

**AURORA ENERGY PTY LTD – METERING DATA PROVISION PROCEDURES CONSULTATION PAPER**

**RESPONSE**

Aurora Energy (Aurora) appreciates the opportunity to respond with respect to the metering data provision procedures consultation paper and wishes to present the following comments for consideration.

**Accumulation Summary Data Format:**

- Terminology for Energy Flow Types needs to consider that customers may not be familiar with terms such as “peak” when meters/registers are accumulating energy on flat (all day) tariffs.
- For non-time of use meters/registers it may be beneficial to use a Header Record of “Use” or similar, with values that describe the load connected, such as “light & power”, “hot water”, “heating” or the like that aligns with the Retailer’s tariff descriptions.
- Header record “Read Date” should be “From Date” to be more meaningful to the customer. The “To Date” would then be considered the physical read date or estimated “To Date”.
- There may be instances where accumulation meter registers record demand and therefore need to be allowed for in the format.

**Interval Summary Data Format:**

- There may be instances where interval meters are installed, however customers are billed on “flat” tariffs rather than TOU, as such the format needs to cater for this (i.e. peak may not be understood or relevant to the customer).
- “Actual Daily Demand” may be better named “Maximum Demand for Period” or similar. Period would then need to be defined as the “From Date to To Date”.
- Demand should be optional for inclusion in the format as it may not be required by the customer or relevant, depending on the tariff applicable at the site.
- There may be a variation between the Network Tariff and the Retail Tariff time of use parameters, therefore clarification needs to be made on what TOU components the energy values represent (Network or Retail)
- Aurora is not opposed to providing a diagrammatic representation of large customer demand in the interval summary report, however demand itself should be considered as optional, and if included may also be better represented on a separate graph.

**Interval Detailed Data Format:**

Consideration should be given to providing the detailed interval data in a vertical format rather than horizontal. Data can then be provided for each register, for multiple meters if necessary, in a separate column which enables easy facilitation for calculation of net energy, demand, power factor etc. on an interval by interval basis. This also allows for filtering and sorting on an interval by interval basis. In this format customers are also able to identify individual intervals within the period where data quality is not defined as actual.

#### General comments on format:

To overcome the variability in the way that Retail or Distribution tariffs define the billable components presented to a customer, Aurora Energy requests that consideration be given for the procedures to not be too prescriptive in how the relative information is presented. The procedures should focus more on the core factors of the data that need to be provided upon a request being received.

That is, core factors include, but may not be limited to, NMI, Meter ID, Period (e.g. from/to date), value (this may be energy or demand), UOM, Read Quality, Type (this could be information that describes either the tariff or energy flow type relevant to the particular meter, tariff or site). In this manner, the principles then could set the mandatory and optional information that would be provided to the customer, and it then provides the flexibility for the retailer and distributor to provide the information in line with their own unique formats whilst still meeting the obligations of the procedures.

#### Request Responsiveness:

- Aurora is supportive of the timeframe for response to a customer request, being no more than 10 business days for one request and by agreement between the parties for requests of more than one.
- Aurora considers a sliding scale of delivery timeframes is not required.
- Aurora does not consider it necessary for the procedures to define what constitutes a customer request. Retailers and Distributors will have their own principles to identify a valid request that will be in accordance with ensuring that customer privacy is protected, therefore it would be considered unnecessary for the procedures to detail how this is to be undertaken.

Response information prepared by:

Adrian Honey

Billing & Market Services Manager

Aurora Energy

5 June 2015