

RETAIL MARKET PROCEDURES (QUEENSLAND)

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CHAPTER 1 – GENERAL

1.1 General

1.1.1 Definitions

Words and phrases in these *Procedures* which appear in italics have the following meanings unless an intention to the contrary appears:

<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 <i>AEMO</i> under the <i>Rules</i> .
<i>Advisory Committee</i>	A committee established by <i>AEMO</i> for the purposes of industry consultation on matters relating to operation and administration of the retail gas market in Queensland as contemplated by these <i>Procedures</i> .
<i>AEMO</i>	Has the meaning given to that term in the <i>Law</i> .
<i>AEMO Consumed Energy Scenario (Queensland)</i>	Means a process that defines the way in which <i>consumed energy</i> data must be delivered to <i>AEMO</i> and is <i>published</i> on its website.
<i>AEMO meter register</i>	The metering register maintained by <i>AEMO</i> .
<i>AER</i>	Has the meaning given to that term in the <i>Law</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: <ol 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 <i>AEMO</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 AEMO 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 AEMO pursuant to clauses 4.6.3(c) and 4.6.3(d).
<i>approved estimation methodology</i>	The estimation methodology contained in Attachment 2.
<i>approved substitution methodology</i>	The substitution methodology contained in Attachment 3.
<i>approved validation methodology</i>	The validation methodology contained in Attachment 1.
<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).
<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 AEMO in accordance with clause 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 10TJ 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 AEMO.

<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 (Qld)</i>).
<i>certification</i>	A certificate issued by AEMO 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>changeover date</i>	Means the date fixed by Ministerial Gazette notice for AEMO's assumption of responsibility for these <i>Procedures</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 AEMO 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> and <i>meter number</i> of every <i>MIRN</i> that is recorded in the <i>MIRN database</i> of that <i>Distributor</i> .
<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> .
<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 AEMO, 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 AEMO following the registration of that <i>Retailer</i> in the AEMO <i>meter register</i> as the <i>FRO</i> for that <i>distribution supply</i>

	<i>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 <i>AEMO</i> for that <i>gas day</i> .
<i>data collection system</i>	All equipment and arrangements that lie between the <i>AEMO 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 1 July 2007 (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>).
<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 the <i>Rules</i> to resolve a dispute or disputes under or in connection with these <i>Procedures</i> in accordance with the <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 region</i>	Distribution region includes all <i>distribution areas</i> that are covered by each <i>Distributor's distribution authority</i> except for a <i>distribution area</i> covered under an <i>excluded distribution authority</i> and in the case of a <i>Distributor</i> that holds a Reticulator's Authorisation issued under the <i>Gas Supply Act 1996</i> of New South Wales, includes the relevant distribution districts corresponding to that <i>Distributor</i> in its Reticulator's Authorisation.
<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>Distributor</i>	Means an entity that participates in the gas market of Queensland, in a registrable capacity of a distributor under the <i>Rules</i> and has registered with <i>AEMO</i> under the <i>Rules</i> in that registrable capacity.
<i>effective degree day</i>	Has the meaning given to that term in clause 3 of Attachment 4.
<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 7.1 or where a Reserve Bank real time gross settlement facility is not available, an electronic funds transfer facility to be arranged by <i>AEMO</i> and made available for all <i>Retailers</i> at their own expense in accordance with clause 7.1.
<i>Energy Exceedance Limit</i>	The minimum quantity in <i>GJ</i> for the <i>exceedance limit</i> .
<i>estimated meter reading</i>	An estimate of an <i>actual meter reading</i> that is made under these <i>Procedures</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 <i>AEMO</i> in accordance with clause 6.6.1(b).

<i>exceedance amount</i>	<p>The amount payable by a <i>Retailer</i> to <i>AEMO</i> in respect of an <i>exceedance</i> as determined by <i>AEMO</i> in accordance with clause 6.6.1(d).</p> <p>For the avoidance of doubt an <i>exceedance amount</i> determined by <i>AEMO</i> for a <i>settlement statement</i> will not be liable for adjustment in relation to an <i>injection allocation trade</i> where that <i>injection allocation trade</i> relates to a <i>gas day</i> that occurs after the issue of the revised <i>settlement statement</i> that included the <i>exceedance amount</i>.</p>
<i>exceedance limit</i>	The limit, in GJ, 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 <i>AEMO</i> in accordance with clause 6.6.1(a).
<i>exceedance rate</i>	The rate, in \$ per GJ, at which <i>exceedance</i> is payable by <i>Retailers</i> to <i>AEMO</i> .
<i>excluded distribution authority</i>	Has the meaning given under the <i>Gas Supply Regulation</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>	<p>Is the consent provided by a <i>Customer</i> where:</p> <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>AEMO</i> for a <i>gas day</i> or a range of <i>gas days</i> in accordance with clause 5.5.1.
<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)(i).
<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 <i>AEMO</i> under clause 7.4.
<i>flow</i>	The difference between a <i>validated meter reading</i> and

	the immediately preceding <i>validated meter reading</i> .
<i>FRC fees</i>	The fees payable by a <i>Retailer</i> determined by AEMO in accordance with the <i>Law</i> and the <i>Rules</i> .
<i>FRC HUB</i>	The <i>FRC HUB</i> is the network facility through which AEMO, 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>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>AEMO 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.
<i>Gas Interface Protocol</i>	The protocol referred to in clause 1.3.
<i>Gas Supply Act</i>	Means the <i>Gas Supply Act 2003</i> (Qld).
<i>Gas Supply Regulation</i>	Means the <i>Gas Supply Regulations 2003</i> (Qld).
<i>generated consumed energy</i>	An estimate of consumed energy at a <i>distribution supply point</i> , calculated by AEMO using the estimation methodology defined in Attachment 2, where the energy is required for wholesale settlement calculations and for which AEMO has not yet received a <i>validated meter reading</i> or <i>estimated meter reading</i> from the relevant <i>Distributors</i> .
<i>GJ</i>	Means one gigajoule which equals 1×10^9 joules.
<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>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 APT 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 AEMO 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 <i>AEMO</i> in accordance with clause 6.5.1(a) for a <i>final statement</i> .
<i>injection allocation trades notice</i>	is a notice issued to <i>AEMO</i> in accordance with clause 6.4.1 (d) detailing the energy traded, in gigajoules, of the injection allocations swapped between <i>Retailers</i> and the <i>Retailers</i> who are part of this trade.
<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>Interest rate</i>	The 90 day Bloomberg Bank Bill Swap Reference Rate as published in the Australian Financial Review from time to time.
<i>interval meter</i>	A <i>meter</i> with a <i>data logger</i> .
<i>Law</i>	Means the National Gas Law forming a schedule to the <i>National Gas (South Australia) Act 2008 (SA)</i> .
<i>local capacity charge</i>	A charge other than an <i>excluded services charge</i> or <i>distribution tariff</i> charge 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 <i>AEMO</i> for purposes of aggregating, allocating or apportioning energy data.
<i>Market Auditor</i>	A person appointed by <i>AEMO</i> to carry out a <i>Review</i> under clause 1.7.
<i>market information bulletin board</i>	An electronic facility provided by <i>AEMO</i> (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 <i>AEMO</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 AEMO 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>).
<i>MJ</i>	Means one megajoule which equals 1×10^6 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 AEMO 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 AEMO.
<i>net system load profile methodology</i>	The methodology contained in Attachment 4.
<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 4.
<i>objection notice</i>	In relation to a <i>transfer request</i> , a notice delivered to AEMO 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 <i>AEMO</i> pursuant to clause 4.3.3.
<i>objection withdrawal notice</i>	In relation to a <i>transfer request</i> , a notice delivered to <i>AEMO</i> pursuant to clause 4.3.2.
<i>objection withdrawal notification</i>	In relation to an <i>objection</i> notice, a notice of that name delivered to <i>AEMO</i> pursuant to clause 4.3.3.
<i>operational terms and conditions</i>	The terms and conditions under which <i>AEMO</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 <i>AEMO</i> in accordance with the <i>Rules</i> .
<i>participant compensation fund</i>	The fund maintained by <i>AEMO</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 7.5(a) and 7.6(a).
<i>Percentage Exceedance Limit</i>	The percentage of <i>aggregated consumption</i> used in determination of the <i>exceedance limit</i> by <i>AEMO</i> in accordance with clause 6.6.1(a).
<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 <i>AEMO</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 <i>AEMO</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.
<i>Process to Validate Aggregated Injections received from Retailers</i>	Means the process established by the former gas market operator and maintained by <i>AEMO</i> under clause 6.4.2(a).
<i>Procedures</i>	These Retail Market Procedures (Queensland) made in accordance with the <i>Rules</i> .
<i>projected basic meter limit</i>	Where a <i>basic meter</i> has a projected energy consumption of more than 10TJ 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 <i>AEMO</i> is to be registered in the <i>AEMO 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 AEMO.
<i>publish</i>	The posting of information on the AEMO web site.
<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 AEMO 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>recommissioned</i>	In relation to a <i>distribution supply point</i> that has been <i>decommissioned</i> , where action has been taken to allow gas 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 AEMO <i>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 AEMO pursuant to clause 4.8.
<i>relevant dispute</i>	Has the meaning given to that term in Part 15C of the <i>Rules</i> .
<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 participates in the gas market of Queensland, in a registrable capacity of a retailer under the <i>Rules</i> and has registered with AEMO under the <i>Rules</i> in that registrable capacity.
<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 AEMO.
<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 AEMO <i>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 <i>AEMO</i> were to be registered in the <i>AEMO 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 <i>AEMO</i> in accordance with clause 6.5.1(a) for a <i>revised statement</i> .
<i>revised statement</i>	A statement issued by <i>AEMO</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>	The National Gas Rules made in accordance with the <i>Law</i> .
<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 read 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 <i>AEMO</i> under clause 7.2.
<i>settlement statement</i>	A statement issued by <i>AEMO</i> in the form of a <i>final statement</i> under clause 7.5 or a <i>revised statement</i> under clause 7.8.
<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>special read request</i>	A request for a <i>special read</i> in the form prescribed by the relevant <i>Distributor</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.
<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>Procedures</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 AEMO.
<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 GJ per EDD calculated in accordance with Attachment 4.
<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 AEMO to register that <i>Retailer</i> in the AEMO <i>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 AEMO pursuant to clause 4.2.
<i>transfer withdrawal notice</i>	In relation to a <i>transfer request</i> , a notice delivered to AEMO, pursuant to clause 4.5.1.
<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>distribution areas</i> as defined by AEMO for <i>balancing</i> purposes.

1.1.2 Interpretation

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

- (a) references to time are references to Australian Eastern Standard Time;
- (b) 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;
- (c) 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
- (d) where *Participants* are required to calculate values under these *Procedures*, 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

[**Note:** Please see Schedule 2 of the *NGL* for further provisions relating to Interpretation of these *Procedures*.]

1.1.3 The Regulatory Framework

- (a) These *Procedures* form part of the regulatory framework which is applicable to *AEMO, Retailers and Distributors* under the *Gas Supply Act*, the *Law* and the *Rules*.

1.1.4 Application

- (a) If a provision of these *Procedures* is inconsistent with the *Gas Supply Act*, the *Petroleum and Gas Act*, the *Law* or the *Rules*, the *Gas Supply Act*, the *Petroleum and Gas Act*, *Gas Industry Code*, the *Law* or the *Rules* (as the case may be) will prevail to the extent of the inconsistency.
- (b) Unless expressly provided otherwise, the provisions of Chapter 2 of these *Procedures* do not apply to *interval meters*.
- (c) Unless expressly provided otherwise, the provisions of Chapter 5 of these *Procedures* do not apply to *basic meters*.
- (d) These *Procedures* apply in respect of *distribution supply points* in a *distribution region*.
- (e) Nothing in these *Procedures* 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 AEMO

[**Note:** Please see registration provisions in the *Law* and the *Rules*.]

For the purpose of the requirement to have adequate financial resources in order to be registered as a participant under the *Rules*, the person must have *sufficient financial standing* and must provide to *AEMO* with any application for registration, documentary evidence that it has *sufficient financial standing*.

[**Note:** See section 135AB of the *Rules*]

1.3 Gas Interface Protocol

1.3.1 Amendment

The *Gas Interface Protocol* may only be amended by *AEMO* undertaking one of the following consultative processes:

- (a) the ordinary process for making *Procedures* under section 135EE of the *Rules*;
or
- (b) the expedited process for making *Procedures* under section 135EF of the *Rules*.

1.3.2 Publication

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

1.3.3 Effect

AEMO 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, notices, documents or requests, as contemplated by these *Procedures*.

1.3.4 FRC HUB

- (a) In accordance with the *certification* process (Gas FRC Business to Business connectivity Testing and System Certification) maintained and *published* by *AEMO*, *AEMO* and each *Retailer and Distributor* must be certified by *AEMO* prior to using the *FRC HUB* for transactions specified in the *Gas Interface Protocol*.
- (b) *AEMO* must maintain and *publish, operational terms and conditions* for the *FRC HUB*.
- (c) *AEMO*, 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) *AEMO* and each *Retailer and Distributor* must comply with the *operational terms and conditions*, as *published* by *AEMO* on its website from time to time.
- (e) A breach, by a *Retailer or Distributor* of the *operational terms and conditions*, is taken to be a breach of these *Procedures* for the purposes of section 91MB of the Law.
- (f) Where a *Retailer or Distributor* uses the *FRC HUB* in breach of the *operational terms and conditions*, then as soon as *AEMO* becomes aware of such breaches *AEMO*:
 - (i) must notify the *Retailer or Distributor* of the breach; and
 - (ii) may take any action in relation to the breach, including issuing a direction to the *Retailer or Distributor* under section 91MB(4)(b) of the Law to rectify the breach or to take specified measures to ensure future compliance (or both)..
- (g) Where a *Retailer or Distributor* continues to use the *FRC HUB* in breach of the *operational terms and conditions* after a notice of a breach under 1.3.4(f)(i) has been provided to the *Retailer or Distributor*, and continued significant breaches of the same nature are evident, then *AEMO*:

- (i) may treat the continued breach as a material breach of these *Procedures* and refer the matter to the *AER* in accordance with section 91MB(4)(c) of the *Law*.

1.4 Confidentiality

[**Note:** Please see Division 7, Part 6 of the *Law* and rule 138A of the *Rules* which provides for the use and disclosure of confidential information.]

1.4.1 Confidential Information

Unless these *Procedures* state otherwise, any information provided to *AEMO*, a *Retailer*, or a *Distributor* under these *Procedures* is classified as confidential information for the purposes of the *Law* and the *Rules*.

1.5 Dispute resolution

- (a) The dispute resolution provisions under the *Rules* apply to the determination of any compensation payable in the circumstances set out in clause 6.9.3; and
- (b) A dispute referred to in clause 1.5(a) is a *relevant dispute* for the purposes of the *Rules*.

1.6 Review

1.6.1 Review by AEMO

Before 1 July 2010, *AEMO* in consultation with *Retailers*, *Distributors* and the *AER* must 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 *AEMO* as described in Attachment 4; and
- (iii) the methodologies described in Attachments 1, 2 and 3.

1.6.2 Implementation

AEMO must amend these *Procedures* in accordance with the ordinary Procedure change process under the *Rules* in order to implement any proposed changes to these *Procedures* which arise as a result of the review conducted by *AEMO* under clause 1.6.1.

1.7 Market audit

- (a) *AEMO* must arrange for a *Review* to be conducted at least annually by a *Market Auditor*.
- (b) *AEMO* shall appoint a *Market Auditor* who in *AEMO*'s reasonable opinion is independent and suitably qualified to conduct the required *Review*.
- (c) The *Review* must examine compliance by *AEMO* with its processes and the effectiveness and appropriateness of systems utilised in the operation of any

activities as set out in or contemplated by the *Procedures*, including but not limited to:

- (i) *AEMO* business processes;
 - (ii) *AEMO*'s compliance processes and compliance with the *Procedures*;
 - (iii) IT Controls, including software management and business continuity;
 - (iv) integrity of the *AEMO meter register*;
 - (v) profiling processes and systems; and
 - (vi) billing and information systems (*balancing process*).
- (d) *AEMO* 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) *AEMO* 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 1.7(e) must be made available by *AEMO* to *Retailers*, the *AER* and *Distributors* on request.

CHAPTER 2 – TRADING PROCESSES

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 *Procedures*;
 - (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

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

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

(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, *AEMO* has delivered to a *Distributor* a *transfer request notification* or an *alternative transfer date notification*, the *Distributor* must provide to *AEMO* 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 *AEMO* the following information:

* 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 2.2.5(a) in which case clause 2.4.3 will apply.

- (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 AEMO 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)(ii)(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 AEMO 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)(iii)(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 AEMO:

- (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, AEMO 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) (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 *AEMO meter register*.
- (f) A *Distributor* must use its reasonable endeavours to provide to AEMO 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 AEMO 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 AEMO 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 *Procedures 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 AEMO.

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 *Procedures*, 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 *Procedures* 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 *AEMO* 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 AEMO 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 *Procedures* 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 AEMO 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 *AEMO* for the *gas day* by 1:30pm of the following *business day*.
- (d) *AEMO* 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 *AEMO* 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, *AEMO* 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), 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 *AEMO* 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 AEMO

- (a) *AEMO* must, at least once every 3 months use its reasonable endeavours to review all information received by it from each *Distributor* pursuant to Chapter 2 of these *Procedures* 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 *Procedures*.
- (b) If that review reveals that a *Distributor* has not provided to *AEMO* all of the information which the *Distributor* is required to provide pursuant to Chapter 2 of these *Procedures* in respect of such *meters*, *AEMO* must notify the *Distributor* as soon as practicable and the *Distributor* must use its reasonable endeavours to provide the relevant information to *AEMO* by 5.00 pm on the first *business day* following the day on which *AEMO* 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 *Procedures* 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 *AEMO* under these *Procedures*, to *AEMO* 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, *AEMO* 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 *AEMO* 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 *AEMO* 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 4; 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 4.

2.8.2 Profile Preparation and Application

AEMO 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*, AEMO 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) AEMO 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 4; 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) AEMO 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) AEMO must:
 - (i) recalculate the *NSL* for each *distribution region* in accordance with clause 1.2.3 of Attachment 4;
 - (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) AEMO 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 AEMO all the relevant details which are required for the purposes of updating the *AEMO 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*);
 - (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*; and

- (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 AEMO,

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 AEMO) 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 AEMO all the relevant details relating to the *meter* which are required for the purposes of updating the *AEMO meter register* and recording that *meter* as an *interval meter* in the *AEMO 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) AEMO, 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*, *AEMO*, 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 *AEMO* with the details referred in clause 2.9.7(a).

CHAPTER 3 – MIRN DISCOVERY PROCESSES

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

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

- (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 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 *AEMO* 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 the *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) *AEMO* 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 *AEMO* 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 *AEMO*, 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 the *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 *AEMO* (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 *AEMO* (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 *AEMO* (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 *AEMO* 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 *AEMO* (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 *AEMO* 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 *AEMO* (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 *AEMO* to obtain the *discovery address* or *MIRN* relating to the relevant *distribution supply point*, for the purposes of enabling the *Retailer* or *AEMO* 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) *AEMO* must allocate to each *Distributor* a set of numbers which are available for use as *MIRNs* for *distribution supply points* which are located in the *distribution region* of that *Distributor*.
- (b) *AEMO* 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 *AEMO* pursuant to clauses 3.5.1(a) or (b) must be unique and must not be allocated by *AEMO* to any other *Distributor*.

- (d) Each *Distributor* must assign a number, selected from the numbers allocated to it by AEMO 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) 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 *changeover date*; 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 PROCESSES

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 *AEMO* 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 *AEMO 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 *AEMO*.
- (c) A *Retailer* must not deliver a *transfer request* in relation to a *distribution supply point* to *AEMO* 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 *AEMO* 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 *AEMO* 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 AEMO; 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 AEMO 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 AEMO; 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 AEMO 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 AEMO 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 AEMO which nominates a *prospective transfer date* as the *proposed transfer date* is taken to have represented to AEMO that the *Retailer* has received the *explicit informed consent* of the subject *Customer* to the registration of that *Retailer* in the AEMO 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 AEMO 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 AEMO 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 AEMO which nominates a *retrospective transfer date* as the *proposed transfer date* is taken to have represented to AEMO that the *Retailer* has received the *explicit informed consent* of the subject *Customer* to the registration of that *Retailer* in the AEMO 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 AEMO;

- (b) a *transfer request* in relation to that *distribution supply point* has already been delivered to AEMO (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 AEMO but the *Retailer* who delivered the *existing transfer request* to AEMO has not yet been registered in the AEMO meter register as the *FRO* for the *distribution supply point* to which the *existing transfer request* relates,

then AEMO 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 AEMO, deliver a notice stating this fact to the *Retailer* who delivered that *transfer request*.

4.2 Notification of transfer

4.2.1 Notification by AEMO

Provided that clauses 4.1.1 to 4.1.3 and 4.1.5 have been complied with in relation to the *transfer request*, AEMO 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 AEMO; 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 AEMO.

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 AEMO, 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 AEMO, 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 AEMO 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 AEMO 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 AEMO.
- (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 AEMO where:
- (i) the *transfer request* contains a *Customer no-change statement*; and
 - (ii) at the time the *objection notice* is delivered to AEMO, 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 AEMO may withdraw that *objection notice* by delivering to AEMO 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 AEMO.
- (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 AEMO 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 AEMO 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 AEMO 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 AEMO, such withdrawal being effected by the *FRO* delivering to AEMO 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 AEMO

- (a) AEMO 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 AEMO; 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 AEMO.

4.3.4 Termination of Transfer Process

If:

- (a) an *objection notice* in relation to a *transfer request* has been delivered to AEMO 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 AEMO, that *FRO* or *retrospectively affected FRO* (as the case may be) has not delivered to AEMO an *objection withdrawal notice* in relation to that *transfer request* pursuant to clause 4.3.2,

then AEMO 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 AEMO, deliver a notice that AEMO will not further process that *transfer request* to:
 - (i) the *Retailer* who delivered the *transfer request* to AEMO;
 - (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 AEMO, at any time before that *Retailer* is registered by AEMO in the *AEMO 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 AEMO

AEMO 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 AEMO 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 AEMO:
 - (i) may deliver a notice withdrawing that *transfer request* (a *transfer withdrawal notice*) to AEMO at any time before (but not after) the registration of that *Retailer* in *AEMO 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 *AEMO 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 AEMO.
- (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

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

4.5.3 Notification by AEMO

AEMO 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 AEMO 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 AEMO 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) 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 AEMO, by midnight on the fifth *business day* after the day on which AEMO 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 AEMO an *objection withdrawal notice* in relation to the *transfer request* pursuant to clause 4.3.2; and
- (d) the following information has been delivered to AEMO, 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 AEMO:

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

AEMO must, as soon as is practicable, register that *Retailer* in the AEMO 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*, AEMO has not been notified, in accordance with clause 4.6.1(d), of the information specified in that clause,

then AEMO 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 AEMO;
 - (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 AEMO delivers a *read failure notice* under clause 4.6.2 to the *Retailer* who delivered to AEMO the *transfer request* to which the *read failure notice* relates, that *Retailer* may deliver to AEMO, at any time before (but not after) midnight on the tenth *business day* after the day on which AEMO 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 *AEMO* pursuant to that clause, then *AEMO* must, by midnight on the first *business day* after the day on which the *Retailer* delivered the *alternative transfer notice* to *AEMO*, 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 *AEMO* 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, *AEMO* has delivered a *read failure notice* in relation to a *transfer request* to the *Retailer* who delivered that *transfer request* to *AEMO*; and
- (b) that *Retailer* does not deliver an *alternative transfer date notice* to *AEMO* pursuant to clause 4.6.3,

then *AEMO* must cease processing the relevant *transfer request* and must, by midnight on the 11th *business day* after the day on which *AEMO* 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 *AEMO* will not further process that *transfer request*.

4.6.5 Registration Date

- (a) Where, pursuant to clause 4.6.1, *AEMO* registers a *Retailer* in the *AEMO 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) *AEMO* 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 *AEMO meter register*.

4.7 Registration of retrospective transfer

4.7.1 Registration Requirements

Where:

- (a) a *Retailer* has delivered to *AEMO* 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 *AEMO*, by midnight on the fifth *business day* after the day on which *AEMO* 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 *AEMO* an *objection withdrawal notice* in relation to the *transfer request* pursuant to clause 4.3.2,

* 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 *AEMO meter register* with effect from a day prior to the day on which the transfer request is delivered to *AEMO* (ie. where the proposed transfer date is less than four business days after the day on which the transfer request was delivered to *AEMO*).

then, unless the *Retailer* who delivered the *transfer request* to AEMO has also delivered to AEMO a *transfer withdrawal notice* in relation to the *transfer request* pursuant to clause 4.5.1, AEMO must as soon as is practicable, register the *Retailer* who delivered the *transfer request* in the AEMO 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, AEMO registers the *Retailer* who delivered the *transfer request* in the AEMO 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 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) AEMO 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 AEMO meter register.

4.7.3 Termination of Retrospective Transfer

Where a notice has been delivered to AEMO 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 AEMO 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 AEMO;
 - (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), AEMO registers a *Retailer* in the AEMO meter register as the *FRO* for a *distribution supply point*, AEMO must, by midnight on the first *business day* after it registers that *Retailer* in the AEMO 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 PROCESSES

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 before 1 July 2009, all *distribution supply points* in their *distribution region* that are *basic meters* and with energy consumption greater than the *basic meter limit* as at 1 July 2007 have *interval meters* installed.
- (c) Commencing on 1 July 2009, 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 *AEMO* and the *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 AEMO

- (a) AEMO must maintain a procedure under which notifications regarding *interval meters* are made.
- (b) Each *Distributor* must notify AEMO within the timeframes set out in the procedure 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*.

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.

- (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*.

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 AEMO.
- (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 *Procedures* 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 AEMO 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 AEMO 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 AEMO

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

- (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 AEMO 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

AEMO must use its reasonable endeavours to publish for *Retailers* only the *consumed energy* for all *interval meters* that are *distribution supply points* and for which they are the *FRO* on the *market information bulletin 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:
- (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 *AEMO meter register*.

5.6.2 Provision of information to AEMO

- (a) A *Distributor* must use its reasonable endeavours to provide to AEMO 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 AEMO 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

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

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 *AEMO* by reference to the *MIRN* for the relevant *distribution supply point*.
- (b) The *Distributor* does not have an obligation 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 *AEMO's* databases.

5.7 Use of Energy Data by AEMO

AEMO 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 PROCESSES

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 *Procedures*, and will be provided by each *Retailer* and validated in accordance with AEMO's validation procedure.
- (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 AEMO. The accumulated *exceedance amounts* (less any minimum amount to be retained for the *participant compensation fund*) will be used by AEMO 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 AEMO, 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 AEMO in accordance with clause 5.5.1.
- (b) Each *Distributor* must advise AEMO 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) Before 1 August annually, each *Distributor* must use reasonable endeavours to review the mapping of all post codes to *withdrawal zones* in their *distribution region*, and provide AEMO with an updated list of post codes to *withdrawal zone* mappings.
- (d) Each *Distributor* must use reasonable endeavours to provide AEMO 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 frame set out in clause 2.9.1.

6.2.3 AEMO Metering Database

- (a) AEMO must create, maintain and administer a *metering database* containing information for each *metering installation* required by AEMO for *balancing* purposes.³
- (b) AEMO must, on or before the start of each *gas day*, publish on the *market information bulletin board* for affected *Participants* only, details of every *MIRN* required by AEMO for *balancing* purposes on that *gas day*.
- (c) AEMO may appoint an agent from time to time to create, maintain or administer the *metering database*.
- (d) AEMO 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 16 months old or less, within four hours of receiving a written request from an affected *Participant*; and

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

- (ii) in the case of data more than 16 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 AEMO pursuant to clause 5.5.1 and all aggregated energy data determined by AEMO for *balancing* purposes.
- (f) As part of the *metering database*, AEMO must create, maintain and administer a database of post codes to *withdrawal zone* mappings to identify a *withdrawal zone* from a post code supplied pursuant to clause 2.9.1.
- (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) AEMO 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) AEMO 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*:

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

Where:

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

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

$\sum PBM_{d, DR, WZ}$ = Sum of 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 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:*

$$= \sum INJ_{d, DR, WDZ} - \sum INT_{d, DR, WDZ} - \sum BM_{d, DR, WDZ}$$

Where:

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

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

$\sum BM_{d, DR, WDZ}$ = *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*, *AEMO* 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

AEMO must use its reasonable endeavours to publish on the *market information bulletin board* for *Retailers* only 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 AEMO.

6.4 Aggregated Injections of Retailers

6.4.1 Provision of Aggregated Injections to AEMO by Retailers

- (a) Each *Retailer* must provide their *aggregated injections* to each *distribution region* and *withdrawal zone* for each *gas day* as required by AEMO for *balancing* purposes and for which AEMO has *published* the required *MIRNs* under clause 6.2.3(b).
- (b) Each *Retailer* must use reasonable endeavours to provide their *aggregated injections* to AEMO 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 AEMO 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.
 - (d) Each *Retailer* that undertakes a trade must provide an *injection allocation trades notice* detailing the energy traded, in gigajoules, and the counter parties to the trades to AEMO by:
 - (i) 5.00 pm on the tenth *business day* after the end of each *billing period* in relation to the *aggregated injections* for all *gas days* in that *billing period*; and

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

- (ii) 5.00 pm on the fifth *business day* before the end of the calendar month after the end of each *billing period* in relation to the *aggregated injections* for all *gas days* in that *billing period* as a *revision extract*.

6.4.2 Validation of Aggregated Injections by AEMO

- (a) AEMO must ensure, at all times, there exists a process to validate that the total of all *aggregated injections* for all *Retailers* and the impact of the registered trade under clauses 6.4.1 (d), matches the total of the energy measured at *custody transfer meters* for each *withdrawal zone* in each *distribution region*, and must set out the action to be taken in the event of a validation failure (*Process to Validate Aggregated Injections received from Retailers*).⁵
- (b) AEMO must *publish* the *Process to Validate Aggregated Injections received from Retailers* within ten *business days* of any amendment being made.
- (c) AEMO must store the validated *aggregated injections* provided by each *Retailer* (and adjusted by AEMO if required by the *Process to Validate Aggregated Injections received from Retailers*) in the *metering database*.

6.5 Cumulative Imbalance

6.5.1 Determination of Cumulative Imbalance

- (a) AEMO 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*, AEMO must use the most recent information contained in the *metering database* and the most recent *NSL* profile for that *gas day*.
- (c) AEMO must determine the *cumulative imbalance* for each *Retailer* in each *distribution region* and each *withdrawal zone* for the *cumulative imbalance issue date* as follows:
 - (i) for *final statements*:

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

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 AEMO taking consideration of the circumstances.

(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

AEMO must use its reasonable endeavours to publish on the *market information bulletin board* for Retailers only 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 AEMO.

6.6 Exceedance

6.6.1 Determination of Exceedance Amounts

- (a) AEMO 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) AEMO 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*:

$$\text{DEXC}_{d, DR, WZ} = - (\text{DIMB}_{d, DR, WZ}) - \text{DEL}_{d, DR, WZ} ; \text{ or}$$

- (iii) in all other instances:

$$\text{DEXC}_{d, DR, WZ} = \text{Zero}$$

Where:

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

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

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

AEMO 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

AEMO must use its reasonable endeavours to *publish* for *Retailers* only on the *market information bulletin board* 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* pertains; and
- (d) in the event of a further revision, as revised *balancing amounts* by a date and time to be advised by *AEMO*.


6.8 Complaints regarding Balancing

6.8.1 Monitoring of sufficiency of injections

- (a) *AEMO* must ensure, at all times, there exists a process 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 *AEMO* believes that they are not.
- (b) *AEMO* must *publish* the process established under clause 6.8.1(a) within ten *business days* of any amendment being made.

6.8.2 Complaints by Retailers

- (a) A *Retailer* who reasonably believes that they have been substantially adversely affected by another *Retailer* not complying with its obligations under clauses 6.2.1(a) and 6.2.1(d) may submit a complaint to *AEMO* setting out the grounds for the complaint.
- (b) *AEMO* will review the complaint to identify if any other *Retailer* could have been instrumental in substantially affecting the complainant, and within five *business days* *AEMO* 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 to *AEMO's* request within five *business days* of receiving the request or some other time as may be agreed in writing by *AEMO*.
- (d) If the *identified retailer(s)* does not respond to *AEMO* in accordance with clause 6.8.2(c) then *AEMO* must advise all *Retailers* and the *Adviser* of their failure to respond.
- (e) *AEMO* must review the response, and if in *AEMO's* reasonable opinion the *identified retailer* used reasonable endeavours to avoid the situation that substantially affected the *complainant retailer*, *AEMO* must, within five *business days* of receiving the response, advise the *complainant retailer* that no further action will be taken.
- (f) If, in *AEMO's* reasonable opinion, the *identified retailer* has not used reasonable endeavours to avoid the situation that substantially affected the *complainant retailer*, *AEMO* must, within five *business days* of receiving the response, refer the complaint to the *Adviser* for resolution under the dispute resolution provisions in the *Rules*.

- 
- (g) Where a complaint has been referred to the *Adviser*, *AEMO* 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 *Adviser*.

6.9 Compensation

6.9.1 Participant Compensation Fund

AEMO must maintain the *participant compensation fund* for the purpose of paying compensation to *complainant retailer(s)* where a complaint has been referred to the *Adviser* pursuant to clause 6.8.2, and the *dispute resolution panel* has upheld the complaint.

6.9.2 Funding the Participant Compensation Fund

- (a) All payments to *AEMO* in respect of *exceedance amounts* must be paid into the *participant compensation fund* 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) Any interest paid on money held in the *participant compensation fund* will accrue to and form part of the *participant compensation fund*.
- (d) 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, *AEMO* 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*.
- (e) *AEMO* 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; and
 - (iv) any amount used to offset *FRC fees* for the upcoming year pursuant to clause 6.9.2(d).

6.9.3 Determination of compensation

Where a complaint has been referred to the *Adviser* pursuant to clause 6.8.2, and the *dispute resolution panel* has upheld the complaint, the *complainant retailer* may submit a claim for compensation to the *dispute resolution panel* for determination in accordance with the dispute resolution provisions set out in the *Rules*.

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 these *Procedures*, *AEMO* must include the whole of the amount payable in the next settlement statement.

CHAPTER 7 – SETTLEMENTS

7.1 Electronic funds transfer

- (a) *AEMO* 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 *AEMO*, all *Retailers* must use the *EFT facility* provided by *AEMO* under clause 7.1(a) for the settlement of transactions and the payment of *FRC fees*.

7.2 Settlement amounts for billing periods

- (a) *AEMO* must determine the *settlement amount* for each *Retailer* for each *billing period* in accordance with clause 7.2(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*; plus
 - (iii) any other amounts payable by that *Retailer* to *AEMO* pursuant to these *Procedures*; minus
 - (iv) any other amounts payable by *AEMO* to that *Retailer* pursuant to these *Procedures*.
- (c) The *settlement amount* determined by *AEMO* pursuant to clause 7.2(b) for each *Retailer* will be a positive or negative dollar amount.
- (d) Each component of the *settlement amount* determined by *AEMO* pursuant to clause 7.2(b) for each *Retailer* must be clearly identified and is subject to the application of *GST*, where applicable, under clause 7.13.

7.3 Payment of settlement amount

- (a) Where the *settlement amount* for a *Retailer* is a positive amount, the *Retailer* must pay that amount to *AEMO* in accordance with clause 7.5.
- (b) Where the *settlement amount* for a *Retailer* is a negative amount, the *Retailer* must be paid that amount by *AEMO* in accordance with clause 7.6.

7.4 Final statements

- (a) No later than 20 *business days* after the end of each *billing period*, *AEMO* must give to each *Retailer* a *final statement* stating the amounts payable by the *Retailer* to *AEMO* or payable by *AEMO* to the *Retailer* (subject to clause 7.11) in respect of the relevant *billing period*.
- (b) The *final statements* issued under this clause 7.4 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*.

7.5 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 7.4, whichever is the later, each *Retailer* must pay to AEMO in cleared funds the *settlement amount* stated to be payable to AEMO 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 7.5(a) must be made using the *EFT facility*.

7.6 Payment to Retailers

- (a) By no later than 2.00 p.m. on the day on which AEMO is to be paid under clause 7.5, AEMO 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 clause 7.11).
- (b) Payments made in accordance with clause 7.6(a) must be made using the *EFT facility*.

7.7 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 AEMO during the period between the issue of a *final statement* and the issue of a *revised statement* in accordance with clause 7.8 concerning either:
 - (i) the *settlement amount* stated in a *final statement* provided under clause 7.4(a) to be payable by or to it a *Retailer*; or
 - (ii) the supporting data provided in accordance with clause 7.4(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 7.8(d) to be payable by or to a *Retailer*; or
 - (ii) the supporting data provided in accordance with clause 7.8(e), must be raised within six months after the issue of the *revised statement*.
- (d) Disputes raised in relation to a *revised statement* must be resolved by agreement or pursuant to the dispute resolution provisions set out in the *Rules*.

7.8 Revised Statements

- (a) AEMO must revise each *final statement* issued in accordance with clause 7.4 using, for the purpose of that revision, the most recent information available to

AEMO on the last *business day* of the ninth month after the relevant *billing period*, and *AEMO* must issue a *revised statement* for the relevant *billing period* in accordance with clause 7.8(d).

- (b) If, within twelve months of the end of a *billing period* for which a *revised statement* has been issued under clause 7.8(a), *AEMO* becomes aware of an error in an amount stated in that *revised statement* and in *AEMO*'s reasonable opinion a *Retailer* would be materially affected if a revision to the *revised statement* was not made to correct the error, then *AEMO* must:
 - (i) advise each *Retailer* likely to be materially affected by the error within five *business days* of *AEMO* deciding the error is material, and
 - (ii) as soon as practicable issue *revised statements* for the relevant *billing period* in accordance with clause 7.8(d).
- (c) If an amount in a *revised statement* issued under clauses 7.8(a) or 7.8(b) 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 *AEMO* must issue to each *Retailer* affected by the resolution of the dispute a *revised statement* in accordance with clause 7.8(d).
- (d) *AEMO* 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 7.8 setting out:
 - (i) the amount payable by the *Retailer* to *AEMO* or, subject to clause 7.11, the amount payable by *AEMO* to the *Retailer*; and
 - (ii) the adjustment to the *final statement* as agreed or determined.
- (e) The statements issued under this clause 7.8 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*.

7.9 Payment of adjustments

- (a) *AEMO* must specify the time and date on which a payment of an adjustment under a *revised statement* issued under clause 7.8 is due, which date must be not less than ten *business days* after the issue of that *revised statement*.
- (b) If the next *final statement payment date* occurs ten *business days* or more after the issue of a *revised statement* under clause 7.8, then *AEMO* must require payment of the adjustment under that *revised statement* to be made on that next *final statement payment date*.
- (c) If the next *final statement payment date* occurs less than ten *business days* after the date of issue of a *revised statement* under clause 7.8, then *AEMO* 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*.
- (d) By no later than the time and date specified by *AEMO* pursuant to clause 7.9(a), each *Retailer* must pay to *AEMO* in cleared funds the net amount stated to be payable by that *Retailer* in the *revised statement* issued to it under clause 7.8.

- (e) Subject to clause 7.11, on the day on which *AEMO* is to be paid under clause 7.9(d), *AEMO* 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 7.8.

7.10 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 *Procedures* 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 *Procedures* or any other obligation owed to *AEMO* 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* ceases 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*, *AEMO* may:
 - (i) issue a default notice which specifies:
 - (A) the nature of the alleged default; and
 - (B) if *AEMO* 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 *AER* for investigation if *AEMO* 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 *AEMO*; or
 - (ii) *AEMO* receives notice from the defaulting *Retailer* that it is not likely to remedy the default specified in the default notice,
 then *AEMO* must refer the matter to the *AER* for investigation.

7.11 Maximum total payment in respect of a billing period

- (a) For the purposes of this clause 7.11, the maximum total payment in respect of a *billing period* is equal to:
 - (i) the aggregate of the amounts received by *AEMO* from *Retailers* under clause 7.5 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 7.11(a), any payment received by *AEMO* from a *Retailer* in respect of a *billing period* shall be deemed to be made, and may be applied by *AEMO*, 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 *AEMO* 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 *AEMO* to each of the *Retailers* to whom payments are to be made in respect of the *billing period*, then the amount payable by *AEMO* 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 *AEMO* 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 7.11.

A is the maximum total payment in respect of the *billing period*; and

B is the aggregate of the net amounts payable by *AEMO* to *Retailers* under clause 7.6 in respect of the *billing period*.

7.12 Interest on overdue amounts

- (a) A *Retailer* or *AEMO*, 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 7.12(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.

7.13 GST

7.13.1 Interpretation

Terms used in this clause 7.13 have the same meaning given to those terms in the *GST Act*, unless provided otherwise.

7.13.2 Application of GST

- (a) Unless stated otherwise, and subject to clause 7.13.2(b), monetary amounts determined, *published*, notified or referred to under these *Procedures* do not include *GST*.
- (b) In determining amounts payable by or to persons under these *Procedures*, *AEMO* 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*.

7.13.3 Co-operation

- (a) Each *Participant* must provide reasonable co-operation, if requested by *AEMO* to do so, to ensure efficient compliance with laws relating to the *GST*.
- (b) *AEMO* 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 – 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 2.
 - (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 2 – 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 *Procedures*.

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 the methodology set out in its *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 AEMO with the approved estimation methodologies used in its current *meter measurement scheme* 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*, AEMO must *publish* the approved estimation methodologies on its website.

ATTACHMENT 3 – 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 the methodology set out in its *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 AEMO with the approved substitution methodologies used in its current *meter measurement scheme* 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*, AEMO must *publish* the approved substitution methodologies on its website.

ATTACHMENT 4 – NET SYSTEM PROFILE METHODOLOGY

1. Profile Preparation Service (PPS)

1.1 Calculation of the NSL

AEMO 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 AEMO 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 AEMO for the purpose of applying the *NSL* is provided to AEMO in accordance with clauses 2.6.2(b) and 2.6.3 of these *Procedures*. AEMO must apply the validation rules described in the *AEMO Consumed Energy Scenarios (Queensland)*, as published on the AEMO website, to the *consumed energy* data delivered to AEMO by the *Distributors*.

2.2 Load Apportionment Using the NSL

- 2.2.1 AEMO 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:

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

Where:

- $\text{consumed energy}_{d,j}$ 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, AEMO 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 AEMO by *Distributors* under clauses 2.8.1(c) and 2.8.1(d) of these *Procedures* as follows:

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

Where:

- *consumed energy*_{d,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 *Distributors*, and the *generated consumed energy*, as calculated by AEMO, is greater than the *NSL* for a *gas day*, AEMO 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 AEMO to calculate *consumed energy* for each *gas day* for *basic meters* for *second tier supply points*.

2.4.2 AEMO 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 *AEMO* 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

Procedures 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:

	<i>Customer Characterisation Code</i>
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:

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

RETAIL MARKET PROCEDURES (QUEENSLAND)

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.

End.