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Electricity Industry Act 2000

ADVANCED METERING INFRASTRUCTURE ORDER IN COUNCIL 2014

Order in Council

The Governor in Council under section 46D of the **Electricity Industry Act 2000** makes the following Order:

The Advanced Metering Infrastructure Order in Council 2014.

This Order commences on the day it is published in the Government Gazette.

Dated 5 August 2014

Responsible Minister:

HON. RUSSELL NORTHE MP

Minister for Energy and Resources

YVETTE CARISBROOKE
Clerk of the Executive Council

ADVANCED METERING INFRASTRUCTURE ORDER IN COUNCIL 2014

1. Purpose

The purpose of this Order is to amend the AMI Cost Recovery Order to:

- (a) provide for distributors to pay rebates in certain instances of a remotely read interval meter not being installed or of such a meter being installed but not meeting a specified functionality or a specified standard of performance or service;
- (b) provide for the setting and regulation of charges that may be charged by a distributor where there is no remotely read interval meter installed; and
- (c) further provide for the installation and operation of remotely read interval meters.

2. Definitions

In this Order:

AMI Cost Recovery Order means the Order in Council made on 28 August 2007 under sections 15A and 46D of the **Electricity Industry Act 2000**, as amended from time to time.

3. Commencement

This Order commences on the day it is published in the Government Gazette.

4. Amendments

The AMI Cost Recovery Order is amended in accordance with the Schedule.

SCHEDULE

1. Amendment of clause 1A

Amend clause 1A as follows:

- (a) Omit from the end of paragraph (bb): “and”.
- (b) Insert after paragraph (bb):
 - “(bc) provide for distributors to pay rebates in certain instances of a remotely read interval meter not being installed or of such a meter being installed but not meeting a specified functionality or a specified standard of performance or service;
 - (bd) provide for the setting and regulation of charges that may be charged by a distributor where there is no remotely read interval meter installed; and”.

SPECIAL

2. Amendment of clause 2.1

Insert in clause 2.1 in their appropriate alphabetical order the following definitions:

“**account holder**” means the person to whom the electricity bill is issued.

‘**account holder refusal**’ – see clause 14AAA.2(c)(iii).

‘**AMI system**’ has the same meaning as it has in the AMI Specifications Order.

‘**collect**’ – see clause 2.1B.

‘**complying remotely read interval meter**’ means a remotely read interval meter which is operational as a remotely read interval meter in accordance with the Specifications.

‘**distribution determination**’ has the same meaning as it has in the National Electricity (Victoria) Law.

‘**electrical installation**’ has the same meaning as it has in the **Electricity Safety Act 1998**.

‘**excluded metering installation**’ means a metering installation at or within the:

- (a) premises or classes of premises;
- (b) places or classes of places;
- (c) areas or classes of areas;
- (d) localities or classes of localities,

specified by the Minister from time to time by notice in the Victoria Government Gazette.

‘**inability to access**’ means that there is no access, or access is prevented or otherwise limited, to:

- (a) premises;
- (b) a building at premises;
- (c) a meter room or switch room;
- (d) a meter box; or
- (e) any other place,

in which a meter is installed or is to be installed and includes where there is no access, or access is prevented or otherwise limited, to any such place or another place for testing or inspection required under the **Electricity Safety Act 1998** and the **Electricity Safety (Installations) Regulations 2009**.

‘**inability to install**’ means that a remotely read interval meter cannot be installed because of:

- (a) a physical constraint; or
Example: There may be insufficient space to install the remotely read interval meter.
- (b) a defect in the electrical installation at the premises.
Example: The electrical installation may be non-compliant with the **Electricity Safety (Installations) Regulations 2009**.

‘**logically converted remotely read interval meter**’ means a remotely read interval meter in respect of which data can be, and is:

- (a) collected by the AMI system of a distributor; and
- (b) recognised by the MSATS System as remotely read, wireless, daily data;

Note: See the *Standing Data for MSATS* version 4.2 published by AEMO as amended and in force from time to time. For the purposes of the CATS_METER_REGISTER, the “ReadTypeCode” will have to be “RWD” for the MSATS System to recognise the data as remotely read, wireless, daily data.

‘**manual meter charge**’ means the charge determined by the Commission pursuant to clause 14AAB.

‘**manual meter charge notice**’ means the notice required by clause 14AAB.8(c).

‘**MSATS System**’ means the centralised computer system managed by AEMO for the purposes of MSATS (the Market Settlement and Transfer Solution).

‘NMI’ has the same meaning as it has in the National Electricity Rules.

‘rebate amount’ means \$125.00.”.

3. New clause 2.1B

Insert after clause 2.1A:

“2.1B For the purposes of the definition of logically converted remotely read interval meter and clause 14AAA.3, “collect” has the same meaning as it has in the Functionality Specification.”.

4. Amendment of clause 3.2

Amend clause 3.2 as follows:

(a) Omit from the end of paragraph (a): “and”;

(b) For the full stop at the end of paragraph (b), substitute: “; and”;

(c) Insert after paragraph (b), but before the note:

“(c) a metering service that is regulated under clause 14AAB continues to be regulated under this Order after the End Date to the extent provided for in that clause.”.

5. Amendment of clause 5

Insert after clause 5.2:

“Note: See also clause 14AAB. A distributor may also make a manual meter charge application to the Commission.”.

6. Amendment of clause 11A

Amend clause 11A as follows:

(a) Insert after clause 11A.1:

“11A.1A. A distributor must notify retailers of a manual meter charge no later than 15 business days after determination of that charge by the Commission.”;

(b) Insert after clause 11A.2:

“11A.2A. If a retailer has agreed with a distributor that the retailer will pay that distributor a manual meter charge, the retailer must, in each electricity bill of an account holder who is charged a manual meter charge, or by information that accompanies that bill, clearly disclose to the account holder:

(a) the fact that a manual meter charge is being charged to the account holder; and

(b) the amount of that manual meter charge.

11A.2B. In any case where a distributor directly charges a person with a manual meter charge, the distributor must, in each bill of that person, or by information that accompanies that bill, clearly disclose to that person:

(a) the fact that a manual meter charge is being charged to the person; and

(b) the amount of that manual meter charge.”;

(c) Insert after clause 11A.3:

“11A.4 Notwithstanding anything to the contrary in clauses 11A.2 or 11A.3:

(a) except where a retailer has agreed with a distributor that the retailer will pay that distributor a manual meter charge, the determination of a manual meter charge in accordance with this Order does not entitle a distributor to recover that manual meter charge from a retailer; and

- (b) if a distributor directly charges a person a manual meter charge, the distributor must not recover from a retailer, and a retailer is not liable to pay, that manual meter charge.”.

7. Amendment of clause 14.3

Amend clause 14.3 as follows:

- (a) Omit from paragraph (b): “or in accordance with the distributor’s ordinary replacement cycle”;
- (b) Insert after paragraph (b):
“Note: See also clause 14AA.3.”;
- (c) Insert after paragraph (e):
“Note: See also clause 14AA.4(b).”

8. Amendment of clause 14AA

- (a) For clauses 14AA.1, 14AA.2, 14AA.3 and 14AA.4 substitute:

“14AA.1 Continuation of rollout

- (a) Subject to clause 14.3 and to the extent practicable, in the period commencing from 1 January 2014 and ending on the day immediately before the commencement day, each distributor must use its best endeavours to install a complying remotely read interval meter for all metering installations for customers with annual electricity consumption of 160MWh or less for which it was the responsible person on 31 December 2013 and for which there was not a complying remotely read interval meter as at 31 December 2013.
- (b) Subject to clause 14AA.2, commencing from the commencement day, each distributor must install a complying remotely read interval meter for all metering installations for customers with annual electricity consumption of 160MWh or less for which it was the responsible person on 31 December 2013 and for which there was not a complying remotely read interval meter as at 31 December 2013.

14AA.2 Exception

In any case where there is an inability to access, an inability to install or account holder refusal, a distributor is not required to comply with clause 14AA.1(b) until the first reasonable opportunity after (as the case may be):

- (a) in the case of inability to access: access to install a remotely read interval meter or test and inspect is available;
- (b) in the case of inability to install: the physical constraint or defect in the electrical installation is remedied;
- (c) in the case of account holder refusal: the refusal is withdrawn or access to install a remotely read interval meter is otherwise available.

14AA.3 Replacement of meters

- (a) Each distributor must, in the period commencing from 1 January 2014 and ending on the day immediately before the commencement day, use its best endeavours to ensure that any meter for a customer with annual electricity consumption of 160MWh or less for which it is the responsible person is replaced only with a complying remotely read interval meter.
- (b) Commencing from the commencement day a distributor must replace the meter for a customer with annual electricity consumption of 160MWh or less for which it is the responsible person only with a complying remotely read interval meter.

- (c) Clauses 14AA.3(a) and (b) apply both to replacement in accordance with the distributor's ordinary meter replacement cycle and replacement otherwise than in accordance with that cycle.

Note: An example of replacement otherwise than in accordance with the ordinary meter replacement cycle would be when a distributor attends premises outside of that cycle to conduct work at the premises. In such a case any meter that is not a remotely read interval meter should be replaced with a complying remotely read interval meter.

14AA.4 Installation of remotely read interval meters at new premises

- (a) Each distributor must:
- (i) in the period commencing from 1 January 2014 and ending on the day immediately before the commencement day, use its best endeavours to install; and
 - (ii) commencing from the commencement day, install, a complying remotely read interval meter for all metering installations for customers with, or likely to have, annual electricity consumption of 160MWh or less for which it becomes the responsible person on or after 1 January 2014.
- (b) For the avoidance of doubt, clause 14AA.4(a) also applies where:
- (i) a retailer was the responsible person on 31 December 2013 in respect of a metering installation; and
 - (ii) that retailer:
 - (A) ceases, after that date, to be the responsible person for that metering installation without any other retailer becoming the responsible person for that metering installation; or
 - (B) requests the distributor to act as the responsible person for that metering installation.

Note: The intention of clause 14AA.4(b) is to clarify that if, after 31 December 2013 a distributor becomes the responsible person for a metering installation to which clause 14.3 applies, the obligation to install a remotely read interval meter imposed by clause 14AA.4(a) applies to that distributor.”

- (b) Omit from clause 14AA.6(a): “(as defined in the National Electricity Rules)”.
- (c) Insert after clause 14AA(6) the following clause and note:

“14AA.7 Definition

In this clause 14AA:

‘commencement day’ means the day the Advanced Metering Infrastructure Order in Council 2014 commences.

Note: Clause 14AA is specified as an ESC enforceable regulatory requirement pursuant to a Ministerial Order made under section 22A of the **National Electricity (Victoria) Act 2005**.”

9. New clauses 14AAA – 14AAC inserted

Insert after clause 14AA:

“14AAA. Rebate

14AAA.1 – Definitions

In this clause:

‘active NMI’ has the same meaning as “Active NMI” has in Table 4-H of the CATS procedures.

‘CATS procedures’ means the *MSATS Procedures: CATS Procedure Principles and Obligations* version 3.8, published by AEMO, as amended and in force from time to time.

‘extinct NMI’ has the same meaning as “Extinct NMI” has in Table 4-H of the CATS procedures.

'not energised NMI' has the same meaning as "Not Energised NMI" has in Table 4-H of the CATS procedures.

14AAA.2 – No remotely read interval meter or interval meter with functionality of remotely read interval meter installed

(a) If, in respect of any metering installation for a customer with annual metering consumption of 160 MWh or less, there is not, as at 30 June 2014:

- (i) a remotely read interval meter installed; or
- (ii) an interval meter installed that has the functionality that, if activated, would make that meter a remotely read interval meter,

the distributor that was on 31 December 2013 the responsible person for that metering installation must pay the rebate amount.

(b) The rebate amount:

- (i) must be paid to the account holder;
- (ii) may be paid by a direct credit to the account holder unless otherwise directed by that person; and
- (iii) must be paid on or before 31 October 2014.

(c) No rebate amount is payable by the distributor in any of the following situations:

(i) *Inability to access and inability to install*

(A) The distributor has sent at least two written notices to the account holder advising that a remotely read interval meter is to be installed; and

(B) The distributor has visited the premises at which the remotely read interval meter is to be installed and has determined:

- (1) at the time of the visit, there is an inability to access; or
- (2) at the time of, or subsequent to the visit, there is an inability to install.

Provided that this clause 14AAA.2(c)(i)(B) does not apply unless, subsequent to the visit, the distributor has made at least one attempt to contact the account holder to arrange the installation of the remotely read interval meter and despite that attempt, installation still has not been able to be done.

Note: Distributors may attempt to contact an account holder by letter (including a letter left at the premises), telephone (including leaving messages on voicemail), email or by SMS.

(ii) *No active NMI etc*

The metering installation has one of the following as at 30 June 2014:

- (A) no active NMI;
- (B) a not energised NMI;
- (C) an extinct NMI.

(iii) *Account holder refusal*

(A) The distributor has received from the account holder notice (which may be in writing or oral) that a remotely read interval meter is not to be installed at premises; and

(B) The distributor has:

- (1) made at least one attempt without success to contact the account holder to discuss the notice; or
- (2) contacted the account holder to discuss the notice but the account holder still refuses installation of a remotely read interval meter.

Note: Distributors may attempt to contact an account holder by letter (including a letter left at the premises), telephone (including leaving messages on voicemail), email or by SMS.

- (iv) *Customer has as at 30 June 2014 annual metering consumption greater than 160 MWh*
The customer has ceased as at 30 June 2014 to be a customer with annual metering consumption of 160 MWh or less.
- (d) Each distributor must:
- (i) keep records of:
- (A) inability to access;
- (B) inability to install; and
- (C) account holder refusal,
- and must provide copies of those records to the Commission and Minister as and when from time to time the Commission or Minister requests them; and
- (ii) provide to the Minister and the Commission:
- (A) on or before 31 August 2014, for customers with annual electricity consumption of 160 MWh or less for which that distributor was the responsible person on 31 December 2013, a list (arranged by NMI) of all metering installations which did not have, on 30 June 2014, a remotely read interval meter or an interval meter that had the functionality that, if activated, would make that meter a remotely read interval meter. The list must also identify which of those metering installations the distributor is required to pay the rebate amount in respect of; and
- (B) on or before 30 November 2014, a list (arranged by NMI) of all of those metering installations for which the rebate amount has been paid.
- (e) The lists required by clause 14AAA.2(d)(ii) must also include, for each metering installation listed therein, the address of the premises associated with that metering installation.

14AAA.3 – Remotely read interval meter installed, no logical conversion

- (a) For the purposes of sections 46D(1)(e)(ii), 46D(2)(zg)(ii) and 46D(3)(a)(ii) of the **Electricity Industry Act 2000** and this clause 14AAA.3, the specified functionality and specified standard of performance or service that advanced metering infrastructure and associated systems must meet, on or before 31 March 2015, is that remotely read interval meters have the functionality of, and the standard of performance or service of, a logically converted remotely read interval meter.
- (b) If there is on 31 March 2015 no logically converted remotely read interval meter for a metering installation for a customer with annual metering consumption of 160 MWh or less, the distributor that was on 31 December 2013 the responsible person for that metering installation must pay the rebate amount.
- (c) The rebate amount:
- (i) must be paid to the account holder;
- (ii) may be paid by a direct credit to the account holder unless otherwise directed by that person; and
- (iii) must be paid on or before 30 June 2015.
- (d) No rebate amount is payable by the distributor in any of the following situations:
- (i) *Excluded metering installation*
The metering installation is an excluded metering installation.
- (ii) *No active NMI etc*
The metering installation has one of the following as at 31 March 2015:
- (A) no active NMI;

- (B) a not energised NMI;
- (C) an extinct NMI.
- (iii) *Customer has annual metering consumption greater than 160 MWh*
The customer has ceased as at 31 March 2015 to be a customer with annual metering consumption of 160 MWh or less.
- (e) Each distributor must provide to the Minister and the Commission:
 - (i) on or before 31 May 2015, for customers with annual electricity consumption of 160 MWh or less for which that distributor was the responsible person on 31 December 2013, a list (arranged by NMI) of all metering installations which did not have a logically converted remotely read interval meter on 31 March 2015. The list must also identify which of those metering installations the distributor is required to pay the rebate amount in respect of; and
 - (ii) on or before 31 July 2015, a list (arranged by NMI) of all those metering installations for which the rebate amount has been paid.
- (f) The lists required by clause 14AAA.3(e) must also include, for each metering installation listed therein, the address of the premises associated with that metering installation.

14AAA.4 – Rebate amounts not expenditure for the purposes of charges revision applications

The rebate amounts paid or payable by a distributor are not, and must not be included as, expenditure for the purposes of any charges revision application made by that distributor.

Note: Charges revision applications are provided for by clause 5G.

14AAA.5 – Rebate amounts not costs for the purposes of transition charges applications

The rebate amounts paid or payable by a distributor are not, and must not be included as, a cost for the purposes of any application to determine a transition charge made by that distributor.

Note: Applications to determine transition charges are provided for by clause 5L.

14AAB. Manual meter charge

14AAB.1 – Definitions

In this clause:

‘deemed distribution contract’ – see section 40A of the **Electricity Industry Act 2000**.

‘distribution services’ includes both distribution services within the meaning of the Use of System Agreement of a distributor and any other service provided by means of, or in connection with, the distribution system of a distributor.

‘manual meter’ means:

- (a) a manually read interval meter; or
- (b) an accumulation meter.

‘manual meter account holder’ means the account holder to whom the electricity bill of a manual meter customer is issued.

‘manual meter customer’ means a customer who has a manual meter;

‘manual meter costs’ are the direct costs (actual or forecast) of:

- (a) visiting a manual meter to read it; and
- (b) entry of data on a distributor’s computer systems consequential on reading the manual meter.

‘recoverable manual meter costs’ means manual meter costs (not including the manual meter costs of the exceptions to the manual meter charge) that are or could be the subject of a manual meter charge.

Note: See, for the exceptions to the manual meter charge, clause 14AAB.10

‘**Use of System Agreement**’ means the agreement of that name required by the licence to distribute or supply electricity of a distributor.

14AAB.2 – Application for manual meter charge

- (a) A distributor may apply to the Commission for the determination of a manual meter charge that:
- (i) is the same as the distributor’s manual special meter read charge; or
 - (ii) recovers manual meter costs.
- Note: Manual special meter read charges may have been determined as part of a distributor’s distribution determination.
- (b) The application must be made no later than 31 August in the year immediately preceding (**year t-1**) the year in which the charge is to take effect (**year t**).
- (c) Clauses 5.3, 5.4, 5.6 and 5.7 apply to the application.

14AAB.3 – Information required when an application pursuant to clause 14AAB.2(a)(ii) made

- (a) This clause 14AAB.3 applies when an application is made by a distributor for a determination of a manual meter charge that recovers manual meter costs.
- (b) In addition to the information and documents required by clauses 5.3, 5.4 and 5.6, the distributor must include with its application:
- (i) a detailed description of what tasks are involved in the reading and operation of manual meters;
 - (ii) for year t:
 - (A) details of the manual meter costs for each of those tasks;
 - (B) details of any other direct costs of the distributor in respect of, or associated with or related to, the reading and operation of manual meters; and
 - (C) details of, and the allocation of, any shared or common costs of the distributor in respect of, or associated with or related to, the reading and operation of manual meters;
 - (iii) details of the manual meter costs in year t-1; and
 - (iv) details of, and the amount of, the distributor’s manual special meter read charge for both year t-1 and year t.
- (c) Where actual costs are not known, the distributor must provide forecast costs.
- (d) The Commission may from time to time specify the minimum requirements and format of the information and documents to be included pursuant to clause 14AAB.3(b).
- (e) This clause 14AAB.3 does not limit clause 5.6.

14AAB.4 – Amount of manual meter charge

- (a) If the Commission is satisfied that the costs recoverable in year t by the distributor’s manual special meter read charge do not exceed the distributor’s manual meter costs in year t, the Commission may determine the manual meter charge to be the same as the distributor’s manual special meter read charge.
- (b) Alternatively, the Commission may determine the manual meter charge so that it recovers only manual meter costs of the distributor.

Note: see also clause 14AAB.6.

14AAB.5 – Manual meter charge to be determined as an annual charge

- (a) The Commission must determine the manual meter charge as an annual charge.
- (b) Clause 14AAB.5(a) does not prevent a distributor from charging the manual meter charge by increments during the course of a year.

Note: A distributor may seek to recover the manual meter charge by periodic bills.

14AAB.6 – Determination by Commission – manual meter charge to recover manual meter costs

- (a) This clause 14AAB.6 applies to determinations pursuant to clause 14AAB.4(b).
- (b) Clause 4.1(c) applies to the Commission's determination as if the reference in that clause to "Building block costs" was a reference to manual meter costs. Otherwise, clause 4 does not apply to the Commission's determination.
- (c) The manual meter charge must be determined by the Commission on the basis that:
 - (i) for the calendar year 2015, it recovers manual meter costs for the period 1 April 2015 to 31 December 2015;
 - (ii) for all subsequent calendar years, it recovers manual meter costs for the entirety of that calendar year.
- (d) In making its determination, the Commission:
 - (i) must:
 - (A) exclude the manual meter costs of the exceptions to the manual meter charge; and
 Note: See clause 14AAB.10.
 - (B) make an adjustment for any difference between forecast manual meter costs in a preceding year and actual manual meter costs in that preceding year; and
 Note: This adjustment is intended to have the effect that if forecast manual meter costs in year t-1 were more than actual manual meter costs in that year, then the manual meter charge in year t will be reduced. Vice versa if forecast manual meter costs in year t-1 were less than actual manual meter costs in that year.
 - (ii) may base its determination on actual or forecast costs or a combination of actual and forecast costs.

14AAB.7 – Time for making determination

- (a) The Commission must determine the application no later than 60 business days after receipt of the application.
 Note: Clauses 10.1, 10.2 and 11 apply to the determination.
- (b) The Commission may extend the time for its determination for a period not exceeding 15 business days. Despite clause 10.3(a), not more than one extension may be made.
 Note: Clauses 10.3(b) and (c) apply if the Commission is to extend time.
- (c) If the Commission does not make a determination within the time specified in clause 14AAB.7(a), or if that time is extended, within the extended time, the Commission is to be taken to have approved the manual meter charge set out in the application.

14AAB.8 – Liability to pay a manual meter charge

- (a) Only a manual meter account holder or manual meter customer may be charged a manual meter charge.
- (b) Except where an agreement pursuant to clause 14AAB.12(c) is entered into, a manual meter charge must be paid by a manual meter account holder or manual meter customer to a distributor.
- (c) However, no manual meter charge may be charged unless the distributor first gives written notice to the manual meter account holder or manual meter customer that a manual meter charge may be charged.
- (d) The notice required by clause 14AAB.8(c) must be in the form that has been approved by the Minister and may be given by:
 - (i) sending a copy by pre-paid ordinary post to the last known address of the manual meter account holder or manual meter customer;
 Note: In the case of the manual meter account holder, this address will be the address on the most recent electricity bill sent that account holder.

- (ii) leaving a copy at the address at which the meter is installed;
 - (iii) if the manual meter account holder or manual meter customer has an email address known to the distributor, by sending a copy by email to that email address; or
 - (iv) if the manual meter account holder or manual meter customer has a mobile phone number known to the distributor, by sending a copy by SMS to that mobile phone number.
- (e) The Minister may give approval to the notice required by clause 14AAB.8(c) either generally or in a specific case.
- (f) Clause 14AAB.8(c) does not limit the matters or information the Minister may require, in order for approval to be given, to be included in the notice.

14AAB.9 – Manual meter charge an additional charge

A manual meter charge is in addition to any other fees or charges that a manual meter account holder or a manual meter customer pays or is liable to pay under this Order or otherwise.

14AAB.10 – Exceptions from the manual meter charge

No manual meter charge is chargeable in any of the following situations:

- (a) *Excluded metering installation*
The metering installation is an excluded metering installation.
- (b) *Inability to install*
Subject to clause 14AAB.11, there is an inability to install.
- (c) *Rebate paid but no remotely read interval meter as at 1 April 2015*
The rebate amount has been paid to the account holder in accordance with clause 14AAA.2 but there is no remotely read interval meter installed as at 1 April 2015.
- (d) *No logically converted remotely read interval meter*
The rebate amount has been paid to the account holder in accordance with clause 14AAA.3 and a remotely read interval meter has been installed, but that remotely read interval meter is not a logically converted remotely read interval meter.

14AAB.11 – Inability to install – defect in electrical installation at the premises – defect could be remedied at a reasonable cost

In the case of an inability to install, a manual meter charge may be charged where:

- (a) the inability to install is because of a defect in the electrical installation at the premises;
- (b) the distributor determines that the person that the distributor seeks to charge is the person who is liable to remedy that defect; and
- (c) the person that the distributor seeks to charge is not the holder of any of the following:
 - (i) a Pensioner Concession Card;
 - (ii) a Health Care Card (but not including a Health Care Card for Carer Allowance and Foster Care issued in the name of a child); or
 - (iii) a Department of Veterans' Affairs Gold Card (but not including a Department of Veterans' Affairs Gold Card marked "Dependent").

14AAB.12 – Recovery of manual meter charge from a retailer.

- (a) Despite anything to the contrary in any Use of System Agreement between a distributor and a retailer, a distributor must not require a retailer to pay, and a retailer is not required to pay, the distributor a manual meter charge.
- (b) A distributor must not as a term or condition:
 - (i) for provision (or continued provision) of distribution services by the distributor to a retailer;

- (ii) for entry into a Use of System Agreement by a retailer; or
 - (iii) of a Use of System Agreement,
- require a retailer to pay the distributor a manual meter charge.
- (c) Despite clauses 14AAB.12(a) and (b), a distributor may request a retailer to agree to pay a manual meter charge (either generally or in a specific case) and the retailer may (but is not obliged to) agree that the retailer will pay the distributor the manual meter charge.

Note: See also clauses 11A.2A and 11A.4.

14AAB.13 – Prohibition on recovery of manual meter costs from customers that are not manual meter account holders or manual meter customers

- (a) This clause 14AAB.13 applies to a distributor whether or not:
- (i) that distributor has made an application for a manual meter charge;
 - (ii) the Commission has made a determination of a manual meter charge; or
 - (iii) the Commission has determined the manual meter charge pursuant to clause 14AAB.4(a).
- (b) A distributor must not recover recoverable manual meter costs from account holders that are not manual meter account holders or from customers that are not manual meter customers.
- (c) Without limiting clause 14AAB.13(b), the Commission must:
- (i) when making a revised charges determination, exclude from the expenditure of the distributor all recoverable manual meter costs; and
 - (ii) when making a determination of an amount to be recovered through a transition charge, exclude from the costs of the distributor all recoverable manual meter costs.
- (d) Clause 14AAB.13(c) has effect despite anything to the contrary in clause 5I or clause 5L.
- Note: Clause 5I provides for revised charges determinations and clause 5L provides for determinations of an amount to be recovered through a transition charge.
- (e) This clause 14AAB.13 does not prevent a distributor from:
- (i) charging a manual special meter read charge; or
- Note: Manual special meter read charges may be determined as part of a distributor's distribution determination.
- (ii) recovering, pursuant to a distribution determination or a decision pursuant to the Excluded Services Guideline, costs (not being recoverable manual meter costs) of metering services.

14AAC. Provision of information by retailers to distributors

- (a) A retailer must, when requested by a distributor, provide to that distributor sufficient information about an account holder to allow the distributor to pay the rebate amount.
- (b) A retailer must, when requested by a distributor, provide to that distributor sufficient information about an account holder or customer to allow the distributor to give a manual meter charge notice and charge a manual meter charge.”
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