



## **National Electricity Amendment (Customer access to information about their energy consumption) Rule 2014 No. 7**

Under the National Electricity Law to the extent applied by:

- (a) the National Electricity (South Australia) Act 1996 of South Australia;
- (b) the Electricity (National Scheme) Act 1997 of the Australian Capital Territory;
- (c) the Electricity - National Scheme (Queensland) Act 1997 of Queensland;
- (d) the Electricity - National Scheme (Tasmania) Act 1999 of Tasmania;
- (e) the National Electricity (New South Wales) Act 1997 of New South Wales;
- (f) the National Electricity (Victoria) Act 2005 of Victoria; and
- (g) the Australian Energy Market Act 2004 of the Commonwealth,

the Australian Energy Market Commission makes the following Rule under the National Electricity Law.

John Pierce  
Chairman  
Australian Energy Market Commission

## **National Electricity Amendment (Customer access to information about their energy consumption) Rule 2014 No. 7**

### **1 Title of Rule**

This Rule is the *National Electricity Amendment (Customer access to information about their energy consumption) Rule 2014 No.7*.

### **2 Commencement**

This Rule commences operation on 1 December 2014.

### **3 Amendment of the National Electricity Rules**

The National Electricity Rules are amended as set out in Schedule 1.

### **4 Amendment of the National Electricity Rules**

The National Electricity Rules are amended as set out in Schedule 2.

### **5 Savings and Transitional Amendments to the National Electricity Rules**

The National Electricity Rules are amended as set out in Schedule 3.

## Schedule 1      Amendment to the National Electricity Rules

(Clause 3)

### [1] Rule 7.7      Entitlement to metering data and access to metering installation

In rule 7.7(a), omit paragraph (7) and substitute:

- (7) a:
  - (i) *retail customer of:*
    - (A) *a retailer; or*
    - (B) *a Distribution Network Service Provider; or*
  - (ii) *customer authorised representative,*

upon request by that *retail customer* its *customer authorised representative* to the *retailer* or *Distribution Network Service Provider* in relation to that *retail customer's metering installation*;

### [2] Rule 7.7      Entitlement to metering data and access to metering installation

Omit rule 7.7(a1) and substitute:

- (a1) Without limiting paragraph (a) a:
  - (1) *retailer* is entitled to access or receive *NMI Standing Data*;
  - (2) *customer authorised representative* is entitled to access or receive the relevant data referred to in paragraph (a); and
  - (3) *retailer* or a *Distribution Network Service Provider* is entitled to access or provide the relevant data referred to in paragraph (a) to a *customer authorised representative*,

after having first done whatever may be required or otherwise necessary, where relevant, under any applicable privacy legislation (including if appropriate making relevant disclosures or obtaining relevant consents from *retail customers*).

### [3] New Rule 7.16      Metering data provision to retail customers

After rule 7.15, insert:

## 7.16 Metering data provision to retail customers

- (a) *AEMO* must establish, maintain and *publish* the *metering data provision procedures* in accordance with this rule 7.16, Chapter 7, and otherwise in accordance with the *Rules*.
- (b) The objective of the *metering data provision procedures* is to establish the minimum requirements for the manner and form in which *metering data* should be provided to a *retail customer* (or its *customer authorised representative*) in response to a request for such data from the *retail customer* or *customer authorised representative*.
- (c) The *metering data provision procedures* must:
  - (1) specify the manner and form in which *retail customers' metering data* must be provided, including a:
    - (i) detailed data format; and
    - (ii) summary data format;
  - (2) for *retail customers* for whom *interval metering data* is available, specify the summary data format, which, at a minimum should include the *retail customer's*:
    - (i) nature and extent of energy usage for daily time periods;
    - (ii) usage or *load* profile over a specified period; and
    - (iii) a diagrammatic representation of the information referred to in subparagraph (i);
  - (3) for *retail customers* for whom *accumulated metering data* is available, specify a summary data format;
  - (4) include timeframes in which a *retailer* or a *Distribution Network Service Provider* must, using reasonable endeavours, respond to requests made under rule 7.7(a)(7). The timeframe to be included must:
    - (i) be no more than 10 business days, except where requests are made under rule 7.7(a)(7) by a *customer authorised representative* in relation to more than one *retail customer* of either the *retailer* or *Distribution Network Service Provider* to whom the request is made; and
    - (ii) take account of procedures in place relating to the validation of *metering data*; and

- (5) specify a minimum method of delivery for the requested *metering data*.
- (d) *Retailers and Distribution Network Service Providers* must comply with the *metering data provision procedures* when responding to requests under rule 7.7(a)(7).

## Schedule 2      Amendment to the National Electricity Rules

(Clause 4)

### [1] Chapter 10      New Definitions

In Chapter 10, insert the following definition:

#### *customer authorised representative*

A person authorised by a *retail customer* to request and receive information under Chapter 7 on the *retail customer's* behalf.

#### *metering data provision procedures*

Procedures for the provision of *metering data* requested under clause 7.7(a)(7), developed and *published* by AEMO.

### [2] Chapter 10      Substituted Definitions

In Chapter 10, substitute the following definitions:

#### *retail customer*

Has the same meaning as in the *National Electricity Law*.

Otherwise, a person to whom electricity is sold by a *retailer*, and supplied in respect of *connection points*, for the premises of the person, and includes a person (or a person who is of a class of persons) prescribed by these *Rules* for the purposes of this definition.

#### **Note:**

In the context of Chapter 5A, the above definition has been displaced by a definition specifically applicable to that Chapter. See clause 5A.A.1.

#### *retailer*

Has the same meaning as in the *National Electricity Law*.

Otherwise, a *Customer* who engages in the activity of selling electricity to end users.

## **Schedule 3            Savings and Transitional Amendments to the National Electricity Rules**

(Clause 5)

### **[1] Chapter 11            Savings and Transitional Rules**

After rule 11.68, insert:

#### **ZZC            Customer access to information about their energy consumption**

#### **11.69            Rules consequential on the making of the National Electricity Amendment (Customer access to information about their energy consumption) Rule 2014**

##### **11.69.1          Definitions**

For the purposes of this rule 11.69:

**amending rule** means the National Electricity Amendment (Customer access to information about their energy consumption) Rule 2014.

**commencement date** means 1 December 2014.

##### **11.69.2          AEMO to develop and publish the metering data provision procedure**

- (a) The *metering data provision procedures* must be developed and *published* by *AEMO* by 1 September 2015.
- (b) The procedures *published* by *AEMO* under paragraph (a) will commence on 1 March 2016.

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[END OF RULE AS MADE]

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