CUSTOMER OWN READ (ACTUAL) METHODOLOGY

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Approved for distribution and use by:

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VERSION RELEASE HISTORY

Version	Effective Date	Summary of Changes
1.0	29/11/2021	First Issue. Part of IN001-21 changes.

CONTENTS

1. PURPOSE AND SCOPE

Clause 3.1.1(g) of the Retail Market Procedures (NSW AND ACT) (RMP NSW AND ACT) states that AEMO must ensure that at all times there is a *Customer-own read (Actual) methodology* which specifies the criteria to be met for a *Customer-own read* to be a *Customer-own read (Actual)* and the requirements for a *Network Operator* to arrange to receive a *Customer-own read (Actual)* from a *Customer* for the purpose of clause 3.1.1(f) of the RMP NSW AND ACT.

The *Customer-own read (Actual) methodology* is an *industry approved methodology* that applies to all *network sections* except the Wagga Wagga and Tamworth *network sections*.

An *industry approved methodology* can only be amended by AEMO after consultation with Gas Retail Consultative Forum (GRCF).

This *Customer-own read (Actual) methodology* contains:

(i) the criteria that a *Customer-own read* must meet to be a *Customer-own read (Actual), and*

(ii) the arrangements for a *Network Operator* to receive a *Customer-own read (Actual)* from a *Customer* for the purpose of clause 3.1.1(f) of the RMP NSW AND ACT.

2. RELATED DOCUMENTS

Reference	Title	Location
Ref #1	Retail Market Procedures (RMP) NSW AND ACT.	Published on AEMO website

3. CHANGE PROCESS TO AMEND THE CUSTOMER-OWN READ (ACTUAL) METHODOLOGY.

AEMO is responsible for maintaining this *Customer-own read (Actual) methodology*.

At least 20 *business days* prior to making any amendment to this *Customer-own read (Actual) methodology*, AEMO must inform the Gas Retail Consultative Forum (GRCF) or its successor of the change.

This *Customer-own read (Actual) methodology* shall apply effective from the date of its publication on AEMO's website.

4. INTERPRETATION.

An italicised term in this *Customer-own read (Actual) methodology* shall have the same meaning as set out for that term in the RMP (NSW and ACT) as applying at the relevant time.

5. ARRANGEMENT TO RECEIVE A CUSTOMER-OWN READ (ACTUAL).

For the purpose of clause 3.1.1(f) of the RMP (NSW and ACT):

(a) A *Network Operator* enters into an arrangement with a *Customer* to receive a *Customer-own read (Actual)* if a *Customer* informs the *Network Operator* of an intention to submit a *Customer-own read (Actual)* to the *Network Operator;* and

Note: Informing the *Network Operator* can occur by the *Customer* registering to submit *Customer-own read (Actual)* to the *Network Operator* with a mobile application.

(b) A *Network Operator's* arrangement with a *Customer* to receive a *Customer-own Read (Actual)* from that *Customer* ends if the *Customer*:

(i)   informs the *Network Operator* they no longer intend to submit a *Customer-own read (Actual)*;

(ii)   fails to provide a *Customer-own read (Actual)* to the *Network Operator* for two consecutive *scheduled read dates*;

(iii)   provides a *Customer-own read (Actual)* which is not a *validated meter reading* for two consecutive *scheduled read dates*; *or*

(iv)   fails to provide a *Customer-own read (Actual)* to the *Network Operator* for a *scheduled read date* and provides a *Customer-own read (Actual)* which is not a *validated meter reading* for the next *scheduled read date* or vice versa.

Note: If a *Network Operator's* arrangement with a *Customer* to receive a *Customer-own read (Actual)* ends, the *Network Operator* must use its reasonable endeavours to *read* the *Customer's meter* in accordance with clause 3.1.1(d) of the RMP NSW AND ACT for the next *scheduled read date* immediately after the arrangement ends.

6.   CRITERIA.

The *Network Operator* must apply the following criteria when determining whether a *Customer-own read* is a *Customer-own read (Actual)*:

(a)   the *Customer* has electronically submitted, directly to the *Network Operator*, details of the *meter number*, the *read* undertaken by the *Customer* for the *non-daily metered delivery point* to which the *meter* relates and a current photograph of the *meter* clearly showing the *meter* index and *meter number*; and

(b)   submission of the information specified in paragraph (a) occurs during the applicable *read* window, being no earlier than 4 *business days* before the *scheduled read date*, and no later than 2 *business days* after the *scheduled read date*.

7.   VALIDATION.

(a)   Subject to clause 7(b), a *validated meter reading* for a *Customer-own read (Actual)* (as determined by application of the requirements in clause 6) is a *Customer-own read (Actual)* that has been validated by the *Network Operator* in accordance with the *approved validation methodology*.

(b)   To validate a *Customer-own read (Actual)*, the *Network Operator* may use the photograph submitted by the *Customer*.

8.   CUSTOMER OWN READ (ACTUAL) REPORT.

For the purpose of clause 3.5.4(e) of the RMP (NSW and ACT), the Customer-own read (Actual) Report must contain the following information for each *delivery point* with a *Customer-own read (Actual)*

(a)   the *MIRN,*

(b)   the *meter number* of the current installed *meter;*

(c)   meter type (Gas or Hot Water);

(d)   the *scheduled read date;*

(e)   the date of the *Customer-own read (Actual)* was taken;

(f)   the message identifying the electronic method by which the *Customer-own read (Actual)* was provided by the *Customer;*

(g)   the *meter* index (as provided by the *Customer);*

(h)   the type of *meter reading* (*validated meter reading* or *estimated meter reading);*

(i)   read reason ('01' scheduled read or '09' not schedule read);

(j)   *FRO;* and

(k)   provide a link to the photograph of the *meter* provided by the *Customer.*