

Services Schedule

Section 1: Definitions and Service Delivery

1.1 Definitions

In this Services Schedule, unless the context requires otherwise, the following terms will have the following meanings. Any capitalised terms that are not defined in this Services Schedule have the meaning given to those terms in the General Terms.

<p>Advanced Energy Services or AES means the Services described in section 2 of this Services Schedule.</p>
<p>Automated Batch means a scheduled program that runs without user intervention.</p>
<p>B2B (business to business) means technology that implements two-way electronic transactions and communications between you and the Supplier.</p>
<p>Bureau means a Service Request made to the Supplier through a non-automated or partially automated means including phone calls, faxes and emails.</p>
<p>Business Hours means Business Days from 0800 to 1700.</p>
<p>Business Outcomes in relation to a particular Service, means the business outcomes which you aim to achieve using that Service (although to avoid doubt achieving the "Business Outcomes" is not itself part of the Supplier's Service obligations).</p>
<p>Communications means the technology used by the Supplier to remotely communicate with the Advanced Meter(s) installed at an ICP, and Communicate and Communicating have corresponding meanings.</p>
<p>Customer Switch or Switch means a Customer that changes retailer.</p>
<p>Description in relation to a particular Service means a high-level description of that Service, which must be read subject to the other provisions of the section detailing that Service (including your dependencies, Supplier dependencies, Request Periods, Execution Periods, Response Times and KPIs).</p>
<p>Disconnection means de-energisation, as that term is defined in the Code and Disconnected and Disconnecting have corresponding meanings.</p>
<p>Energisation has the meaning given to that term in the Code.</p>
<p>Execution Period in relation to a particular Service or Service component means the times during which this AES Agreement envisages that the Supplier will carry out the activities required under this Services Schedule in response to a Service Request for that Service or component (but to avoid doubt is not a deadline for the completion of those activities). The Execution Period is specified in the relevant Service Level.</p>
<p>Extended Reconnection Service Hours means the hours (on any day) outside the Retailer Call Centre Hours (up to a 24 hour 7 day a week Service).</p>
<p>File Rejection Process means the process where the read file is not accepted by your billing system.</p>
<p>File Transfer means the movement of one or more electronic files between the Supplier and you (but does not specify or imply the mechanism for achieving the transfer).</p>

POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

<p>For Action By means the way the Supplier will normally action a Service Request.</p>
<p>General Terms means the terms and conditions for the provision of advanced metering services set out at http://vectorams.co.nz/documents/269038/1663880/Posted+Terms+-+Terms+and+Conditions+for+the+Provision+of+Advanced+Metering+Services/717f366a-c12e-4608-8563-5b29d26c7f7b.</p>
<p>Hard Reconnection remotely Energises a Customer Point of Supply without manual interaction.</p>
<p>ICP Coverage means, in relation to a particular Service, the type of ICP at which that Service is available.</p>
<p>Key Performance Indicator or KPI means the documented qualitative and quantitative performance requirements by which the success of the Service delivery is measured as set out in this Services Schedule.</p>
<p>Meter Capability means a function or capability supported by a standard version of an Advanced Meter.</p>
<p>Network Area means a region or area in which the Parties have agreed Services will be available, as per Appendix 1.</p>
<p>No Read Code means a No Read Code which the Supplier delivers to you when unable to obtain a meter reading in accordance with this Services Schedule.</p>
<p>No Read ICP means an ICP for which the Supplier has delivered a No Read Code to you for three consecutive Register Reads under section 2.1.1. A No Read ICP will cease to be a No Read ICP on the Supplier notifying you in writing that the Advanced Meter at that ICP is ready and able to provide the Advanced Energy Services.</p>
<p>No Read Report means a report prepared by the Supplier in accordance with section 2.1.3.</p>
<p>On Demand refer to the Service Scheduling – On Demand definition.</p>
<p>Readable ICP means a Serviced ICP which is not:</p> <ul style="list-style-type: none">(i) an ICP where the Supplier provides only a current transformer; or(ii) a No Read ICP.
<p>Reconciliation Participant has the meaning given to that term in the Code.</p>
<p>Reconnection means the complete restoration of supply at an ICP, and Reconnect has a corresponding meaning.</p>
<p>Register Read means a Register Read under section 2.1.1 and includes a Substituted Register Read.</p>
<p>Remote Action means a real time remote request to an ICP to obtain the latest meter status, reading data or to instruct the meter to perform a function.</p>

POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

<p>Remote means:</p> <p>(a) in the context of a geographic location, an area of low population density and not within easy travel distance of main highways, usually averaging less than five ICPs per kilometre of publicly accessible road, or as otherwise agreed between the Parties (each acting reasonably), which will be reflected on marked up maps and/or tables to be provided by the Supplier; or</p> <p>(b) in the context of communications, the Supplier is able to communicate with Advanced Meter without needing to physically visit the Site.</p>
<p>Request Mechanism means the method by which a Service Request is made to the Supplier.</p>
<p>Request Period means, in relation to a particular Service or Service component, the times specified in the relevant Service Level during which this AES Agreement envisages you being entitled to submit a Service Request for the provision of that Service or Service component.</p>
<p>Response Times means, in relation to a particular Service or Service component, the time specified in the relevant Service Level by which the Supplier must have completed the steps required to respond to a Service Request. For clarity, Response Time does not include periods that fall outside the specified Execution Period.</p>
<p>Retailer Call Centre Hours means Business Days from 07:00am to 21:00pm and Saturdays from 08:00am to 17:00pm.</p>
<p>Return Documentation means the full set of documentation returned by the Supplier to you upon completion of a Service Request.</p>
<p>Return Mechanism means the method by which the Supplier will notify you of the outcomes of a Service Request.</p>
<p>Rural means areas of medium population density and areas within easy travel distance of main highways, usually averaging between 5 and 10 ICPs per kilometre of publicly accessible road, or as otherwise agreed between the Parties (each acting reasonably), which will be reflected on marked up maps and/or tables to be provided by the Supplier.</p>
<p>Scheduled Maintenance has the meaning set out in section 1.5.</p>
<p>Service Availability Process means the process agreed between you and the Supplier for determining whether an Advanced Meter at an ICP can deliver Advanced Energy Services.</p>
<p>Service Request or Request means a request for a particular Service, in the form agreed between the Parties, and completed by you with all required information so as to enable the Supplier to action the Service Request.</p>
<p>Service Scheduling – On Demand means that the Service is executed at an ad-hoc date and time.</p>
<p>Service Scheduling – Scheduled means that the Service is executed on a regular basis at an agreed date and time.</p>
<p>Site has the same meaning as <i>Customer Premises</i> in the General Terms.</p>
<p>Service Level or SLA means a service level described in this Services Schedule.</p>

<p>Stored Data means information provided from the Advanced Energy Services System.</p>
<p>Substituted Register Read means a provision of a Register Read from either day -1 or day -2 when a Register Read has not been collected from day 0.</p>
<p>Supplier means AMA and/or any other entity which provides Services under this AES Agreement.</p>
<p>Supplier Systems means the Advanced Energy Services System and the Supplier's associated systems.</p>
<p>Test House means an approved test house, as that term is defined in the Code.</p>
<p>Upgrade / Downgrade means to change the number of phases or the electrical current carrying capacity to the metering on a Site.</p>
<p>Urban means areas of high population density, for example cities, towns and their outskirts, usually with more than 10 ICPs per kilometre of publicly accessible road, or as otherwise agreed between the Parties (each acting reasonably), which will be reflected on marked up maps and/or tables to be provided by the Supplier.</p>
<p>Visit to Site means a physical visit to a Site.</p>

1.2 Interpretation

1.2.1 References

References in this Services Schedule to a "section" are to a section in this Services Schedule and references to a "clause" are to a clause in the General Terms, unless otherwise specified.

1.2.2 Precedence

To the extent there is any inconsistency between this Services Schedule and the General Terms, the General Terms will prevail.

1.3 Service Delivery

1.3.1 Rollout of Services

The Parties acknowledge that, unless otherwise agreed, the Services will be made available as Customers Switch and/or Advanced Meters are installed in response to Service Requests.

1.3.2 Compliance with Health, Safety and Environment Requirements and Code of Conduct

Where the delivery of any of the Services described in this Services Schedule require that the Supplier's personnel or subcontractors visit a Customer Site in order to provide the Service then all relevant health, safety and environmental requirements are complied with including in respect of any agents or subcontractors engaged in the provision of Services.

1.4 General KPI and SLA conditions

In addition to any specifically identified KPI and SLA conditions in this Services Schedule, the Supplier will have no liability under or in connection with this AES Agreement for any failure to meet any SLA or KPI under this Services Schedule if, and to the extent that, such failure was due to:

- (a) Force Majeure, or any other event outside Supplier's control (including any fault relating to the systems of any supplier or service provider to Supplier);

POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

- (b) Scheduled Maintenance being conducted by Supplier;
- (c) any fault or issue relating to your systems;
- (d) your failure to provide anything identified in this Services Schedule as a "Your Dependency" or a "Your Responsibility"; or
- (e) any act or omission of you, a contractor agent appointed by you, or a Customer.

1.5 Scheduled Maintenance

You acknowledge and agree that Supplier may conduct maintenance of Supplier Systems (***Scheduled Maintenance***). Scheduled Maintenance may impact Service provisioning and the Supplier's ability to meet KPIs and SLAs. The Supplier may conduct Scheduled Maintenance at any time, provided that:

- (a) Supplier has given at least one Business Day's notice to you, except in the cases of urgent or critical maintenance for which Supplier will endeavour to give at least one hour's notice; and
- (b) Supplier uses reasonable endeavours to conduct Scheduled Maintenance outside Business Hours and to minimise the effects of the Scheduled Maintenance on the Services.

Section 2: The Services

2.1 Meter Reading Services

2.1.1 No Comms Sites

Description:	Provision of meter installations that do not commission or have inconsistent communications and are not capable of providing remote services as envisaged by this AES Agreement.
Service Scheduling:	N/A
Request Mechanisms:	N/A
Return Mechanisms:	Via Email
Your Responsibilities	
Responsibility:	<p>You shall</p> <ul style="list-style-type: none"> • Inform the Customer that the meter installed is not Advanced Energy Services capable • Ensure that the non-Communicating meter is put onto a manual metering reading sequence on notification from the Supplier • At the request of Supplier, you will remove from the manual meter reading schedule if communications can be established
Supplier Responsibilities	
Responsibility:	<p>The Supplier shall;</p> <ul style="list-style-type: none"> • Ensure that all reasonable methods are taken at installation of the Advanced Meter to gain Communications prior to leaving Site • Where a meter has been identified as non-Communicating, Supplier shall take all agreed steps to rectify the communications • If Communication cannot be established, inform you based on the agreed criteria between both Parties that the meter is deemed to be non-Communicating • Continue to monitor non-Communicating meters on a regular basis to ensure that Communications are still not activated • Inform you at such a point that Communication has been established and all agreed criteria have been met • Request that you re-instate the Advanced meter reading sequence with the Supplier

POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

Service Levels	
Validation:	Agreed processes will be followed to validate and identify non-Communicating Sites
Notification:	Via agreed format
KPI	
All SLA and KPI reports are delivered accurate and on time:	n/a

POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

KPI:

Provide No Read Reports:	<i>Measure:</i>	All No Read Code reports are delivered within response time in Service Level specified for this Service
	<i>Conditions:</i>	None
Accuracy of No Read Reports:	<i>Measure:</i>	All No Read Code report contents are accurate and complete
	<i>Conditions:</i>	None

2.2 Business Operations Services

2.2.1 SLA & KPI Reports

Description:	The provision of a monthly SLA and KPI report to support service level agreements and monitoring
Business Outcomes:	Information is available to you for monitoring Service Levels and KPIs

ICP Coverage:	All Readable ICPs and No Read ICPs
Service Scheduling:	Monthly on a specified day
Request Mechanisms:	N/A
For Action By:	Supplier Systems
Return Mechanisms:	Bureau
Energy Type:	Electricity
Meter Capability:	N/A

Your Dependencies:

Report:	N/A
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Supplier Dependencies:

Report:	The report shall be in standard format for each Service Level and KPI
Responsibility:	The Supplier shall prepare the monthly report on: <ul style="list-style-type: none"> • performance against each Service Levels and KPI for each Service • the report shall cover a rolling 13 month period
Validation:	The Supplier shall analyse and validate monthly reports for accuracy prior to providing them to you
Notification:	The Supplier shall notify you of the reason for any failure to deliver the reports

Service Levels:

Provide SLA / KPI reports:	<i>Request Period:</i>	N/A
	<i>Execution Period:</i>	Business Hours

POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

	<i>Response Times:</i>	Within 15 Business Days following month end of previous calendar month
Mutually agreed report changes:	<i>Request Period:</i>	Business Hours
	<i>Execution Period:</i>	Business Hours
	<i>Response Times:</i>	By the next SLA and KPI report due date unless another delivery date is agreed

KPI:

Deliver SLA / KPI reports:	<i>Measure:</i>	The monthly report is delivered within response time in Service Level specified for this Service
	<i>Conditions:</i>	None
Completeness of SLA / KPI reports:	<i>Measure:</i>	All report contents are complete
	<i>Conditions:</i>	None

POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

2.2.2 Audit Reports

Description:	Provision to you of Supplier’s Code audit reports
Business Outcomes:	Information is available to you to confirm the Supplier’s compliance with the Code required under the Agreement

ICP Coverage:	N/A
Service Scheduling:	On Demand (annually)
Request Mechanisms:	Bureau
For Action By:	N/A
Return Mechanisms:	Bureau
Energy Type:	Electricity
Meter Capability:	N/A

Your Dependencies:

Code compliance:	You fulfil your obligations as the Code Reconciliation Participant
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Supplier Dependencies:

Code compliance:	The Supplier shall ensure your obligations as the Code Reconciliation Participant that are specifically outsourced under this AES Agreement are fulfilled by providing you with a copy of each annual Code audit report
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Service Levels:

Provide audit reports:	<i>Request Period:</i>	Business Hours
	<i>Execution Period:</i>	Business Hours
	<i>Response Times:</i>	Within ten Business Days of Supplier’s receipt of a final annual Code audit report from the Auditor

KPI:

Timely delivery of Code audit results:	<i>Measure:</i>	All Code audit reports are provided within response time in Service Level specified for this Service
	<i>Conditions:</i>	None

2.2.3 ICP Compliance Certification Reports

Description:	Provision to you of individual ICP certification documentation
Business Outcomes:	ICP certification documentation is available to assist with: <ul style="list-style-type: none"> • the internal complaints process • Electricity & Gas Complaints Commission resolution process

ICP Coverage:	Single Readable ICP and No Read ICP
Service Scheduling:	On Demand
Request Mechanisms:	Bureau
For Action By:	N/A
Return Mechanisms:	Bureau
Energy Type:	Electricity
Meter Capability:	N/A

Your Dependencies:

N/A

Supplier Dependencies:

ICP certification:	The Supplier shall provide Code compliance certification details and commissioning reports per ICP on request
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Service Levels:

ICP certification:	<i>Request Period:</i>	Business Hours
	<i>Execution Period:</i>	Business Hours
	<i>Response Times:</i>	By 5pm on the 10 th Business Day following the date that the Service Request was received. Best endeavours to deliver the report by the second Business Day after receipt of the Service Request.

KPI:

Provide ICP certification:	<i>Measure:</i>	ICP certification documentation is provided within response time in Service Level specified for this Service
	<i>Conditions:</i>	

POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

2.2.4 ICP Billing Report

Description:	The ICP Billing report is a supplementary report provided in conjunction with the monthly charges invoice
Business Outcomes:	Information provided to you to enable the reconciliation of Charges for Services provided by the Supplier

ICP Coverage:	Single Readable ICP and No Read ICP
Service Scheduling:	Monthly by the 10 th Business Day of each month
Request Mechanisms:	None
For Action By:	Supplier Systems
Return Mechanisms:	Bureau
Energy Type:	Electricity
Meter Capability:	N/A

Your Dependencies:

N/A

Supplier Dependencies:

Asset Report:	Supplier will provide the ICP Billing Report in a standard format
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Service Levels:

Asset Report:	<i>Request Period:</i>	NA
	<i>Execution Period:</i>	Business Hours
	<i>Response Times:</i>	By the 10th calendar day of each month, reasonable endeavours to deliver as soon as possible.

KPI:

Provide Asset Report:	<i>Measure:</i>	ICP Billing Report is provided within response time in Service Level specified for this Service
	<i>Conditions:</i>	None

2.3 Connection Control Services

2.3.1 Disconnection

Description:	The complete Disconnection of supply at an ICP by Remote Action, within agreed timeframe
Business Outcomes:	To cease total supply of energy at an ICP to a standard that is acceptable to the Distributor: <ul style="list-style-type: none"> • for Customer credit and debt management • when premises become vacant

ICP Coverage:	Single category 1 Readable ICP only (available only where the selected Advanced Meter configuration option controls all of the load at an ICP)
Service Scheduling:	On Demand
Request Mechanisms:	B2B or Email
For Action By:	Remote Action
Return Mechanisms:	B2B or Email
Energy Type:	Electricity
Meter Capability:	Supported

Your Dependencies:

Policy compliance:	All Disconnection policies have been followed and the correct management authorisation has been received
Service Failures:	You shall evaluate all Service failures and is responsible for initiating and managing all necessary Disconnection follow-up activities
Cancellations:	You shall have the ability to cancel a scheduled Disconnection Service Request if the Service Request has not already been actioned

Supplier Dependencies:

Validation:	The Supplier shall validate the Disconnection Service Request against its records to ensure that an Advanced Meter is on-Site at your ICP
Notification:	The Supplier shall notify you of the Disconnection Service Request outcome and the reasons for any failures

POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

Faults:	The Supplier will be responsible for the costs of investigating and resolving Communications and Advanced Meter faults unless you or your Customer are at fault as provided in the General Terms

Service Levels:

Disconnections:	<i>Request Period:</i>	Business Hours
	<i>Execution Period:</i>	Business Hours
	<i>Response Times:</i>	before 5pm on day of Service Request for at least 95% of Disconnection Service Requests where a Service Request has been received prior to 3pm on that Business Day
	<i>Execution Period:</i>	To be agreed
	<i>Response Times:</i>	To be agreed
Return Documentation:	<i>Request Period:</i>	N/A
	<i>Execution Period:</i>	Business Hours
	<i>Response Times:</i>	70% of Disconnection documentation to be returned to you within one Business Day of job being completed 100% of Disconnection documentation to be returned to you within two Business Days of job being completed.

KPI:

Remote Disconnection:	<i>Measure:</i>	95% of Disconnection Service Requests per calendar month completed within the service level response times established for the Disconnection Service Request.
	<i>Conditions:</i>	Maximum volume of Disconnection Service Requests in any day to be agreed by you and Supplier

2.3.2 Reconnection

Description:	The complete restoration of supply at an ICP
Business Outcomes:	To recommence total supply of energy at an Advanced Meter: <ul style="list-style-type: none"> • when a Customer complies with credit and debt management requirements • a Customer moves into a Disconnected vacant Site • when a Customer switches to you and the supply had been Disconnected at the ICP by the previous retailer

ICP Coverage:	Single category 1 Readable ICP only (available only where the selected Advanced Meter configuration option controls all of the load at an ICP)
Service Scheduling:	On Demand
Request Mechanisms:	B2B or Email
For Action By:	Remote Action
Return Mechanisms:	B2B or Email
Energy Type:	Electricity
Meter Capability:	Supported

Your Dependencies:

Policy compliance:	You will ensure all Reconnection policies have been followed. You will determine if a valid and current Certificate of Verification has been issued no more than six months before the date of Reconnection or restoration of supply and, if so, you will ensure you have sighted the relevant Certificate of Verification prior to submitting a request for remote reconnection.
Customer notification:	You have obtained the Customer’s agreement to the Reconnection terms and that the Customer is aware of the safety risks associated with the Reconnection
Request type:	You will request a Hard Reconnection to Remotely reconnect the total electricity supply at the ICP. No manual intervention is required.
Meter status:	The meter has been Disconnected Remotely (as far as you are aware)

POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

Invalid ICP:	<p>Where a Reconnection is requested for a Switching Customer for an ICP where you are not the retailer of record on the Registry and:</p> <ul style="list-style-type: none"> • the previous retailer rejects the Switch; or • incorrect ICP details are provided, <p>then you are responsible for the actual costs of returning the ICP to its original configuration</p>
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Supplier Dependencies:

Validation:	The Supplier shall validate the Reconnection Service Request against its records to ensure that Advanced Meter is on-Site at your ICP
Registry validation:	The Supplier shall validate the Reconnection Service Request against the Registry to confirm that you are the retailer at the ICP. If you are NOT listed in the Registry as the retailer of record at the ICP and the Reconnection Service Request is for a Switching customer then the Supplier shall action the Reconnection Service Request.
Notification:	The Supplier shall notify you of the Reconnection Service Request outcome and the reasons for any Failures
Faults:	The Supplier is responsible for the cost of investigating and resolving Communications and Meter Equipment faults, unless you or your Customer are at fault as provided in the General Terms

Service Levels:

Remote Reconnection:	<i>Request Period:</i>	Retailer Call Centre hours
	<i>Execution Period:</i>	Retailer Call Centre hours
	<i>Response Times:</i>	Within one hour for 95% of Reconnection Service Requests
Return Documentation:	<i>Request Period:</i>	N/A
	<i>Execution Period:</i>	Business Hours
	<i>Response Times:</i>	70% of documentation to be returned to you within one Business Day of job being completed 100% of documentation to be returned to you within two Business Days of job being completed.

KPI:

Remote Reconnection:	<i>Measure:</i>	95% of Reconnection Service Requests completed within the specified Service Level Response time (one hour)
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POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

	<i>Conditions:</i>	Measure excludes Service Requests that cannot be fulfilled for reasons outside the reasonable control of the Supplier
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2.3.3 Reconnection – Extended Hours

Description:	The complete restoration of supply at an ICP.
Business Outcomes:	To recommence total supply of energy at an Advanced Meter: <ul style="list-style-type: none"> • when a Customer complies with credit and debt management requirements; • a Customer moves into a Disconnected vacant Site; and • when a Customer switches to the Retailer and the supply had been Disconnected at the ICP by the previous retailer

ICP Coverage:	Single category 1 Readable ICP only (available only where the selected Advanced Meter configuration option controls all the load at an ICP). SmartCo ICPs are excluded from the extended hours Reconnection service.
Service Scheduling:	On Demand
Request Mechanisms:	B2B or email
For Action By:	Remote Action
Return Mechanisms:	B2B or email
Energy Type:	Electricity
Meter Capability:	Supported

Retailer Dependencies:

Policy compliance:	All Reconnection policies have been followed. The Retailer is responsible for ensuring the Site is fully compliant (e.g. Retailer sighting of the Certificate of Verification is required for site disconnected for 6 months or more) before making a request for a Remote Reconnection.
Customer notification:	The Retailer has obtained the Customer’s agreement to the Reconnection terms and that the Customer is aware of the safety risks associated with the Reconnection.
Request type:	The Retailer will request a Hard Reconnection to Remotely reconnect the total electricity supply at the ICP. Such request will be made during Extended Reconnection Service Hours.
Meter status:	The meter has been Disconnected Remotely (as far as the Retailer is aware).

POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

Invalid ICP:	Where a Reconnection is requested for a Switching Customer for an ICP where the Retailer is not the retailer of record on the Registry and: <ul style="list-style-type: none"> • the previous retailer rejects the Switch; or • incorrect ICP details are provided, then the Retailer is responsible for the actual costs of returning the ICP to its original configuration.

Supplier Dependencies:

Validation:	The Supplier shall validate the Reconnection Service Request against its records to ensure that an Advanced Meter is on-Site at the Retailer’s ICP and it is not a SmartCo ICP.
Registry validation:	The Supplier shall validate the Reconnection Service Request against the Registry to confirm that the Retailer is the Retailer at the ICP. If the Retailer is not listed in the Registry as the Retailer of record at the ICP and the Reconnection Service Request is for a Switching Customer, then the Supplier shall action the Reconnection Service Request.
Notification:	The Supplier shall notify the Retailer of the Reconnection Service Request outcome and the reasons for any Failures
Faults:	The Supplier is responsible for the cost of investigating and resolving Communications and Meter Equipment faults, unless the Retailer or Retailer’s Customer is at fault as provided in the Master Agreement

Service Levels:

Remote Reconnection:	<i>Request Period:</i>	Extended Reconnection Service Hours
	<i>Execution Period:</i>	Extended Reconnection Service Hours
	<i>Response Times:</i>	Within 2 hours for 95% of Reconnection Service Requests during Extended Reconnection Service Hours. Service Requests received between the hours of 19:00 and 00:00 will be excluded from the 2 hours response time.
Return Documentation:	<i>Execution Period:</i>	N/A
	<i>Response Times:</i>	Business Hours

POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

	<i>Response Times:</i>	<p>70% of documentation to be returned to the Retailer within one Business Day of job being completed</p> <p>100% of documentation to be returned to the Retailer within two Business Days of job being completed.</p>
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KPI:

Remote Reconnection:	<i>Measure:</i>	95% of Reconnection – Extended Hours Service Requests completed within the specified Service Level Response time.
	<i>Conditions:</i>	<p>Measure excludes:</p> <ul style="list-style-type: none"> • Service Requests that cannot be fulfilled for reasons outside the reasonable control of the Supplier; • Service Requests received between the hours of 19:00 and 00:00 will be excluded from the 2 hour response time; and • Any ICP in respect of which a Visit to Site is requested will be excluded from the Measure (as Reconnection cannot proceed until such Visit to Site has occurred).

2.3.4 Remote Tariff Change

Description:	The Remote reconfiguration of the tariff at an ICP
Business Outcomes:	The Advanced Meter installation is configured to match the requested tariff

ICP Coverage:	Individual category 1 Readable ICPs only
Service Scheduling:	On Demand
Request Mechanisms:	B2B or email
For Action By:	<ul style="list-style-type: none"> • Remote Action • Where a Visit to Site may be required to effect the tariff change the Supplier will inform you and you shall raise a Change Meter Equipment Service Request at your discretion.
Return Mechanisms:	Bureau
Energy Type:	Electricity
Meter Capability:	Supported

Your Dependencies:

Policy compliance:	All tariff change policies have been followed Where a Service Request for a Remote tariff change is issued, only a Remote tariff change is to be attempted (i.e. no Visit to Site to be undertaken)
Customer Notifications:	The Customer has been notified of and accepted the expected timeframe of the tariff change
Meter status:	The Site conditions, Advanced Meter, wiring and other required equipment can support the tariff requested (i.e. an electrician has been to Site if required)
Service failures:	You shall evaluate all Service Request failures and is responsible for initiating and managing all necessary tariff change follow-up activities
Cancellations:	You shall have the ability to cancel a scheduled tariff change as long as the Service Request has not been actioned

Supplier Assumptions:

Validation:	The Supplier shall validate the Service Request against their records to ensure that an Advanced Meter is on-site and that you are the nominated retailer on the Registry
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POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

Notification:	The Supplier shall notify you of the Service Request outcome and the reasons for any failures
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Service Levels:

Remote tariff change:	<i>Request Period:</i>	Business Hours
	<i>Execution Period:</i>	Business Hours
	<i>Response Times:</i>	Within two Business days for agreed volumes

KPI:

Remote tariff change:	<i>Measure:</i>	95% of Service Requests completed within the Service Level Response Times established for the Service Request,
	<i>Conditions:</i>	Maximum volume of Service Requests in any day to be agreed by you and Supplier

2.4 Data Services

2.4.1 Daily Register Read File

Description:	The provision of daily Register Read file; <ul style="list-style-type: none"> • a cumulative register reading from all meters at an ICP • No Read Codes when the reading is unavailable
Business Outcomes:	<ul style="list-style-type: none"> • Maintain legacy business operations specifically retailer billing systems • Provide actual meter readings to bill Customer's energy usage on a regular cycle • Comply with the Code

ICP Coverage:	All Readable ICPs
Service Scheduling:	Business Days
Request Mechanisms:	Automated
For Action By:	Supplier Systems
Return Mechanisms:	Automated Batch – read file (csv)
Energy Type:	Electricity
Meter Capability:	Supported

Your Dependencies:

Responsibilities:	<p>You shall:</p> <ul style="list-style-type: none"> • Update the Registry in accordance with the Code when: <ul style="list-style-type: none"> - An ICP is gained from another retailer - A new ICP is energised - A ICP has been de-energised • Accept switch requests in accordance with the Code when an ICP is lost to another retailer
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Supplier Dependencies:

Responsibilities:	<p>The Supplier:</p> <ul style="list-style-type: none"> • must attempt to gain a read • shall submit readings from the target read date • must submit a No Read Code where a Register Read for the preceding day or a Substituted Register Read is not available
Validations:	The Supplier validates data and investigates errors before referring to you for assistance

POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

Failure:	The Supplier corrects any data that fails your validation in accordance with the File Rejection Process
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Service Levels:

Register Read File delivery:	<i>Request Period:</i>	Daily read
	<i>Execution Period:</i>	Business Days
	<i>Response Times:</i>	Before 4:00pm Business Day+1 after the target read date
Advice of non-delivery of Register Read File:	<i>Request Period:</i>	N/A
	<i>Execution Period:</i>	N/A
	<i>Response Times:</i>	Before 4:00pm on the last day the Read File is due but not delivered
File Rejection Process:	<i>Request Period:</i>	N/A
	<i>Execution Period:</i>	N/A
	<i>Response Times:</i>	<ul style="list-style-type: none"> • Before 4.00pm or one hour after receipt of the error file from you (to manually delete any scheduled reads identified as incorrect and resubmit the read file) • An additional one hour from the resubmission of the read file, provided that required details are available within that timeframe (to manually create an additional read file containing the scheduled reads deleted from the previous read file in the appropriate format and submit to you).

KPI:

Register Read File :	<i>Measure:</i>	The Supplier will provide an actual read or substituted read for 96.0% or more of all Register Reads, If the Register Read file is rejected by you, then the File Rejection Process shall apply
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POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

	<i>Conditions:</i>	<p>Records in the error file are to be investigated by the Supplier with assistance from you as appropriate and where a No Read Code is delivered these are to be excluded from this KPI where the error is the fault of you or your Customer</p> <p>ICPs that have deemed to be non-Communicating Sites will be excluded from the KPI measure</p> <p>Sites where a potential communications fault has been identified to you for action will be excluded from the KPI measure</p> <p>Sites that have been identified as vacant or powered-off will be excluded from the KPI measure</p>
Quality and format of Register Read File:	<i>Measure:</i>	Each Register Read file is delivered to the agreed process and in the agreed format
	<i>Conditions:</i>	None

2.4.2 Interval Data Provision

Description:	The provision to you of an advanced interval data file for all ICPs obtained through the cyclic interrogation of all Advanced Meters,
Business Outcomes:	Access to all consumption data (that has changed since the last update) to support detailed analysis by you

ICP Coverage:	All Readable ICPs
Service Scheduling:	Calendar day
Request Mechanisms:	N/A
For Action By:	Stored data from Supplier Systems
Return Mechanisms:	File Transfer (csv)
Energy Type:	Electricity
Meter Capability:	Supported

Your Dependencies:

Formats:	You will; <ul style="list-style-type: none"> • Provide access to a SFTP point • Update the Registry as required
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Supplier Dependencies:

Information source:	Information will be provided from the Supplier’s Systems only
Data availability:	Interval data will be collected as it becomes available when the Supplier interrogates an Advanced Meter, i.e.: <ul style="list-style-type: none"> • the daily reading cycle per meter • whenever an On Demand read has taken place • whenever an out of cycle read has taken place
Data provision:	<ul style="list-style-type: none"> • The Supplier shall provide all interval data collected in the period up to 24 hours before the delivery time

Service Levels:

File delivery:	<i>Request Period:</i>	N/A
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POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

	<i>Execution Period:</i>	Calendar day
	<i>Response Times:</i>	Before 6:00pm on Business Day +2 after the target read date.

KPI:

File delivery:	<i>Measure:</i>	All files delivered within response time in Service Level specified for this Service
	<i>Conditions:</i>	N/A
Coverage:	<i>Measure:</i>	<p>A delivery of a minimum of 95% Completeness of Interval Data by Business Day +2after the target read date</p> <ul style="list-style-type: none"> • “Completeness” means the proportion of relevant meters for which all 48 half hour blocks are provided for a 24 hour period. Monthly Completeness figure expressed as a simple average of the results for the individual days in the month
	<i>Conditions:</i>	<ul style="list-style-type: none"> • Where a fault has been reported to you but you have not issued a Service Request for the Supplier to attend Site to rectify the fault

2.4.3 Event Status and Event Status Summary Report

Description:	A report detailing power outage, meter failure (fault and tamper) and power quality events
Business Outcomes:	<ul style="list-style-type: none"> • Access to event and tamper history data from the Advanced Meter when an ad-hoc enquiry is made about an ICP • Support business operations, such as fault identification, when used in conjunction with consumption and status data • Indicate types of device events in reports and count of these events

ICP Coverage:	All Readable ICPs
Service Scheduling:	Once per week
Request Mechanisms:	N/A
For Action By:	Supplier Systems
Return Mechanisms:	File Transfer (csv)
Energy Type:	Electricity
Meter Capability:	Supported

Your Dependencies:

Responsibilities	N/A
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Supplier Dependencies:

Responsibilities	Where requested the Supplier shall: <ul style="list-style-type: none"> • deliver an event status report that contains event data by ICP • deliver any new data since last data delivery • deliver an event status summary report
Validation:	The Supplier shall analyse and validate reports for accuracy prior to providing to you
Notification:	The Supplier shall notify you of the reason for any failure to deliver the report

Service Levels:

Event status report:	<i>Request Period:</i>	N/A
	<i>Execution Period:</i>	N/A

POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

	<i>Response Times:</i>	To be agreed
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KPI:

Provide Event Status Report:	<i>Measure:</i>	All reports are delivered within response time in Service Level specified for this Service
	<i>Conditions:</i>	None
Completeness of Event Status Report:	<i>Measure:</i>	All report contents are complete
	<i>Conditions:</i>	None

2.5 Field Services

2.5.1 New Connection – Category 1 Sites

Description:	Installation of Advanced Meter at a Category 1 ICP in a Network Area for the first time (i.e. ICP not previously connected for supply) or to change an unmetered builder's temporary supply to a permanent supply or the conversion of a metered builder's temporary supply to a permanent position
Business Outcomes:	<ul style="list-style-type: none"> The temporary or permanent supply to the ICP is connected, metered and the Site is certified as compliant with Code requirements. Advanced Meter is installed at an ICP and the meter is able to provide AES. Conditions and signal strength may not always allow an Advanced meter with comms to be installed.

ICP Coverage:	Single ICP only in a Network Area, and excluding Readable ICPs and No Read ICPs. Supplier may decline your Service Request for this Service at its sole discretion.
Service Scheduling:	On Demand
Request Mechanisms:	B2B or Email
For Action By:	Visit to Site
Return Mechanisms:	B2B or Email
Energy Type:	Electricity
Meter Capability:	N/A

Your Dependencies:

Responsibilities:	<p>You shall:</p> <ul style="list-style-type: none"> agree any changes or additions to configuration rules , as reasonably required by the Supplier to address electrical, register and tariff issues in each Network Area ensure that the ICP number has been issued by the Distributor provide the Site, meter installation and contact details required for the Supplier to install the Advanced Meter manage and pay the inspection fee or any other non-metering related fee directly with the field work contractors, if you have agreed to pay these fees
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POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

Customer Notifications:	<p>The Customer has been notified:</p> <ul style="list-style-type: none"> • of and accepted the expected timeframe of the Service Request • that preparing the Site for the new connection (wiring, certification, etc.) is the responsibility of the Customer and must be done prior to the Service being actioned
Cancellations:	You shall have the ability to cancel a Service Request

Supplier Dependencies:

Responsibilities:	<p>The Supplier shall progress each new connection Service Request as follows:</p> <ul style="list-style-type: none"> • Supplier to liaise with the Site electrician and inspector as required to co-ordinate timings of Visits to Site • If the electrician, electrical inspector, or Distributor approved living Agent is not the same person as the Supplier meter technician, the Supplier shall update the certificate of compliance and/or leave any relevant information on Site, to record the actions taken by the Supplier and the condition of the electrical installation and Advanced Meter installation upon leaving the Site. • Supplier to close the Service Request (without installing Advanced Meter) and return the details to you if the wiring and Site conditions are not ready for a New Connection Service Request to be actioned, or if the Customer, electrician, electrical inspector or Distributor approved living inspector fails to meet the agreed access or timing arrangements. • Supplier may close Service Request (without installing Advanced Meter) where on-Site conditions fall outside the categories agreed in the configuration rules as being eligible for Advanced Meter.
Notification:	The Supplier shall notify you of the Service Request outcome and the reasons for any failures

Service Levels:

New connection:	<i>Request Period:</i>	Retailer Call Centre Hours
	<i>Execution Period:</i>	Business Hours or by prior arrangement with the Customer
	<i>Response Times:</i>	Within 30 Business Days (unless otherwise specified by the customer)
Site liaison:	<i>Request Period:</i>	N/A
	<i>Execution Period:</i>	By agreement with the Customer, Site electrician and inspector

POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

	<i>Response Times:</i>	N/A
Return Documentation:	<i>Request Period:</i>	N/A
	<i>Execution Period:</i>	Business Hours
	<i>Response Times:</i>	<p>70% of documentation to be returned to you within one Business Day of job being completed.</p> <p>80% of documentation to be returned to you within two Business Days of job being completed.</p> <p>97% of documentation to be returned to you within three Business Days of job being completed.</p> <p>100% of documentation to be returned to you within four Business Days of job being completed.</p>

KPI:

New connection:	<i>Measure:</i>	All Service Requests are closed within response time in Service Level specified for this Service
	<i>Conditions:</i>	<ul style="list-style-type: none"> Supplier will close the Service Request (without installing Advanced Meter) and return the details to you if the wiring and Site conditions are not ready for a new connection Service Request to be actioned, or if the Customer, electrician, electrical inspector or Distributor approved living inspector fails to meet the agreed access or timing arrangements Supplier may close Service Request (without installing Advanced Meter) where Site conditions fall outside the categories agreed in the configuration rules as being eligible for Advanced Meter
Documentation:	<i>Measure:</i>	<p>All documentation is returned within response time in Service Level specified for this Service</p> <p>Documentation is to be full, complete and accurate</p>
	<i>Conditions:</i>	

2.5.2 New Connection – Category 2 Sites

Description:	Installation of Advanced Meter at a Category 2 ICP for the first time (i.e. ICP not previously connected for supply) or to change an unmetered builder’s temporary supply to a permanent supply or the conversion of a metered builder’s temporary supply to a permanent position
Business Outcomes:	<ul style="list-style-type: none"> • The temporary or permanent supply to the ICP is connected, metered and the Site is certified as compliant with the Code requirements. • Advanced Meter is installed at an ICP and the meter is able to process AES

ICP Coverage:	Single ICP Only in a Network Area, and excluding Readable ICPs and No Read ICPs. Supplier may decline your Service Request for this Service at its sole discretion.
Service Scheduling:	On Demand
Request Mechanisms:	B2B or Email
For Action By:	Visit to Site
Return Mechanisms:	B2B or Email
Energy Type:	Electricity
Meter Capability:	N/A

Your Dependencies:

Responsibilities:	<p>You shall:</p> <ul style="list-style-type: none"> • agree any changes or additions to configuration rules, as reasonably required by the Supplier to address electrical, register and tariff issues in the Network Area • ensure that the ICP number has been issued by the Distributor • provide the Site, meter installation and contact details required for the Supplier to install the Advanced Meter • manage and pay the inspection fee or any other non-metering related fee directly with the field work contractors if you have agreed to pay these fees • request current transformers (which includes wiring diagrams and supporting equipment) be sent to a switchboard manufacturer
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POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

Customer Notifications:	<p>The Customer has been notified:</p> <ul style="list-style-type: none"> • of and accepted the expected timeframe of the Service Request • that preparing the Site for the new connection (wiring, certification, etc) is the responsibility of the Customer and must be done prior to the Service being actioned
Cancellations:	You shall have the ability to cancel a Service Request

Supplier Dependencies:

Responsibilities:	<p>The Supplier shall progress each new connection Service Request as follows:</p> <ul style="list-style-type: none"> • Supply current transformers and wiring diagrams and supporting equipment to switch board manufacturers (if requested) in a timely manner to allow the current transformers to be integrated into the switchboard at time of manufacture • If not already installed, install appropriate current transformers and supporting equipment and wiring • Supplier to liaise with the Site electrician and inspector as required to co-ordinate timings of Visits to Site • If the electrician, electrical inspector, or Distributor-approved living agent is not the same person as Supplier’s meter technician, the Supplier shall update the Certificate of Compliance and/or leave any relevant information on Site, to record the actions taken by the Supplier and the condition of the electrical installation and meter installation upon leaving the Site. • Supplier to close the Service Request (without installing Advanced Meter) and return the details to you if the wiring and Site conditions are not ready for a New Connection Service Request to be actioned, or if the Customer, electrician, electrical inspector or Distributor approved living agent fails to meet the agreed access or timing arrangements. • Supplier may close Service Request (without installing Advanced Meter) where Site conditions fall outside the categories agreed in the configuration rules as being eligible for Advanced Meter.
Notification:	The Supplier shall notify you of the Service Request outcome and the reasons for any failures

Service Levels:

New connection:	<i>Request Period:</i>	Retailer Call Centre Hours
	<i>Execution Period:</i>	Business Hours or by prior arrangement with the Customer
	<i>Response Times:</i>	Within 30 Business Days (unless otherwise specified by the customer)

POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

Site liaison:	<i>Request Period:</i>	N/A
	<i>Execution Period:</i>	By agreement with the Customer, Site electrician and inspector
	<i>Response Times:</i>	N/A
Return Documentation:	<i>Request Period:</i>	N/A
	<i>Execution Period:</i>	Business Hours
	<i>Response Times:</i>	<p>70% of documentation to be returned to you within one Business Day of job being completed.</p> <p>80% of documentation to be returned to you within two Business Days of job being completed.</p> <p>97% of documentation to be returned to you within three Business Days of job being completed.</p> <p>100% of documentation to be returned to you within four Business Days of job being completed.</p>

KPI:

New Connection:	<i>Measure:</i>	All Service Requests are closed within response time in Service Level specified for this Service
	<i>Conditions:</i>	<ul style="list-style-type: none"> Supplier will close the Service Request (without installing Advanced Meter) and return the details to you if the wiring and Site conditions are not ready for a new connection Service Request to be actioned, or if the Customer, electrician, electrical inspector or Distributor approved living inspector fails to meet the agreed access or timing arrangements Supplier may close Service Request (without installing Advanced Meter) where Site conditions fall outside the categories agreed in the configuration rules as being eligible for Advanced Meter
Documentation:	<i>Measure:</i>	<p>All documentation is returned within response time in Service Level specified for this Service</p> <p>Documentation is to be full, complete and accurate</p>
	<i>Conditions:</i>	

2.5.3 Install Meter

Description:	Installation of Advanced Meter at a Site that has metering other than an Advanced Meter
Business Outcomes:	<ul style="list-style-type: none"> • Standard metering is replaced by an Advanced Meter at an existing Site and the Advanced Meter is able to provide AES • Advanced Meter is compliant with the Code requirements and certified to Test House requirements

ICP Coverage:	Single ICP in a Network Area, excluding Readable ICPs and No Read ICPs Supplier may decline your Service Request for this Service at its sole discretion.
Service Scheduling:	On Demand
Request Mechanisms:	B2B or Email
For Action By:	Visit to Site
Return Mechanisms:	B2B or Email
Energy Type:	Electricity
Meter Capability:	NA

Your Dependencies:

Customer notification:	<ul style="list-style-type: none"> • The Customer has been notified of and accepted the expected timeframes of the Service Request • You to agree any changes or additions to configuration rules as reasonably required by the Supplier to address electrical, register and tariff issues in the Network Area.
Cancellations:	You shall have the ability to cancel a Service Request

Supplier Dependencies:

Responsibilities:	<p>The Supplier shall return the removed meters to the meter owner</p> <p>The Supplier shall use reasonable endeavours to ensure there is only one metering equipment owner after completion of the job unless Distributor rules prohibit this. Reasonable endeavours to include Supplier attempting to purchase equipment (such as current transformers, relays etc) from the other owner, or displacing that equipment if necessary.</p> <p>The Supplier shall close the Service Request (without installing Advanced Meter) and return the details to you if the wiring and Site conditions are not ready for an install meter Service Request to be actioned, or if the Customer, electrician, electrical inspector or Distributor approved livening inspector fails to meet the agreed access or timing arrangements.</p> <p>Supplier may close Service Request (without installing Advanced Meter) where on-Site conditions fall outside the categories agreed in the Configuration Rules as being eligible for Advanced Meter.</p> <p>Supplier may close Service Request (without installing Advanced Meter)</p>
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Service Levels:

Install meter:	<i>Request Period:</i>	Retailer Call Centre Hours
	<i>Execution Period:</i>	Business Hours or by prior arrangement with the Customer
	<i>Response Times:</i>	Within five Business Days, subject to a maximum volume to be agreed between the Supplier and you
Return Documentation:	<i>Request Period:</i>	N/A
	<i>Execution Period:</i>	Business Hours
	<i>Response Times:</i>	<p>70% of documentation to be returned to you within one Business Day of job being completed.</p> <p>80% of documentation to be returned to you within two Business Days of job being completed.</p> <p>97% of documentation to be returned to you within three Business Days of job being completed.</p> <p>100% of documentation to be returned to you within four Business Days of job being completed.</p>

POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

KPI:

Install meter:	<i>Measure:</i>	All Service Requests are actioned within response time in Service Level specified for this Service
	<i>Conditions:</i>	<p>The Supplier shall close the Service Request (without installing Advanced Meter) and return the details to you if the wiring and Site conditions are not ready for an install meter Service Request to be actioned, or if the Customer, electrician, electrical inspector or Distribution approved liveness inspector fails to meet the agreed access or timing arrangements.</p> <p>Supplier may close Service Request (without installing Advanced Meter) where Site conditions fall outside the categories agreed in the configuration rules as being eligible for Advanced Meter.</p>
Documentation:	<i>Measure:</i>	<p>All documentation is returned within response time in Service Level specified for this Service</p> <p>Documentation is to be full, complete and accurate</p>
	<i>Conditions:</i>	None

2.5.4 Change Meter Equipment

Description:	<p>Change the Advanced Meter at an installation for:</p> <ul style="list-style-type: none"> • replacement, relocation, removal or addition of additional Advanced Metering Infrastructure • upgrades/downgrades, including reasonable liaison with Distributor if needed • combining/ centralising ICPs • installation of equipment and configuration changes for your load control
Business Outcomes:	<p>Advanced Meter is changed at the ICP when:</p> <ul style="list-style-type: none"> • a Customer requests Services that are not able to be provided by existing equipment, at the equipment’s existing location or the configuration at the ICP • you introduce a new product or service which is not supported by the Advanced Meter installed at the ICP <p>The Advanced Metering Infrastructure at the Site is compliant with the Code requirements and certified to Test House requirements</p>

ICP Coverage:	Single Readable ICP and No Read ICP (but only in areas where install meter and new connection Services are available).
Service Scheduling:	On Demand
Request Mechanisms:	B2B or Email
For Action By:	Visit to Site
Return Mechanisms:	B2B or Email
Energy Type:	Electricity
Meter Capability:	N/A

Your Dependencies:

Responsibilities:	<p>You shall advise what type of Service outcome is required</p> <p>You to agree any changes or additions to configuration rules, as reasonably required by the Supplier to address electrical, register and tariff issues in the Network Area.</p>
Customer Notifications:	<p>The Customer has been notified:</p> <ul style="list-style-type: none"> • of and accepted the expected timeframe of the Service Request • that wiring and Site changes are the responsibility of the Customer and must be done prior to the Service being actioned

POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

Cancellations:	You shall have the ability to cancel a Service Request
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Supplier Dependencies:

Responsibilities:	<p>The Supplier shall close the Service Request and not action the Service Request if the wiring and Site conditions cannot support the meter change requested or if the Customer, electrician, electrical inspector or Distributor approved livening inspector fails to meet the agreed access or timing arrangements.</p> <p>Supplier may close Service Request (without completing work requested) where Site conditions fall outside the categories agreed in the configuration rules as being eligible for the work requested.</p>
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Service Levels:

All changes (except upgrade/downgrade and CT Metering):	<i>Request Period:</i>	Retailer Call Centre Hours
	<i>Execution Period:</i>	Business Hours or by prior arrangement with the Customer
	<i>Response Times:</i>	Within five Business Days or as agreed with the Distributor
Upgrade / downgrade; CT Metering:	<i>Request Period:</i>	Business Hours
	<i>Execution Period:</i>	Business Hours or by prior arrangement with the Customer
	<i>Response Times:</i>	Within 20 Business Days or as agreed with the Distributor
Return Documentation:	<i>Request Period:</i>	Business Hours
	<i>Execution Period:</i>	Business Hours
	<i>Response Times:</i>	<p>70% of documentation to be returned to you within one Business Day of job being completed.</p> <p>80% of documentation to be returned to you within two Business Days of job being completed.</p> <p>97% of documentation to be returned to you within three Business Days of job being completed.</p> <p>100% of documentation to be returned to you within four Business Days of job being completed.</p>

KPI:

Change Meter Equipment:	<i>Measure:</i>	All meter equipment changes are completed (or the Service Request closed) within response time in Service Level specified for this Service
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POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

	<i>Conditions:</i>	<p>The Supplier shall close the Service Request and not action the Service Request if the wiring and Site conditions cannot support the meter change requested or if the Customer, electrician, electrical inspector or Distributor approved liveness inspector fails to meet the agreed access or timing arrangements.</p> <p>Supplier may close Service Request (without completing work requested) where Site conditions fall outside the categories agreed in the configuration rules as being eligible for the work requested.</p>
Documentation:	<i>Measure:</i>	<p>All documentation is returned within response time in Service Level specified for this Service</p> <p>Documentation is to be full, complete and accurate</p>
	<i>Conditions:</i>	None

2.5.5 Test Meter Equipment

Description:	Investigation into the accuracy of Advanced Meter at an ICP and provision of a test report to you. Any removed Advanced Meter is to be held in quarantined storage for six months following the test
Business Outcomes:	Confirmation of the measured accuracy of Advanced Meter at an ICP in response to a Customer query or suspected inaccurate metering

ICP Coverage:	Single Readable ICPs and No Read ICPs in Network Areas
Service Scheduling:	On Demand
Request Mechanisms:	B2B or Email
For Action By:	<ul style="list-style-type: none"> • Visit to Site • Test laboratory
Return Mechanisms:	B2B or Email
Energy Type:	Electricity
Meter Capability:	Core

Your Dependencies:

Responsibilities:	You shall advise the Supplier what metering equipment requires testing (including slave meters)
Customer Notifications:	The Customer has been notified of and accepted the expected timeframes of the Service Request
Cancellations:	You shall have the ability to cancel a Service Request

Supplier Dependencies:

Responsibilities:	<p>The Supplier:</p> <ul style="list-style-type: none"> • shall only test the metering equipment on Site where the Supplier Test House procedures specifically authorise this procedure • shall remove the Advanced Metering Infrastructure that requires testing if not tested on Site and replace on a like-by-like basis • shall test the accuracy of cumulative KWh register read(s) only • shall provide a Test House report to you • shall not distribute the Test House report to any other parties except the meter manufacturer without your permission • shall not comment on the accuracy of the metering equipment to the Customer or any other person, but may (at its discretion) offer advice to the Customer of other potential issues, for example potentially faulty water heating thermostat • shall hold the tested Advanced Metering Infrastructure that was removed from Site in quarantined storage for a period of six months
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Service Levels:

Test Meter Equipment request:	<i>Request Period:</i>	Retailer Call Centre Hours
	<i>Execution Period:</i>	Business Hours or by prior arrangement with the Customer
	<i>Response Times:</i>	Within five Business Days
Return Documentation:	<i>Request Period:</i>	N/A
	<i>Execution Period:</i>	Business Hours
	<i>Response Times:</i>	<p>70% of documentation to be returned to you within one Business Day of job being completed.</p> <p>80% of documentation to be returned to you within two Business Days of job being completed.</p> <p>97% of documentation to be returned to you within three Business Days of job being completed.</p> <p>100% of documentation to be returned to you within four Business Days of job being completed.</p>
Test Lab report:	<i>Request Period:</i>	Business Hours
	<i>Execution Period:</i>	Business Hours

POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

	<i>Response Times:</i>	Within fifteen Business Days of completion.
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KPI:

Test Meter Equipment:	<i>Measure:</i>	All meter equipment tests are completed within response time in Service Level specified for this Service
	<i>Conditions:</i>	None
Accuracy of test results:	<i>Measure:</i>	All meter equipment tests are accurate
	<i>Conditions:</i>	None
Documentation:	<i>Measure:</i>	All documentation is returned within response time in Service Level specified for this Service Documentation is to be full, complete and accurate
	<i>Conditions:</i>	None

2.5.6 Decommission ICP

Description:	Total Disconnection of supply and removal of all Advanced Metering Infrastructure in such a way that the Site is left safe and meets Distributor’s reasonable requirements
Business Outcomes:	Supply to an ICP is safely disconnected and all Advanced Metering Infrastructure is removed from the Site no longer required
Service Definition	Decommission ICP Service Definition v2.0 dated 1st July 2011

ICP Coverage:	Any ICP where the Supplier’s Advanced Meter is installed.
Service Scheduling:	On Demand
Request Mechanisms:	B2B or Email
For Action By:	Visit to Site
Return Mechanisms:	B2B or Email
Energy Type:	Electricity
Meter Capability:	N/A

Your Dependencies:

Responsibilities:	<p>You shall:</p> <ul style="list-style-type: none"> • advise the Supplier what metering equipment requires decommissioning • agree the process with the Supplier for the decommissioning of the Advanced Metering Infrastructure in line with usual practice in the Network Area.
Customer Notifications:	The Customer has been notified of and accepted the expected timeframes of the Service Request
Cancellations:	You shall have the ability to cancel a Service Request

Supplier Dependencies:

Responsibilities:	<p>The Supplier:</p> <ul style="list-style-type: none"> • must ensure that the supply is totally Disconnected to a Site • shall remove all Advanced Metering Infrastructure • must meet Distributor requirements for decommissioning a Site
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POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

Service Levels:

Decommission meter:	<i>Request Period:</i>	Retailer Call Centre Hours
	<i>Execution Period:</i>	Business Hours or by prior arrangement with the Customer
	<i>Response Times:</i>	Within 30 Business Days or by arrangement with the Customer
Return Documentation:	<i>Request Period:</i>	Business Hours
	<i>Execution Period:</i>	Business Hours
	<i>Response Times:</i>	70% of documentation to be returned to you within one Business Day of job being completed. 80% of documentation to be returned to you within two Business Days of job being completed. 97% of documentation to be returned to you within three Business Days of job being completed. 100% of documentation to be returned to you within four Business Days of job being completed.

KPI:

Decommission meter:	<i>Measure:</i>	All meters are decommissioned within response time in Service Level specified for this Service
	<i>Conditions:</i>	None
Documentation:	<i>Measure:</i>	All documentation is returned within response time in Service Level specified for this Service Documentation is to be full, complete and accurate
	<i>Conditions:</i>	None

2.5.7 Resolve Meter Equipment Fault

Description:	Investigation and resolution of disruption or interference to a Customer's supply, or to the Advanced Meter that is not caused by known Distribution Network problems. This includes any controlled load as well as the main supply
Business Outcomes:	Restoration of supply, service and correct metering functionality when a fault with Advanced Meter occurs at an ICP or the Customer is advised of an issue that requires their own electrician

ICP Coverage:	Any ICP where the Supplier's Advanced Meter is installed
Service Scheduling:	On Demand
Request Mechanisms:	B2B or Email
For Action By:	Visit to Site
Return Mechanisms:	B2B or Email
Energy Type:	Electricity
Meter Capability:	N/A

Your Dependencies:

Responsibilities:	You shall: <ul style="list-style-type: none"> ensure that meter equipment faults are only raised when there are no network faults (as far as you are aware)
Cancellations:	You shall have the ability to cancel a Service Request

Supplier Dependencies:

Responsibilities:	The Supplier shall arrange for Site access directly with the Customer as required
Notification:	The Supplier shall notify you of the Service Request outcome and the reasons for any failures
Restoration:	For urgent Service Requests the Supplier shall restore supply to the Customer using permanent or temporary means available Where the Supplier has used temporary measures to repair urgent faults with the Advanced Meter equipment then the Supplier shall permanently restore supply and meter functionality

Service Levels:

Urgent meter fault:	<i>Request Period:</i>	Any time
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POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

	<i>Execution Period:</i>	As requested
	<i>Response Times:</i>	Within four hours (Urban) Within six hours (Rural) Within one Business Day (Remote)
	<i>Execution Period:</i>	As requested
	<i>Response Times:</i>	Within four hours (Urban) Within six hours (Rural) Within one Business Day (Remote)
Change temporary repairs to permanent repairs:	<i>Request Period:</i>	N/A
	<i>Execution Period:</i>	Business Hours
	<i>Response Times:</i>	As soon as possible and in any event within one Business Day of remedying urgent meter fault
Non-urgent meter fault:	<i>Request Period:</i>	Retailer Call Centre Hours
	<i>Execution Period:</i>	Business Hours
	<i>Response Times:</i>	Within five Business Days
Return Documentation:	<i>Request Period:</i>	N/A
	<i>Execution Period:</i>	Business Hours
	<i>Response Times:</i>	70% of documentation to be returned to you within one Business Day of job being completed. 80% of documentation to be returned to you within two Business Days of job being completed. 97% of documentation to be returned to you within three Business Days of job being completed. 100% of documentation to be returned to you within four Business Days of job being completed.

KPI:

Urgent meter fault:	<i>Measure:</i>	All urgent meter faults are completed within response time in Service Level specified for this Service
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POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

	<i>Conditions:</i>	Documented Customer complaint received
Change temporary repairs to permanent repairs:	<i>Measure:</i>	All temporary repairs are replaced with permanent repairs within response time in Service Level specified for this Service
	<i>Conditions:</i>	None
Non-urgent meter fault:	<i>Measure:</i>	All non-urgent meter faults are completed within response time in Service Level specified for this Service
	<i>Conditions:</i>	None
Documentation:	<i>Measure:</i>	All documentation is returned within response time in Service Level specified for this Service Documentation is to be full, complete and accurate
	<i>Conditions:</i>	None

2.5.8 Resolve Communications Failure

Description:	Investigation and resolution of Communications failure Advanced Metering Infrastructure
Business Outcomes:	<ul style="list-style-type: none"> Restoration of Communications between the Supplier and the Advanced Meter Notification of up-to-date Customer contact and Site hazard information in case a Visit to Site is needed To ensure you have a record of the Visit to Site in case of a Customer enquiry

ICP Coverage:	Any ICP where the Supplier’s Advanced Meter is installed
Service Scheduling:	On Demand, in response to the Supplier’s Service Request
Request Mechanisms:	B2B or Email
For Action By:	Visit to Site
Return Mechanisms:	B2B or Email
Energy Type:	Electricity
Meter Capability:	Core

Your Dependencies:

Responsibilities:	<p>You shall:</p> <ul style="list-style-type: none"> raise a Service Request for ICPs as advised by the Supplier not raise a Service Request when the Site is Disconnected (as far as you are aware) pay the agreed Service Charge if the Supplier can reasonably demonstrate that the Communications fault or failure resulted from actions of you, your Agent, or your Customer
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Supplier Dependencies:

Supplier notification:	The Supplier shall send a Service Request to you to advise when a Visit to Site may be required
Responsibilities:	<p>The Supplier:</p> <ul style="list-style-type: none"> shall investigate and resolve the Communications failure arrange access where required
Failure:	If Communications cannot be resolved using the agreed solutions, the Service Request shall be closed and this ICP shall follow the Service Availability Process

POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

Service Levels:

You raise a Service Request following Supplier notification:	<i>Request Period:</i>	Business Hours
	<i>Execution Period:</i>	Business Hours
	<i>Response Times:</i>	Within three Business Days
Restore Communications:	<i>Request Period:</i>	Business Hours
	<i>Execution Period:</i>	Business Hours by prior arrangement with the Customer
	<i>Response Times:</i>	Within 10 Business Days, 100% of Visits to Site to be complete (from the date that you have provided confirmation to proceed)
Return Documentation:	<i>Request Period:</i>	N/A
	<i>Execution Period:</i>	Business Hours
	<i>Response Times:</i>	70% of documentation to be returned to you within one Business Day of job being completed. 80% of documentation to be returned to you within two Business Days of job being completed. 97% of documentation to be returned to you within three Business Days of job being completed. 100% of documentation to be returned to you within four Business Days of job being completed.

KPI:

Resolve communications failure:	<i>Measure:</i>	All Communications failure Service Requests are closed within response time in Service Level specified for this Service
	<i>Conditions:</i>	None
Documentation:	<i>Measure:</i>	All documentation is returned within response time in Service Level specified for this Service Documentation is to be full, complete and accurate
	<i>Conditions:</i>	None

2.5.9 Metering Investigation

Description:	An on Site investigation to confirm or correct Advanced Meter or Site details
Business Outcomes:	Accurate metering or Site information is provided to you to confirm or update your records

ICP Coverage:	Any ICP where the Supplier’s Advanced Meter is installed
Service Scheduling:	On Demand
Request Mechanisms:	B2B or Email
For Action By:	Visit to Site
Return Mechanisms:	B2B or Email
Energy Type:	Electricity
Meter Capability:	N/A

Your Dependencies:

Responsibility:	You shall advise what requires investigation
Customer Notifications:	You advise the Customer of the expected timeframes where the request is Customer initiated
Cancellations:	You shall have the ability to cancel a Service Request

Supplier Dependencies:

Responsibility:	<p>The Supplier shall:</p> <ul style="list-style-type: none"> • provide sufficient information to resolve your reasonable request • arrange appointment with the Customer if required • carry out necessary investigative work to fully investigate your Service Request, i.e. work on neighbouring ICPs where approval is given
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Service Levels:

Meter Investigations:	<i>Request period:</i>	Retailer Call Centre Hours
	<i>Execution period:</i>	Business Hours or by prior arrangement with the Customer

POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

	<i>Response times:</i>	Within five Business Days
Return Documentation:	<i>Request Period:</i>	N/A
	<i>Execution Period:</i>	Business Hours
	<i>Response Times:</i>	70% of documentation to be returned to you within one Business Day of job being completed. 80% of documentation to be returned to you within two Business Days of job being completed. 97% of documentation to be returned to you within three Business Days of job being completed. 100% of documentation to be returned to you within four Business Days of job being completed.

KPI:

Metering investigation:	<i>Measure:</i>	All meter investigations occur within response time in Service Level specified for this Service
	<i>Conditions:</i>	None
Documentation:	<i>Measure:</i>	All documentation is returned within response time in Service Level specified for this Service Documentation is to be full, complete and accurate
	<i>Conditions:</i>	None

2.5.10 Revenue Assurance Investigation

Description:	<ul style="list-style-type: none"> Investigation into potential revenue loss circumstances at an ICP and provision of a revenue assurance report Restoration of Sites to a Code compliant state where required Quarantining of Meters which are removed as a result of a revenue assurance investigation
Business Outcomes:	Revenue assurance report provided to you to confirm whether or not revenue loss has occurred at an ICP, the reasons why any loss has occurred and that the ICP meets all compliance requirements on completion of the service

ICP Coverage:	Any ICP where the Supplier’s Advanced Meter is installed
Service Scheduling:	On Demand
Request Mechanisms:	B2B or Email
For Action By:	Visit to Site
Return Mechanisms:	B2B or Email
Energy Type:	Electricity
Meter Capability:	N/A

Your Dependencies:

Policy compliance:	<p>All revenue assurance investigation policies (as agreed between you and Supplier) have been followed</p> <p>You to agree to bear additional costs if it requires extraordinary ICP restoration activities</p>
Cancellations:	You shall have the ability to cancel a Service Request

Supplier Dependencies:

Responsibility:	<p>The Supplier shall:</p> <ul style="list-style-type: none"> • Comply with revenue assurance investigation policies agreed between you and the Supplier • utilise personnel authorised by the Supplier to undertake this work • use reasonable endeavours to ensure that the personnel undertaking the investigation are available, as reasonably required, for subsequent Court proceedings if they are still employed by the subcontractor that undertook the investigation. • conduct all activities to agreed evidential standards • restore the Site to a fully Code compliant state, provided that where extraordinary ICP restoration activities are necessary, you must first have agreed to bear any additional costs arising as a result of those activities
Report:	<p>The revenue assurance investigation report will provide documented evidence and photographs (in the agreed format) to verify or disprove revenue loss</p>

Service Levels:

Revenue assurance investigation:	<i>Request Period:</i>	Retailer Call Centre Hours
	<i>Execution Period:</i>	Business Hours
	<i>Response Times:</i>	Within five Business Days
Return Documentation:	<i>Request Period:</i>	N/A
	<i>Execution Period:</i>	Business Hours
	<i>Response Times:</i>	<p>70% of documentation to be returned to you within one Business Day of job being completed.</p> <p>80% of documentation to be returned to you within two Business Days of job being completed.</p> <p>97% of documentation to be returned to you within three Business Days of job being completed.</p> <p>100% of documentation to be returned to you within four Business Days of job being completed.</p>

KPI:

Revenue assurance investigation:	<i>Measure:</i>	All revenue assurance investigations are completed within response time in Service Level specified for this Service
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POSTED TERMS - TERMS AND CONDITIONS FOR THE PROVISION OF ADVANCED METERING SERVICES (SWITCHING)

	<i>Conditions:</i>	Availability of personnel if requested by you for subsequent court proceedings is not guaranteed, does not form part of the Service Levels, and additional Charges will apply
Documentation:	<i>Measure:</i>	All documentation is returned within response time in Service Level specified for this Service Documentation is to be full, complete and accurate
	<i>Conditions:</i>	

Appendix 1 – Network Areas

The following table identifies the regions or areas in which the Parties have agreed Services will be available:

Network Company	Network Region	Serviced Under This AES Agreement?
Top Energy	Northland	Yes
Northpower	Whangarei	Yes
Vector	North Shore	Yes
Vector	West Auckland	Yes
Vector	Auckland City/South	Yes
Counties Power	Pukekohe	No
WEL Networks	Waikato	Yes
Waipa Networks	South Waikato	Yes
Horizon Energy	Bay of Plenty	Yes
Powerco	Thames Valley	Yes
PowerCo	Bay of Plenty	Yes
PowerCo	Western N.I.	Yes
PowerCo	Wairarapa	Yes
The Lines Company	King Country	No
Unison	Rotorua/Taupo	Yes
Eastland Networks	Gisborne/Hawkes Bay	Yes
Unison	Hawkes Bay	Yes
Scanpower	Hawkes Bay	Yes
Centralines	Hawkes Bay	Yes
Electra	Kapiti	Yes
Wellington Ellectric	Wellington	Yes
Network Tasman	Tasman	Yes
Nelson Electricity	Nelson	Yes
Marlborough Lines	Marlborough	Yes
Mainpower	North Canterbury	Yes
Orion	Christchurch	Yes
Electricity Ashburton Networks	Mid Canterbury	Yes
Network Waitaki	South Canterbury	No
Westpower	West Coast	Yes
Buller Electricity	West Coast	Yes
Alpine Energy	Otago	No
OtagoNet Joint Venture	Otago	Yes
Aurora Energy- Otago	Otago	Yes
Aurora Energy- Dunedin	Dunedin	Yes
PowerNet – Invercargill (Electricity Invercargill)	Invercargill	Yes
PowerNet – Southland (The Power Company)	Southland	Yes