

Part E Registry Information & Customer Switching

1. Contents and application of part E

1.1 Content of Part E

Part E provides for:

- 1.1.1 the management of information held by the **registry**; and
- 1.1.2 a process for switching **customers** and **embedded generators** between **retailers**.

1.2 Application of part E

In this part E, the **rules** which are expressed as applying to **retailers** also apply with the same effect to:

- 1.2.1 **embedded generators** selling **electricity** directly to the **clearing manager**; and
- 1.2.2 **direct purchasers** connected to a **local network** or **embedded network**.

2. Certain points of connection must have ICPs

2.1 Responsibility to obtain ICP identifiers at points of connection

Any:

- 2.1.1A **retailer**, if the **retailer** has agreed to purchase **electricity** from, or sell **electricity** to, an **embedded generator** or **consumer**;
- 2.1.1B **embedded generator**, if it sells **electricity** directly to the **clearing manager**;
- 2.1.1C **direct purchaser**, if it is connected to a **local network** or an **embedded network**;
- 2.1.1D **embedded network** owner for the **point of connection** to the parent **network**; or
- 2.1.1E **network** owner for a **shared unmetered load point of connection** to the **network**

must, before it assumes responsibility for any **ICP** in accordance with the **rules**, obtain an **ICP** identifier as defined in rule 1.1 of schedule E1 for the relevant **point of connection** on any **local network** or **embedded network** at which any of the following occurs:

- 2.1.1 a **consumer** purchases **electricity** from a **retailer**;
- 2.1.2 a **retailer** purchases **electricity** from an **embedded generator**;
- 2.1.3 a **direct purchaser** purchases **electricity** from the **clearing manager**; or
- 2.1.4 an **embedded generator** sells **electricity** directly to the **clearing manager**;
- 2.1.5 a **network** is settled by differencing; or
- 2.1.6 there is a **distributor** status **ICP**:
 - 2.1.6.1 on the parent **network point of connection** of an **embedded network**; or
 - 2.1.6.2 at the **point of connection** of **shared unmetered load**.

3. **Distributors must create ICPs**

Distributors must, on each **network** for which they are responsible, create **ICPs**, which comply with the other requirements concerning **consumer** switching, **registry** processes and load measurement.

A **distributor** creating an **ICP** must use a creation date for the **ICP** that is on or before the date that the **ICP** is first livened.

For the avoidance of doubt, the **distributor** is responsible for creating the **ICP** for the **point of connection** for an **embedded network** to its parent **network**.

4. **Retailers may request distributors to create ICPs**

Any **retailer** may request that a **distributor** create an **ICP**. The **distributor** to whom any such request is made must, within three **business days** of receiving any such request, either create a new **ICP** or advise the **retailer** of the reasons it is unable to comply with the request.

5. **ICP Attributes**

5.1 **Core attributes**

Each **ICP** must exhibit the attributes set out in rule 1 of schedule E1.

5.2 Further attributes

Further attributes are required at different stages of the management of an **ICP** as specified in rule 4 of schedule E1.

5.3 ICP Identifier cannot be changed

Once created, the **ICP** identifier for an **electrical installation** must not be changed, but may be assigned to a different **NSP**.

6. Distributors must provide ICP information to the registry

Any **distributor** whose **network** includes an **ICP** must provide to the **registry** the information listed in rule 2 of schedule E1 as soon as practicable, but in any event, prior to the commencement of supply of **electricity** from that **ICP**.

7. Distributors must keep information up to date

If any of the information to be held by the **registry**, provided to it in accordance with rule 2 of schedule E1, changes, the **distributor** responsible for that **ICP** must provide notice to the **registry** of that change (giving all relevant details) within three **business days** of that change taking effect, except with respect to any change referred to in rule 2.3 of schedule E1, in which case (provided that the change is not a result of the **commissioning** or decommissioning of an **NSP**), notification must be made by the **distributor** within eight **business days** of the change taking effect.

Any change in the **NSP** supplying any particular **ICP** or **ICPs** which subsists for less than 14 **days** is deemed not to be a change of **NSP** for the purposes of this rule 7. If any change in the **NSP** supplying any particular **ICP** or **ICPs** subsists for 14 **days**, or for any period in excess of 14 **days**, the time period within which notification must be effected in accordance with this rule 7 begins on the fifteenth **day** after the change.

8. Updating NSP information

Each **distributor**:

8.1 Notice of when an NSP is created or decommissioned

Must **notify** the **reconciliation manager** and the **market administrator** in accordance with rule 8.1A of schedule E1;

8.2 Notice of balancing areas

Must, at the time of notifying the creation of an **NSP**, contemporaneously either **notify** the **reconciliation manager** the **balancing area** to which it belongs, or indicate that a new **balancing area** is to be created (in this case providing all relevant details to the **reconciliation manager**) and the **NSP** assigned to it;

8.3 Notice when ICP becomes an NSP

Must **notify** any **retailer** supplying **electricity** at an **ICP** if the **ICP** changes to become an **NSP** between the **local network** and an

embedded network or another **local network** of which it is the owner not less than ten **business days** before the change occurs;

8.4 Notice of supporting embedded network NSP information

Must **notify** the **reconciliation manager** of the parent **network NSP**, the **ICP** identifier for the **point of connection** between the parent **network** and the **embedded network**, and the date of change for an **embedded network NSP**, within three **business days** of this information changing or of its initial creation; and

8.5 Notice of NSP for each ICP

Must **notify** the **registry** of the **NSP** for each **ICP** supplied from that **NSP** in accordance with rule 2.3 of schedule E1.

If there is, or may be, uncertainty as to the actual **NSP** at which supply is made, the **distributor** must nominate one **NSP** in accordance with its reasonable assessment of the likely flow of **electricity** within its **network**, and supply will be deemed to be made from that **NSP**.

If an **NSP** from which an **ICP** is supplied changes for a period of less than 14 **days** and then reverts back to the previous **NSP**, then the previous **NSP** may remain the nominated **NSP**.

9. Distributors

9.1 Reference to distributor includes agent

In this part E, any reference to a **distributor** includes a reference to an agent appointed in accordance with this rule 9.

9.2 Distributor to inform market administrator of agent

Wherever a **distributor** makes an agreement with a party to act as its agent in accordance with rule 9.3, that **distributor** must advise the **market administrator** within one month of reaching that agreement.

9.3 Use of agents by distributors

A **distributor** may discharge any obligation in this part E by an agent.

9.4 Liability with respect to agents

A **distributor** that utilises an agent, as contemplated by rule 9.3, for the discharge of any obligation in accordance with the **rules**, remains responsible and liable for, and must not in any way be released from, that obligation in accordance with the **rules**. A **distributor** is not able to assert, against anyone, that it is not responsible or liable for its obligations because the agent has done or not done something or has failed to meet a relevant standard.

10. Distributors' processes to be audited

Each **distributor** must conduct an **audit** within six calendar months of the date part J of these **rules** became effective (the initial **audit**), and one further **audit**

within twelve months from the date of the initial **audit**, and must conduct at least one **audit** every twelve months thereafter, using a **Board** approved **auditor**, to determine that the processes and procedures used by the **distributor** to contribute information for reconciliation (in accordance with part J) conform with the **rules**.

The **distributor's** processes and procedures that must be **audited** include:

- 10.1 the creation of **ICPs**;
- 10.2 the maintenance of **distributor** provided **ICP** information provided to the **registry**; and
- 10.3 the creation and maintenance of **loss factors**.

The **audit** must be conducted in accordance with the procedure set out in rules 5 and 6 of schedule J1, in so far as they are applicable to **distributors**, and their processes and procedures.

In addition, **Board** or **participant** requested **audits** must be carried out in accordance with the requirements in rule 8 of schedule J1 (with all necessary amendments).

11. **Retailers must provide ICP information to the registry**

Each **retailer** must ensure that, in relation to each **ICP** at which the **retailer** supplies **electricity**, the information set out in rule 3 of schedule E1 is provided to the **registry** within three **business days** of commencement of supply of **electricity** at that **ICP**.

12. **Retailers must keep information up to date**

Should any of the information referred to in rule 3 of schedule E1 and provided in accordance with rule 11 change, the **retailer** responsible for that **ICP** must provide notice to the **registry** of that change (providing all relevant details) within three **business days** of the change occurring.

13. **Process to update changes to unmetered load**

The process to update changes to **unmetered load** is:

13.1 **Details of unmetered load required**

A **distributor** must require any person applying for connection to their **network** to supply details on the type and capacity of any proposed associated **unmetered load**; and

13.2 **Details of unmetered load notified**

The **distributor** must notify the **registry** of any information it has concerning the type and capacity of **unmetered load** associated with an **ICP** in accordance with rule 2.11 of schedule E1.

14 Process for maintaining shared unmetered load

The process for maintaining **shared unmetered load** is:

- 14.1 A **distributor** must only permit **shared unmetered load** to be connected to its **network** after acceptance in writing by at least one **retailer** with responsibility for that **shared unmetered load** who must nominate the **ICPs** across which the load is to be shared;
- 14.2 The relevant **retailer** with responsibility for that **ICP** must **notify** the relevant **distributor** as soon as practicable before it wishes to add or remove an **ICP** from the **ICPs** across which the **shared unmetered load** is being shared. The **distributor** must notify the **registry** of the updated list of **ICPs** and must **notify** all other affected **retailers** of the change;
- 14.3 If a **distributor** becomes aware of any change to the capacity of a **shared unmetered load ICP** or if a **shared unmetered load ICP** is decommissioned, it must **notify** all **retailers** affected by that change as soon as practicable after that change occurring;
- 14.4 Each **retailer** must, as soon as practicable, adjust the **unmetered load** information for each **ICP** in the list for which it is responsible to ensure that the entire **shared unmetered load** is shared equally across each **ICP** in the list;
- 14.5 A **retailer** must not refuse to take responsibility for **shared unmetered load** assigned to an **ICP** for which it becomes responsible as a result of a switch in accordance with this part E;
- 14.6 A **retailer** must not relinquish responsibility for a share of **shared unmetered load** if there would then be no **ICPs** left across which that load could be shared; and
- 14.7 A **retailer** can change the status of an **ICP** indicated in the list of shared **ICPs** to inactive status, as referred to in rule 4.7 of schedule E1, without requiring the removal of this **ICP** from the list. The amount of **electricity** attributable to that **ICP** will become part of the **UFE**.

15. The process for customer switching

Where any **retailer** (“the new **retailer**”) enters into an agreement with a **customer** for the sale of **electricity** at an **ICP** at which another **retailer** (“the old **retailer**”) supplies or has most recently supplied **electricity** then, in order to facilitate the implementation of the new agreement, the **retailers** must comply with the **rules** in schedule E2.

16. Parties to ensure arrangements for line function services

Before notifying the **registry** of any information in accordance with rule 11, the **retailer** must ensure that it, or its **customer**, has made any necessary arrangements for the provision of line function services in relation to the relevant **ICP**.

17 Energisation of ICPs

An installation associated with an **ICP** (including an **ICP** representing **shared unmetered load**) must only be livened for the first time after a **retailer** has accepted responsibility for the **ICP**.

18. Retailer responsibility for an ICP

A **retailer** is responsible for an **ICP** in accordance with this rule 18 as follows:

18.1 Continued responsibility

Each **retailer** must remain responsible for all obligations in this part E relating to any **ICP** until either:

18.1.1 Another retailer takes its place

Another **retailer** has taken responsibility for that **ICP** as notified by the **registry** in accordance with rule 5.4.4 of schedule E2; or

18.1.2 ICP has been decommissioned

The **ICP** has been decommissioned, in accordance with rule 4.8 of schedule E1.

18.2 Decommissioning leads to final meter interrogation

If an **ICP** is to be decommissioned, the **retailer** that last supplied **electricity** at that **ICP** must arrange for a final **interrogation** to take place prior to or upon **meter** removal.

19 Process for resolving registry discrepancies

The process for resolving **registry** discrepancies is as follows:

19.1 Registry to report to participants

By 0900 hours on the first **business day** of each **reconciliation period**, the **registry** must provide to each **participant** that is required to submit **submission information**, a list of the **ICPs** and all associated information which that **participant** is recorded on the register as **trading** during the previous **consumption period**, and for all previous **consumption periods** being revised in the current **reconciliation period**, and all associated information, and which contains the codes for the relevant **participant** and **profile(s)** in respect of each **ICP**; and

19.2 Participants to resolve discrepancies and provide corrected information

By 1600 hours on the 13th **business day** of the **reconciliation period**, each **participant** must have checked the list received in accordance with rule 19.1 against its own records.

Each **participant** must have a process to routinely resolve the discrepancies between their own data and that held from time to time by the **registry**.

20 Information to be provided in format specified by the Board

The information to be supplied to the **registry** in accordance with part E must be in such format as the **Board** may from time to time reasonably determine.

21. Registry must be open between 0730 and 1930 each day

The **registry** must be available to receive and provide information under this part E between 0730 hours and 1930 hours each day. Any information provided to the **registry** after 1930 hours is deemed to be provided at 0730 the next day.

22. Confirmation of receipt of data

22.1 Registry to confirm

Information provided to the **registry** is deemed, for the purposes of this part E, not to have been received until the **registry** has confirmed receipt in accordance with this rule 22. The **registry** must confirm receipt of any information received by it in accordance with this part E within four hours of the information being provided to it. Time when the **registry** is not obliged to be available in accordance with rule 21 will not be taken into account in determining whether or not receipt has been confirmed within such four hour periods;

22.2 Participants to check if no confirmation received

If the **participant** providing the information does not receive confirmation under rule 22 that the **registry** has received its information, that **participant** must contact the **registry** to check whether the information has been received. If it has not, that **participant** must re-send the information. This process must be repeated until such time as the **registry** has confirmed receipt of the information in accordance with this rule 22.

22.3 Registry must maintain a database of information

The **registry** must maintain a register of information received by it and updated in accordance with these **rules**. The **registry** must also ensure that a complete **audit** trail exists for all information received by it in accordance with these **rules**.

23. Reports from the registry

By 1600 hours on the sixth **business day** of each **reconciliation period** the **registry** must **publish** a report containing the following information:

23.1 The number of ICPs on the register

The number of **ICPs** notified to it and contained on its register at the end of the immediately preceding **consumption period**;

23.2 The number of customers changing retailers on the registry

The number of notifications received by it in accordance with rule 1.1 of schedule E2 during the previous **reconciliation period**; and

23.3 Other information as agreed with the Board

Such other information as may be agreed from time to time between the **registry** and the **Board**.

24 Registry reports to specific participants

The **registry** must deliver the following reports in the manner set out below:

24.1 Reports to the clearing manager, systems operator or reconciliation manager

Any of the **clearing manager**, the **system operator** and the **reconciliation manager** may request, in writing, by no later than the date being 5 **business days** before the last day of the month before the first month for which the report is requested, providing all relevant details, a report, identifying all active **NSPs** connected to any **network** for which a **retailer** is, and has over the immediately preceding 14 calendar months been, responsible, including active **NSPs** connected to a **local network** during the immediately preceding 14 calendar months, and the dates on which each **retailer's** responsibility under the **rules** commenced and ceased. The following shall apply in relation to any such request:

24.1.1 it may specify:

24.1.1.1 a one-off request;

24.1.1.2 a frequency over a particular period; or

24.1.1.3 a frequency over an indefinite period until terminated by the requesting person;

24.1.2 provided that the request is received by the time specified in this rule 24.1, the **registry** must provide the report by 1000 hours on the first **business day** of the calendar month following the calendar month in which the request was made by the relevant person in accordance with this rule 24.1, or if the request for the report specifies a later date, that later date; and

24.1.3 the person who requested the report in accordance with this rule 24.1 may vary any of the details set out in the request, by giving notification to the **registry** of the relevant details in writing by no later than the date being 5 **business**

days before the last day of the month before the first month for which the person is requesting the variation. The **registry** must comply with any such request by 1000 hours on the first **business day** of the calendar month following the calendar month in which the request was made by the relevant person in accordance with this rule 24.1.3.

24.2 Reports to the reconciliation manager

By 1600 hours on the 4th **business day** of each calendar month, in respect of the immediately preceding **consumption period**, and by 1600 hours on the 13th **business day** of each calendar month in respect of the immediately preceding 14 **consumption periods**, deliver the following reports to the **reconciliation manager**:

24.2.1 ICP days report

A report identifying the number of **ICP days** per **NSP**, differentiated by **half-hour metering** type or non **half-hour metering** type (for the purpose of this rule 24, **half-hour metering** type on the **registry** must be reported as **half hour**, and all other metering types reported as non **half hour**) attributable to each **retailer** for those **NSPs** that are recorded on the **registry** as consuming **electricity** at any time during, as the case may be, that **consumption period** or any of those **consumption periods**;

24.2.2 Loss factors report

A report detailing the **loss factor** value(s) for each **loss category** code as recorded by the **registry** in respect of all **trading periods**;

24.2.3 Balancing area report

A report detailing the **balancing area** to which each **NSP** belongs as recorded by the **registry** in respect of all **trading periods** (including any changes during that month); and

24.2.4 Half hour ICP identifiers report

A report detailing the **half hour ICP** identifiers and the **NSP** to which they are assigned for each individual **retailer** (including any changes during that month).

24.3 Reports to the market administrator

By 1600 hours on the 1st **business day** of each calendar month the **registry** must deliver to the **market administrator** a report summarising the number of events that have not been notified to the **registry** which it is aware of within the time frames specified in part E.

25. Access to the registry

Participants are authorised to have access to certain information held by the **registry** as follows:

25.1 View access

Any **participant** may access the information in relation to any individual **ICP**; and

25.2 Report access

Reports prepared and held by the **registry** in accordance with this part E relating to any one or multiple **ICPs** may be accessed by any **participant** subject to the access restrictions for each type of **participant** as determined by the **Board** in consultation with **participants**. The **registry** must provide copies of such reports within four hours of receiving the request for the report. The time when the **registry** is not obliged to be available in accordance with rule 21 will not be taken into account in determining whether or not the **registry** has provided the information requested within the timeframe set out in this rule.

26. Registry notifications

When a change to **registry** information is made pursuant to rule 7 or rule 12, the **registry** will provide same-day notification of the change to **participants** affected by the change.

27. Use of ICP identifier on invoices

Each **retailer** must ensure that the relevant **ICP** identifier(s) are printed on every invoice or associated documentation relating to the sale of **electricity** rendered by the **retailer** and such information is clearly labelled “**ICP**” on the invoice.

28. Customer queries

Each **retailer** or **distributor** must advise any **customer** (or any person authorised by the **customer**) of its **ICP** identifier within three **business days** of receiving a request for that information.

29 Database of record

For the purposes of part J and this part E of the **rules**, the **registry** must, prima facie, contain the definitive records in respect of reconciliation and switching, for all **ICPs** and related **loss factor** and **NSP** mapping information.

Schedule E1 – Creation and management of ICPs and NSPs

1. Attributes of an ICP

1.1 Unique identifier

1.1.1 Definition of ICP Identifier

Each **ICP** created by a **distributor** in accordance with rule 3 of part E must have a unique identifier, called the “**ICP identifier**”, determined in accordance with the following format:

yyyyyyyyyyxxccc

where:

yyyyyyyyyy is a numerical sequence provided by the **distributor**;

xx is a code to ensure uniqueness of the **ICP** (assigned by the **Board** to the issuing **distributor**); and

ccc is a checksum generated according to the algorithm provided by the **market administrator**.

1.1.2 Use of ICP identifier

An **ICP** identifier must be used by, and in all communications by **participants** with, the **registry** to identify;

1.1.2.1 ICP identified

An **ICP** which a **distributor** nominates as the point at which:

- (a) a **retailer** will be deemed to supply **electricity** to a **consumer**; or
- (b) an **embedded generating station** injects **electricity** into a **local network** or an **embedded network**; or

1.1.2.2 Embedded network or shared unmetered load identified

The **point of connection** between an **embedded network** and its parent **network**, or the **point of connection** between a **shared unmetered load** and its **network**.

1.1.3 Rules applicable to an embedded network point of connection or a shared unmetered load point of connection

Despite any other rule to the contrary, when an **ICP** identifier is used to identify any:

1.1.3.1 point of connection between an **embedded network** and its parent **network**; or

1.1.3.2 point of connection between **shared unmetered load** and its **network**,

only the obligations contained in rules 1.1, 1.2, 1.6, 2.2 to 2.7, and 2.12 apply. When an **ICP** identifier is used in respect of the management of **ICP** status, rules 4.1, 4.4 and 4.8 apply.

1.2 Address

Each **ICP** must have a unique location address.

1.3 De-energisation

Each new **ICP** created after 7 October 2002 must be able to be de-energised without **de-energisation** of any other **ICP** unless it is an **ICP** that represents the consumption calculated by difference between the total consumption for the **embedded network** and all other **ICPs** on that **embedded network**.

1.4 Board may grant dispensation

The **Board** may, by notification in writing, grant dispensation for **ICPs** which cannot be de-energised.

1.5 Electrical load

The electrical load associated with an **ICP** is deemed to be supplied through one **network supply point** only.

1.6 Loss category

The **ICP** has a single **loss category**, referenced in such a way as to identify the associated **loss factors** or **loss factors(s)**.

2. ICP information to be provided and maintained on the registry by distributors

For each **ICP**, **distributors** must provide and maintain the following information in accordance with rules 6 and 7 of part E:

2.1 *[revoked]*

2.2 Unique location address

The unique location address as required by rule 1.2;

2.3 Network supply point identifier

The **NSP** identifier, as defined in rule 8 to which the **ICP** is usually connected in accordance with the requirements of part E;

2.4 Installation Type

The **installation type** code assigned to the **ICP**;

2.5 Reconciliation type

The **reconciliation type** code assigned to the **ICP**;

2.6 Distributor loss category code

2.6.1 Loss category codes for all ICPs except embedded generating stations of capacity of 10MW or more

For all **ICPs** except **embedded generating stations** of capacity of **10MW** or more, the **loss category** code assigned to the relevant **ICP**; and

2.6.2 Loss category codes for embedded generating stations of capacity of 10MW or more

A unique **loss category** code for every **embedded generating station** directly connected to the **distributor's local network** or **embedded network** having a capacity of **10MW** or more. Within **5 business days** of creating such **loss category**, the **distributor** must notify the **reconciliation manager** of:

2.6.2.1 the **ICP** for which the **loss category** code applies;

2.6.2.2 the **NSP** to which the **ICP** connects;

2.6.2.3 the **loss category** code; and

2.6.2.4 the **embedded generating station** plant name;

2.7 Dedicated NSP status

If an **ICP** is associated with a **balancing area** with more than one **NSP**, an indication that the **ICP** can only be supplied from the **NSP** specified in accordance with rule 2.3. In the case of the **ICP** that is located on the parent **network** at the **embedded network point of connection**, the status must be shown as "DEDICATED";

2.8 Distributor price category

The **price category** code assigned to the **ICP**;

2.9 Chargeable capacity

If relevant according to the **price category** assigned to the **ICP**, the chargeable capacity for the **ICP**;

2.10 Distributor installation details

If relevant according to the **price category** assigned to the **ICP**, the **distributor** installation details for the **ICP**;

2.11 Unmetered load details

Details of **unmetered load** of which the **distributor** becomes aware that describe the type of load and its capacity. For **shared unmetered load** the capacity in kW must be clearly indicated;

2.12 Shared unmetered load ICP list

If the **ICP** represents a **shared unmetered load** connection, a list of the **ICP** identifiers across which the load is shared;

2.13 First Requesting retailer

When the **distributor** has been advised of the first **retailer** to enter into an agreement for the supply of **electricity** at that **ICP**, the code of that **retailer**; and

2.14 ICP status

The status of the **ICP** prior to activation by a **retailer**, and the change of **ICP** status at any subsequent decommissioning, together with the reason for that decommissioning.

3. Information to be provided and maintained in the registry by retailers

For each **ICP**, the **retailer** must provide the following information to the **registry** in accordance with rules 11 and 12 of part E:

3.1 Identity of the retailer

The code for that **retailer**, as approved by the **market administrator**;

3.2 Profile

The identity code for each **profile** at that **ICP**, as approved by the **market administrator**;

3.3 Identity of the primary metering contact

The code of the primary contact for the metering equipment relevant to that **ICP**, as approved by the **market administrator**;

3.4 Metering installation category

The highest category of **metering installation** applicable to that **ICP** as defined in **code of practice D1** (where the **ICP** has no **metering installation**, it must be category 0);

3.5 Metering type

Identification of each type of **metering installation** at that **ICP**;

3.6 Daily unmetered kWh

If a metering type of UNM is assigned to that **ICP**, either:

3.6.1 Daily average

The daily average kWh of **unmetered load** at that **ICP**; or

3.6.2 Engineering profile

The code ENG where the load is profiled through an engineering **profile** in accordance with **profile class** 2.1;

3.7 Unmetered load details

Details of the type and capacity of any **unmetered load** at each **ICP**;

3.8 Meter register count

The total number of **meter** registers used to obtain **volume information** at each **ICP**;

3.9 Meter multiplier flag

A flag indicating the presence of a **meter** multiplier, other than unity, which is to be applied externally to **raw meter data** at each **ICP**; and

3.10 ICP status

The status of the **ICP**, as defined in rule 4.

4. Management of ICP status by distributors and retailers

The status of an **ICP**, as recorded on the **registry**, is managed by **distributors** and **retailers**. The management responsibility and meaning of each status is as follows:

4.1 “New” status

The **ICP** status of “New” must be managed by the **distributor** and denotes that:

4.1.1 Installations in construction phase

The associated **electrical installations** are in the construction phase; and

4.1.2 Not ready for activation

The **ICP** is not ready for activation by a **retailer**;

4.2 “Ready” status

The **ICP** status of “Ready” must be managed by the relevant **distributor** and denotes that:

4.2.1 Ready for connection

The associated **electrical installations** are ready for connecting to the **electricity** supply; and

4.2.2 Ready for activation

The **ICP** is ready for activation by a **retailer**;

4.3 Before being given a "Ready" status

Before an **ICP** is given the "Ready" status in accordance with rule 4.2, the relevant **distributor** must:

4.3.1 Retailer identified

Identify the **retailer** that has taken responsibility for the **ICP**; and

4.3.2 One price category

Ensure the **ICP** has a single **price category**;

4.4 “Distributor” status

The **ICP** status of “distributor” must be managed by the relevant **distributor** and denotes that the **ICP** record represents a **shared unmetered load** installation or the **point of connection** between an **embedded network** and its parent **network**.

A **retailer** cannot change the status of an **ICP** record with a status of “distributor”;

4.5 “Active” status

The **ICP** status of “Active” must be managed by the relevant **retailer** and denotes that:

4.5.1 Connected

The associated **electrical installations** are connected to the **electricity** supply; and

4.5.2 Information to be supplied to reconciliation manager

Retailers must provide information related to the **ICP**, in accordance with part J, to the **reconciliation manager** for the purpose of compiling **reconciliation information**;

4.6 Before being given an “Active” status

Before an **ICP** is given the “Active” status, in accordance with rule 4.5, the **retailer** must ensure that:

4.6.1 One customer

The **ICP** has only one **customer, embedded generator, or direct purchaser**; and

4.6.2 Method of quantifying

The **electricity** consumed is quantified by a **metering installation(s)** or other **Board** approved method of calculation;

4.7 “Inactive status”

The **ICP** status of “inactive” must be managed by the relevant **retailer** and denotes that:

4.7.1 Electricity cannot flow

Electricity cannot flow at that **ICP**; and

4.7.2 Information not required by reconciliation manager

Submission information related to the **ICP** is not required by the **reconciliation manager** for the purpose of compiling **reconciliation information**; and

4.8 “Decommissioned” status

The **ICP** status of “Decommissioned” must be managed by the relevant **distributor** and denotes that the **ICP** is permanently removed from future switching and reconciliation processes. Decommissioning occurs when:

4.8.1 Physical removal

Electrical installations associated with the **ICP** are physically removed; or

4.8.2 ICP obsolete

There is a change in the allocation of electrical loads between **ICPs** with the effect of making the **ICP** obsolete.

5 Loss factors on registry

5.1 Distributors advise loss factors

Distributors must advise the **registry** of the **loss factors** for each **loss category** code on the **registry**.

5.2 Two loss factors per month

A **loss category** code may have a maximum of two **loss factors** per calendar month. Each **loss factor** must cover a range of **trading periods** within that month such that all **trading periods** have a single applicable **loss factor**.

5.3 Distributors to advise registry

Distributors must advise the **registry** of their intention to add new **loss category** codes or to change the value or applicable time period of any existing **loss factor** by populating and forward-dating the **loss category** code in the **registry**. Any new **loss category** code, or change to the value or applicable time period of, any existing **loss factor**, will not take effect until at least 3 months from the date on which the **registry** receives such advice. For clarity, this rule does not apply to any **distributor** which is creating a new **NSP** or introducing a new **ICP** to any particular **network**.

5.4 Distributors maintain loss factors

Distributors must advise the **registry** of any change to any existing **loss factor** on the **registry**, by populating and forward-dating that **loss factor** in the **registry**. Any such change to any existing **loss factor** will not take effect until at least 2 months from the date on which the **registry** receives such advice. For clarity, this rule does not apply to any **distributor** which is creating a new **NSP** or introducing a new **ICP** to any particular **network**.

5.5 Registry to publish loss factors

The **registry** must publish an updated schedule of all **loss category** codes and associated **loss factors** advised by the **distributor** in accordance with rule 5.4 within one **business day** of being notified of a change.

6. Distributors to maintain price category codes

Distributors must notify the **registry** of **price category** codes applicable to **ICPs** on their **network** at least 2 calendar months before assigning them to **ICPs**, by populating and forward-dating that **loss factor** in the **registry**. For clarity, this rule does not apply to any **distributor** which is creating a new **NSP** or introducing a new **ICP** to any particular **network**.

7. Maintain balancing area information

7.1 Distributors to notify changes to balancing area for NSPs

Distributors must **notify** the **reconciliation manager** of the establishment of, or any change to the **balancing area** associated with an **NSP** supplying a **network** for which they are the owner or operator.

The notification must:

7.1.1 Include date and trading period

Indicate the date and **trading period** from which the change took effect, and;

7.1.2 Occur within 3 days of change

Occur within three **business days** of the date on which the change took effect.

7.2 Reconciliation manager to notify registry

The **reconciliation manager** must **notify** the **registry** of all changes to **balancing areas** within one **business day** of receipt of notification in accordance with rule 7.1 of such a change.

7.3 Registry to publish balancing area mapping

The **registry** must **publish** an updated schedule of the mapping between **NSPs** and **balancing areas** within one **business day** of being notified in accordance with rule 7.2 of any change. The schedule must indicate the date and **trading period** from which all such changes took effect.

8. Management of NSP identifiers

8.1A Obligations concerning the creation, decommissioning or introduction to another network, of an NSP

If at any time, an **NSP** is to be created, decommissioned or introduced to another **network**, then in each of the following cases the **participant** specified in rules 8.1A.1 to 8.1A.5 must notify the **reconciliation manager**, the **market administrator** and **reconciliation participants** that the relevant **NSP** is to be created, decommissioned or introduced, and request for any **NSP** which is to be created or introduced to another **network** a unique **NSP** identifier from the **reconciliation manager**, at least 10 **business days** before the **NSP** is to be lived:

8.1A.1 If the **NSP** is a **point of connection** between the **grid** and a **local network**, the **grid owner**;

8.1A.2 If the **NSP** is an **interconnection point** between two **local networks**, the **local network** owner which initiated that **NSP**;

8.1A.3 If the **NSP** is an **interconnection point** between two **embedded networks**, the **embedded network** owner which initiated that **NSP**;

8.1A.4 If the **NSP** is a **point of connection** between a **generator** and the **grid**, the **grid owner**; and

8.1A.5 If the **NSP** is a **point of connection** between an **embedded network** and another **network**, the **embedded network** owner.

8.1 Reconciliation manager to allocate new identifiers

The **reconciliation manager** must, within 1 **business day** of receiving a request in accordance with rule 8.1A, allocate a unique **NSP** identifier to each **point of connection** between two **networks**, on the recommendation of any **network** owner, in accordance with the following format:

bbbqqqz nnnn

Where:

bbbqqqz is, in the case of a **local network**, the code for the **GXP** or **GIP** or, in the case of an **embedded network** or the **point of connection** between two **local networks**, the code for the **point of connection** to its parent **network**;

bbb is a combination of three alpha characters, which form a unique location identifier.

qqq is the voltage in kV of the supply bus.

z is a numeral allocated sequentially to distinguish it from any other supply bus of the same voltage at the same location.

nnnn is a **participant identifier** for the **participant** that from time to time owns the **network** being supplied.

8.2 Reconciliation manager to advise the registry

The **reconciliation manager** must:

8.2.1 Advise the **registry** of any new or deleted **NSP** identifier within one **business day** of being notified of its creation or decommissioning; and

8.2.2 Advise the **registry** of any changes to supporting **NSP** information within one **business day** of receiving the changes from a **distributor** in accordance with rule 8.4 of part E.

8.3 Publishing the NSP identifier

The **registry** must **publish** an updated schedule of all **NSP** identifiers and supporting information within three **business days** of any change being notified to it in accordance with rule 8.2.

Schedule E2 – Switching

1. Standard switching process for ICPs with non half-hour metering

Where any **retailer** (for the purposes of this rule 1 the “new **retailer**”) enters into an agreement with a potential **customer** or **embedded generator** with the intent to sell or purchase **electricity** using non **half-hour metering** at an **ICP** where another **retailer** (for the purposes of this rule 1 the “old **retailer**”) supplies **electricity**, then, in order to facilitate that agreement to supply **electricity**, the following provisions apply:

1.1 Inform registry of switch request for ICPs with non half-hour metering

Within two **business days** after entering into the agreement, for each **ICP**, the new **retailer** must advise the **registry** of the switch.

1.2 Old retailer response to switch request

Within two **business days** after receipt of notification from the **registry** in accordance with rule 5.4, for each **ICP**, the old **retailer** must establish an expected **event date**, which must be no more than 23 **business days** after the date of such notification, and must either:

1.2.1 Provide acknowledgement of switch request

1.2.1.1 Provide expected event date

Provide the expected **event date** to the **registry**;
and

1.2.1.2 Provide a switch response code

If relevant for that **ICP**, provide a valid switch response code, as approved by the **market administrator**, to the new **retailer**; or

1.2.2 Provide final information to complete switch

1.2.2.1 Confirm the actual event date to the registry

Provide confirmation of the actual **event date** to the **registry**;
and

1.2.2.2 Provide final information to new retailer

Provide to the new **retailer** confirmation of the actual **event date** and a switch meter read, comprising either the **validated meter reading** or a **permanent estimate**, as at the actual **event date**; or

1.2.3 Provide a withdrawal request

Provide a request for withdrawal of the switch in accordance with rule 4.

1.3 Old retailer must provide final information

If the old **retailer** provided information to the **registry** in accordance with rule 1.2.1, then within two **business days** after the actual **event date**, the old **retailer** must:

1.3.1 Confirm the actual event date to the registry

Provide confirmation of the actual **event date** to the **registry**; and

1.3.2 Provide final information to the new retailer

Provide to the new **retailer** the confirmation of the actual **event date** and a switch **meter** read comprising either the **validated meter reading** or a **permanent estimate** as at the actual **event date**.

1.4 Retailers must use same reading

The old **retailer** and the new **retailer** must both use the same switch **meter reading** as determined by the following procedure:

1.4.1 Reading differs by less than 200kWh

If the **validated meter reading** or **permanent estimate** provided by the old **retailer** differs by less than 200 kWh from a value established by the new **retailer**, the new **retailer** must use the old **retailer's validated meter reading** or **permanent estimate** as the switch **meter reading**; or

1.4.2 Reading differs by 200kWh or more

If the **validated meter reading** or **permanent estimate** provided by the old **retailer** differs by 200 kWh or more from a value established by the new **retailer**, the new **retailer** may dispute the switch **meter reading**. In this case, the new **retailer** must, within four calendar months of the actual **event date**, provide to the old **retailer** a changed switch **meter reading** supported by two **validated meter readings** and the old **retailer** must either:

1.4.2.1 Old retailer to respond to changed reading

Within 5 **business days** after receiving the changed switch **meter reading** from the new **retailer**, the old **retailer**, if it does not accept that **meter reading**, must **notify** the new **retailer** (giving all relevant details), and the old **retailer** and the new **retailer** must use their reasonable endeavours to resolve the dispute in accordance with the disputes procedure contained in rule 12 of part J (with all necessary amendments); or

1.4.2.2 If old retailer notifies acceptance of changed reading, or does not respond

If the old **retailer** notifies its acceptance of the changed switch **meter reading** received from the new **retailer**, or does not provide any response, the old **retailer** must use the changed switch **meter reading** supplied by the new **retailer** in accordance with rule 1.4.2.

1.5 New retailer may dispute information

The old **retailer** and new **retailer** must agree on a switch **meter reading**. If the old **retailer** and new **retailer** are unable to agree on a switch **meter reading** the dispute must be resolved in accordance with rule 12 of part J (with all necessary amendments).

2. Switch Move process

Where any **retailer** (for the purposes of this rule 2 “the new **retailer**”) enters into an agreement with a potential **customer** or **embedded generator** with the intent to sell or purchase **electricity** at an **ICP** using non **half-hour metering** where there is no current agreement for the supply of **electricity** with any **retailer**, then, in order to facilitate an agreement to supply **electricity**, the following provisions will apply:

2.1 New retailer informs registry of switch request

Within two **business days** after entering into the agreement, for each **ICP** the new **retailer** must advise the **registry** of the switch type and the proposed **event date**;

2.2 Old retailer will provide information

Within two **business days** after receipt of notification from the **registry** in accordance with rule 2.1, for each **ICP**, the old **retailer** must confirm the proposed **event date** or set another expected **event date** (that must not precede the new **retailer’s** proposed **event date** and must be no more than 23 **business days** after the date of such notification) and must do one of the following:

2.2.1 Provide acknowledgement for switch move

2.2.1.1 Provide expected event date

Provide confirmation of the expected **event date** to the **registry**; and

2.2.1.2 Provide a switch response code

If relevant for that **ICP**, provide a valid switch response code as approved by the **Board** to the new **retailer**; or

2.2.2 Provide final information to complete switch move

2.2.2.1 Confirm the actual event date to the registry

Provide confirmation of the actual **event date** to the **registry**; and

2.2.2.2 Provide final information to the new retailer

Provide for the actual **event date**, either the **validated meter reading** or **permanent estimate** as at the actual **event date** to the new **retailer** and if a **permanent estimate** is supplied, the date of the last **validated meter reading** at that **ICP**; or

2.2.3 Provide a withdrawal request

Provide a request for withdrawal of the switch in accordance with rule 4;

2.3 Old retailer must provide final information

If the old **retailer** has provided information to the **registry** in accordance with rule 2.2.1, then within two **business days** after the later of the actual **event date** or date of receipt of the switch request, the old **retailer** must:

2.3.1 Confirm the actual event date to the registry

Provide confirmation of the actual **event date** to the **registry**; and

2.3.2 Provide final information to the new retailer

Provide the actual **event date** and a switch meter read comprising either the **validated meter reading** or a **permanent estimate** as at the actual **event date** to the new **retailer**; and

2.4 New retailer may change switch meter reading

The new **retailer** may elect to use the switch **meter reading** supplied by the old **retailer** or may, at its own cost, obtain its own **validated meter reading** or **permanent estimate** as the switch **meter reading** at an **ICP**. If the new **retailer** elects to use this new **validated meter reading** or **permanent estimate** as the switch **meter reading**, the new **retailer** must **notify** the old **retailer** of that **meter reading** or **estimated reading** and the actual **event date** to which it refers as follows:

2.4.1 Reading differs by less than 200kWh

If the **meter reading** established by the new **retailer** differs by less than 200 kWh from that provided by the old **retailer**, both **retailers** must use the **meter reading** provided by the new **retailer** as the switch **meter reading**; or

2.4.2 Reading differs by 200kWh or more

If the **validated meter reading** or **permanent estimate** provided by the old **retailer** differs by 200 kWh or more from a value established by the new **retailer**, the new **retailer** may dispute the switch **meter reading**. In this case, the new **retailer** must, within four calendar months of the actual **event date**, provide to the old **retailer** a changed

switch **meter reading** supported by two **validated meter readings** and the old **retailer** must either:

2.4.2.1 Old retailer to respond to changed reading

Within 5 **business days** after receiving the changed switch **meter reading** from the new **retailer**, the old **retailer**, if it does not accept that **meter reading**, must **notify** the new **retailer** (giving all relevant details), and the old **retailer** and the new **retailer** must use their reasonable endeavours to resolve the dispute in accordance with the disputes procedure contained in rule 12 of part J (with all necessary amendments); and

2.4.2.2 If old retailer notifies acceptance of changed reading, or does not respond

If the old **retailer** notifies its acceptance of the changed switch **meter reading** received from the new **retailer**, or does not provide any response, the old **retailer** must use the changed switch **meter reading** supplied by the new **retailer** in accordance with rule 2.4.2.

3. Half-hour switching processes

3.1 Application of rules 3.2 to 3.4

Rules 3.2 to 3.4 apply where any **retailer** (for the purposes of this rule 3, the “new **retailer**”) enters into an agreement with a potential customer or **embedded generator** with the intent to sell or purchase **electricity** through:

3.1.1 Continuing half-hour metering

A **half-hour metering installation** at an **ICP** where another **retailer** (for the purposes of this rule 3, the “old **retailer**”) supplies **electricity** through a **half-hour metering installation** to that **customer** or **embedded generator**; or

3.1.2 Change to half-hour metering

A **half-hour metering installation** at an **ICP** where another **retailer** (for the purposes of this rule 3, the “old **retailer**”) supplies **electricity** through a non **half-hour metering installation** to that **customer** or **embedded generator**; or

3.1.3 Change to non-half-hour metering

A non **half-hour metering installation** at an **ICP** where another **retailer** (for the purposes of this rule 3, the “old **retailer**”) supplies **electricity** through a **half-hour metering installation** to that **customer** or **embedded generator**.

3.2 New retailer informs registry of switch request

Within two **business days** after entering into the agreement, for each **ICP**, the new **retailer** must advise the **registry** of the expected **event date** and switch type.

3.3 Old retailer provides information

Within two **business days** after the old **retailer** receives information from the **registry** in accordance to rule 5.4.1, and if relevant for that **ICP**, the old **retailer** must:

3.3.1 A valid switch response code

Provide to the **registry** a valid switch response code as approved by the **Board**; or

3.3.2 A withdrawal request

Provide a request for withdrawal of the switch in accordance with rule 4.

3.4 New retailer to notify registry

The new **retailer** must set the expected **event date**, and within three **business days** of the actual **event date** the new **retailer** must notify the **registry** of the actual **event date**.

4. The process for withdrawing a switch request

This **rule** applies only to the most recent switch request. Where a **retailer** has informed the **registry** of a switch request for an **ICP**, then, either the old **retailer** or the new **retailer** may request the withdrawal of that switch in accordance with this rule and in that case the following provisions apply:

4.1 Valid withdrawal advisory codes

The **Board**, must determine the valid codes for withdrawing a switch request (“withdrawal advisory codes”). The **Board** must **publish** the withdrawal advisory codes determined in accordance with this rule;

4.2 Retailer requests switch withdrawal

For each **ICP**, the **retailer** withdrawing the switch request must provide the **registry** with the following information:

4.2.1 Identity of the retailer

The identity code of the **retailer** making the withdrawal request as determined in accordance with rule 3.1 of schedule E1; and

4.2.2 Withdrawal advisory code

The appropriate valid withdrawal advisory code from those codes determined in accordance with rule 4.1;

4.3 Retailer to respond to withdrawal request

Within five **business days** after receiving a notification from the **registry** in accordance with rule 5.4.2, the **retailer** receiving the withdrawal must notify the **registry** that the switch withdrawal request is accepted or rejected. A switch withdrawal request must not become effective until accepted by the **retailer** which received the withdrawal;

4.4 Resolution of switch withdrawal requests

On receipt of a rejection notification from the **registry**, in accordance with rule 4.3, a **retailer** may re-submit the switch withdrawal request for an **ICP** in accordance with rule 4.2. All switch withdrawal requests must be resolved within a maximum of 23 **business days** after the date of the initial switch withdrawal request; and

4.5 Timeframes where a switch withdrawal request is resolved

If any **retailer** requests that a switch request be withdrawn and the resolution of that switch withdrawal request results in the switch proceeding, then within two **business days** after receipt of notification from the **registry** in accordance with rule 5.4.2, the old **retailer** must comply with rules 1.2, 1.3, 2.2 or 2.3 (whichever is appropriate) and the new **retailer** must comply with rule 3.4.

5. Exchange of information

5.1 Participants to use file formats

Participants that exchange information in accordance with this schedule must use the file formats determined and **published** by the **Board**.

5.2 Method of exchanging files

The **Board** may, from time to time, after consultation with **participants**, determine the method by which **participants** exchange information and may, from time to time, alter the file formats and/or the method by which **participants** exchange information. The **Board** must **publish** these file formats.

5.3 Metering information

For any **interrogation** or **validated meter reading** or **permanent estimate** carried out in accordance with this schedule E2:

5.3.1 Metering information to be accurate

The **retailer** that carries out the **interrogation** or **validated meter reading** or **permanent estimate** must ensure that the **interrogation** is as accurate as possible or that the **validated meter reading** or **permanent estimate** is fair and reasonable; and

5.3.2 Costs of the interrogation or estimation

The cost of every **interrogation** or **validated meter reading** or **permanent estimate** carried out in accordance with rule 1.3.2 or 2.2.2.2 must be borne by the old **retailer**. The costs of every other **interrogation** or **validated meter reading** or **permanent estimate** must be borne by the new **retailer**.

5.4 Registry notifications

The **registry** must provide notifications to **participants** pursuant to this schedule as follows:

5.4.1 Notification of switch request

On receipt of information pursuant to rules 1.1, 2.1 and 3.2, the **registry** must notify the old **retailer** of the information received.

5.4.2 Notification of withdrawal request

On receipt of information in accordance with rules 4.2 and 4.3, the **registry** must notify the other relevant **retailer** of the information received.

5.4.3 Notification of switch acknowledgement

On receipt of information in accordance with rules 1.2.1 and 3.3, the **registry** must notify the new **retailer** of the information received.

5.4.4 Notification of switch completion

On receipt of information in accordance with rules 1.3, 2.2 and 3.4, the **registry** must notify the new **retailer**, the old **retailer**, the **meter owner** and the relevant **distributor** of the information received.