

# Model Service Level Agreement

Between:

**Electricity Networks Corporation ABN 18 540 492 861**

and

**[Name of User] ABN/ACN/ARBN [XXXXXXXXXX]**

30 September 2020



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# Parties

**ELECTRICITY NETWORKS CORPORATION ABN 18 540 492 861**, a statutory body corporate established under section 4(1)(b) of the *Electricity Corporations Act 2005 (WA)*, of 363 Wellington Street, Perth, Western Australia (**Western Power**)

– and –

[ ] of [ ] (**User**)

## Introduction

- (A) The User wishes to obtain Metering Services from Western Power in accordance with the provisions of this Agreement, Western Power’s Access Arrangement and the User’s Access Contract.
- (B) This Agreement sets out the terms and conditions, pursuant to the Code, upon which Western Power will provide the Metering Services to the User.

## Operative Provisions

### 1. Interpretation

#### 1.1 Interpretation

In this Agreement:

- (a) a reference to:
  - (i) the singular includes the plural and the plural includes the singular; and
  - (ii) an officer or body of persons includes any other officer or body for the time being exercising the powers or performing the functions of that officer or body; and
  - (iii) this Agreement or any other instrument includes any variation or replacement of it; and
  - (iv) **“under”** includes **“by”**, **“by virtue of”**, **“pursuant to”** and **“in accordance with”**; and
  - (v) **“day”** means a calendar day; and
  - (vi) **“person”** includes a public body, company, or association or body of persons, corporate or unincorporated; and
  - (vii) a person includes a reference to the person's personal representatives, executors, administrators, successors and permitted assigns; and
  - (viii) any monetary amount means that amount in Australian dollars;and
- (b) a word of any gender includes the corresponding words of each other gender; and
- (c) if a period of time is specified and dates from a given day or the day of an act or event, it is to be calculated exclusive of that day; and
- (d) **“copy”** includes a facsimile copy, photocopy or electronic copy; and
- (e) **“including”** and similar expressions are not words of limitation; and
- (f) where a word or expression is given a particular meaning, other parts of speech and grammatical forms of that word or expression have a corresponding meaning; and

- (g) where information is set out in braces (namely “{**and**}”), whether or not preceded by the expression “**Note**”, “**Outline**” or “**Example**”, the information:
  - (i) is provided for information only and does not form part of this Agreement; and
  - (ii) is to be disregarded in interpreting this Agreement; and
  - (iii) might not reflect amendments to this Agreement or other documents or Laws;and
- (h) unless the contrary intention is apparent, a term with a defined meaning in the Code has the same meaning in this Agreement; and
- (i) a reference to:
  - (i) this Agreement includes any Schedule to this Agreement; and
  - (ii) a clause is a reference to a clause of this Agreement; and
  - (iii) a series of consecutive clauses or Schedules is to be read as inclusive of the first and last in the series.

## 1.2 Interpretation Act applies

Unless the contrary intention is apparent, the rules of interpretation in the *Interpretation Act 1984 (WA)* apply to the interpretation of this Agreement.

## 2. Duration

### 2.1 Term

This Agreement commences on the Commencement Date and continues until this Agreement is terminated, in accordance with this Agreement.

### 2.2 Termination

This Agreement will only terminate if and when the User’s Access Contract terminates but such termination is without prejudice to any rights, remedies, powers, obligations or liabilities of a Party in respect of this Agreement which arose prior to the date of termination.

## 3. Services

### 3.1 Metering Services

During the Term:

- (a) Western Power must provide the Metering Services comprised in Reference Services (Metering), in accordance with the Code or as requested by the User under a Service Order;
  - (b) the User must pay for Extended Metering Services provided by Western Power pursuant to a Service Order submitted by the User; and
  - (c) the User may use the Metering Services,
- on the terms and conditions set out in this Agreement.

### 3.2 Service Standards

- (a) Western Power must provide the Metering Services to the user in accordance with the Service Standards.
- (b) Western Power is not in breach of this Agreement or the Service Standards if it is not (acting reasonably) able to provide a Metering Service:

- (i) because the necessary access to a property cannot be gained by Western Power; or
  - (ii) due to a legitimate and material third party risk in relation to an employee or agent because it or its employees or agents have a legitimate concern about their ability to safely access a property (including due to risk of attack by animals, threats of violence or unsafe conditions at the property); or
  - (iii) due to other material impediments beyond Western Power's reasonable control and which Western Power cannot, acting reasonably, overcome, provided that Western Power has taken all steps acting as a Reasonable and Prudent person to overcome any matter contemplated in subparagraphs (i) to (iii).
- (c) Should Western Power fail to provide a Metering Service, within the Service Standard response time of the User's request set out in Schedule 4, Western Power must as soon as reasonably practicable:
- (i) provide the reason for the failure to provide the Metering Service; and
  - (ii) provide evidence in support of the reason for the failure to provide the Metering Service.
- (d) The User must co-operate with Western Power, as Western Power reasonably requests, to enable Western Power to meet the Service Standards and provide the Metering Services, provided that the request by Western Power is reasonable and is limited to matters that are the responsibility of the User or otherwise within the User's direct control.

### **3.3 Request for Metering Services**

The User may request the provision of Metering Services, or the cancellation of Metering Services, under this Agreement, by submitting to Western Power a Service Order in accordance with the Code and the Communication Rules. The User may request a preferred appointment date and time and Western Power must make reasonable endeavours to perform the Metering Service at that preferred date and time.

### **3.4 Requirement for Access Contract**

The User may only request Metering Services for a Meter for which the User has agreed an Access Contract with Western Power for the Connection Point.

### **3.5 De-energisation**

Where a requested Metering Service relates to de-energisation and the de-energisation is more complex than a standard de-energisation (including because the relevant site involves multiple run-ins) Western Power may propose an extension to the Service Standard which must be consented to by the User if it is reasonably required to perform the requested de-energisation.

### **3.6 Timeframes**

For the purposes of clause 6.6(b)(ii) of the Code, the timeframe for each Metering Service which Western Power must seek to achieve is set out in Schedule 4.

## **4. Financial Covenants by the User: Meter Service Charges**

- (a) The User agrees to pay Western Power the Fees for the Extended Metering Services provided under this Agreement.

- (b) For the avoidance of doubt, for Reference Service (Metering) a Reference Tariff is payable by the User under the User's Access Contract, and such Reference Tariffs must be paid by the User in accordance with the terms of the User's Access Contract.
- (c) If the User requests the following Extended Metering Services and the test reveals that the Meter that was the subject of the test does not comply with the requirements of the Code, the User is not liable to pay any Fees applicable to those Extended Metering Services:
  - (i) Meter Test – Laboratory (single phase) – MS-13;
  - (ii) Meter Test – Laboratory (three phase) – MS-13;
  - (iii) Meter Test – On Site (single phase) – MS-14;
  - (iv) Meter Test – On Site (three phase) – MS-14; or
  - (v) Meter Test – On Site (CT Metering) – MS-14.

Furthermore, the User is not liable for any costs associated with any necessary repairs to the Metering Installation.
- (d) Where a User requests a Reference Service (Metering), which requires the provision of one or more Extended Metering Services to satisfy the eligibility criteria, Western Power will provide the Extended Metering Service and the User will pay the fees set out in Schedule 5 for that Extended Metering Service in addition to any Reference Tariff payable.
- (e) Where a Meter already has an Activated Communications Link, the Fee for the Communications Link installation Metering Service (MS-11) is not payable by the User.

## 5. Invoicing and payment

### 5.1 Invoices

Western Power must, within 10 Business Days after the end of an Accounting Period, issue to the User a Tax Invoice for that Accounting Period that sets out:

- (a) the amounts payable for each Metering Service provided under this Agreement for the Accounting Period; and
- (b) the Metering Service ID, where available, or a brief explanation for the amount payable where the Metering Service or fee is not specified in Schedule 5; and
- (c) all amounts payable by the User to Western Power under this Agreement for the Accounting Period; and
- (d) all outstanding amounts as at the end of the Accounting Period and interest payable on those amounts; and
- (e) GST payable on those amounts under clause 5.6.

### 5.2 Payment of invoices

- (a) Subject to clause 5.3, the User must, on or before the Due Date of the Tax Invoice, pay to Western Power all amounts shown on the Tax Invoice which are payable under this Agreement.
- (b) If the User fails to comply with clause 5.2(a) then, without prejudice to Western Power's other rights, the User must pay interest on any unpaid amount, calculated daily at the Prescribed Rate from the Due Date of the Tax Invoice until payment.

### 5.3 Disputed invoices

- (a) If the User Disputes any amount set out in a Tax Invoice issued under clause 5.1 then the User must pay the Undisputed Portion (if any) and must, prior to the Due Date of the Tax Invoice, give notice to Western Power that it Disputes the amount and provide in that notice full details of the Dispute. Provided the User has complied with the foregoing requirements, it may withhold payment of the disputed portion of the Tax Invoice until the Dispute is resolved.
- (b) Without prejudice to Western Power's other rights, any amount withheld by the User under clause 5.3(a) but subsequently found to have been payable, attracts interest calculated daily at the Prescribed Rate from the Due Date of the Tax Invoice until payment.
- (c) Without prejudice to Western Power's other rights, any amount paid by the User under clause 5.3(a) but subsequently found not to have been payable, attracts interest calculated daily at the Prescribed Rate from the date the User paid the amount to the date Western Power repays the amount.

### 5.4 Under and over payments

- (a) If a Party detects a Payment Error by a Party of any amount within 18 calendar months after the Payment Error:
  - (i) the Party must as soon as reasonably practicable give notice to the other Party of the Payment Error; and
  - (ii) an adjusting payment must be made by the appropriate Party within 15 Business Days of the notice.
- (b) Except where clause 5.4(c) applies, the adjusting payment must, without prejudice to the Party's other rights, include interest calculated daily at the Prescribed Rate from the date of the Payment Error until the date of the adjusting payment.
- (c) An adjusting payment by a Party will not attract interest under clause 5.4(b) if it is made in relation to an underpayment and the underpayment was the result of an error by the other Party.
- (d) A Party is not entitled to an adjusting payment for a Payment Error notified to the other Party after the expiry of 18 calendar months after the Payment Error.
- (e) Where a Payment Error is an error as a result of which the amount set out in a Tax Invoice is less than what it would have been had the error not been made, the Payment Error will be taken to have occurred on the Due Date of the Tax Invoice.
- (f) Where a Payment Error is an error as a result of which the amount set out in a Tax Invoice is more than what it would have been had the error not been made, the Payment Error will be taken to have occurred on the date the User has paid the total amount of the Tax Invoice in full.

### 5.5 Default in payment

If the User Defaults in due and punctual payment of a Tax Invoice, clause 9(a) applies.

### 5.6 GST

- (a) Unless expressly included, the consideration for any supply under or in connection with this Agreement (including any Fees) is GST exclusive.

- (b) To the extent that any supply made under or in connection with this Agreement is a taxable supply and the price for it (including any Fees) is stated to be GST exclusive, the consideration for that supply is increased by an amount determined by the supplier, not exceeding the amount of the consideration (or its market value) multiplied by the rate at which GST is imposed in respect of the supply.
- (c) Without limiting the obligation to provide a Tax Invoice under clause 5.1, the supplier must issue a Tax Invoice to the recipient of a supply to which clause 5.6(b) applies before the payment of the GST inclusive consideration determined under that clause.
- (d) If a Party is entitled under this Agreement to be reimbursed or indemnified by another Party for a cost or expense incurred in connection with this Agreement, the reimbursement or indemnity payment must not include any GST component of the cost or expense for which an input tax credit may be claimed by the Party entitled to be reimbursed or indemnified, or by its representative member.
- (e) If a Party becomes aware of an adjustment event, that Party agrees to notify the other Party as soon as practicable after becoming so aware, and the Parties agree to take whatever steps are necessary, including the issue of an adjustment note, and to make whatever adjustments are required, to ensure that any GST or additional GST on that supply or any refund of any GST (or part of GST) is paid as soon as is practicable but no later than 10 Business Days after the Party has satisfied itself that the adjustment event has occurred.
- (f) Definitions in the GST Act apply also in this clause 5.6 unless the context indicates otherwise.

## Common Provisions

### 6. Representations and warranties

#### 6.1 The User's representations and warranties

- (a) The User represents and warrants to Western Power that:
  - (i) the User's obligations under this Agreement are valid and binding and are enforceable against the User under their terms; and
  - (ii) this Agreement and any other transaction under it does not contravene the User's constituent documents or any Law or any of the User's obligations or undertakings by which the User or any of the User's assets are bound or cause to be exceeded any limitation on the User's or the User's directors' powers; and
  - (iii) neither the User nor any of its Related Bodies Corporate have immunity from the jurisdiction of a court or from legal process (whether through service of notice, attachment prior to judgment, attachment in aid of execution, execution or otherwise); and
  - (iv) the User has complied with the Applications and Queuing Policy in the Access Arrangement (to the extent relevant to this Agreement), the Communications Rules and the Metrology Procedure provided that the User will not be taken to be in breach of this warranty because of a failure by the User to comply with the Applications and Queuing Policy, the Communications Rules or the Metrology Procedure which is the direct result of a breach by Western Power of the Applications and Queuing Policy, the Communications Rules or the Metrology Procedure.
- (b) The representations and warranties in clause 6.1(a) are to be taken to be made on each day on which:

- (i) this Agreement is in effect; or
  - (ii) any amount payable by the User to Western Power under this Agreement is or may be outstanding.
- (c) To the maximum extent permitted by Law, the only warranties given by and terms which apply to the User under this Agreement are those expressly contained in this Agreement, and all warranties and terms implied by Law, including those on the part of the User implied by the Competition and Consumer Act 2010 (Cth) or the Fair Trading Act 2010 (WA) or any other Law to similar effect do not apply to this Agreement.
- (d) If at Law the exclusion of any warranty or term is prohibited, then the User's liability in respect of a breach of such warranty or term is limited to the maximum extent permitted by Law. For example, where any Law permits the User to limit its liability in respect of a breach of an implied warranty or condition to the replacement or resupply of equivalent goods and services, then the User's liability will be so limited.

## 6.2 Western Power's representations and warranties

- (a) Western Power represents and warrants to the User that:
- (i) Western Power's obligations under this Agreement are valid and binding and are enforceable against Western Power under their terms; and
  - (ii) this Agreement and any other transaction under it does not contravene Western Power's constituent documents or any Law or any of Western Power's obligations or undertakings by which Western Power or any of Western Power's assets are bound or cause to be exceeded any limitation on Western Power's or Western Power's directors' powers; and
  - (iii) neither Western Power nor any of its Related Bodies Corporate have immunity from the jurisdiction of a court or from legal process (whether through service of notice, attachment prior to judgment, attachment in aid of execution, execution or otherwise); and
  - (iv) Western Power has complied with the Applications and Queuing Policy in the Access Arrangement (to the extent relevant to this Agreement), the Communications Rules and the Metrology Procedure provided that Western Power will not be taken to be in breach of this warranty because of a failure by Western Power to comply with the Applications and Queuing Policy, the Communications Rules or the Metrology Procedure which is the direct result of a breach by the User of the Applications and Queuing Policy, the Communications Rules or the Metrology Procedure.
- (b) The representations and warranties in clause 6.2(a) are to be taken to be made on each day on which:
- (i) this Agreement is in effect; or
  - (ii) any amount payable by Western Power to the User under this Agreement is or may be outstanding.
- (c) To the maximum extent permitted by Law, the only warranties given by and terms which apply to Western Power under this Agreement are those expressly contained in this Agreement, and all warranties and terms implied by Law, including those on the part of Western Power implied by the Competition and Consumer Act 2010 (Cth) or the Fair Trading Act 2010 (WA) or any other Law to similar effect do not apply to this Agreement.

- (d) If at Law the exclusion of any warranty or term is prohibited, then Western Power's liability in respect of a breach of such warranty or term is limited to the maximum extent permitted by Law. For example, where any Law permits Western Power to limit its liability in respect of a breach of an implied warranty or condition to the replacement or resupply of equivalent goods and services, then Western Power's liability will be so limited.

## 7. Liability

### 7.1 Liability for Direct Damage

Subject to the terms of this Agreement a Party who:

- (a) is negligent; or
- (b) commits a Default under this Agreement,

is liable to the other Party for, and must indemnify the other Party against, any Direct Damage caused by, consequent upon or arising out of the negligence or Default.

### 7.2 Failure to provide Service

- (a) Subject to clause 7.7, where Western Power fails to provide Metering Services to the User in accordance with this Agreement, due to Western Power's Default under this Agreement or negligence, then Western Power is liable for the direct additional costs incurred by the User as a result of Western Power's failure or negligence other than any direct additional costs that the User has a contractual or other legal entitlement to recover from a Customer.
- (b) The exclusion of Indirect Damage in clause 7.3 does not apply to the direct additional costs referred to in clause 7.2(a).

### 7.3 Exclusion of Indirect Damage

- (a) Subject to clause 7.3(c), the User is not in any circumstances liable to Western Power for any Indirect Damage suffered by Western Power, however arising.
- (b) Subject to clause 7.3(c), Western Power is not in any circumstances liable to the User for any Indirect Damage suffered by the User, however arising.
- (c) Where this Agreement states that "the exclusion of Indirect Damage in clause 7.3 does not apply" or words to a similar effect, in relation to a matter then:
  - (i) the exclusion of Indirect Damage in clause 7.3 does not apply in relation to that matter; and
  - (ii) the Parties' liability in relation to the matter is determined by Law, and to avoid doubt the definition of indirect Damage in this Agreement is to be disregarded for the purposes of that determination.

### 7.4 Limitation of liability

The maximum liability of one Party to the other Party under and in connection with this Agreement is limited to the amount equal to:

- (a) the aggregate monetary limit on that Party's liability under the User's Access Contract applicable to all breaches of, or acts or omissions in connection with, the User's Access Contract ("**Access Contract Cap**"); less

- (b) the aggregate actual liability incurred by that Party to the other Party under the User's Access Contract, to the intent that each Party's aggregate liability under this Agreement and the User's Access Contract will not exceed the Access Contract Cap applicable to it. If a Party receives an amount of damages under this Agreement which, when aggregated with any amounts it has received under the User's Access Contract, results in the Access Contract Cap being exceeded it must refund the excess amount received over the Access Contract Cap to the other Party.

Payments of charges for services, GST and interest are not taken into account in determining whether the Access Contract Cap has been exceeded.

## 7.5 Personal Injury

The exclusion of Indirect Damage in clause 7.3 and clause 7.4 do not apply to personal injury Claims. The liability for any personal injury Claim will be determined under Law.

## 7.6 Fraud

- (a) If Western Power is fraudulent in respect of its obligations to the User under this Agreement, then Western Power is liable to the User for, and is to indemnify the User against, any damage caused by, consequent upon or arising out of the fraud. In this case, the exclusion of Indirect Damage in clause 7.3 does not apply.
- (b) If the User is fraudulent in respect of its obligations to Western Power under this Agreement, then the User is liable to Western Power for, and is to indemnify Western Power against, any damage caused by, consequent upon or arising out of the fraud. In this case, the exclusion of Indirect Damage in clause 7.3 does not apply.

## 7.7 Duty to Mitigate

A Party must take such action as is reasonably required to mitigate any loss or damage to it for which indemnity may be claimed under this Agreement or otherwise.

## 7.8 Interaction with Access Contract

Nothing in this clause 7 limits the operation of any provision in the User's Access Contract that states that "the exclusion of Indirect Damage does not apply" or words to similar effect.

# 8. Force Majeure

## 8.1 Affected Person's obligations are suspended

If a Party ("**Affected Person**") is unable wholly or in part to perform any obligation ("**Affected Obligation**") under this Agreement (other than an obligation to pay money) because of the occurrence of a Force Majeure Event, then, subject to this clause 8.1, the Affected Person's obligation to perform the Affected Obligation is suspended to the extent that, and for so long as, the Affected Person's ability to perform the Affected Obligation is affected by the Force Majeure Event (such period being the "**FM Period**").

## 8.2 Affected Person's obligations

Subject to clauses 8.3 and 8.5, if a Force Majeure Event occurs and the Affected Person is unable wholly or in part to perform any obligation under this Agreement, then the Affected Person must:

- (a) notify the other Party as soon as soon as reasonably practicable and in any event within 1 Business Day of becoming aware an event is, or is likely to be, a Force Majeure Event likely to prevent the operation of clause 5.8 of the Code or adversely affect the use by a Customer of Life Support Equipment;
- (b) subject to clause 8.2(a) notify the other Party if the FM Period continues for a period of two days or longer as soon as reasonably practicable and in any event within 5 Business Days of a Party becoming aware an event is or is likely to be a Force Majeure Event; and
- (c) use reasonable endeavours (including any reasonable expenditure of funds and rescheduling personnel and resources) to:
  - (i) mitigate the consequences of the Force Majeure Event; and
  - (ii) minimise any resulting delay in the performance of the Affected Obligation.

### 8.3 In case of breach

An Affected Person is not obliged to incur any expenditure in complying with clause 8.2(b) if the Force Majeure Event is constituted by a breach of, or failure to comply with, this Agreement or the Code by the other Party.

### 8.4 Failure to minimise delays

If an Affected Person fails to comply with clause 8.2(c)(ii), then the only consequence of that failure is that the FM Period is reduced by the period of any delay in the performance of the Affected Obligation attributable to that failure.

### 8.5 Settlement of a labour Dispute

The settlement of a labour Dispute which constitutes a Force Majeure Event is a matter which is within the absolute discretion of the Affected Person.

## 9. Default

- (a) A party is in Default under this Agreement if that Party defaults in the due and punctual performance or observance of any of its obligations contained or implied by operation of Law in this Agreement.
- (b) If the User defaults in the due and punctual payment, at the time and in the manner required for payment by this Agreement, of any amount payable under this Agreement, then Western Power may:
  - (i) notify the User of the User's Default and require the User to remedy the User's Default; and
  - (ii) if the User's Default has not been remedied at the end of the 20<sup>th</sup> Business Day after the notice was given, suspend the provision of the Extended Metering Services.
- (c) If the Extended Metering Services are suspended by Western Power under clause 9(b), Western Power must continue to provide the Standard Metering Services in respect of the Metering Points which are affected by the suspension.
- (d) For the avoidance of doubt, nothing in clause 9(c) impacts Western Power's right to suspend services under the User's Access Contract, including the Standard Metering Services, in accordance with the terms of the User's Access Contract.
- (e) The exercise of any of the remedies set out in clause 9 (d) by Western Power does not prejudice the rights or remedies accrued to Western Power at the date of the User's Default.

## 10. Disputes

### 10.1 Disputes

Any Dispute shall be resolved in accordance with the provisions set out in Part 8 of the Code.

### 10.2 Performance to Occur Despite Dispute

The Parties shall continue to perform their obligations under this Agreement notwithstanding the existence of a Dispute.

## 11. Set off

### 11.1 Party may set off payment

A Party (“**First Party**”) may set off any amount due for payment by it to the other Party under this Agreement against any amount which is due for payment by the other Party to the First Party under this Agreement.

### 11.2 No other set off permitted

Except as permitted in clause 11.1, no set off is permitted by either Party in connection with this Agreement, whether under this Agreement or otherwise.

## 12. Assignment and Encumbrances

- (a) A User may not encumber, assign, part with possession or create any interest or right in favour of a third party in respect of this Agreement, without the prior written consent of Western Power, which will not be unreasonably withheld.
- (b) Subject to clause 12(c), Western Power may not encumber, assign, part with possession or create any interest or right in favour of a third party in respect of this Agreement, without the prior written consent of the User, which will not be unreasonably withheld.
- (c) If Western Power is restructured in accordance with government policy:
  - (i) by Law; or
  - (ii) through other means, including the:
    - (A) use of subsidiary or associated companies; or
    - (B) transfer of assets, rights and liabilities,

then the rights and obligations of Western Power under this Agreement are assigned to the appropriate legal entity pursuant to the restructure. A restructure, transfer or assignment under this clause 12(c) does not require the User’s approval or consent.

## 13. Miscellaneous

### 13.1 Compliance

Each Party to this Agreement must comply with all applicable Laws.

### 13.2 Precedence

Where there is any ambiguity or conflict between the Code and the provisions of this Agreement, the provisions of the Code shall prevail to the extent necessary to resolve that ambiguity or conflict. Where there is any ambiguity or conflict between this Agreement and the Access Contract, the provisions of the Access Contract shall prevail to the extent necessary to resolve that ambiguity or conflict.

### 13.3 Variation

A purported agreement between Western Power and the User to revoke, substitute or amend any provision of this Agreement has no effect unless it is in writing.

### 13.4 No third-party benefit

This Agreement does not confer any right or benefit on a person other than the User and Western Power, despite the person being named or identified, or belonging to a class of persons named or identified, in this Agreement.

### 13.5 Duty

The User is liable for and must pay any duty that is assessed on this Agreement under the *Duties Act 2008 (WA)*. If it is dutiable, the User must produce this Agreement to the Office of State Revenue for assessment.

### 13.6 Costs

Each Party must pay its own costs, charges, expenses, disbursements or fees in relation to:

- (a) the negotiation, preparation, execution, performance, amendment or registration of, or any notice given or made; and
- (b) the performance of any action by that Party in compliance with any liability arising, under this Agreement, or any agreement or document executed or effected under this Agreement, unless this Agreement provides otherwise.

### 13.7 Waiver

A provision of this Agreement may only be waived by a Party giving written notice signed by a duly authorised representative to the other Party.

### 13.8 Entire agreement

This Agreement constitutes the entire agreement between the Parties as to its subject matter and, to the extent permitted by Law, supersedes all previous model service level agreements in effect under the Code.

### 13.9 Severance

If the whole or any part of this Agreement is void, unenforceable or illegal in a jurisdiction, it is severed for that jurisdiction. The remainder of this Agreement has full force and effect and the validity or enforceability of the provision in any other jurisdiction is not affected. This clause 13.9 has no effect if the severance alters the basic nature of this Agreement or is contrary to public policy.

### **13.10 Counterpart execution**

- (a) This Agreement may be signed in any number of counterparts and all such signed counterparts, taken together, shall be deemed to constitute one and the same instrument even though all Parties may not have signed each separate counterpart.
- (b) Where it has been signed in counterparts, the date of this Agreement shall be taken to be the day on which the last of the Parties to give such notice gives notice in writing or by fax or electronic mail to the other Parties that it has signed a counterpart, such notice being accompanied by a copy, or a printable electronic image, of the whole of that counterpart.

### **13.11 Further assurance**

Each Party agrees, at its own expense, on the request of another Party, to do everything reasonably necessary to give effect to this Agreement and the transactions contemplated by it, including, but not limited to, the execution of documents.

### **13.12 Merger**

The warranties, undertakings and indemnities in this Agreement do not merge on termination of this Agreement.

### **13.13 Remedies**

The rights, powers and remedies provided in this Agreement are cumulative with and not exclusive of the rights, powers or remedies provided by Law independently of this Agreement.

### **13.14 Governing Law**

- (a) This Agreement and the transactions contemplated by this Agreement are governed by the Law in force in Western Australia.
- (b) Without limiting clause 13.14(a), each Party irrevocably and unconditionally submits to the non-exclusive jurisdiction of the Courts of Western Australia and the courts of appeal from them for the purpose of determining any Dispute concerning this Agreement or the transactions contemplated by this Agreement.

# Execution Clause

Executed as an agreement on the \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_ by:

**EXECUTED** for and on behalf of **ELECTRICITY NETWORKS CORPORATION ABN 18 540 492 861** in accordance with paragraph 135(4) of the *Electricity Corporations Act 2005 (WA)*:

\_\_\_\_\_  
Signature of Authorised Officer

\_\_\_\_\_  
Signature of Authorised Officer

\_\_\_\_\_  
Full name

\_\_\_\_\_  
Full name

\_\_\_\_\_  
Position title

\_\_\_\_\_  
Position title

**EXECUTED** by **[NAME OF PARTY & ABN/ACN/ARBN]** in accordance with section 127(1) of the *Corporations Act 2001 (Cth)*:

\_\_\_\_\_  
Signature of Director

\_\_\_\_\_  
Signature of Director/Company Secretary

\_\_\_\_\_  
Full name

\_\_\_\_\_  
Full name

## Schedule 1 – Dictionary

In this Agreement, unless the context otherwise requires, the defined terms in column 1 below have the meanings in column 2:

<u>Column 1</u>	<u>Column 2</u>
Access Arrangement	means the current 'access arrangement' (as defined in the Access Code) approved in respect of the Network under the Access Code.
Access Code	means the <u><i>Electricity Networks Access Code 2004 (WA)</i></u> .
Access Contract	has the meaning given to it in the Code.
Accessory Metering Services - Reference Services (Metering)	means those Metering Services requested by a User under this Agreement as set out in section 3 of Schedule 3.
Accounting Period	means one calendar month.
Accumulated Energy Data	has the meaning given to it in the Code.
Accumulation Meter	has the meaning given to it in the Code.
Act	means the <u><i>Electricity Industry Act 2004 (WA)</i></u> .
Activated Communications Link	means a communications network connection with a Meter, with capability for two-way communication between the Meter and Western Power's metering management systems operating and able to be used to support remote services at the Metering Point.
Actual Change Date	means the effective date of change recorded in the Registry.
Actual Value	has the meaning given to it in the Code.
Additional Metering Service	means an alternative to the default scheduled Energy Data provision Standard Metering Service selected by the User and applicable as a component of a Reference Service (Metering) as described in Schedule 2.
Additional Reference Service (Metering)	means the Reference Service (Metering) comprised of an Additional Metering Service.
Agreement	means this Agreement.
B2B	means business to business.
Build Pack	has the meaning given to it in the Communication Rules.
Business Day	means a day that is not a Saturday, Sunday or public holiday in Western Australia.
Claim	means any claim, demand, action or proceeding made or instituted against a Party.
Code	means the <u><i>Electricity Industry (Metering) Code 2012 (WA)</i></u> .

Commencement Date	means the date of execution of this Agreement or the date this Agreement is deemed to commence by operation of clause 5.2 of the Code (as applicable).
Communications Link	has the meaning given to it in the Code.
Communication Rules	has the meaning given to it in the Code.
Connection Point	has the meaning given to it in the Code.
Consumer	has the meaning given to it in the Access Code.
Country	means an area not defined as Metropolitan.
CPI	means the Consumer Price Index (all groups for the weighted average of the eight capital cities Australia) published by the Australian Bureau of Statistics from time to time or, if the Consumer Price Index (all groups for the weighted average of the eight capital cities Australia) ceases to be published, such alternative index as Western Power acting reasonably and in good faith may determine.
Customer	means: <ul style="list-style-type: none"> <li>(a) a “customer” as defined in section 3 of the Act; or</li> <li>(b) a customer of the User who owns, operates or controls Generating Plant.</li> </ul>
Customer Transfer Code	means the <u><i>Electricity Industry (Customer Transfer) Code 2016 (WA)</i></u> .
Customer Transfer and Standing Data Procedure	means the Customer Transfer and Standing Data Procedure defined in the Build Pack published by Western Power from time to time.
Current Transformer Metering	means a Metering Installation which incorporates a transformer/s for the measurement of electricity flow.
De-energise	means the removal of the supply voltage from the Meter at the Metering Point.
Default	has the meaning given to it in clause 9(a).
Direct Damage	suffered by a person means loss or damage suffered by the person which is not Indirect Damage
Dispute	means any dispute or difference arising in respect of any matter under or in connection with this Agreement between the Parties, the subject matter of which is not also an access dispute under the Access Code, a dispute under the Market Rules, a dispute or a complaint under the Code approved under section 79 of the Act or a dispute under the Customer Transfer Code between the Parties.
Due Date	means the date 15 Business Days after the Tax invoice is received by the Party to whom it is addressed.
Electrical Contractor	has the meaning given to it in the <u><i>Electricity (Licensing) Regulations 1991 (WA)</i></u> .

Energise	has the meaning given to it in the <u><i>Electricity Industry (Obligation to Connect) Regulations 2005 (WA)</i></u> .
Energy Data	has the meaning given to it in the Code.
Extended Metering Services	means those Metering Services identified as such in Schedule 2 and described in section 4 of Schedule 3.
Facilities and Equipment	has the meaning given to it in the Access Code.
Fees	means the fees that are published by Western Power from time to time as being the fees which apply to the provision of Additional Metering Services and Extended Metering Services. The Fees applicable are set out in Schedule 5 of this Agreement.
Field Completion Date	means the date on which the Service requested in a Service Order is completed or attempted at the supply address as reflected in the mandatory "Actual Date And Time" field in B2B Service Order transaction data.
Force Majeure	<p>has the meaning given to it in the User's Access Contract, however if the term is not defined in the User's Access Contract, then the term will have the following meaning:</p> <p>in respect of a Party, means an event or circumstance beyond the Party's control, and which the Party, acting as a Reasonable and Prudent Person, is not able to prevent or overcome, including (where the foregoing conditions are satisfied):</p> <ul style="list-style-type: none"> <li>(a) any act of God, lightning, earthquake, storm, fire, flood, subsidence, land slide, mud slide, wash-out, explosion or natural disaster; or</li> <li>(b) any insurrection, revolution or civil disorder, terrorism, act of public enemies, malicious damage, sabotage, vandalism, war (whether declared or undeclared) or a military operation, blockade or riot; or</li> <li>(c) any determination, award or order of any court or tribunal, or any regulatory authority or the award of any arbitrator arising after the Commencement Date; or</li> <li>(d) any act or omission of government or any government or regulatory department, body, instrumentality, ministry, agency, fire brigade or any other authority other than a Party</li> </ul>

- (including restraint, expropriation, prohibition, intervention, direction or embargo); or
- (e) any inability or delay in obtaining any governmental, quasi-governmental or regulatory approval, consent, permit, licence or any other authority other than a Party; or
  - (f) any industrial Disputes of any kind, strike, lock-out, ban, limitation or other industrial disturbances; or
  - (g) any significant plant or equipment failure which could not have been avoided by the exercise of Good Electricity Industry Practice; or
  - (h) any act or omission of any person (other than a Party) with Facilities and Equipment connected to the Network which prevents the Party's ability to perform its obligations under this Agreement; or
  - (i) any application of any law of the Commonwealth, any Commonwealth authority, the State, any State authority or any local government; or
  - (j) accidents, weather and acts of third parties (such as Generators or Consumers) that affect the quality, frequency and continuity of the supply of electricity.

Force Majeure Event	means an event of Force Majeure.
Generating Plant	has the meaning given to it in the Access Code.
Generator	has the meaning given to it in the Access Code.
Good Electricity Industry Practice	has the meaning given to it in the Code.
GST	means goods and services tax or similar value added tax levied or imposed in Australia on a taxable supply under the GST Act or otherwise.
GST Act	means the <u><i>A New Tax System (Goods and Services Tax) Act 1999 (Cth)</i></u> .
High Voltage	means any nominal voltage above 1 kV.

Indirect Damage	suffered by a person means any one or more of: <ul style="list-style-type: none"> <li>(a) any consequential loss, consequential damage or special damages however caused or suffered by the person, including any: <ul style="list-style-type: none"> <li>(i) loss of (or loss of anticipated) opportunity, use, production, revenue, income, profits, business and savings; or</li> <li>(ii) loss due to business interruption; or</li> <li>(iii) increased costs; or</li> <li>(iv) punitive or exemplary damages, whether or not the consequential loss or damage or special damage was foreseeable; or</li> </ul> </li> <li>(b) in respect of contractual damages, damages which would fall within the second limb of the rule in <i>Hadley v Baxendale</i> [1854] 9 Exch. 341; or</li> <li>(c) any liability of the person to any other person, or any Claim brought against the person by any other person, and the costs and expenses connected with the Claim.</li> </ul>
In Field	means a Service Order which has been processed by Western Power and allocated to a delivery resource.
Interval Energy Data	has the meaning given to it in the Code.
Interval Meter	has the meaning given to it in the Code.
Law	means ‘written laws’ and ‘statutory instruments’ as defined in the Access Code, orders given or made under a written law or statutory instrument as so defined or by a government agency or authority, codes of practice deemed applicable under a written law or statutory instrument, ‘Australian Standards’ developed by a national standards body and rules of the general law including the common law and equity.
Life Support Equipment	has the meaning given to it in the Code.
Low Voltage	means any nominal voltage of 1 kV and below.
Market Operator	means the market operator appointed under Part 9 of the Act.
Market Rules	has the meaning given to it in the Act.
Meter	has the meaning given to it in the Code.
Metering Installation	has the meaning given to it in the Code.
Metering Point	has the meaning given to it in the Code.
Metering Service	has the meaning given to ‘Metering Service’ in the Code and the categories of Metering services are set out in Schedule 2 to this Agreement.
Meter Reading	means the collection of an Actual Value from a Meter.

Meter Reading Schedule	means a schedule published by Western Power, annually and following amendment in accordance with this Agreement, detailing Meter Reading dates for Meters.
Meter Throughput	means the measurement of electricity consumption or production at a Metering Point, accumulated over a 12 month period, expressed as a measure of energy over time.
Metrology Procedure	has the meaning given to it in the Code.
Metropolitan	has the meaning given to 'metropolitan area' in the Code.
Network	has the meaning given to it in the Access Code.
Non-Business Day	means a day that is not a Business Day.
Party	means Western Power or the User.
Parties	means Western Power and the User.
Payment Error	means: <ul style="list-style-type: none"> <li>(a) any underpayment or overpayment by a Party of any amount in respect of a Tax Invoice; or</li> <li>(b) any error in a Tax Invoice (including the omission of amounts from that Tax Invoice, the inclusion of incorrect amounts in that Tax Invoice, calculation errors in the preparation of a Tax invoice or a Tax Invoice being prepared on the basis of data which is later established to have been inaccurate).</li> </ul>
Prescribed Rate	means, at any point in time, the interest rate (expressed as a rate per cent per annum) equal to the aggregate of 3 annual percentage points and the interest rate (expressed as a rate per cent per annum) then published by the Reserve Bank of Australia as the large business variable indicator lending rate.
Pre-Payment Meter	Has the meaning given in the <u>Code of Conduct for the Supply of Electricity to Small Use Customers</u> .
Price List	means the 'price list' (as defined in the Access Code) specified in the Access Arrangement.
Read or Reading	means an attempt to collect an Actual Value from a Meter.
Reading Day Number	has the meaning given to it in the Code.
Reasonable and Prudent Person	means a person acting in good faith and, where applicable, in accordance with Good Electricity Industry Practice.
Re-energise	means to restore supply voltage from a Meter at the Metering Point.

Reference Service (Metering)	means one or both of: (a) Reference Service (Metering) (standard metering service); and (b) Additional Reference Service (Metering), as the case requires.
Reference Service (Metering) (standard metering service)	means the Reference Service (Metering) comprised of the default Standard Metering Service applicable as a component of a Reference Service (Metering) as described in Schedule 2.
Reference Tariff	has the meaning given to it in the Access Code.
Registry	has the meaning given to it in the Code.
Related Bodies Corporate	has the meaning given to it in the <u>Corporations Act 2001 (Cth)</u> .
Relevant Metering Service	means the Metering Service provided by Western Power comprised in Reference Services (Metering), in accordance with the Code or as requested by the User in a Service Order.
Self-Read	means a Meter Reading performed by a Customer.
Service Order	means a request for a Service submitted by the User to Western Power, in accordance with the Communication Rules.
Service Standards	means the service levels and standards applicable to the Metering Services, as set out in Schedule 4.
Standard Metering Services	means the default Metering Services applicable as a component of a Reference Service (Metering) as described in Schedule 2 and in section 2 of Schedule 3.
Standing Data	has the meaning given to it in the Code.
Tax Invoice	has the meaning given to it in the GST Act.
Term	has the meaning given in clause 2.1.
Undisputed Portion	means the portion of the amount set out in a Tax Invoice that this not in Dispute.
Unmetered Supply	has the meaning given to it in section 3.9(2) of the Code.
User	has the meaning given to it in the Code.
WA B2B Procedures: Meter Data Process	means the WA B2B Procedures: Meter Data Process defined in the Build Pack published by Western Power from time to time.
WA B2B Procedures: Service Order Process	means the WA B2B Procedures: Service Order Process defined in the Build Pack published by Western Power from time to time.

Unless the contrary intention is apparent, a defined meaning in the Code or User's Access Contract has the same meaning in this Agreement.

## Schedule 2 – Metering Services Classifications

### Categories of Metering Services

- **Reference Services (Metering)**

#### *Description*

Reference Services (Metering) are a component of the Reference Service (exit service, entry service or bi-directional service).

There are two types of Reference Services (Metering):

- (a) Reference Service (Metering) (standard metering service); and
- (b) Additional Reference Service (Metering).

Each of these Reference Services (Metering) is a part of the reference service (exit service, entry service or bi-directional service). Each Reference Service (Metering) is made up of Metering Services. This section describes these Metering Services.

The Reference Service (Metering) (standard metering service) comprises the default Metering Service applicable as a component of a Reference Service. It is made up of a default Meter installation and energisation Metering Service and a default scheduled Energy Data provision Metering Service. This default Metering Service is the Standard Metering Service. For some reference services (exit service, entry service or bi-directional service), the applicable default Metering Service will depend on whether the Meter Throughput is less than 50MWh/a or 50MWh/a and above.

The Additional Reference Service (Metering) comprises an alternative scheduled Energy Data provision Metering Service selected by a User (as permitted) as a component of a reference service (exit service, entry service or bi-directional service). This selected Metering Service is an Additional Metering Service.

The description of each scheduled Energy Data provision Metering Service is set out in table 2 of this Schedule. Table 3 of this Schedule sets out which of the scheduled Energy Data provision Metering Services are the default Reference Service (Metering) (standard metering service) and which of the scheduled Energy Data provision Metering Services are permitted for selection by a User as an Additional Reference Service (Metering) unless otherwise agreed between Western Power and the User.

The process for the:

- (a) scheduled Energy Data provision Metering Service is described in section 2.1 of Schedule 3; and
- (b) Meter installation and energisation Metering Service is described in section 2.2 of Schedule 3.

Scheduled Energy Data provision Metering Services are cyclic, that is they recur at a set frequency (for example – monthly) and without ongoing requests by the User.

### ***Contract and fee arrangements***

Reference Services (Metering) are provided under a User's Access Contract. The Metering Services comprised therein are provided in accordance with the Code and this Agreement.

For a Reference Service (Metering) (standard metering service) a Reference Tariff is payable. These Reference Tariffs are published in the Price List. These Reference Tariffs are payable under the Access Contract between the User and Western Power. The costs of a Reference Service (Metering) (standard metering service) are recovered in those Reference Tariffs.

For an Additional Reference Service (Metering), a Reference Tariff is payable comprising an additional charge (reflecting Western Power's incremental costs) in accordance with the Price List. These Reference Tariffs are payable under the Access Contract between the User and Western Power. The costs of an Additional Reference Service (Metering) are recovered in those Reference Tariffs.

### ***One-off manual Interval Read***

There is one Reference Service (Metering) where the description differs from above. The Additional Reference Service (Metering) ("One-off manual Interval Read")<sup>1</sup> is not an alternative scheduled Energy Data provision Metering Service and it is not cyclic, but instead is provided upon the User's request for certain reference services (exit service, entry service or bi-directional service). It is a non-scheduled Energy Data provision Metering Service and is designated below in Table 1 as MS-21 and described more fully immediately following Table 3 of this Schedule. It remains the case, however, that the applicable Reference Tariff for the one-off manual Interval Read Metering Service is payable under the Access Contract between the User and Western Power and that the costs of this Additional Reference Service (Metering) are recovered in that Reference Tariff.

- **Accessory Metering Services - Reference Services (Metering)**

Certain Metering Services requested by a User, identified by Western Power or provided in accordance with the Code and which Western Power provides under this Agreement are an accessory to a Reference Service (Metering).

These Metering Services are identified in this Agreement as Accessory Metering Services - Reference Services (Metering) and are described more fully in section 3 of Schedule 3. Accessory Metering Services - Reference Services (Metering) are not cyclic and are referred to as 'off cycle'.

Accessory Metering Services - Reference Services (Metering) are not a component of a reference service (exit service, entry service or bi-directional service). They are provided in accordance with the Code in response to a specific request under this Agreement. The costs of Accessory Metering Services - Reference Services (Metering) are recovered in the Reference Tariffs.

- **Extended Metering Services**

Extended Metering Services are Metering Services a User requests and Western Power provides under this Agreement.

Extended Metering Services are described in section 4 of Schedule 3. Extended Metering Services are not cyclic and are referred to as 'off cycle'.

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<sup>1</sup> This is Reference Number M16 in Table E.1.1 of Appendix E of Access Arrangement 4.

Extended Metering Services are not a component of Reference Services (Metering) (exit service, entry service or bi-directional service). They are provided in response to a specific request by the User under this Agreement.

The costs of Extended Metering Services are not recovered in Reference Tariffs and a payment is made under this Agreement. The Fees for Extended Metering Services are set out in Schedule 5.

## Classification of Metering Services

The Table 1 below classifies Metering Services according to whether they are Standard Metering Services, Additional Metering Services, Accessory Metering Services - Reference Services (Metering) or Extended Metering Services.

*Table 1: Classification of Metering Services*

No.	Meter Service Name	Classification			
		Standard	Additional	Accessory	Extended
MS-1	Scheduled Energy Data provision	✓ <sup>2</sup>	✓ <sup>3</sup>		
MS-2	Meter installation and energisation	✓			
MS-3	Standing Data provision			✓	
MS-4	Historical Energy Data provision			✓	
MS-5	Metering Installation repair			✓	
MS-6	Meter upgrade/replace (not User requested)			✓	
MS-7	De-energise (manual)				✓
MS-8	Re-energise (manual)				✓
MS-9	Meter exchange				✓
MS-10	Meter investigation				✓
MS-11	Communications Link installation				✓
MS-12	Communications Link deactivation				✓
MS-13	Meter test (laboratory)				✓
MS-14	Meter test (on-site)				✓
MS-15	Meter reconfiguration				✓
MS-16	Enablement of signal pulse outputs				✓
MS-17	Remove Meter				✓
MS-18	Verify Meter Energy Data				✓
MS-19	Non-scheduled special Meter Reading				✓
MS-20	Meter read route change				✓
MS-21	One-off manual Interval Read		✓ <sup>4</sup>		

<sup>2</sup> There are 15 possible scheduled Energy Data provision Metering Services. These are described in Table 2. The Reference Service (Metering) (standard metering service) includes a scheduled Energy Data provision Metering Service provided as a default Metering Service. This is a Standard Metering Service. The default Metering Service is designated RSM in Table 3.

<sup>3</sup> The Additional Reference Service (Metering) includes an alternative scheduled Energy Data Metering Service selected by a User. It is an alternative to the default Standard Metering Service. The selection is made from a permitted sub-set of the 15 possible scheduled Energy Data provision Metering Services. These permitted selections are designated ARSM in Table 3.

<sup>4</sup> This Additional Reference Service (Metering) is not an alternative scheduled Energy Data Metering Service selected by a User. It is a separate non-scheduled Energy Data provision Metering Service requested by a User. It is described immediately below Table 3.

## Scheduled Energy Data provision Metering Services

The Table 2 below describes the different scheduled Energy Data provision Metering Services M1 to M15.

*Table 2: Scheduled Energy Data provision Metering Services*

No.	Service Name	Service Description
M1	Unidirectional, accumulation, bi-monthly, manual	Provision of Accumulated Energy Data from an Accumulation Meter (uni-directional) or Interval Meter (uni-directional) derived by way of a manual Read on a bi-monthly basis.
M2	Unidirectional, accumulation (TOU), bi-monthly, manual	Provision of Accumulated Energy Data for the time bands of the Reference Tariff for the underlying exit service from an Accumulation Meter (uni-directional) or Interval Meter (uni-directional) derived by way of a manual Read on a bi-monthly basis.
M3	Unidirectional, interval, bi-monthly, manual	Provision of Interval Energy Data from an Interval Meter (uni-directional) derived by way of a manual Read on a bi-monthly basis.
M4	Unidirectional, interval, monthly, manual	Provision of Interval Energy Data from an Interval Meter (uni-directional) derived by way of a manual Read on a monthly basis.
M5	Unidirectional, interval, bi-monthly, remote	Provision of Interval Energy Data from an Interval Meter (uni-directional) derived via a communications network on a bi-monthly basis.
M6	Unidirectional, interval, monthly, remote	Provision of Interval Energy Data from an Interval Meter (uni-directional) derived following the collection of the Interval Energy Data via a communications network on a monthly basis.
M7	Unidirectional, interval, daily, remote	Provision of Interval Energy Data from an Interval Meter (uni-directional) derived following the collection of the Interval Energy Data via a communications network on a daily basis.
M8	Bidirectional, accumulation, bi-monthly, manual	Provision of Accumulated Energy Data from an Accumulation Meter (bi-directional) derived by way of a manual Read on a bi-monthly basis.
M9	Bidirectional, accumulation (TOU), bi-monthly, manual	Provision of Accumulated Energy Data for the time bands of the Reference Tariff for the underlying bi-directional service from an Accumulation Meter (bi-directional) derived by way of a manual Read on a bi-monthly basis.
M10	Bidirectional, interval, bi-monthly, manual	Provision of Interval Energy Data from an Interval Meter (bi-directional) derived by way of a manual Read on a bi-monthly basis.
M11	Bidirectional, interval, monthly, manual	Provision of Interval Energy Data from an Interval Meter (bi-directional) derived by way of a manual Read on a monthly basis.
M12	Bidirectional interval, bi-monthly, remote	Provision of Interval Energy Data from an Interval Meter (bi-directional) derived following the collection of the Interval Energy Data via a communications network on a bi-monthly basis.
M13	Bidirectional, interval, monthly, remote	Provision of Interval Energy Data from an Interval Meter (bi-directional) derived following the collection of the Interval Energy Data via a communications network on a monthly basis.
M14	Bidirectional, interval, daily, remote	Provision of Interval Energy Data from an Interval Meter (bi-directional) derived following the collection of the Interval Energy Data via a communications network on a daily basis.
M15	Unmetered supply, accumulation, bi-monthly, manual	Provision of the Metering Services set out in the Code for a type 7 Connection Point.

## Scheduled Energy Data provision Metering Services - default and permitted selection

The Table 3 below describes the default scheduled Energy Data provision Metering Service for each Reference Service as defined in the Access Arrangement and each of the other Scheduled Energy Data provision Metering Services which Users are permitted to select for each Reference Service.

**Table 3: Scheduled Energy Data provision Metering Services - default (RSM) and permitted selections (ARSM)**

In this table:		Reference Service (Metering)														
		M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	M13	M14	M15
Reference Service	Meter Throughput (MWh/a)	Unidirectional, bi-accumulation, bi-monthly, manual	Unidirectional, accumulation (TOU), bi-monthly, manual	Unidirectional, interval, bi-monthly, manual	Unidirectional, interval, monthly, manual	Unidirectional, interval, bi-monthly, remote	Unidirectional, interval, monthly, remote	Unidirectional, interval, daily, remote	Bidirectional, accumulation, bi-monthly, manual	Bidirectional, accumulation (TOU), bi-monthly, manual	Bidirectional, interval, bi-monthly, manual	Bidirectional, interval, monthly, manual	Bidirectional, interval, bi-monthly, remote	Bidirectional, interval, monthly, remote	Bidirectional, interval, daily, remote	Unmetered supply, accumulation, bi-monthly, manual
A1 - Anytime Energy (Resi) Exit	<50	RSM	*	ARSM	ARSM	ARSM	ARSM	ARSM	*	*	*	*	*	*	*	*
	≥50	*	*	*	RSM	*	ARSM	ARSM	*	*	*	*	*	*	*	*
A2 - Anytime Energy (Busi) Exit	<50	RSM	*	ARSM	ARSM	ARSM	ARSM	ARSM	*	*	*	*	*	*	*	*
	≥50	*	*	*	RSM	*	ARSM	ARSM	*	*	*	*	*	*	*	*
A3 - TOU Energy (Resi) Exit	<50	*	RSM	ARSM	ARSM	ARSM	ARSM	ARSM	*	*	*	*	*	*	*	*
	≥50	*	*	*	RSM	*	ARSM	ARSM	*	*	*	*	*	*	*	*
A4 - TOU Energy (Busi) Exit	<50	*	RSM	ARSM	ARSM	ARSM	ARSM	ARSM	*	*	*	*	*	*	*	*
	≥50	*	*	*	RSM	*	ARSM	ARSM	*	*	*	*	*	*	*	*
A5 - HV Demand Exit	<50	*	*	*	*	RSM	ARSM	ARSM	*	*	*	*	*	*	*	*
	≥50	*	*	*	*	*	RSM	ARSM	*	*	*	*	*	*	*	*
A6 - LV Demand Exit	<50	*	*	RSM	ARSM	ARSM	ARSM	ARSM	*	*	*	*	*	*	*	*
	≥50	*	*	*	RSM	*	ARSM	ARSM	*	*	*	*	*	*	*	*
A7 - HV CMD Exit	<50	*	*	*	*	RSM	ARSM	ARSM	*	*	*	*	*	*	*	*
	≥50	*	*	*	*	*	RSM	ARSM	*	*	*	*	*	*	*	*
A8 - LV CMD Exit	<50	*	*	RSM	ARSM	ARSM	ARSM	ARSM	*	*	*	*	*	*	*	*
	≥50	*	*	*	RSM	*	ARSM	ARSM	*	*	*	*	*	*	*	*
A9 - Streetlight	N/A	*	*	*	*	*	*	*	*	*	*	*	*	*	*	RSM
A10 - Unmetered	N/A	*	*	*	*	*	*	*	*	*	*	*	*	*	*	RSM
A11 - Transmission Exit	N/A	*	*	*	RSM	*	ARSM	ARSM	*	*	*	*	*	*	*	*

In this table:

- **RSM** means “Reference Service (Metering) (standard metering service)”
- **ARSM** means “Additional Reference Service (Metering)”
- \* identifies a combination that is not provided.

		Reference Service (Metering)														
		M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	M13	M14	M15
Reference Service	Meter Throughput (MWh/a)	Unidirectional, accumulation, bi-monthly, manual	Unidirectional, accumulation (TOU), bi-monthly, manual	Unidirectional, interval, bi-monthly, manual	Unidirectional, interval, monthly, manual	Unidirectional, interval, bi-monthly, remote	Unidirectional, interval, monthly, remote	Unidirectional, interval, daily, remote	Bidirectional, accumulation, bi-monthly, manual	Bidirectional, accumulation (TOU), bi-monthly, manual	Bidirectional, interval, bi-monthly, manual	Bidirectional, interval, monthly, manual	Bidirectional, interval, bi-monthly, remote	Bidirectional, interval, monthly, remote	Bidirectional, interval, daily, remote	Unmetered supply, accumulation, bi-monthly, manual
A12 - 3 Part TOU (Resi) Exit	<50	*	RSM	ARSM	ARSM	ARSM	ARSM	ARSM	*	*	*	*	*	*	*	*
	≥50	*	*	*	RSM	*	ARSM	ARSM	*	*	*	*	*	*	*	*
A13 - 3 Part TOU (Busi) Exit	<50	*	RSM	ARSM	ARSM	ARSM	ARSM	ARSM	*	*	*	*	*	*	*	*
	≥50	*	*	*	RSM	*	ARSM	ARSM	*	*	*	*	*	*	*	*
A14 - 3 Part TOU Demand (Resi) Exit	<50	*	RSM	ARSM	ARSM	ARSM	ARSM	ARSM	*	*	*	*	*	*	*	*
	≥50	*	*	*	RSM	*	ARSM	ARSM	*	*	*	*	*	*	*	*
A15 - 3 Part TOU Demand (Busi) Exit	<50	*	RSM	ARSM	ARSM	ARSM	ARSM	ARSM	*	*	*	*	*	*	*	*
	≥50	*	*	*	RSM	*	ARSM	ARSM	*	*	*	*	*	*	*	*
A16 - Multi Part TOU (Resi) Exit	<50	*	RSM	ARSM	ARSM	ARSM	ARSM	ARSM	*	*	*	*	*	*	*	*
	≥50	*	*	*	RSM	*	ARSM	ARSM	*	*	*	*	*	*	*	*
A17 - Multi Part TOU (Busi) Exit	<50	*	RSM	ARSM	ARSM	ARSM	ARSM	ARSM	*	*	*	*	*	*	*	*
	≥50	*	*	*	RSM	*	ARSM	ARSM	*	*	*	*	*	*	*	*
B1 - Distribution Entry	N/A	*	*	*	RSM	*	ARSM	ARSM	*	*	*	*	*	*	*	*
B2 - Transmission Entry	N/A	*	*	*	*	*	RSM	ARSM	*	*	*	*	*	*	*	*
C1 - Anytime Energy (Resi) Bi-Directional	<50	*	*	*	*	*	*	*	RSM	*	ARSM	ARSM	ARSM	ARSM	ARSM	*
	≥50	*	*	*	*	*	*	*	*	*	*	RSM	*	ARSM	ARSM	*
C2 - Anytime Energy (Busi) Bi-Directional	<50	*	*	*	*	*	*	*	RSM	*	ARSM	ARSM	ARSM	ARSM	ARSM	*
	≥50	*	*	*	*	*	*	*	*	*	*	RSM	*	ARSM	ARSM	*

In this table:

- **RSM** means “Reference Service (Metering) (standard metering service)”
- **ARSM** means “Additional Reference Service (Metering)”
- \* identifies a combination that is not provided.

		Reference Service (Metering)														
		M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	M13	M14	M15
Reference Service	Meter Throughput (MWh/a)	Unidirectional, accumulation, bi-monthly, manual	Unidirectional, accumulation (TOU), bi-monthly, manual	Unidirectional, interval, bi-monthly, manual	Unidirectional, interval, monthly, manual	Unidirectional, interval, bi-monthly, remote	Unidirectional, interval, monthly, remote	Unidirectional, interval, daily, remote	Bidirectional, accumulation, bi-monthly, manual	Bidirectional, accumulation (TOU), bi-monthly, manual	Bidirectional, interval, bi-monthly, manual	Bidirectional, interval, monthly, manual	Bidirectional, interval, bi-monthly, remote	Bidirectional, interval, monthly, remote	Bidirectional, interval, daily, remote	Unmetered supply, accumulation, bi-monthly, manual
C3 - TOU (Resi) Bi-Directional	<50	*	*	*	*	*	*	*		RSM	ARSM	ARSM	ARSM	ARSM	ARSM	*
	≥50	*	*	*	*	*	*	*	*	*	*	RSM	*	ARSM	ARSM	*
C4 - TOU (Busi) Bi-Directional	<50	*	*	*	*	*	*	*	*	RSM	ARSM	ARSM	ARSM	ARSM	ARSM	*
	≥50	*	*	*	*	*	*	*	*	*	*	RSM	*	ARSM	ARSM	*
C5 - HV Metered Demand Bi-Directional	<50	*	*	*	*	*	*	*	*	*	*	*	RSM	ARSM	ARSM	*
	≥50	*	*	*	*	*	*	*	*	*	*	*	RSM	ARSM		*
C6 - LV Metered Demand Bi-Directional	<50	*	*	*	*	*	*	*	*	*	RSM	ARSM	ARSM	ARSM	ARSM	*
	≥50	*	*	*	*	*	*	*	*	*	*	RSM	*	ARSM	ARSM	*
C7 - HV CMD Bi-Directional	<50	*	*	*	*	*	*	*	*	*	ARSM	*	RSM	ARSM	*	*
	≥50	*	*	*	*	*	*	*	*	*	*	*	*	RSM	ARSM	*
C8 - LV CMD Bi-Directional	<50	*	*	*	*	*	*	*	*	*	ARSM	RSM	ARSM	ARSM	ARSM	*
	≥50	*	*	*	*	*	*	*	*	*	*	RSM	*	ARSM	ARSM	*
C9 - 3 Part TOU (Resi) Bi-Directional	<50	*	*	*	*	*	*	*	*	RSM	ARSM	ARSM	ARSM	ARSM	ARSM	*
	≥50	*	*	*	*	*	*	*	*	*	*	RSM	*	ARSM	ARSM	*
C10 - 3 Part TOU (Busi) Bi-Directional	<50	*	*	*	*	*	*	*	*	RSM	ARSM	ARSM	ARSM	ARSM	ARSM	*
	≥50	*	*	*	*	*	*	*	*	*	*	RSM	*	ARSM	ARSM	*
C11 - 3 Part TOU Demand (Resi) Bi-Directional	<50	*	*	*	*	*	*	*	*	RSM	ARSM	ARSM	ARSM	ARSM	ARSM	*
	≥50	*	*	*	*	*	*	*	*	*	*	RSM	*	ARSM	ARSM	*
C12 - 3 Part TOU Demand (Busi) Bi-Directional	<50	*	*	*	*	*	*	*	*	RSM	ARSM	ARSM	ARSM	ARSM	ARSM	*
	≥50	*	*	*	*	*	*	*	*	*	*	RSM	*	ARSM	ARSM	*
C13 - Multi Part TOU (Resi) Bi-Directional	<50	*	*	*	*	*	*	*	*	RSM	ARSM	ARSM	ARSM	ARSM	ARSM	*
	≥50	*	*	*	*	*	*	*	*	*	*	RSM	*	ARSM	ARSM	*
C14 - Multi Part TOU (Busi) Bi-Directional	<50	*	*	*	*	*	*	*	*	RSM	ARSM	ARSM	ARSM	ARSM	ARSM	*
	≥50	*	*	*	*	*	*	*	*	*	*	RSM	*	ARSM	ARSM	*

### **Non-scheduled Energy Data provision Metering Service (“one-off manual Interval Read”)<sup>5</sup> – MS-21**

This is an Additional Reference Service (Metering) available for selection with Reference Services A1 – A4, A12 – A17 and C1 – C4 and C9 – C14.

This Metering Service may be requested by the User to obtain Interval Energy Data collected as a manual Read from an Accumulation Meter with stored Interval Energy Data.

Western Power will perform the Metering Service in accordance with the Service Standards defined in Schedule 4.

This Metering Service requires a ‘Miscellaneous Service Order’ in accordance with the Communication Rules.

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<sup>5</sup> This is reference number M16 in Table E.1.1.1 of Appendix E of the AA4 Access Arrangement.

# Schedule 3 – Metering Services Descriptions

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## 1. All Metering Services

This Schedule should be read in conjunction with the Code, Electricity Industry (Customer Transfer) Code 2016 (WA), Code of Conduct for Supply of Electricity to Small Use Customers 2018 (WA), Western Power's Metrology Procedure and Communication Rules (which incorporate the Build Pack).

The Build Pack, which defines detailed B2B processes and technical requirements, includes the following documents relevant to this Schedule WA B2B Electricity B2B Processes: Participant Build Pack, Usage Guidelines, Customer Transfer and Standing Data Procedure, WA B2B Procedures: Meter Data Process, WA B2B Procedures: Customer and Site Details Process, WA B2B Procedures: Service Order Process, WA B2B Procedures: Technical Guidelines, WA B2B Procedures: Technical Delivery Specification, WA aseXML Schema, Streetlights Data CSV File Specification, Unmetered Supply Data CSV File Specification, Market Roles, List of Codes, Key to Codes and Glossary.

Metering Services under this Schedule will only be provided in association with Meters owned by Western Power.

Where eligibility criteria are stated, Metering Services under this Schedule will only be provided when those criteria are met and continue to be met.

## 2. Reference Services (Metering)

The Reference Service (Metering) (standard metering services) comprises the default Metering Service applicable as a component of a reference service (exit service, entry service or bi-directional service). This default Metering Service includes the following Standard Metering Services:

- (a) Scheduled Energy Data provision (MS-1); and
- (b) Meter installation and energisation (MS-2).

The Additional Reference Service (Metering) comprises a scheduled Energy Data provision Metering Service which is selected by the User as permitted as an alternative to the default scheduled Energy Data provision Metering Service.

The description of each scheduled Energy Data provision Metering Service is set out in Table 2 of Schedule 2.

The process for the provision of the Scheduled Energy Data is the same for both the Reference Service (Metering) (standard metering service) and the Additional Reference Service (Metering).

This section sets out the processes for these Metering Services.

## 2.1. Scheduled Energy Data provision (MS-1)

<b>Category</b>	Standard Metering Service and Additional Metering Service
<b>No.</b>	MS-1
<b>Service Description</b>	Scheduled Energy Data provision

Energy Data will be provided to the User in accordance with the Code and the service description in Table 2.

When a Metering Point is established, Western Power will assign a Reading Day Number to a Meter in the Meter Reading Schedule.

Western Power will publish a Meter Reading Schedule, for the following calendar year by 31 October each year. New Meters will be added to the Meter Reading Schedule, during the year as new Metering Points are established. Western Power may amend the Meter Reading Schedule during the year for Meter Reading optimisation, following consultation with the User for a period of not less than 3 weeks prior to any changes to the Meter Reading Schedule occurring.

When amending the Meter Reading Schedule, Western Power must, in good faith, take into account the affected User's obligations to Customers under the Code of Conduct and any submissions made by Users or potential Users through the consultation process and, as far as reasonably practicable, seek to accommodate them.

Where amended, Western Power will publish an amended Meter Reading Schedule and notify relevant and affected Users not less than 10 Business Days before the amendments take effect.

Where a Connection Point has more than one Meter, Western Power will assign the same Reading Day Number to all Meters at that Connection Point, unless otherwise agreed between Western Power and the User.

Western Power will Read Meters in accordance with the Meter Reading Schedule and Energy Data will be provided to the User and the Market Operator in accordance with the Service Standard.

Western Power, acting as a Reasonable and Prudent Person, may assign a Meter to be a Customer Self-Read Meter, where a Metering Point is geographically remote; where site access to the Meter is subject to restriction; or at the request of a Customer or User.

Substitution, estimation and validation will be carried out by Western Power in accordance with the Metrology Procedure.

For the purposes of clarity, this Metering Service applies to Metering Points that have a Pre-Payment Meter installed.

### **Eligibility criteria:**

The eligibility criteria for each scheduled Energy Data provision Metering Service (M1 – M15) is identified with a tick (✓) in Table 4 below:

Table 4: Eligibility criteria for scheduled Energy Data provision Metering Services

Eligibility criteria	Scheduled Energy Data provision Metering Services														
	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	M13	M14	M15
The User receives a compatible Network access service at the Connection Point.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
The Consumer's Facilities and Equipment comply with the technical rules, the WA Electrical Requirements and AS 3000 Wiring Rules.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
An Accumulation Meter is installed at the Metering Point.	✓	✓						✓	✓						
An Interval Meter is installed at the Metering Point.			✓	✓	✓	✓	✓			✓	✓	✓	✓	✓	
The Meter is configured to measure and record Accumulated Energy Data: - out of the Network for an exit service; or - in to the Network for an entry service; or - in to and out of the Network for a bi-directional service.	✓	✓						✓	✓						
The Meter is configured to measure and record Interval Energy Data: - out of the Network for an exit service; or - in to the Network for an entry service; or - in to and out of the Network for a bi-directional service.			✓	✓	✓	✓	✓			✓	✓	✓	✓	✓	
Meter Throughput is, and is expected to remain, less than 50MWh.	✓	✓	✓		✓			✓	✓	✓		✓			

Eligibility criteria	Scheduled Energy Data provision Metering Services														
	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	M13	M14	M15
The Connection Point is located on the low voltage (415V or less) distribution system.	✓	✓	✓		✓			✓	✓	✓		✓			
The Meter is configured with registers to measure and record Accumulated Energy Data for the time bands for the underlying Network access service.		✓							✓						
The Meter is configured with registers to measure and record Interval Energy Data for the underlying Network access service (if applicable).			✓	✓	✓	✓	✓			✓	✓	✓	✓	✓	
The Meter is connected to a communications network supported by Western Power.					✓	✓	✓					✓	✓	✓	

## 2.2. Meter installation and energisation (MS-2)

Category	Standard Metering Service
No.	MS-2
Service Description	Meter installation and energisation

This Metering Service may be requested by the User to establish and Energise a Meter at a Metering Point.

Where this Metering Service is requested, Western Power will:

- (a) install a new Meter at the Metering Point; and
- (b) Energise the Meter.

Where the default scheduled Energy Data provision Metering Service requires the provision of:

- (a) Accumulated Energy Data, Western Power will install an Accumulation Meter; and
- (b) Interval Energy Data, Western Power will install an Interval Meter.

An Accumulation Meter includes a Meter with Interval Energy Data storage capability which is declared to be an Accumulation Meter under clause 3.2(2) of the Metering Code.

For:

- (a) an exit service or entry service the Meter will be configured to measure the transfer of electricity out of or into (respectively) the Network, but not both; and
- (b) a bi-directional service the Meter will be configured to measure the transfer of electricity into and out of the Network.

This Metering Service description should be read in conjunction with the Code and the Communication Rules, which incorporate the Build Pack. The Build Pack, including the WA B2B Procedures: Service Order Process, defines specific detail as to the business processes and B2B transactions associated with the provision of this Service.

### Eligibility criteria

A New Connection Service Order in accordance with the Communication Rules.

- A valid notice has been issued pursuant to the *Electricity (Licensing) Regulations 1991 (WA)* from the Customer's Electrical Contractor, confirming that the Metering Point is ready for a Meter to be installed and Energised.

### 3. Accessory Metering Services – Reference Service (Metering)

Certain Metering Services requested by a User and which Western Power provides under this Agreement are an accessory to a Reference Service (Metering).

Accessory Metering Services - Reference Services (Metering) are not a component of a Reference Service. They are provided in accordance with the Code, as identified by Western Power or in response to a specific request under this Agreement.

However, the costs of Accessory Metering Services - Reference Services (Metering) are recovered in Reference Tariffs.

Accessory Metering Services - Reference Services (Metering) are:

- (a) Standing Data provision (MS-3); and
- (b) Historical Energy Data provision (MS-4); and
- (c) Metering Installation repairs (MS-5); and
- (d) Meter upgrade/replace (not User requested) (MS-6).

This section describes these Accessory Metering Services - Reference Services (Metering).

### 3.1. Standing Data provision (MS-3)

<b>Category</b>	Accessory Metering Service – Reference Services (Metering)
<b>No.</b>	MS-3
<b>Service Description</b>	Standing Data provision

Standing Data will be provided to the User in accordance with the Code, including:

- (a) the provision of Standing Data upon registration of a Metering Point; and
- (b) following changes to items<sup>6</sup> of Standing Data.

The User may request the provision of this Metering Service in the form of a bulk Standing Data request for multiple Metering Points. Where the User makes a bulk Standing Data request Western Power will provide an extended set of Standing Data in accordance with the Code.

The User may request Standing Data in accordance with the Customer Transfer Code. Where the User makes a request for Standing Data under the Customer Transfer Code Western Power will provide Standing Data in accordance with the Customer Transfer Code.

#### **Eligibility criteria:**

- Provided by Western Power in accordance with the Code and Customer Transfer Code; or
- Standing Data request in accordance with the Communication Rules.

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<sup>6</sup> Standing Data items are defined in the Code and the Communication Rules contain the complete set of Standing Data attributes.

### 3.2. Historical Energy Data provision (MS-4)

<b>Category</b>	Accessory Metering Service – Reference Services (Metering)
<b>No.</b>	MS-4
<b>Service Description</b>	Historical Energy Data provision

This Metering Service may be requested by the User in accordance with the Customer Transfer Code, to obtain up to 24 months of historical Energy Data.

Where this Metering Service is requested, Western Power will provide the requesting User with historical Energy Data for the requested period, in accordance with the Service Standard.

**Eligibility criteria:**

- Provide Meter Data Service Order in accordance with the Communication Rules.

### 3.3. Metering Installation repair (MS-5)

<b>Category</b>	Accessory Metering Service – Reference Services (Metering)
<b>No.</b>	MS-5
<b>Service Description</b>	Metering Installation repair

This Metering Service will be performed by Western Power following completion of a test, audit or investigation identifying a non-compliant Metering Installation<sup>7</sup>; or upon notification<sup>8</sup> of an outage or malfunction to a Metering Installation by a User or Customer.

If a test, audit or investigation identifies a non-compliant Metering Installation, Western Power will repair the Metering Installation, advise the affected parties, restore the accuracy of the Metering Installation and may make corrections to Energy Data in accordance with the Code.

Western Power, at its discretion, may replace devices associated with the Metering Installation (i.e. the Meter) instead of repairing the Metering Installation.

If it is decided to replace a Meter rather than repair the Metering Installation, the associated Service Order will be closed and a replacement will be subject to the terms defined for the Meter upgrade Service (MS-6).

#### Eligibility criteria:

- This Metering Service is provided in accordance with the Code.

<sup>7</sup> The Meter investigation Metering Service (MS-10) should be used to request investigation of a User concern, or concern raised with the User by a Customer, relating to a Metering Installation.

The Meter test Metering Services (MS-13 or MS-14) should be used to request a test or audit of the accuracy of a Metering Installation. The verify Meter Energy Data Metering Service (MS-18) should be used to request an audit of Energy Data for a Metering Installation.

<sup>8</sup> For the avoidance of doubt, notification of an outage or malfunction to a Metering Installation does not replace the Meter investigation Service (MS-10), the Meter test Metering Service (MS-13 or MS-14) or the verify Meter data Service (MS-18).

### 3.4. Meter upgrade/replace (not User requested) (MS-6)

<b>Category</b>	Accessory Metering Service – Reference Services (Metering)
<b>No.</b>	MS-6
<b>Service Description</b>	Meter upgrade/replace (not User requested)

This Metering Service will be performed by Western Power, where a Meter requires replacement or upgrade to align with the requirements of the Code, or at Western Power’s discretion to satisfy a Network operator requirement.

**Eligibility criteria:**

- This Service is provided in accordance with the Code.

## 4. Extended Metering Services

Extended Metering Services are Metering Services a User requests and Western Power provides under this Agreement.

Extended Metering Services are not a component of Reference Services. They are provided in response to a specific request by the User under this Agreement.

Extended Metering Services are not cyclic and are referred to as 'off cycle'.

The costs of Extended Metering Services are not recovered in Reference Tariffs and a payment is made under this Agreement. These payments are detailed in Schedule 5.

The Extended Metering Services are:

- (a) De-energise (manual) (MS-7);
- (b) Re-energise (manual) (MS-8);
- (c) Meter Exchange (MS-9);
- (d) Meter investigation (MS-10);
- (e) Communications Link installation (MS-11);
- (f) Communications Link deactivation (MS-12);
- (g) Meter test (laboratory) (MS-13);
- (h) Meter test (on-site) (MS-14);
- (i) Meter reconfiguration (MS-15);
- (j) Enablement of signal pulse outputs (MS-16);
- (k) Remove Meter (MS-17);
- (l) Verify Meter Energy Data (MS-18); and
- (m) Non-scheduled special Meter Reading (MS-19);and
- (n) Meter read route change (MS-20).

This section describes these Extended Metering Services.

#### 4.1. De-energise (Manual) (MS-7)

<b>Category</b>	Extended Metering Service
<b>No.</b>	MS-7
<b>Service Description</b>	De-energise (Manual)

This is an Extended Metering Service for use where a site visit is required.

This Extended Metering Service may be requested by the User to De-energise electricity supply to a Metering Point.

Where this Extended Metering Service is requested, Western Power will De-energise the Metering Point.

This Extended Metering Service will only be performed by Western Power on the following days and times:

- (a) Monday to Thursday<sup>9</sup> (excluding public holidays); and
- (b) between 7:30am and 2:00pm (WST).

The User may request this Extended Metering Service to be provided:

- (a) without a 'preferred date' or 'appointment time';
- (b) with a 'preferred date' but without an 'appointment time'. The timeframe specified in the Service Standard will be the minimum notice period for the 'preferred date';
- (c) with a 'preferred date' and an 'appointment time' of either between 7.00a.m. and 11.59a.m. on any Business Day or noon and 5.00p.m. on any Business Day. The timeframe specified in the Service Standard will be the minimum notice period for the 'preferred date'.

This Extended Metering Service will not be performed by Western Power on the Business Day before a public holiday.

Fees and Service Standards for this Extended Metering Service are defined in Schedule 4 and 5, as applicable to the User's requirements.

Due to the complex and variable requirements associated with High Voltage Metering Points, High Voltage De-energise Metering Services will be priced on application in accordance with the quotation methodology defined in Schedule 5.

##### **Eligibility criteria:**

- A De-energise Service Order in accordance with the Communication Rules.

<sup>9</sup> Friday is deemed a Non-Business Day for this Metering Service.

## 4.2. Re-energise (Manual) (MS-8)

Category	Extended Metering Service
No.	MS-8
Service Description	Re-Energise (Manual)

This is an Extended Metering Service for use where a site visit is required.

This Extended Metering Service may be requested by the User to Re-energise electricity supply to a Customer.

Where this Extended Metering Service is requested, Western Power will Re-energise the Metering Point.

The User may request that a Re-energise Metering Service be performed as an Urgent Re-energise Service where prioritisation of a Re-energise Service is required.

The User may request this Extended Metering Service to be provided:

- (a) without a 'preferred date' or 'appointment time';
- (b) with a 'preferred date' but without an 'appointment time'. The timeframe specified in the Service Standard will be the minimum notice period for the 'preferred date';
- (c) with a 'preferred date' and an 'appointment time' of either between 7.00a.m. and 11.59a.m. on any Business Day or noon and 5.00p.m. on any Business Day. The timeframe specified in the Service Standard will be the minimum notice period for the 'preferred date'.

Fees and Service Standards for this Extended Metering Service are defined in Schedule 4 and 5, as applicable to the User's requirements.

Due to the complex and variable requirements associated with High Voltage Metering Points, High Voltage Re-energise Metering Services will be priced on application in accordance with the quotation methodology defined in Schedule 5.

### Eligibility criteria:

- A Re-energise Service Order in accordance with the Communication Rules.

### 4.3. Meter Exchange (MS-9)

<b>Category</b>	Extended Metering Service
<b>No.</b>	MS-9
<b>Service Description</b>	Meter Exchange

This is an Extended Metering Service<sup>10</sup>.

This Extended Metering Service may be requested by the User to replace a Meter at a Metering Point, to satisfy the eligibility criteria for accessing a Reference Service (Metering) to be compatible with an exit, entry or bidirectional service that will form a Reference Service, or other non-reference Service agreed by the Parties.

Where this Extended Metering Service is requested, Western Power will:

- (a) attend the Metering Point; and
- (b) exchange the existing Meter.

Where this Extended Metering Service is provided to satisfy the eligibility criteria for a Reference Service (Metering) that includes the scheduled provision of:

- (a) Accumulated Energy Data, Western Power will install an Accumulation Meter;
- (b) Interval Energy Data, Western Power will install an Interval Meter.

For:

- (a) an exit service or entry service the Meter will be configured to measure the transfer of electricity out of or in to (respectively) the Network, but not both; and
- (b) a bi-directional service the Meter will be configured to measure the transfer of electricity in to and out of the Network.

An Accumulation Meter includes a Meter with Interval Energy Data storage capability which is declared to be an Accumulation Meter under clause 3.2(2) of the Metering Code.

Where requesting this Extended Metering Service to satisfy the eligibility criteria for a Reference Service (Metering) that includes the provision of scheduled Energy Data provision via remote reading, the User must also request a Communications Link installation Metering Service (MS-11).

The User may request this Extended Metering Service to be provided:

- (a) without a 'preferred date' or 'appointment time';
- (b) with a 'preferred date' but without an 'appointment time'. The timeframe specified in the Service Standard will be the minimum notice period for the 'preferred date';
- (c) with a 'preferred date' and an 'appointment time' of either between 7.00a.m. and 11.59a.m. on any Business Day or noon and 5.00p.m. on any Business Day. The timeframe

<sup>10</sup> Where a Meter requires replacement or upgrade in response to an actual or projected increase in Meter Throughput or in association with asset maintenance, it will be performed by Western Power as a Standard Metering Service, under the Meter upgrade Metering Service. Western Power may request evidence be provided by the User to support the projected increase in Meter Throughput.

specified in the Service Standard will be the minimum notice period for the 'preferred date'.

**Eligibility criteria:**

- An Additions & Alterations – Exchange Meter Service Order in accordance with the Communication Rules.

#### 4.4. Meter Investigation (MS-10)

Category	Extended Metering Service
No.	MS-10
Service Description	Meter Investigation

This is an Extended Metering Service.

This Extended Metering Service may be requested by the User to:

- (a) audit a Metering Installation due to a User concern, or concern raised by a Customer<sup>11</sup>, other than issues relating to the accuracy of a Meter<sup>12</sup>; or
- (b) audit the Standing Data for a Metering Installation.

Where this Extended Metering Service is requested, Western Power will investigate the concern raised by the requestor and subsequently report the outcome of this investigation to the User.

Where a non-compliant Metering Installation is confirmed, Western Power will complete a Metering Installation repair (MS-5), subject to the discretion noted in that Metering Service description to replace the Meter instead.

The Meter test Metering Services (MS-13 or MS-14) should be used to request a test or audit of the accuracy of a Metering Installation.

The verify Meter Energy Data Service (MS-18) should be used to request an audit of Energy Data for a Metering Installation.

The User may witness this Metering Service.

The User may request this Extended Metering Service to be provided:

- (a) without a 'preferred date' or 'appointment time';
- (b) with a 'preferred date' but without an 'appointment time'. The timeframe specified in the Service Standard will be the minimum notice period for the 'preferred date';
- (c) with a 'preferred date' and an 'appointment time' of either between 7.00a.m. and 11.59a.m. on any Business Day or noon and 5.00p.m. on any Business Day. The timeframe specified in the Service Standard will be the minimum notice period for the 'preferred date'.

#### Eligibility Criteria:

- A Meter Investigation - Inspect Service Order in accordance with the Communication Rules.

<sup>11</sup> For example, crossed Meters, Meter irregularities, confirmation of Metering Points, tampering and general investigation.

<sup>12</sup> For investigation relating to the accuracy of a Meter the Meter test Metering Service (MS-13 or MS-14) should be requested.

#### 4.5. Communications Link installation (MS-11)

<b>Category</b>	Extended Metering Service
<b>No.</b>	MS-11
<b>Service Description</b>	Communications Link installation

This is an Extended Metering Service.

This Extended Metering Service may be requested by the User to install and activate a Communications Link, to satisfy the eligibility criteria for accessing a Reference Service (Metering) to be compatible with an exit, entry or bidirectional service that will form a Reference Service, or other non-Reference Service agreed by the Parties.

Where requesting this Extended Metering Service for a Meter that cannot accommodate a Communications Link, the User must also request a Meter Exchange Service (MS-9).

The User may request this Extended Metering Service to be provided:

- (a) without a 'preferred date' or 'appointment time';
- (b) with a 'preferred date' but without an 'appointment time'. The timeframe specified in the Service Standard will be the minimum notice period for the 'preferred date';
- (c) with a 'preferred date' and an 'appointment time' of either between 7.00a.m. and 11.59a.m. on any Business Day or noon and 5.00p.m. on any Business Day. The timeframe specified in the Service Standard will be the minimum notice period for the 'preferred date'.

##### **Eligibility criteria:**

- A Miscellaneous Service Order in accordance with the Communication Rules.
- The Meter is a model and configuration suitable for the Extended Metering Service being requested.
- A communications network supported by Western Power is available at the Meter location

#### 4.6. Communications Link deactivation (MS-12)

<b>Category</b>	Extended Metering Service
<b>No.</b>	MS-12
<b>Service Description</b>	Communications Link deactivation

This is an Extended Metering Service.

This Extended Metering Service may be requested by the User to deactivate a Communications Link.

The User cannot request this Extended Metering Service for a Meter that must incorporate a Communications Link, under the Code.

The User may request this Extended Metering Service to be provided:

- (a) without a 'preferred date' or 'appointment time';
- (b) with a 'preferred date' but without an 'appointment time'. The timeframe specified in the Service Standard will be the minimum notice period for the 'preferred date';
- (c) with a 'preferred date' and an 'appointment time' of either between 7.00a.m. and 11.59a.m. on any Business Day or noon and 5.00p.m. on any Business Day. The timeframe specified in the Service Standard will be the minimum notice period for the 'preferred date'.

**Eligibility criteria:**

- A Miscellaneous Service Order in accordance with the Communication Rules.
- A Communications Link is not required for the Meter under the Code.

#### 4.7. Meter test (laboratory) (MS-13)

Category	Extended Metering Service
No.	MS-13
Service Description	Meter test (laboratory)

This is an Extended Metering Service.

The Extended Metering Service may be requested by the User to test or audit the accuracy of a Metering Installation.

Testing will be carried out in a National Association of Testing Authorities (NATA) accredited laboratory under various load conditions, using reference standards that are traceable to national standards. Performance characteristics are monitored, such as 'running at no-load' (creep) and 'operation of register or display', for correct operation.

A report will be issued to the User on the finding of the tests and whether the Meter complies or does not comply with the Code. In addition, a weighted average of the overall accuracy of the Meter will be calculated and provided to the User.

Where a non-compliant Metering Installation is confirmed:

- Western Power will complete a Metering Installation repair (MS-5), subject to the discretion noted in that Metering Service description to replace the Meter instead; and
- make corrections to, or replace, Energy Data in accordance with the Code.

The User may witness this Extended Metering Service.

The User may request this Extended Metering Service to be provided:

- (a) without a 'preferred date' or 'appointment time';
- (b) with a 'preferred date' but without an 'appointment time'. The timeframe specified in the Service Standard will be the minimum notice period for the 'preferred date';
- (c) with a 'preferred date' and an 'appointment time' of either between 7.00a.m. and 11.59a.m. on any Business Day or noon and 5.00p.m. on any Business Day. The timeframe specified in the Service Standard will be the minimum notice period for the 'preferred date'.

#### Eligibility Criteria:

- A Meter Investigation – Meter Test Service Order in accordance with the Communication Rules.

#### 4.8. Meter test (on-site) (MS-14)

<b>Category</b>	Extended Metering Service
<b>No.</b>	MS-14
<b>Service Description</b>	Meter test (on-site)

This is an Extended Metering Service.

The Extended Metering Service may be requested by the User to test or audit a Metering Installation.

Testing will be carried out at the Customer's premises under various load conditions, using instruments that are traceable to national standards. Performance characteristics are monitored, such as 'running at no-load' (creep) and 'operation of register or display', for correct operation.

A report will be issued to the User on the findings of the tests and whether the Meter complies or does not comply with the Code. In addition, a weighted average of the overall accuracy of the Meter will be calculated and provided to the User.

Where a non-compliant Metering Installation is confirmed:

- Western Power will complete a Metering Installation repair (MS-5), subject to the discretion noted in that Service description to replace the Meter instead; and
- make corrections to, or replace, Energy Data in accordance with the Code.

The User may witness this Extended Metering Service.

The User may request this Extended Metering Service to be provided:

- (a) without a 'preferred date' or 'appointment time';
- (b) with a 'preferred date' but without an 'appointment time'. The timeframe specified in the Service Standard will be the minimum notice period for the 'preferred date';
- (c) with a 'preferred date' and an 'appointment time' of either between 7.00a.m. and 11.59a.m. on any Business Day or noon and 5.00p.m. on any Business Day. The timeframe specified in the Service Standard will be the minimum notice period for the 'preferred date'.

#### **Eligibility Criteria:**

- A Meter Investigation – Meter Test Service Order in accordance with the Communication Rules.

#### 4.9. Meter reconfiguration (MS-15)

<b>Category</b>	Extended Metering Service
<b>No.</b>	MS – 15
<b>Service Description</b>	Meter reconfiguration

This is an Extended Metering Service.

This Extended Metering Service may be requested by the User to reconfigure the data register coding details<sup>13</sup> for a Meter, to satisfy the eligibility criteria for accessing a Reference Service (Metering) to be compatible with an exit, entry or bidirectional service that will form a Reference Service, or other non-reference Service agreed by the Parties.

For example, to accommodate the addition or removal of:

- (a) data registers for the measurement of Interval Energy Data or Accumulated Energy Data; or
- (b) data registers for the measurement of bi-directional flows.

Where this Extended Metering Service is requested, Western Power will:

- (a) reprogram the Meter, if required; and
- (b) reconfigure data register coding details to the configuration requested.

Where a Meter is:

- (a) configured to receive commands for this Metering Service from a remote locality; and
- (b) where communication equipment to transmit commands to the Meter from Western Power has been installed; and
- (c) the Communication Link is activated,

this Extended Metering Service will be delivered remotely, and the “Remote” Fee defined in Schedule 5 will apply.

Where a site visit is required to perform this Extended Metering Service, the “Manual” Fee defined in Schedule 5 will apply. For the avoidance of doubt, where a site visit is not required to perform the Extended Metering Service, the “Remote” fee defined in Schedule 5 will apply.

Upon completion of the Extended Metering Service, data registers for the requested configuration will be provided from the Actual Change Date.

The User may request this Extended Metering Service to be provided:

- (a) without a ‘preferred date’ or ‘appointment time’;
- (b) with a ‘preferred date’ but without an ‘appointment time’. The timeframe specified in the Service Standard will be the minimum notice period for the ‘preferred date’;

<sup>13</sup> Data register coding details are an item of Standing Data.

- (c) with a 'preferred date' and an 'appointment time' of either between 7.00a.m. and 11.59a.m. on any Business Day or noon and 5.00p.m. on any Business Day. The timeframe specified in the Service Standard will be the minimum notice period for the 'preferred date'.

**Eligibility criteria:**

- A Reconfigure Service Order in accordance with the Communication Rules.
- The Meter is a model and configuration suitable for the Extended Metering Service being requested.
- The Meter and the requested data register coding configurations are consistent with the requirements of the reference service (exit service, entry service or bi-directional service) or have otherwise been agreed between Western Power and the User.

**For Remote Metering Services:**

- A Meter configured to receive commands for this Extended Metering Service from a remote locality.
- Communication equipment to transmit commands to and messages from the Meter and Western Power has been installed and is activated.
- A communications network supported by Western Power is available at the Meter location.

#### 4.10. Enablement of Signal Pulse Outputs (MS-16)

<b>Category</b>	Extended Metering Service
<b>No.</b>	MS-16
<b>Service Description</b>	Enablement of Signal Pulse Outputs

This is an Extended Metering Service.

This Extended Metering Service may be requested by the User to enable a Customer to monitor electricity flows via a signal cable connected to a Meter.

Where this Extended Metering Service is requested, Western Power will install and activate a signal cable at the Metering Installation and provide the Customer with technical information relating to the signal pulse outputs for the Meter. Western Power will also provide this technical information to the User, upon request.

The User may request this Extended Metering Service to be provided:

- (a) without a 'preferred date' or 'appointment time';
- (b) with a 'preferred date' but without an 'appointment time'. The timeframe specified in the Service Standard will be the minimum notice period for the 'preferred date';
- (c) with a 'preferred date' and an 'appointment time' of either between 7.00a.m. and 11.59a.m. on any Business Day or noon and 5.00p.m. on any Business Day. The timeframe specified in the Service Standard will be the minimum notice period for the 'preferred date'.

##### **Eligibility Criteria:**

- A Miscellaneous Service Order in accordance with the Communication Rules.
- The Meter is a model and configuration suitable for the Extended Metering Service being requested.

#### 4.11. Remove Meter (MS-17)

Category	Extended Metering Service
No.	MS-17
Service Description	Remove Meter

This is an Extended Metering Service.

This Extended Metering Service may be requested by the User to permanently remove a redundant Meter, where multiple Meters are associated with a Metering Point.

Where this Extended Metering Service is requested, Western Power will remove the Meter from the Metering Point and reflect the removal in the Registry.

This Extended Metering Service is not a supply abolishment service. If a Connection Point requires permanent disconnection, the User must request the supply abolishment service which is Reference Service D1, the description of which is in Appendix E to the Access Arrangement.

The User may request this Extended Metering Service to be provided:

- (a) without a 'preferred date' or 'appointment time';
- (b) with a 'preferred date' but without an 'appointment time'. The timeframe specified in the Service Standard will be the minimum notice period for the 'preferred date';
- (c) with a 'preferred date' and an 'appointment time' of either between 7.00a.m. and 11.59a.m. on any Business Day or noon and 5.00p.m. on any Business Day. The timeframe specified in the Service Standard will be the minimum notice period for the 'preferred date'.

##### Eligibility Criteria:

- An Additions & Alterations – Remove Meter Service Order in accordance with the Communication Rules.
- There is more than one Meter associated with a Connection Point.
- At least one Meter will remain at the Metering Point upon completion of the remove Meter Service.
- Customer owned installation assets are not required to be removed or reconfigured by Western Power to complete the remove Meter Service.

#### 4.12. Verify Meter Energy Data (MS-18)

<b>Category</b>	Extended Metering Service
<b>No.</b>	MS-18
<b>Service Description</b>	Verify Meter Energy Data

This is an Extended Metering Service.

This Extended Metering Service may be requested by the User to request the verification of Energy Data in accordance with the Code. For example if:

- (a) the User reasonably believes the meter data file format in a meter data notification is erroneous; or
- (b) the User reasonably believes an investigation is required into the validity and accuracy of the Energy Data.

Where this Extended Metering Service is requested, Western Power will audit the Energy Data for the Metering Installation and, where Energy Data errors are identified, provide the User with replacement Energy Data.

Western Power will not perform a site visit as part of the verification process. The User should request the Meter investigation (MS-10) or Meter test (MS-13 or MS-14) Metering Service, to audit a Metering Installation or Standing Data for a Metering Installation or to test or audit the accuracy of a Metering Installation.

**Eligibility Criteria:**

- A Verify Meter Data Service Order in accordance with the Communication Rules.

#### 4.13. Non-Scheduled Special Meter Reading (MS-19)

<b>Category</b>	Extended Metering Service
<b>No.</b>	MS-19
<b>Service Description</b>	Non-Scheduled Special Meter Reading

This is an Extended Metering Service.

This is an Accumulated Energy Data Service for an Accumulation Meter.

This is an Interval Energy Data Service for an Interval Meter.

This Extended Metering Service may be requested by the User to obtain an Actual Value between scheduled Meter Reading dates in the Meter Reading Schedule.

Where this Extended Metering Service is requested, Western Power will provide the User with an Actual Value; substitution or estimation may be applied in accordance with the Code, following consultation with the User.

The User may request this Extended Metering Service to be provided:

- (a) without a 'preferred date' or 'appointment time';
- (b) with a 'preferred date' but without an 'appointment time'. The timeframe specified in the Service Standard will be the minimum notice period for the 'preferred date';
- (c) with a 'preferred date' and an 'appointment time' of either between 7.00a.m. and 11.59a.m. on any Business Day or noon and 5.00p.m. on any Business Day. The timeframe specified in the Service Standard will be the minimum notice period for the 'preferred date'.

**Eligibility criteria:**

- A Special Read Service Order in accordance with the Communication Rules.

#### 4.14. Meter read route change (MS-20)

Category	Extended Metering Service
No.	MS-20
Service Description	Meter read route change

This is an Extended Metering Service.

This Extended Metering Service may be requested by the User to change a meter read route for a Meter.

Where this Extended Metering Service is requested Western Power will adjust the meter read route to align with the requested route.

##### Eligibility criteria:

- A Miscellaneous Service Order in accordance with the Communication Rules.
- Requested route is Remote-BiMonthly or Remote-Day of Month or Remote-Day of Week.
- Existing route is Remote-BiMonthly or Remote-Day of Month or Remote-Day of Week.
- The Meter is a model and configuration suitable for the Extended Metering Service being requested.
- A Meter read route change, for the requested Meter, has not occurred within 30-days prior.

## Schedule 4 – Service Standards

This Schedule defines the Service Standard response times and performance measures for all Metering Services in Metropolitan and Country areas.

### Cyclic Metering Service

The only cyclic Metering Service is MS-1, Scheduled Energy Data provision.

This Metering Services will be performed in accordance with the Code and the Communication Rules as follows:

- (a) Meters may be Read between one Business Day ahead of; and up to two Business Days after, the scheduled Read date.
- (b) Energy Data will be provided before 5:00p.m. on the #<sup>14</sup> Business Days after obtaining (if the Energy Data passes validation).
- (c) Energy Data will be provided before 5:00p.m. on the #<sup>15</sup> Business Days after obtaining (if the Energy Data fails validation), unless Western Power and the User agree otherwise.
- (d) Energy Data will always be provided. Where an Actual Value is not available, substituted and estimated Energy Data will be provided in accordance with the Metrology Procedure.

### Off-cycle Metering Services

These are:

- (a) Reference Service (Metering) (standard metering services) – MS-2, Meter installation and energisation.
- (b) Accessory Metering Services - Reference Services (Metering) –MS-3, MS-4, MS-5 and MS-6.
- (c) Additional Reference Service (Metering) – MS-21, one off manual Interval Read.
- (d) Extended Metering Services (MS-7 through MS-20)

In Metropolitan areas:

- (a) The Metering Service will be performed by the later of the requested date and #<sup>16</sup> Business Days after acceptance of a Service Order (if the request is received before 3.00p.m. on a Business Day).
- (b) The Metering Service will be performed by the later of the requested date and #<sup>17</sup> Business Days after acceptance of a Service Order (if the request is received after 3.00p.m. on a Business Day or a Non-Business Day).

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<sup>14</sup> The first number in the relevant column of Table 5 for the Metering Service.

<sup>15</sup> The second number in the relevant column of Table 5 for the Metering Service.

<sup>16</sup> The first number in the relevant column of Table 5 for the Metering Service.

<sup>17</sup> The second number in the relevant column of Table 5 for the Metering Service.

In Country areas:

- (a) The Metering Services will be performed by the later of the requested date and #<sup>18</sup> Business Days after acceptance of a Service Order (if the request is received before 3.00p.m. on a Business Day).
- (b) The Metering Services will be performed by the later of the requested date and #<sup>19</sup> Business Days after acceptance of a Service Order (if the request is received after 3.00p.m. on a Business Day or a Non-Business Day).

*Table 5: Service Standards for Reference Service Metering*

No.	Meter Service Description	Service Standard (Business Days)	
		Metropolitan	Country
<b>Reference Services Metering</b>			
MS – 1	Scheduled Energy Data provision	1/2	1/2
MS – 2	Meter installation and energisation	1/2/A <sup>20</sup>	5/6/A <sup>21</sup>

*Table 5: Service Standards for Accessory Metering Services - Reference Services (Metering)*

No.	Meter Service Description	Service Standard (Business Days)	
		Metropolitan	Country
MS – 3	Standing Data provision <sup>22</sup>		
A	Registry updated <sup>23</sup>	2	2
B	Standing Data published	2	2
MS – 4	Historical Energy Data provision	2	2
MS – 5	Metering Installation repair	10/11	15/16
MS – 6	Meter upgrade	*	*

\* In accordance with the Code.

*Table 5: Service Standards for 'Off-Cycle' Additional Reference Service (Metering)*

No.	Meter Service Description	Service Standard (Business Days)	
		Metropolitan	Country
MS – 21	One-off manual Interval Read	10/11	15/16

<sup>18</sup> The first number in the relevant column of Table 5 for the Metering Service.

<sup>19</sup> The second number in the relevant column of Table 5 for the Metering Service.

<sup>20</sup> In accordance with the *Electricity Industry (Obligation to Connect) Regulations 2005 (WA)*: Attachment or connection (Meter installation) within 20 Business Days and Energise within 1/2/A for Metropolitan areas (where A represents a timeframe by agreement with the Customer).

<sup>21</sup> In accordance with the *Electricity Industry (Obligation to Connect) Regulations 2005 (WA)*: Attachment or connection (Meter installation) within 20 Business Days and Energise within 5/6/A for Country areas (where A represents a timeframe by agreement with the Customer).

<sup>22</sup> This Service Standard relates to general Standing Data provision. Bulk Standing Data will be provided in accordance with the Code.

<sup>23</sup> Following the Field Completion Date. For MS-2, the Service Standard for updating the Registry is 10 Business Days.

Table 5: Extended Metering Services Service Standards

No.	Service Description	Service Standard (Business Days unless otherwise stated)	
		Metropolitan	Country
<b>Extended Metering Services</b>			
MS – 7	De-energise (manual)	1/2	5/6
MS – 8	Re-energise (manual)		
A	Standard	1/2	5/6
B	Urgent	3 hours <sup>24</sup>	1
MS – 9	Meter exchange	10/11	10/11
MS – 10	Meter investigation	10/11	10/11
MS – 11	Communications Link installation	10/11	10/11
MS – 12	Communications Link deactivation	10/11	10/11
MS – 13	Meter test (laboratory)	15/16	18/19
MS – 14	Meter test (on- site)	10/11	18/19
MS – 15	Meter reconfiguration	5/6	10/11
MS – 16	Enablement of signal pulse outputs	10/11	15/16
MS – 17	Remove Meter	10/11	15/16
MS – 18	Verify Meter Energy Data	5	5
MS – 19	Non-scheduled special Meter Reading <sup>25</sup>	3	3
MS – 20	Meter read route change	5	5

## Performance Measurement

### Timeliness

Performance to the Service Standard will be measured on the difference between the requested date of the Metering Service and the Actual Change Date.

Where a change does not occur, but a field visit is required, performance will be measured on the difference between the requested date of the Metering Service and the Field Completion Date.

Where a change does not occur, and a field visit is not required, performance will be measured on the difference between the requested date and the date of data provision.

The Standing Data provision Service Standards will involve measuring between:

- (a) the Field Completion Date and the date the Actual Change Date (i.e. when the Registry was updated); and
- (b) the Actual Change Date and the date of Standing Data provision (i.e. when Standing Data is published).

Where a Metering Service requires an isolation of supply, performance on a day agreed with the Customer shall be deemed compliant to the Service Standard, including where the agreed day extends beyond the Service Standard response time.

<sup>24</sup> 3 hours in the Perth Metropolitan area and 1 Business Day in other Metropolitan areas.

<sup>25</sup> Calculated based on all forms of this Metering Service being where there is no preferred date, preferred date and appointment date.

Performance against the Service Standard response time for each Metering Service will be calculated using the following measurement methodology:

For cyclic Metering Services (MS-1):

$$\frac{\text{Volume of data provision that met the Service Standard during the reporting period}}{\text{Total volume of data provision during the reporting period}} \times \frac{100}{1}$$

For off cycle Metering Services (MS-2 to MS-21):

$$\frac{\text{Number of Metering Services that met the Service Standard during the reporting period}}{\text{Total number of Metering Services performed during the reporting period}} \times \frac{100}{1}$$

Where a Service is not performed within the Service Standard response time, it will be performed no later than 20 Business Days after the Service Standard response time or at a time agreed with the User.

The User may request a Metering Service to be provided:

- (a) without a 'preferred date' or 'appointment time';
- (b) with a 'preferred date' but without an 'appointment time'. The timeframe specified in the Service Standard will be the minimum notice period for the 'preferred date';
- (c) with a 'preferred date' and an 'appointment time' of either between 7.00a.m. and 11.59a.m. on any Business Day or noon and 5.00p.m. on any Business Day. The timeframe specified in the Service Standard will be the minimum notice period for the 'preferred date'.

### Accuracy

Table 5: Energy Data provision accuracy requirements

No.	Data Description	% accuracy
1	Manually Read Meters (not including Self-Read)	96%
2	Remotely Read Meters (not including Self-Read)	98%
3	Manual Meter Reading errors (not including Self-Read)	≤2%

Performance against the percentage accuracy set out in Table 5 will be measured based on the ratio of Actual Values to the total number<sup>26</sup> of Energy Data values (i.e. inclusive of estimated and substituted values) published during a reporting period:

$$\left( \frac{\text{Number of Actual Values published}}{\text{Total number of values published during the reporting period}} \times \frac{100}{1} \right)$$

Performance will be reported to the User via a monthly report.

<sup>26</sup> With values collected for Meters assigned as Customer Self-Read excluded from the total.

## Timing Requirements

For Metering Services that do not require a Service Order, timing requirements are defined in the Code.

For Metering Services requiring a Service Order, each stage of the Service Order process must be performed with the prescribed timing requirements<sup>27</sup>.

- (a) Figure 1 illustrates the timing requirements for the Service Order process.
- (b) Figure 2 defines the timing points and periods.
- (c) Figure 3 defines the use of timing periods.

Figure 1: Timing Requirements

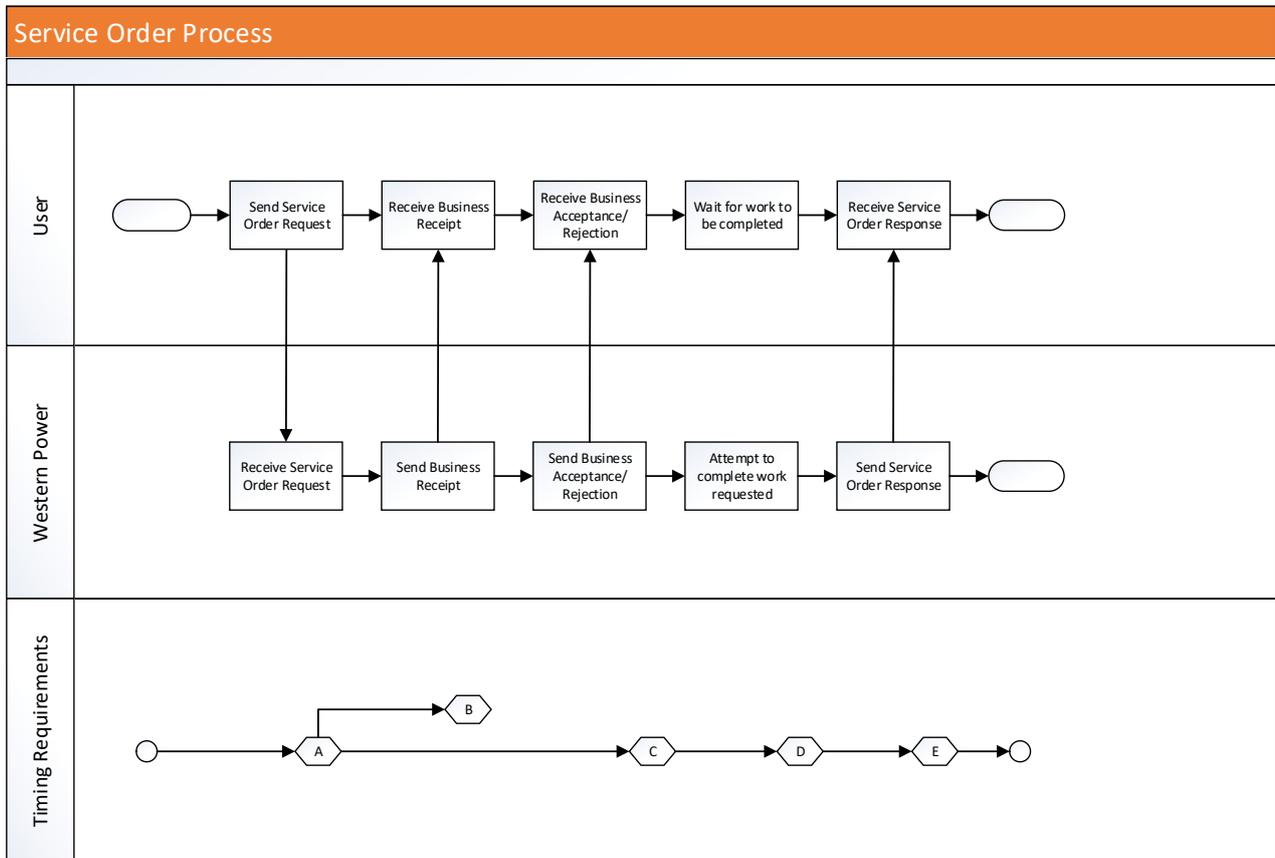


Figure 2: Timing Points

Timing Point	Definition
A	This timing point is when the User issues a Service Order request to Western Power.
B	This timing point is when the User receives a business receipt for a Service Order request from Western Power.
C	This timing point is when the User receives a business acceptance or rejection for a Service Order request from Western Power.

<sup>27</sup> See Figures 1, 2 & 3 for further detail.

D	This timing point is when the work requested has been performed, or performance has been attempted. It is also referred to as the Actual Change Date or the Field Completion Date.
E	This timing point is when Western Power sends a Service Order response following the performance of work requested, or the attempted performance.

Figure 3: Use of timing periods

Timing Period	Definition	Usage
Initiation period	This is the period from the User's identification of the need for a Service to the sending of a Service Order request to Western Power.  Timing Point A is the end of this period.	To be monitored by the User.
Receipt of Service Order request	This is the period from sending of the Service Order request by the User to receipt of the request by Western Power.  Timing Points A and B define this period.	Used by the User to determine whether a Service Order request has been received and can be Read.
Acceptance or rejection of Service Order requests	This is the period from the sending of the Service Order request by the User to the acceptance or rejection of the request by Western Power.  Timing Points A and C define this period.	Used by the User to determine whether a Service Order request has been accepted.
Completion of requested work	This is the period from the later of the acceptance date and the requested date and performance of the requested work (or attempted performance) by Western Power.  Timing Points C and D define this period.	Used by the User and Western Power to monitor service delivery performance.
Issuing a Service Order response	This is the period from the performance of the requested work (or attempted performance) by Western Power (the Actual Change Date or Field Completion Date) and the sending of a Service Order response to the User.  Timing Points D and E define this period.	Used to advise the User of performance of the service.

## Schedule 5 – Fees

This Schedule defines the Fees payable by the User for Extended Metering Services and Additional Metering Services for the 2020/21 financial year. Fees will be adjusted for the financial years occurring after 2020/21.

The Metering Services provided under this Agreement by Western Power are individually priced.

Reference Tariffs for Reference Services (Metering) (standard metering services) are set out in the Price List.

All Fees set out in this Schedule are:

- (a) effective for the period 1 November 2020 to 30 June 2021;
- (b) exclusive of GST; and
- (c) will be adjusted on an annual basis from 1 July 2021 using the formula as follows:

$$\text{New price} = ((\text{Labour component} * (1 + \text{CPI change} + \text{Labour escalation})) + (\text{Non-labour component} * (1 + \text{CPI change}))) * (1 - \text{Productivity improvement factor})$$

Where:

Labour component means the portion of the charge that relates to labour costs

Labour escalation means an escalation rate for labour costs above the CPI rate and determined as part of Western Power's Access Arrangement from time to time (currently set at 0.81% p.a. at least until 30 June 2022).

Non-labour component means the portion of the charge that does not relate to labour costs

CPI change means the annual change in the CPI in December of the current year compared to December of the previous year (e.g. prices for the 2021/22 financial year will be escalated based on the CPI reported in December 2020 compared to December 2019)

Productivity improvement factor means a measure of annual productivity improvement, determined as part of Western Power's Access Arrangement from time to time (currently set at 1% p.a. at least until 30 June 2022).

Western Power will publish a new version of Table 6: Metering Services Fees each year on its website, detailing the new prices after following the above formulation.

Table 6: Metering Services Fees

ID	Service Description	Fee (\$ per unit unless otherwise stated)
		All areas
<b>Extended Metering Services</b>		
MS-7	De-energise (Manual)	
A	Low Voltage supply	63.51
B	High Voltage supply	POA

ID	Service Description	Fee (\$ per unit unless otherwise stated)
		All areas
MS-8	Re-energise (Manual)	
A	Standard – Low Voltage supply	63.51
B	Urgent – Low Voltage supply	160.20
C	High Voltage Supply	POA
MS-9	Meter exchange	
A	Single phase whole current meter	76.15
B	Three phase whole current meter	76.12
C	Current transformer meter	76.07
MS-10	Meter investigation	192.55
MS-11	Communications Link installation	
A	Radio frequency Communications Link	76.12
B	Cellular Communications Link	338.64
MS-12	Communications Link deactivation	76.12
MS-13	Meter test (laboratory)	
A	Single phase whole current meter	475.60
B	Three phase whole current meter	589.38
MS-14	Meter test (on- site)	
A	Single phase whole current meter	359.57
B	Three phase whole current meter	488.16
C	Current transformer meter	574.75
MS-15	Meter reconfiguration	
A	Manual	76.41
B	Remote	20.32
MS-16	Enablement of signal pulse outputs	325.28
MS-17	Remove Meter	141.23
MS-18	Verify Meter Energy Data	6.61
MS-19	Non-scheduled special Meter Reading	
A	Accumulation Meter (Manual with or without preferred date)	14.78
B	Interval Meter (Manual with or without preferred date)	19.76
C	Interval Meter (Remote)	0.61
D	Appointment - Accumulation Meter (Manual)	32.03
E	Appointment - Interval Meter (Manual)	43.72
MS-20	Meter read route change	5.47

Western Power will waive, or refund or offset as appropriate, the Fee for any Metering Service that is shown to have been incurred due to erroneous information supplied by Western Power.

### **Cancellation Fees**

Where a User requests the cancellation of a Metering Service Order in accordance with this Agreement, Western Power must use reasonable endeavours to ensure that the previously requested work is not carried out and costs are not incurred.

Western Power may require the User to reimburse Western Power for costs incurred by Western Power in respect of the performance and delivery of a Metering Service Order that is cancelled, before the work or costs were able to be stopped or cancelled, provided that:

- Western Power used reasonable endeavours to ensure that the previously requested work was not carried out and costs were not incurred; and
- those costs were incurred acting efficiently in accordance with Good Electricity Industry Practice.

Where Western Power requires a User to reimburse Western Power for costs incurred on a cancelled Service, Western Power must provide reasonable evidence to the User of the costs incurred.

### **Fees for Extended Metering Services where no site access**

Fees are not payable for any Extended Metering Services where Western Power is unable complete the Extended Metering Service as a result of being unable to obtain access to the site (including the Meter) which is necessary to perform the Extended Metering Service except where MS-19 Non-Scheduled Special Meter Reading is performed.

Fees for the Extended Metering Service MS-19 Non-Scheduled Special Meter Reading are payable in all circumstances except where Western Power is performing this Metering Service and all of the following applies:

- (a) the Metering Service has been requested by the User without a 'preferred date' or 'appointment time';
- (b) Western Power is performing the Metering Service as a "Check Read" and not a "Final Read";
- (c) Western Power attends the site but cannot obtain access to the Meter; and
- (d) Western Power provides substituted or estimated Energy Data.

In these circumstances the Extended Metering Service Fee for Extended Metering Service MS-19 Non-Scheduled Special Meter Reading is 50% of the Extended Metering Service Fee.

### **Labour and Fleet Fees for Services Priced on Application**

Unless otherwise agreed by Western Power and the User, labour rates and fleet rates for Metering Services that are Priced on Application (identified as 'POA') will be calculated by Western Power using the hourly rates in Table 6, as relevant.

*Table 6: Labour rates for Services Priced on Application*

ID	Resource Description	Fee (\$ per hour)	
		Business Hours	Outside Business Hours
<b>Labour Rates</b>			
LR – 1	Administration	105.44	122.46
LR – 2	Technical Specialist	121.48	135.02
LR – 3	Field Worker	124.85	130.79
LR – 4	Designer	104.95	123.88
LR – 5	Estimator	116.13	138.72
LR – 6	Project Management	129.70	152.22

*Table 6: Fleet rates for Services Priced on Application*

ID	Resource Description	Fee (\$ per hour)
<b>Fleet Rates</b>		
FR – 1	Light Fleet	19.61
FR – 2	Heavy Fleet	43.03

### **Materials Fees for Services Priced on Application**

Western Power will use a unit rate equal the total amount incurred for procurement of materials associated with provision of a service.

The Fee calculated will be based on application of the materials rate to the quantity of materials required to provide the service.