> , each <i>Retailer</i> and <i>Distributor</i> can deliver and receive structured Business to Business transactions utilising the protocols and formats as defined in the <i>Gas Interface Protocol</i> .
<i>FRC Tariffs</i>	The tariffs used by the <i>GRMO</i> in determining <i>FRC fees</i> in accordance with clause 1.8 and as set out in Attachment 7 of these <i>Rules</i> at <i>FRC date</i> and as subsequently amended by the <i>QCA</i> under the <i>Gas Supply Act</i> .
<i>FRO</i>	(Financially Responsible Organisation) In relation to a <i>distribution supply point</i> at any time, the person identified at that time in the <i>GRMO meter register</i> as the <i>Retailer</i> responsible for settling the account relating to that <i>distribution supply point</i> .
<i>gas</i>	means reticulated processed natural gas.
<i>gas day</i>	A period of 24 consecutive hours beginning at 8:00 am.

Defined Term	Meaning
<i>Gas Industry Code</i>	The initial code including any amendments to the code as gazetted in accordance with the <i>Gas Supply Act</i> .
<i>Gas Interface Protocol</i>	The protocol referred to in clause 1.6.
<i>Gas Supply Act</i>	Means the <i>Gas Supply Act 2003</i> (Qld).
<i>Gas Supply Regulation generated consumed energy</i>	Means the <i>Gas Supply Regulations 2003</i> (Qld). An estimate of consumption energy at a <i>distribution supply point</i> , calculated by the <i>GRMO</i> using the estimation methodology defined in attachment 4, where the energy is required for wholesale settlement calculations and for which the <i>GRMO</i> has not yet received a <i>validated meter reading</i> or <i>estimated meter reading</i> from the relevant Distribution Business.
<i>GJ</i>	means one gigajoule which equals 1 x 10 ⁹ joules.
<i>government authority</i>	Any government or governmental, semi-governmental, administrative or judicial body, department, commission, authority, tribunal, agency or entity.
<i>GST</i>	Includes the Goods and Services Tax described in the <i>GST Act</i> and any replacement or similar tax.
<i>GST Act</i>	Means <i>A New Tax System (Goods and Services Tax) Act 1999</i> (Cth).
<i>GRMO</i>	Means the <i>gas</i> retail market operator appointed under the <i>Gas Supply Act</i> .
<i>GRMO meter register</i>	The metering register maintained by the <i>GRMO</i> .
<i>heating value zone</i>	In relation to a <i>distribution supply point</i> , the <i>heating value zone</i> (if any) which is determined by the <i>Distributor</i> as the <i>heating value zone</i> for that <i>distribution supply point</i> .
<i>host retailer</i>	(a) in respect of the Allgas <i>distribution region</i> , AGL Sales (Queensland) Pty Limited (ACN 121 177 740); and (b) in respect of the Envestra <i>distribution region</i> , Origin Energy Retail Limited (ACN 078 868 425).
<i>identified retailer</i>	A <i>Retailer</i> identified by the <i>GRMO</i> in accordance with clause 6.8.2(b).
<i>Imbalance</i>	The difference in <i>GJ</i> between the <i>aggregated consumption</i> for a <i>Retailer</i> and the <i>aggregated injections</i> for that <i>Retailer</i> in a <i>gas day</i> and determined by the <i>GRMO</i> in accordance with clause 6.5.1(a) for a <i>final statement</i> .
<i>installation database</i>	In relation to a <i>Distributor</i> , the <i>database</i> which the <i>Distributor</i> is required to create, maintain and administer in accordance with clauses 2.9.1(e) (i), 2.9.2(a)(i)(A) and 2.9.3(b)(i).
<i>Intending Retailer or Distributor</i>	A person who registers with the <i>GRMO</i> as a <i>Retailer</i> or <i>Distributor</i> under clause 1.5 of these <i>Rules</i> .
<i>interval meter</i>	A <i>meter</i> with a <i>data logger</i> .
<i>Interest rate</i>	The 90 day Bloomberg Bank Bill Swap Reference Rate as published in the Australian Financial Review from time to time.

Defined Term	Meaning
<i>local capacity charge</i>	A charge other than a <i>excluded services charge</i> or <i>distribution tariff charge</i> for a “distribution connection” services other than those that are in a distribution service provider’s approved Access Arrangement.
<i>logical meter</i>	A <i>meter</i> created by the <i>GRMO</i> for purposes of aggregating, allocating or apportioning energy data.
<i>Market Auditor</i>	A person appointed by the <i>GRMO</i> to carry out a <i>Review</i> under clause 1.12.
<i>market information bulletin board</i>	A <i>GRMO</i> electronic facility (bulletin board on internet) for the publication of information to <i>Retailer</i> and <i>Distributors</i> .
<i>meter</i>	A device used to work out, by direct measurement, the energy, mass or volume of processed <i>gas</i> transferred from one place to another.
<i>meter data database</i>	A database created, maintained and administered by a <i>Distributor</i> pursuant to clause 2.1.1.
<i>metering database</i>	A database created, maintained and administered by the <i>GRMO</i> pursuant to clause 6.2.3(a).
<i>metering installation</i>	The <i>meter</i> and associated equipment and installations installed for a <i>distribution supply point</i> .
<i>meter measurement scheme</i>	A scheme established by each <i>Distributor</i> under the <i>Petroleum and Gas Act</i> that includes details of the <i>approved validation methodology</i> , <i>approved estimation methodology</i> and <i>approved substitution methodology</i> relating to that <i>Distributor</i> .
<i>meter number</i>	In respect of a <i>meter</i> , means a unique identification number allocated to the <i>meter</i> .
<i>meter reading</i>	An <i>actual meter reading</i> , <i>estimated meter reading</i> or <i>substituted meter reading</i> . A reference to a <i>meter reading</i> in respect of a particular date or <i>reading period</i> is to the reading that has most recently been included in the <i>meter data database</i> in respect of that date or <i>reading period</i> .
<i>meter reading schedule</i>	A schedule provided by a <i>Distributor</i> to <i>Retailers</i> pursuant to clauses 2.2.1(a) or (b).
<i>MIRN</i>	In relation to a <i>distribution supply point</i> at any time, the meter installation registration number for that <i>distribution supply point</i> as recorded at that time where the <i>distribution supply point</i> is a <i>distribution supply point</i> , in the <i>MIRN database</i> of the <i>Distributor</i> in whose <i>distribution region</i> that <i>distribution supply point</i> is located, including the <i>checksum</i> for that <i>MIRN</i>
<i>MIRN database</i>	A database created, maintained and administered by a <i>Distributor</i> pursuant to clause 3.1.
<i>MIRN discovery request</i>	In relation to a <i>distribution supply point</i> , a request by a <i>Retailer</i> or the <i>GRMO</i> to a <i>Distributor</i> for the information referred to in clause 3.1.1 in relation to a <i>distribution supply point</i> which is (or is purported to be) located in the <i>distribution area</i> of that <i>Distributor</i> (such <i>distribution supply point</i> being identified by reference to a <i>MIRN</i> or a <i>discovery address</i>).

Defined Term	Meaning
<i>MJ</i>	means one megajoule which equals 1 x 10 ⁶ joules.
<i>monthly extract</i>	An <i>extract</i> for all <i>gas days</i> in the month and containing either data for all <i>interval meters</i> required by the <i>GRMO</i> for each <i>gas day</i> or data for all <i>interval meters</i> and <i>gas days</i> in a month where any data item has changed since the previous <i>extract</i> covering that <i>interval meter</i> and that <i>gas day</i> was sent to the <i>GRMO</i> .
<i>net system load profile methodology</i>	The methodology contained in Attachment 6.
<i>new basic meter</i>	Installation of a <i>basic meter</i> to a <i>distribution supply point</i> that has never had a meter installation registered previously
<i>NSL</i>	Has the meaning given to that term in Attachment 6.
<i>objection notice</i>	In relation to a <i>transfer request</i> , a notice delivered to the <i>GRMO</i> pursuant to clause 4.3.1.
<i>objection notification</i>	In relation to an <i>objection notice</i> , a notice of that name delivered by the <i>GRMO</i> pursuant to clause 4.3.3.
<i>objection withdrawal notice</i>	In relation to a <i>transfer request</i> , a notice delivered to the <i>GRMO</i> pursuant to clause 4.3.2.
<i>objection withdrawal notification</i>	In relation to an <i>objection notice</i> , a notice of that name delivered to the <i>GRMO</i> pursuant to clause 4.3.3.
<i>operational terms and conditions</i>	The terms and conditions under which the <i>GRMO</i> , each <i>Retailer</i> and <i>Distributor</i> seek connection to and are obliged to operate under when connecting to and issuing or receiving transactions on the <i>FRC HUB</i> .
<i>Participant</i>	A <i>Retailer</i> or a <i>Distributor</i> or other person registered with the <i>GRMO</i> in pursuant to clause 1.2.
<i>participant compensation fund</i>	The fund established by the <i>GRMO</i> in accordance with clause 6.9.1.
<i>payment date</i>	The date on which payment is due in respect of a <i>billing period</i> as determined by clauses 7.6(a) and 7.7(a).
<i>Percentage Exceedance Limit</i>	The percentage of <i>aggregated consumption</i> used in determination of the <i>exceedance limit</i> by the <i>GRMO</i> in accordance with 6.6.1(a) and as set out in Attachment 7 of these <i>Rules</i> .
<i>permitted prospective period</i>	In relation to a <i>transfer request</i> , the period of 90 <i>business days</i> commencing on (and including) the day on which the <i>transfer request</i> is delivered to the <i>GRMO</i> .
<i>permitted retrospective period</i>	In relation to a <i>transfer request</i> , the period of 185 <i>business days</i> expiring immediately before the day on which the <i>transfer request</i> is delivered to the <i>GRMO</i> .
<i>Petroleum and Gas Act</i>	Means the <i>Petroleum and Gas (Production and Safety) Act 2004</i> (Qld).
<i>pressure correction factor</i>	The value applied to reflect the difference in volume of <i>gas</i> at the pressure at which its volume is measured, and the volume of that <i>gas</i> at standard metric conditions.

Defined Term	Meaning
<i>projected basic meter limit</i>	Where a <i>basic meter</i> has a projected energy consumption of more than 10 TJ during the next twelve months.
<i>proposed transfer date</i>	In relation to a <i>transfer request</i> , the day nominated in that <i>transfer request</i> as the day with effect from which the <i>Retailer</i> who delivers the <i>transfer request</i> to the <i>GRMO</i> is to be registered in the <i>GRMO meter register</i> as the <i>FRO</i> for the <i>distribution supply point</i> to which the <i>transfer request</i> relates.
<i>prospective transfer date</i>	In relation to a <i>transfer request</i> , a <i>day</i> which is on or after the day on which the <i>transfer request</i> is delivered to the <i>GRMO</i> .
<i>publish</i>	The posting of information on the <i>market information bulletin board</i> or the <i>GRMO</i> web site.
<i>QCA</i>	Means Queensland Competition Authority established under the <i>Queensland Competition Authority Act 1997 (Qld)</i> .
<i>read</i>	The process of collecting figures or other information from a <i>meter</i> either directly or through being transmitted or transformed by electronic, radio, microwave, sonic or other means.
<i>read failure notice</i>	In relation to a <i>transfer request</i> , a notice delivered by the <i>GRMO</i> pursuant to clause 4.6.2.
<i>reading period</i>	The period (identified by reference to the date of its commencement and the date of its expiry) referred to in clause 2.6.1(a).
<i>Recipient</i>	Has the meaning given to that term in clause 1.9.1(b).
<i>recommissioned</i>	In relation to a <i>distribution supply point</i> that has been <i>decommissioned</i> , where action has been taken to allow <i>gas</i> to be supplied at that <i>distribution supply point</i> .
<i>reference reading</i>	Has the meaning given to that term in clause 2.6.1(a).
<i>registration end date</i>	In relation to a <i>transfer request</i> which nominates a <i>retrospective transfer date</i> as the <i>proposed transfer date</i> , the last date that the <i>Retailer</i> who delivered the <i>transfer request</i> wishes to be registered in the <i>GRMO meter register</i> as the <i>FRO</i> for the <i>distribution supply point</i> to which that <i>transfer request</i> relates.
<i>registration notice</i>	A notice delivered by the <i>GRMO</i> pursuant to clause 4.8.
<i>related body corporate</i>	In relation to a body corporate, a body corporate that is related to the first mentioned body in accordance with the Corporations Act.
<i>replacement basic meter</i>	Installation of a <i>basic meter</i> to a <i>distribution supply point</i> that replaces a <i>basic meter</i> currently registered as installed at that <i>distribution supply point</i> .
<i>retail authority</i>	Has the meaning given under the <i>Gas Supply Act</i> .
<i>Retailer</i>	An entity that holds a <i>retail authority</i> and has registered with the <i>GRMO</i> in accordance with clause 1.2.
<i>retrospective transfer date</i>	In relation to a <i>transfer request</i> , a <i>day</i> which is before the day on which the <i>transfer request</i> is delivered to the <i>GRMO</i> .

Defined Term	Meaning
<i>retrospectively affected FRO</i>	In relation to a <i>transfer request</i> which nominates a <i>retrospective transfer date</i> as the <i>proposed transfer date</i> , the person whose period of registration in the <i>GRMO meter register</i> as the <i>FRO</i> for the <i>distribution supply point</i> to which the <i>transfer request</i> relates would be decreased or eliminated if the <i>Retailer</i> who delivered the <i>transfer request</i> to the <i>GRMO</i> were to be registered in the <i>GRMO meter register</i> as the <i>FRO</i> for that <i>distribution supply point</i> with effect from the <i>retrospective transfer date</i> .
<i>Review</i>	An examination in accordance with the standard specified for a “review” in Auditing Standard AUS106: “Explanatory Framework for standards on Audit and Audit Related Services” prepared by the Auditing Standards Board of the Australian Accounting Research Foundation, as varied from time to time
<i>revised cumulative imbalance</i>	The <i>cumulative imbalance</i> for a <i>billing period</i> determined for a <i>revised statement</i> in accordance with clause 6.5.1(c)(ii).
<i>revised imbalance</i>	The difference in <i>GJ</i> between the <i>aggregated consumption</i> for a <i>Retailer</i> and the <i>aggregated injections</i> for that <i>Retailer</i> in a <i>gas day</i> and determined by the <i>GRMO</i> in accordance with clause 6.5.1(a) for a <i>revised statement</i> .
<i>revised statement</i>	A statement issued by the <i>GRMO</i> under clause 7.9 following the resolution of a dispute or correction of an error relating to a <i>final statement</i> or a revision determined on the last <i>business day</i> of the ninth month after the <i>billing period</i>
<i>revision extract</i>	A <i>monthly extract</i> that is sent in accordance with 5.5.1(3), 5.5.1(4), 6.4.1(b)(ii) or 6.4.1(b)(iii).
<i>Rules</i>	These Gas Market Retail Rules.
<i>scheduled read date</i>	In respect of a <i>meter</i> relating to a <i>distribution supply point</i> , a day specified in the applicable <i>meter reading schedule</i> as a day on which the <i>Distributor</i> is to <i>read</i> that <i>meter</i> .
<i>second tier supply point</i>	A <i>distribution supply point</i> in respect of which the <i>FRO</i> is a person other than the <i>host retailer</i> .
<i>settlement amount</i>	The amount payable by or to a <i>Retailer</i> in respect of a <i>billing period</i> as determined by the <i>GRMO</i> under clause 7.3.
<i>settlement statement</i>	A statement issued by the <i>GRMO</i> in the form of a <i>final statement</i> under clause 7.5 or a <i>revised statement</i> under clause 7.9.
<i>site access information</i>	In relation to a <i>meter</i> , information and safety instructions that are relevant to locating and <i>reading</i> that <i>meter</i> .
<i>special read</i>	A <i>read</i> undertaken other than in accordance with a <i>meter reading schedule</i> .
<i>special read date</i>	The date nominated by a <i>Retailer</i> as the date on which a <i>Distributor</i> is to perform a <i>special read</i> .
<i>street/suburb combination</i>	In relation to a <i>MIRN discovery request</i> , the <i>discovery address</i> excluding the street number or its equivalent.

Defined Term	Meaning
<i>special read request</i>	A request for a <i>special read</i> in the form prescribed by the relevant <i>Distributor</i> .
<i>subject customer</i>	In relation to a <i>distribution supply point</i> , a person who purchases or proposes to purchase <i>gas</i> that is delivered at that <i>distribution supply point</i> and who consumes or proposes to consume that <i>gas</i> at a particular premises.
<i>substituted meter reading</i>	A reading that is substituted under these <i>Rules</i> for an <i>actual meter reading</i> in accordance with an <i>approved substitution methodology</i> .
<i>sufficient financial standing</i>	A Standard and Poor's credit rating of BBB- or better, or provide credit support in a form and amount acceptable to the <i>GRMO</i> .
<i>temperature sensitivity factor</i>	In relation to a <i>distribution supply point</i> , means the incremental <i>gas</i> consumption at that <i>distribution supply point</i> that is the <i>GJ</i> per EDD calculated in accordance with Attachment 6.
<i>TJ</i>	means one terajoule which equals 1×10^{12} joules.
<i>transfer request</i>	In relation to a <i>distribution supply point</i> , a request by a <i>Retailer</i> to the <i>GRMO</i> to register that <i>Retailer</i> in the <i>GRMO meter register</i> as the <i>FRO</i> for that <i>distribution supply point</i> .
<i>transfer request notification</i>	In relation to a <i>transfer request</i> , a notice delivered by the <i>GRMO</i> pursuant to clause 4.2.
<i>transfer withdrawal notice</i>	In relation to a <i>transfer request</i> , a notice delivered to the <i>GRMO</i> pursuant to clause 4.5.1.
<i>transition arrangement</i>	<p>A document submitted by a <i>Participant</i> to the <i>GRMO</i> in accordance with clause 1.13.1(a) of these <i>Rules</i> requesting approval of exemptions from specified <i>Rules</i> or <i>Gas Interface Protocol</i> requirements for a period not exceeding two calendar months and setting out at least the following:</p> <ul style="list-style-type: none"> • Name of submitting <i>Participant</i>; • Details of requested exemptions and processes to be put in place of requested exemptions, including specific <i>Rule</i> clauses and/or particular notices as described in the <i>Gas Interface Protocol</i>; • Risk analysis covering the requested exemption; • Gas dates for commencement and expiry of the exemption; and <p>Names of affected <i>Participants</i> and their agreement for the implementation of the <i>transition arrangement</i></p>
<i>transmission system</i>	Means the transmission pipeline used to transport <i>gas</i> from <i>gas</i> producer to a <i>distribution system</i> .
<i>transmission zone</i>	In relation to a <i>distribution supply point</i> the "transmission zone" in which that <i>distribution supply point</i> is located pursuant to clause 3.1.1(g).
<i>validated meter reading</i>	A <i>meter reading</i> that has been validated in accordance with an <i>approved validation methodology</i> .
<i>withdrawal zone</i>	A grouping of <i>distributions areas</i> as defined by the <i>GRMO</i> for <i>balancing</i> purposes.

ATTACHMENT 2 - INTERPRETATION

These principles of interpretation apply to these *Rules* unless the contrary intention appears:

- (a) the headings are inserted for convenience only and do not affect the interpretation of these *Rules*;
- (b) words importing the singular number include the plural number and words importing the plural number include the singular number;
- (c) words denoting one gender include any other gender;
- (d) if a word or phrase is defined, another grammatical form of that word or phrase has a corresponding meaning;
- (d) a reference to a person includes that person's executors, administrators, liquidators, successors and permitted assigns;
- (e) words denoting persons only include natural persons, bodies corporate, unincorporated associations, firms, governments and any governmental agencies;
- (f) references to chapters, paragraphs, clauses, sub-clauses, attachments and schedules are references to chapters, paragraphs, sub-clauses, attachments and schedules of these *Rules*;
- (g) a reference to any Act of Parliament or to any section or provisions thereof extends to and includes any statutory modification or re-enactment thereof or any statutory provision substituted therefore;
- (h) a reference to any agreement or document or regulatory instrument is a reference to that agreement or document or regulatory instrument as varied or amended from time to time and includes any schedules, annexures or attachments to that agreement or document or regulatory instrument;
- (i) references to time are references to Australian Eastern Standard Time;
- (j) if a period of time is specified in days from a given day or an act or event, it is to be calculated exclusive of that day or, if that day is not a *business day*, exclusive of the first *business day* following that day;
- (k) in deciding whether a person has used reasonable endeavours, regard must be had to all relevant factors including whether the person has acted in good faith and has done what is reasonably necessary in the circumstances; and
- (l) where *Participants* are required to calculate values under these *Rules*, such calculations must not apply truncation to any value. Derived values will not have an implied accuracy greater than any of the input variables to the calculation. Thus for a value derived from the product of two variables, one with two decimal place precision and one with three decimal place precision, the product will initially be set to three decimal places to allow for rounding to a final precision of two decimal places. Rounding will only be applied to the final value derived in the calculation process. The rounding method will be as described in the examples below:

ROUND 2.14 to one decimal place - equals 2.1

ROUND 2.15 to one decimal place - equals 2.2

ROUND 2.159 to one decimal place - equals 2.2

ROUND 2.149 to two decimal places - equals 2.15

ROUND -1.475 to two decimal places equals -1.48

Example 1 Energy Calculation:

PCF of 1.0989

HV of 39.81

Vol of 200

$$1.0989 * 39.81 * 200 = 8749.4418$$

Rounded to 8749

Example 2 Energy Calculation:

PCF of 1.0989

HV of 41.89

Vol of 200

$$1.0989 * 41.89 * 200 = 9206.5842$$

Rounded to 9207

Example 3 Energy Calculation:

PCF of 1.0989

HV of 38.55

Vol 345 cubic feet (100s)

$$345 * 2.832 * 1.0989 * 38.55 = 41389.94982$$

Rounded to 41390

ATTACHMENT 3 – APPROVED VALIDATION METHODOLOGY

A *Distributor* must apply at least the following validation tests to a *meter reading*:

- (a) is the *meter reading* value numeric and greater than or equal to zero;
- (b) is the *meter reading* value greater than or equal to the previous *meter reading* value (other than where there has been a full revolution of the meter index (step-down value));
- (c) in respect of an *actual meter reading*, does the *meter reading* value pass the high/low test as set out below and conducted when the *meter reading* is undertaken:
 - (i) The *consumed energy* at any *distribution supply point* that is a *basic meter* is estimated using the Type 4 Estimation Methodology set out in Attachment 4
 - (ii) Determine the High and Low Consumption Limits:
 High Consumption Limit = 200% of estimated *consumed energy*
 Low Consumption Limit = 10% of estimated *consumed energy*
 - (iii) Determine the High and Low Flow limits:
 High Flow Limit = High Consumption Limit ÷ PCF ÷ Heating Value (38 MJ/m³)
 Low Flow Limit = Low Consumption Limit ÷ PCF ÷ Heating Value (38 MJ/m³)
 - (iv) Determine the High and Low Index Limits
 High Index Limit = Previous Index + High Flow Limit
 Low Index Limit = Previous Index + Low Flow Limit
 - (v) Any index *read* outside this range will be invalid and cause a warning to the meter reader to re-enter the index reading.
 - (vi) If the re-entered index *read* is still outside the range, the index will be saved with a flag to indicate failure of the high/low test.
- (d) is the date the *meter reading* occurred later than or the same as the date the immediately preceding *validated meter reading* occurred; and
- (e) does the *meter reading* value pass the Meter Capacity Test defined below:

Number of Dials	Meter Capacity per 90-day <i>Billing period</i>
4	150GJ
5	750GJ
6	3,750GJ

ATTACHMENT 4 – APPROVED ESTIMATION METHODOLOGY

1. Application

A *Distributor* must undertake an *estimated meter reading* in the circumstances described in clauses 2.2.3(a)(ii), 2.2.3(a)(iii) and 2.4.2(b) of these *Rules*.

2. Methodologies

2.1 Type 1 Estimation Methodology

The Type 1 Estimation Methodology (*base load plus temperature sensitivity factor*) is not currently used by *Distributors* in Queensland, but may be introduced in the future.

2.2 Type 2 Estimation Methodology

The Type 2 Estimation Methodology (*base load plus temperature sensitivity factor using customer characterisation*) is not currently used by *Distributors* in Queensland, but may be introduced in the future.

2.3 Type 3 Estimation

2.3.1 Where a Type 4 Estimate is not appropriate, a *Retailer* and a *Distributor* may agree to an estimated energy consumption for a *distribution supply point* for a *reading period*.

2.4 Type 4 Estimation

2.4.1 A *Distributor* must use an methodology set out in their *meter measurement scheme* to determine an *estimated meter reading* for a *distribution supply point* for a *reading period*.

2.4.2 A *Distributor* must provide the *GRMO* with the approved estimation methodologies used in their current meter measurement *scheme*:

- (a) as at the FRC date; and
- (b) before introducing any variations to the *meter measurement scheme*.

2.4.3 Within five *business days* of being provided the approved estimation methodologies by the *Distributor*, the *GRMO* must *publish* the approved estimation methodologies on their website..

ATTACHMENT 5 – APPROVED SUBSTITUTION METHODOLOGY

1. Application

A *Distributor* must undertake a *substituted meter reading* where:

- (a) a *basic meter* has failed or is shown to be defective; or
- (b) in other circumstances where there is no prospect of obtaining an *actual meter reading* or an accurate *actual meter reading* from that *meter*.

2. Methodologies

2.1 Type 1 Substitution Methodology

The Type 1 Substitution Methodology (*base load plus temperature sensitivity factor*) is not currently used by *Distributors* in Queensland, but may be introduced in the future.

2.2 Type 2 Substitution Methodology

The Type 2 Substitution Methodology (*base load plus temperature sensitivity factor* using characterisation) is not currently used by *Distributors* in Queensland, but may be introduced in the future.

2.3 Type 3 Substitution

- 2.3.1 Where a Type 4 Substitute is not appropriate, a *Retailer* and a *Distributor* may agree a substituted energy consumption for a *distribution supply point* for a *reading period*.

2.4 Type 4 Substitution

- 2.4.1 A *Distributor* must use an methodology set out in their *meter measurement scheme* to determine a *substituted meter reading* for a *distribution supply point* for a *reading period*.
- 2.4.2 A *Distributor* must provide the *GRMO* with the approved substitution methodologies used in their current *meter measurement scheme*:
 - (a) as at the FRC date; and
 - (b) before introducing any variations to the *meter measurement scheme*.
- 2.4.3 Within five *business days* of being provided the approved substitution methodologies by the *Distributor*, the *GRMO* must *publish* the approved substitution methodologies on their website.

ATTACHMENT 6 – NET SYSTEM PROFILE METHODOLOGY

1. Profile Preparation Service (PPS)

1.1 Calculation of the NSL

The *GRMO* must calculate the net system load (*NSL*) for each *distribution region* in accordance with this clause 1 of this Attachment.

For each *distribution region*, the *NSL* for each *gas day* is derived from the total energy entering the *distribution region* (*ET*) less the total energy leaving the *distribution region* (*EL*) and less the sum of all *interval metered* energy withdrawn at a *distribution supply point* within the *distribution region* (*EI*). The *NSL* for a *gas day* can be represented by the following formula:

$$NSL_{i,D} = ET_{i,D} - EL_{i,D} - \sum EI_{i,D}$$

Where:

- $NSL_{i,D}$ is the *NSL* for *distribution region D* for *gas day i*;
- $ET_{i,D}$ is the total energy entering *distribution region D* during *gas day i*;
- $EL_{i,D}$ is the total energy leaving *distribution region D* during *gas day i*; and
- $EI_{i,D}$ is the *interval metered* energy withdrawn at a *distribution supply point* within *distribution region D* during *gas day i*;

1.2 Updating the NSL

1.2.1 The *NSL* is subject to changes as a result of revisions to either *custody transfer meter* data or *interval meter* data.

1.2.2 The estimation and substitution rules developed by the *Distributor* under their *meter measurement scheme* will be applied to estimate missing *interval meter* data. That data will be replaced with actual values available at a later date in accordance with clause 1.2.3 of this Attachment.

1.2.3 The *GRMO* must calculate the *NSL* for each *distribution region* for each *gas day* using revised or additional information provided or available to it in accordance with the following timeframe:

- (a) for daily reporting – no later than two *business days* after the *gas day*;
- (b) for monthly reporting – no later than 20 *business days* after the end of the month in which the *gas day* occurred;
- (c) for revision reporting – on the last *business day* of the month nine months after the end of the month in which the *gas day* occurred; and
- (d) for ad hoc revision reporting – as required following notification by *Distributor* within 12 months after the end of the month in which the *gas day* occurred that a revision of *custody transfer meter data* or *interval meter data* is required.

2. Basic Meter Profiler (BMP)

2.1 Data for apportionment

The *consumed* energy data required by the *GRMO* for the purpose of applying the *NSL* is provided to *GRMO* in accordance with clauses 2.6.2(b) and 2.6.3 of these *Rules*. *GRMO* must apply the validation rules described in the *GRMO Consumed energy Scenarios* document, as *published* on the *GRMO* website, to the *consumed energy* data delivered to the *GRMO* by the Distribution Businesses.

2.2 Load Apportionment Using the NSL

2.2.1 The *GRMO* must apply the *NSL* prepared in accordance with clause 1 of this Attachment to each *basic meter* for a *second tier supply point*, for which a *validated meter reading* is available, in accordance with this clause 2.2 of this Attachment. The aim of applying the *NSL* is to apportion the *consumed energy* for each such *meter* to each *gas day* in the *reading period*.

2.2.2 The load apportionment factor is the ratio of the *NSL* for the relevant *gas day* to the total *NSL* for the corresponding *reading period* as represented by the following formula:

$$LAF_d = \frac{NSL_d}{\sum NSL}$$

Where:

- LAF_d is the load apportionment factor for *gas day* d ;
- NSL_d is the *NSL* for *gas day* d ; and
- $\sum NSL$ is the sum of the *NSL* for each *gas day* in the *reading period*.

2.2.3 The load apportionment factor for a *gas day* is applied to the *consumed energy* for a *reading period* for a *basic meter* to estimate the *consumed energy* for a *gas day* for that *basic meter* as follows:

$$Consumed\ energy_{d,j} = \text{accumulated consumed energy}_j \times LAF_d$$

Where:

- $consumed\ energy_{d,j}$ is the *consumed energy* for *basic meter* j for a *second tier supply point* for *gas day* d ;
- $accumulated\ consumed\ energy_j$ is the *consumed energy* for the *reading period* for *basic meter* j ; and
- LAF_d is the load apportionment factor for *gas day* d .

2.2.4 If a *validated meter reading* is not available, the *consumed energy* for a *basic meter* for a *second tier supply point* will be calculated in accordance with clause 2.3 of this Attachment.

2.3 Calculating Daily Load when Meter Readings are not available

2.3.1 Where a *meter reading* is not available, the *GRMO* must estimate the *consumed energy* for a *basic meter* for a *second tier supply point* based on the weather measured in *effective degree*

day and the *base load* and *temperature sensitivity factor* provided to the GRMO by Distributors under clauses 2.8.1(c) and 2.8.1(d) of these Rules as follows:

$$\text{Consumed energy}_{a,j} = \text{BL}_j + (\text{TSF}_j \times \text{EDD}_d)$$

Where:

- *consumed energy*_{a,j} is the estimated *consumed energy* for *basic meter j* for a *second tier supply point* on *gas day d*;
- BL_j is the *base load* for *basic meter j*;
- TSF_j is the *temperature sensitivity factor* for *basic meter j* and is zero; and
- EDD_d is the *effective degree days* for *gas day d* and is zero.

2.3.2 When a *validated meter reading* for the *basic meter* becomes available, the *consumed energy* based on the *validated meter reading* will supersede the *consumed energy* estimated in accordance with this clause 2.3 of this Attachment.

2.3.3 Where the sum of the allocated *consumed energy*, supplied by the Distribution Businesses, and the *generated consumed energy*, as calculated by the GRMO, is greater than the *NSL* for a *gas day*, the GRMO will proportionately scale down the *generated consumed energy* to no less than zero such that the addition of the *generated consumed energy* to the allocated *consumed energy* does not cause the total energy to be profiled to exceed the *NSL* for that *gas day*.

2.4 Timeframe for BMP Calculations

2.4.1 The majority of *meter readings* for *basic meters* read on any *gas day* will not be available until three *business days* after the *gas day* and hence the estimation method specified in clause 2.3 of this Attachment must be used by the GRMO to calculate *consumed energy* for each *gas day* for *basic meters* for *second tier supply points*.

2.4.2 The GRMO must calculate the aggregate *consumed energy* for each *second tier supply point* for each *gas day* using revised or additional information provided or available to it in accordance with the following timeframes:

- (a) for daily reporting – no later than one *business days* after the *gas day*;
- (b) for monthly reporting – no later than 20 *business days* after the end of the month in which the *gas day* occurred;
- (c) for monthly revision reporting – on the last *business day* of the month nine months after the end of the month in which the *gas day* occurred; and
- (d) for ad hoc revision reporting – as required following notification by *Distributor* within 12 months after the end of the month in which the *gas day* occurred that a revision of *custody transfer meter data* or *interval meter data* is required.

2.4.3 The GRMO must use the most up to date *NSL* each time it performs the calculations referred to in clauses 2.2 and 2.4.2 of this Attachment.

2.5 Base Load & Temperature Sensitivity Factor

2.5.1 Each *Distributor* must determine the *base load* and *temperature sensitivity factor* for all *distribution supply points* in its *distribution region* that are *basic meters* in according with this clause 2.5 of this Attachment.

2.5.2 Where a *distribution supply point* that is a *basic meter* has at least 6 months consumption history during the preceding 12 months the *base load* will be determined as follows:

$$BL_j = \frac{\sum_{r=1}^{P_j} CE_{j,r}}{\sum_{r=1}^{P_j} RP_{j,r}}$$

Where:

- BL_j is the *base load* for *distribution supply point j*;
- j is a *distribution supply point* that is a *basic meter* and has a consumption history at least 6 months in the preceding 12 months;
- r is a *reading period* for *distribution supply point j* in the preceding 12 months;
- P_j is the number of *reading periods* for *distribution supply point j* in the preceding 12 months;
- $CE_{j,r}$ is the *consumed energy* in *MJ* for *distribution supply point j* for *reading period r*; and
- $RP_{j,r}$ is the days in *reading period r* for *distribution supply point j*.

2.5.3 Where a *distribution supply point* that is a *basic meter* has less than 6 months consumption history during the preceding 12 months the *base load* will be determined as follows:

(a) A *Distributor* must use the *customer characterisation* provided to the *Distributor* for that *distribution supply point* pursuant to clauses 2.8.1(a) of these *Rules* to determine the appropriate average *base load* to apply to that *distribution supply point*.

$$BL_j = BL_c$$

Where:

- BL_j is the *base load* for *distribution supply point j*; and
 - BL_c is the average *base load* for all *distribution supply points* that are *basic meters* and have *customer characterisation c*.
- (b) The *customer characterisations* used in Queensland are:

	Customer Characterisation Code
Residential	R1
Business	B1

- (c) A Distributor must determine the average *base load* for each *customer characterisation* as follows:

$$BL_c = \frac{\sum_{j=1}^{N_c} ADCE_j}{N_c}$$

Where:

- BL_c is the average *base load* for all *distribution supply points* that are *basic meters* and have *customer characterisation c*;
- j is a *distribution supply point* that is a *basic meter* with *customer characterisation c* and a consumption history at least 6 months in the preceding 12 months;
- N_c is the number of *distribution supply points* with *customer characterisation c* and consumption history of at least 6 months in the preceding 12 months; and
- $ADCE_j$ is the average daily *consumed energy* for *distribution supply point j* determined as follows:

$$ADCE_j = \frac{\sum_{r=1}^{P_j} CE_{j,r}}{\sum_{r=1}^{P_j} RP_{j,r}}$$

Where:

- r is a *reading period* for *distribution supply point j* in preceding 12 months;
- P_j is the number of *reading periods* for *distribution supply point j* in preceding 12 months;
- $CE_{j,r}$ is the *consumed energy* in *MJ* for *distribution supply point j* for *reading period r*; and
- $RP_{j,r}$ is the days in *reading period r* for *distribution supply point j*.

2.5.4 The *temperature sensitivity factor* applies a weather impact to the *base load* by reference to the *effective degree day* for each day in the *reading period*. In Queensland, the *temperature sensitivity factor* is zero.

3. Effective Degree Day

The *Effective degree day* is required for the calculation of the *temperature sensitivity factor*. The *effective degree day* is used to measure coldness which is directly related to *gas demand* for area heating. The *effective degree day* is a composite measure of weather coldness incorporating the effect of temperature, wind, sunshine and day of the year.

In Queensland, the *effective degree day* is zero.

ATTACHMENT 7 – FRC Tariffs & Balancing Parameters

This attachment sets out the *FRC Tariffs* that will be used to determine the *FRC fees* in accordance with clause 1.8 of these *Rules*, and the *balancing parameters* used for *balancing* purposes.

1. FRC Tariffs

- 1.1 The *FRC Tariffs* to be applied from *FRC date* are as set out in clause 3.1 of this attachment subject to the gazettal of amendments in accordance with clause 1.3 of this attachment.
- 1.2 Prior to every anniversary of *FRC date* (or at other times as may be agreed with the *QCA*), the *GRMO* must submit proposed *FRC Tariffs* for the upcoming period to the *QCA* for consultation in accordance with section 270G of the *Gas Supply Act* (as amended by section 270O of the *Gas Supply Act*). The submission must set out the proposed *FRC Tariffs*, their proposed effective date and provide sufficient detail for the *QCA* to evaluate the submission.
- 1.3 The *QCA* will conduct a consultation over the proposed *FRC tariffs* in accordance with section 270G of the *Gas Supply Act* (as amended by section 270O of the *Gas Supply Act*), and will gazette any approved changes to *FRC Tariffs*.

2. Balancing Parameters

- 2.1 The *balancing parameters* to be applied from *FRC date* are as set out in clause 3.2 of this attachment subject to amendment in accordance with clause 2.3 or 2.5 of this attachment.
- 2.2 The *GRMO* may change the *balancing parameters* after receiving the approval of any Advisory Committee established under section 257D of the *Gas Supply Act*.
- 2.3 The *GRMO* must *publish* details of the approved *balancing parameters* no less than 20 *business days* before the *balancing parameters* take effect.
- 2.4 In the event that the Advisory Committee is unable to approve changes to the *balancing parameters* in accordance with clause 2.2 of this attachment, the *GRMO* must submit the proposed *balancing parameters* to the *QCA* for consultation in accordance with section 270G of the *Gas Supply Act* (as amended by section 270O of the *Gas Supply Act*).
- 2.5 If *balancing parameters* have been referred to the *QCA* in accordance with clause 2.4 of this attachment, the *QCA* will conduct a consultation over the proposed *balancing parameters* in accordance with section 270G of the *Gas Supply Act* (as amended by section 270O of the *Gas Supply Act*), and will gazette any approved changes to the *balancing parameters*.

3. FRC Tariffs and Balancing Parameters as at FRC date⁶

3.1 FRC Tariffs at FRC date

3.1.1 Initial Registration Fee

- (a) Subject to 3.1.1(b) and 3.1.1(c) of this attachment, an initial registration fee of \$5,760 (excluding *GST*) is payable on registration by each *Retailer*.

⁶The fees described in Attachment 7, clause 3 are the initial fees at the FRC date. The current fees are published on the GRMO website.

- (b) For *retailers* having less than 1,000 *Customers*, the initial registration fee may be paid in three equal instalments paid upon registration and with the first two *settlement statements*.
- (c) Where *Retailers* are connected to the *GRMO* FRC systems prior to the *FRC date*, the initial registration fee will be invoiced by the *GRMO* and payable by the *Retailer* as part of the first monthly payment of *FRC fees*.

3.1.2 Monthly Service Fee

A monthly service fee of \$208 (excluding *GST*) is payable by each *Retailer* registered at the end of each month.

3.1.3 FRC Fee

A monthly FRC fee of \$0.2850 (excluding *GST*) per *distribution supply point* is payable by each *Retailer* where they are the *FRO* for that *distribution supply point* as at the last day of that month at the time the *settlement statement* is issued.⁷

3.2 Balancing parameters at FRC date

3.1.1 Exceedance rate

The *exceedance rate* is \$2.0000 per *GJ* of *exceedance* (excluding *GST*) in each *Distribution Region* and each *withdrawal zone*.

3.1.1 Energy Exceedance Limit

The *Energy Exceedance Limit* is 20 *GJ* in each *Distribution Region* and each *withdrawal zone*.

3.1.1 Percentage Exceedance Limit

The *Percentage Exceedance Limit* is 10% of *aggregated consumption* in each *Distribution Region* and each *withdrawal zone*.

End.

⁷ Retrospective transfers completed after the final settlement statement will thus be reflected in the revised settlement statement.