

General Information Notice Metering Compliance & Regulation

Notice Number: GI16_20

7 May 2020

Subject: ASP/2 Meter Installation Timeframes – Obligations on Retailers

Background

On the 6 December 2018 the AEMC published their final determination on meter installation timeframes which places timeframes on electricity retailers to arrange the provision of metering for customer installation across the National Electricity Market.

These new timeframe rules became a mandatory requirement for retailers on the 1 February 2019.

Where ASP works are involved such as new connections, service upgrades (e.g. to 3 phase), meter relocations and including new solar connections, the rules now obligate the retailer to provide metering services within specific timeframes unless a different date is agreed between the retailer and the customer or the customers agent (e.g. ASP/EC). Below you will find the timing requirements.

Timeframes for new connections

A new connection is when electricity supply is being connected to a site where none existed before. In practice, new connections are most often new builds recently completed.

Under the new rules, retailers will be required to provide a metering installation for a new connection by a date agreed with the small customer.

If no date is agreed, then the retailer must install the meter within 6 business days of being informed that any requisite connection services are complete.

Timeframes for simple meter exchanges (e.g. new meter for solar)

A simple meter exchange is when an existing electricity meter is being replaced with a new meter and a connection alteration is not required. For example, the installation of a small rooftop solar PV system may require a simple meter exchange.

In cases where a simple meter exchange has been requested, the new rules requires retailers to install the meter by a date agreed with the small customer.

If no timing is agreed, the retailer must install the meter within 15 business days of having received a formal request from an existing small customer.

Timeframes for complex meter exchanges (e.g. upgrade to 3 phase or switchboard relocation)

A complex meter exchange is when existing electricity meters are being replaced and connection alterations are required. For example, where customers have bought an electric vehicle or a large air conditioner that requires three-phase electricity supply.

Under the new rules, the retailer will be required to provide a metering installation for a more complex meter exchange by a date agreed with the customer or their agent. This is because, in the majority of cases, the connection services must be completed at the same time as the meter installation.

If no timing is agreed, retailers must install the meter within 15 business days of having received a formal request.

ASPs must ensure that adequate notification is provided to the customers electricity retailer, so metering can be arranged within these new timeframe obligations.

If ASPs or ECs are having issues with retailers meeting these new timeframes, the customer or the ASP/EC on behalf of the customer should inform the Energy and Water Ombudsman of NSW. It would be useful if documented evidence of requests for metering services can be provided as a part of this notification to the Energy and Water Ombudsman of NSW.

It should be noted that if the ASP or EC are contacting the Energy and Water Ombudsman of NSW on behalf of the customer, for privacy reasons the Energy and Water Ombudsman of NSW can't move ahead with the complaint until we receive authority from the person making the complaint, either verbally or in writing. If the ASP/EC contact the Energy and Water Ombudsman of NSW on someone else's behalf, the Energy and Water Ombudsman of NSW will need verbal or written authority from the person making the complaint or the ASP/EC can complete an [Authority to Act Form \(PDF\)](#) and have it signed by the person the ASP/EC is making the complaint for.

More information

Further information retailers responsibilities for provision of metering can be found using the following link.

<https://www.aemc.gov.au/rule-changes/metering-installation-timeframes>

More information on the Energy and Water Ombudsman of NSW scheme can be found using the following link.

<https://www.ewon.com.au/>

Regards,

Ausgrid - Metering Compliance and Regulation