

# Power of Choice Electrical Contractor Information Pack One

23 October 2017



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# Gentle Introduction to 'PoC-speak'

Provides a quick explanation of the following terms:

## 1. PoC

- Power of Choice is a suite of reforms and changes to the electricity regulatory framework as part of a national emphasis on encouraging energy consumers to better understand their energy usage and how that impacts the electricity network. Power of Choice will provide customers with more options to manage and control their electricity consumption and energy bills.

## 2. PoC Exempt

- Some remote areas of Queensland are exempt from the PoC reforms. In these areas, the Distribution Network Service Provider (DNSP) such as Ergon Energy Network or Energex, retailers and Electrical Contractors will continue to follow existing practice in relation to supply and metering.

## 3. Meter Provider (MP)

- Meter Providers will be nominated by either the Meter Coordinator, the Retailer or a large customer and will be responsible for the installation and maintenance of all contestable meters including new Type 4 digital interval meters after 1 Dec.

## 4. Meter Coordinator (MC)

- Retailers and large customers will appoint a Metering Co-Ordinator, Meter Provider and Meter Data Provider to provide a range of metering services to them.

## 5. Meter Isolation Link (MIL)

- The Energex or Ergon Energy Network field crew, when performing work as a DNSP, will only connect supply to a meter isolation link (MIL) following the introduction of the PoC reforms.

# Brief refresher on the Power of Choice (PoC) Reforms

Power of Choice (PoC) is a national reform to the electricity industry. The PoC reforms will be introduced from 1 Dec 2017.

These reforms are designed to increase competition in the electricity supply chain, establish new players in the market and provide customers with access to more information about their electricity consumption.

PoC will see the introduction of shared market protocols which are agreements between Distributors (Ergon Energy Network and Energex), Retailers and Meter Providers (MP) around 'who will do what' when delivering electricity services to small customers – and how the various roles will work together.

***Electrical Contractors (and solar installers) will notice changes in the way that work is completed on site as well as a change to the type of work that can be performed by the Ergon Energy Network and Energex field crew.***

## The PoC reforms and their meaning

The PoC reforms can be summarised as follows:

- All new and replacement meters after 1 Dec for small customers must be Type 4 digital (interval) meters which are communications enabled

***- this means that each meter has a modem and an aerial;***

- Type 4 digital (interval) meters will be installed by a competitive Metering Provider (MP) who will be appointed by a Meter Coordinator (MC), a Retailer or a large customer and will be responsible for the installation and maintenance of all Type 4 digital (interval) meters. The MC is a new role in the market

***- this means Electrical Contractors may see new people on site representing different MPs;***

- Distribution Network Service Providers (DNSP) like Ergon Energy Network and Energex, in their role as a DNSP, will retain responsibility to read and maintain all existing Type 6 meters until they are replaced due to fault, age or customer requirements

***- this means that Ergon Energy Network and Energex field crews will follow existing process and work practices for premises with Type 6 metering except on customer***

*requested jobs;*

- For some jobs, the different roles in the market will need to coordinate their activities and tasks if there is a potential to impact a customer

*- this means that the Ergon Energy Network and Energex field crews, in their role as a Distribution Network Service Provider (DNSP) and the MP may need to make appointments to meet on site to complete work, or arrange to attend site on the same day, so that a customer is not left without power;*

- Small customers will deal with retailers directly, or through their electrical contractor, for all supply or supply alteration requirements;

*- this means that Electrical Contractors may receive more questions from customers if they have questions about changes in the market.*

## What additional changes will Electrical Contractors see in the market?

- Introduction of a requirement (from Ergon Energy Network) for **separate NMIs** for temporary and permanent connections.
- Changes to how **Electrical Contractors request and track jobs in the EPP (Electrical Partners Portal)**. There will be more changes to the Ergon Portal as a number of upgrades will be implemented at the same time as PoC. The objective of these extra changes is to make the portal easier to use for Electrical Contractors;

Note: Detailed information about the Ergon EPP changes will be included in **Electrical Contractor Partner Program Information Pack Two** (coming soon).

- Certain jobs may take **different lengths of time** to complete; and our customers may ask you for more information e.g. if there is a need to coordinate between more than one participant in the market.
- New **information cards** left by Ergon Energy Network or Energex field crews if they complete the supply service or upgrade service work and leave before the MP arrives on site to complete the metering work. Below is an example of an Energex card, the Ergon card is currently under development.

## What is not changing for Electrical Contractors?

Although Electrical Contractors (ECs) are likely to notice changes to the way that work is delivered as a result of the PoC reforms, almost all of their existing work process will remain the same. This table captures the details of specific tasks:

Electrical Contractor Actions Pre-PoC		Electrical Contractor Actions Post-PoC
1	Customers can work with ECs to request electrical services	<b>REMAINS THE SAME</b>
2	ECs can submit Form A/EWR through EPP (Electrical Partners Portal)	<b>REMAINS THE SAME</b>
3	EC can submit a Connect Agreement (on behalf of the 4customer)	<b>REMAINS THE SAME</b>
4	EC completes work according to existing electrical safety laws and regulations.	<b>REMAINS THE SAME</b>

## What is changing for Electrical Contractors?

Electrical Contractor Actions Pre-PoC		Electrical Contractor Actions Post-PoC
1	The DNSP is primary point of contact for Electrical Contractors to understand status/progress of work	<b>The RETAILER is the primary point of contact for Electrical Contractor to understand status/progress of METERING work; Ergon and Energex remain the primary point of contact for EC to understand status/progress of ELECTRICITY SUPPLY work.</b>
2	The EC submits Form A/EWR to EPP to request work to be performed. When the Form A/EWR is received, Ergon Energy Network/Energex will send a notification to the retailer to submit a request for the work to be completed by Ergon Energy Network/Energex.	<b>The EC submits Form A/EWR to EPP to request work to be performed, on receipt of Form A/EWR Ergon and Energex send a notification to the retailer to submit a request to Ergon/Energex for the electricity supply work as well as submit a request to the MP for the metering work</b>

# Changes to Roles and Responsibilities within the market

## A new market player

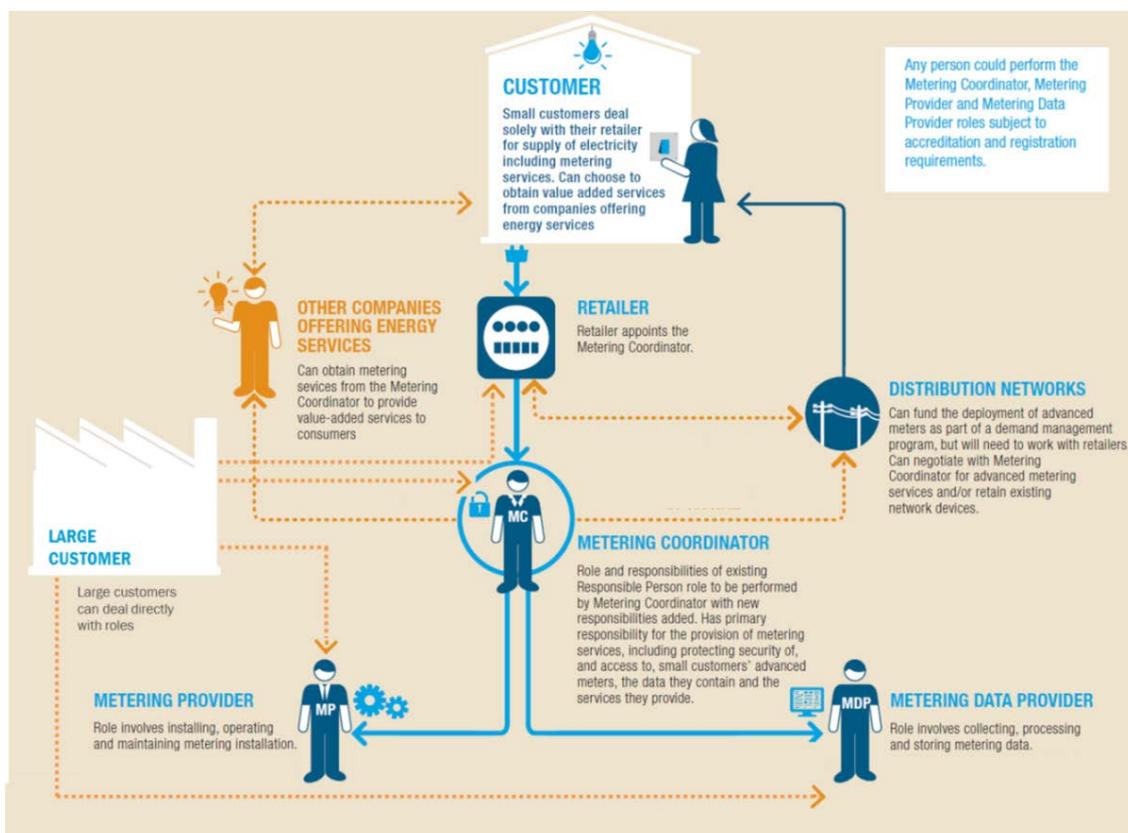
There will be a new role in the market called a Metering Coordinator. Retailers and large customers will appoint a Metering Coordinator. The Metering Coordinator (MC) will be responsible for coordinating the metering component of any installation, change, maintenance and collection of data relating to all new Type 4 digital meters at a customer's premises.

The MC will appoint a Meter Provider (MP) and a Meter Data Provider (MDP) on behalf of the retailer.

***These are the 'new faces' that Electrical Contractors (and solar installers) may see on site, or talk to in relation to a particular job, representing different Meter Providers.***

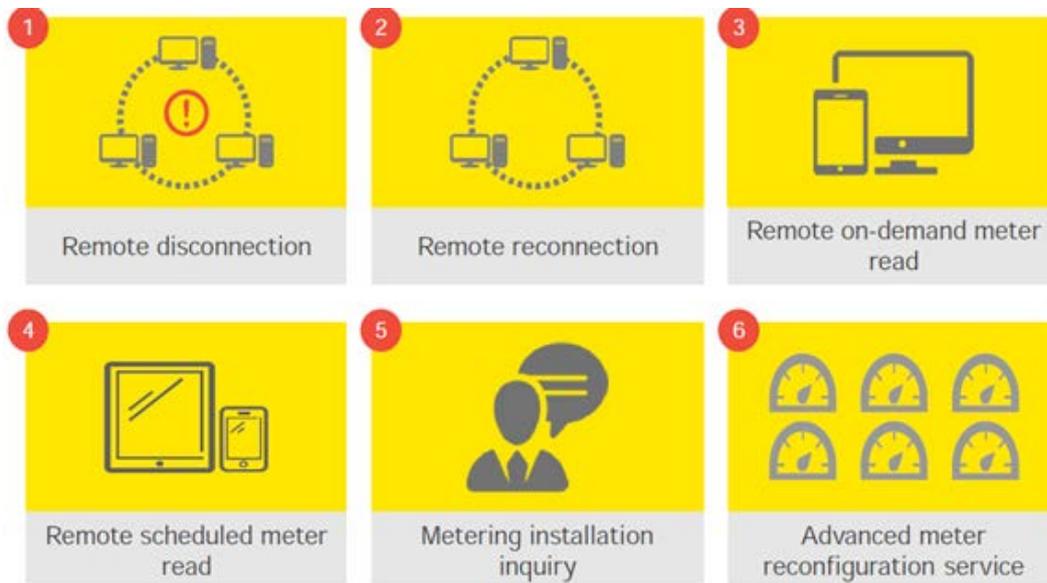
## What is each role responsible for?

The diagram below provides some more information about each of the roles in the market as well as the responsibilities of each role.



## New Meter functionality

The Australian Energy Market Operator (AEMO) has set some minimum service standards for Type 4 digital metering in order for them to be deemed compliant under the PoC Reforms.



Here is a brief description of the new meter functionality:

### Remote disconnection

New Type 4 digital meters with communications enabled (modem and aerial) are capable of being disconnected remotely.

### Remote reconnection

New Type 4 digital meters with communications enabled (modem and aerial) are capable of being reconnected remotely (even though this is not currently permitted in Qld).

### Remote on-demand meter read

New Type 4 digital meters with communications enabled (modem and aerial) are capable of being read remotely.

### Remote scheduled meter read

New Type 4 digital meters with communications enabled (modem and aerial) are capable of being read remotely via a remote read schedule.

## **Metering installation inquiry**

A meter installation enquiry will provide Retailers with information on the 'status' of the meter. Examples of status types include the following:

- Energised,
- De-energised;
- Voltage;
- Current;
- Power;
- Frequency;
- Average voltage;
- Current; and
- Contents of the meter log including alarms.

## **Advanced meter reconfiguration service**

New Type 4 digital (intervals) meters with communications enabled (modem and aerial) are capable of being reconfigured remotely by retailers e.g. remotely changing a tariff for a customer

## Examples of Type 4 Meters and Models

Here are some examples of Type 4 digital interval meters – the Mark 7 EDM meter is in use currently – which will be rolled out in Energex and Ergon Energy Network areas.

### Example 1 – EDM Meters



### Example 2 – Communications Modem



# What will PoC mean for Customers?

The introduction of Power of Choice Reforms will result in a number of key changes and a number of benefits for our customers.

## Key Changes for customers

1. The introduction of new digital metering technology (Type 4 interval meter with communications) which can be read remotely will mean more detailed consumption data for customers – and a much higher volume of data (captured in 30 minute intervals) and potential reduce the volume of estimated reads (for meters that can be read remotely).

Customers will be able to view their electricity usage daily and, in time, may be able to view account balances and pay bills via credit card through retailer-provided apps for convenience.



**Figure 1: Example of retailer app functionality that may be available**

2. Customers will deal solely with their chosen retailer for all requests in relation to the installation, update or maintenance of metering services.
3. Customers may see more than one service provider conduct work at their premises when they submit a request to install, update or maintain their electricity supply (e.g. Distribution Network field crew like Energex or Ergon Energy Network, Meter Providers and Electrical Contractors).
4. Electricity bills will be available at more frequent intervals (e.g. monthly).

## Questions that a customer might ask about PoC and the new meters

### 1. *What is a Type 4 Meter?*

Type 4 digital meters (also known as Interval Meters, Advanced Meters or Comms Enabled Meters) capture half hourly electricity consumption readings and can be read remotely.

Type 4 digital meters is the term used by us in reference to new meters being installed by retailers.

### 2. *Do customers have to have a digital meter (new and replacement).*

A customer can refuse to have a Type 4 digital meter, in which case, the new digital meter will still be installed, but the communications capability is disabled. This meter is known as a Type 4A. Type 4A meters are not recommended as many of the customer benefits of having a digital meter are lost.

### 3. *How much will the new meters cost and will I be charged?*

Yes, there will be a cost for a new meter. Retailers will determine a price for digital meter installations, please contact your Retailer for more information.

### 4. *Are digital meters a health concern?*

No. The RF EMR emissions from digital meters are regulated by the Australian Communications and Media Authority (ACMA). ACMA's regulatory arrangements require wireless devices, including digital meters, to comply with the exposure limits in the ARPANSA RF Standard. For more information visit the ACMA website.

### 5. *Will it take longer to have my electricity connected?*

Your retailer will co-ordinate requests for all new connections, replacement meters and service upgrades and will support Electrical Contractors through the new processes from 1 December – to reduce the likelihood of electricity supply work taking longer.

## Changes to how work is delivered

It is important to understand the how the PoC reforms will impact the way electricity services are delivered to customers day-to-day.

***Although Electrical Contractors will continue to request, track and deliver work for customers without significant change, it will useful to be across the PoC changes for a number of reasons:***

To provide useful information to customers who may have questions about their work is being delivered;

To build knowledge about the changed roles and responsibilities of each of the electricity market participants; and

To understand more about changed processes for the delivery of each service.

The following diagram provides a high level overview of changes to the following key services for the purpose of building a high level understanding about these changes.

# Changes to Establish Supply – Scenario 1- Permanent New Connection



## SMALL CUSTOMERS

Customer selects RETAILER and submits request for permanent new connection of supply.

Assume EC has submitted an Form A/2 + Connect through the EPP



## RETAILER

Retailer submits request to market for permanent new connection on behalf of customer.

Retailer submits:

1. 'Supply Service Works SSW' B2B to the market for DNSP.
2. 'Metering Service Works MSW' to the market for MC/MP..

REQUESTS FOR ELECTRICITY SERVICES SUBMITTED TO THE MARKET (GATEWAY)



**JOB #1 RECEIVED IN PEACE TO ESTABLISH SUPPLY CONNECTION**

Two jobs are created as a result of the Permanent New Connection request – a job for the connection work (non-metering work) (called **Supply Service Works - SSW**) and a job for the metering work (called **Metering Service Works - MSW**).



**JOB #2 RECEIVED IN MC/MP SYSTEM TO INSTALL METERING**



## DISTRIBUTION NETWORK

DNSP will schedule and dispatch Field Crew for Job #1 – perform Establish Supply fieldwork.



## METERING COORDINATOR (MC)

MC coordinates with MP to schedule Job #2 – the metering component of new connection work.



Execute Work



Complete Work

DNSP Field Crew will conduct non-metering job and connect supply up to the **meter isolation link (MIL)** and leave an **A5 warning card in/on the MIL**.

Field Crew enter completion details in FFA using new form/code. PEACE will send completion through Gateway to market.

## METERING PROVIDER (MP) FIELD CREW



Execute Work



Complete Work

MP attends site and undertakes metering component of new connection by installing **new Type 4 meter digital meter**. MP completes the energisation of premises by connecting meter to MIL.

MP enters completion details in MP System. MP System will send completion information to market.

### KEY CHANGES FOR ELECTRICAL CONTRACTORS

- EC still submits Form A/EWR in portal
- EC still submits Connect in portal
- EC liaises with Retailer as primary points of contact for Metering Work information
- ECs will still contact DNSP for network availability related information
- ECs will liaise with new players in market

### KEY CHANGES FOR RETAILERS

- Retailers will become primary point of contact for customers for all electricity supply related information
- Retailers will appoint Metering Coordinators/Metering Providers for metering related work

# Contents of Electrical Contractor Information Packs and Electrical Contractor Forum Agenda

Pack Name & Number	Information Type	Timing	Content Overview
<b>PoC Electrical Contractor Info Pack 1</b>	<b>What does PoC mean for EC's?</b>	SEP	<ul style="list-style-type: none"> <li>• Electrical Contractor PoC Fact Sheet (variation of existing '10 Facts about')</li> <li>• Overview of new roles in the market and their responsibilities including coordination</li> <li>• Explanation – and pictorial representation - of what that will mean to Electrical Contractors when delivering particular services               <ul style="list-style-type: none"> <li>○ New connections/Establish Supply (including temp to perm, perm to temp, unit blocks)</li> <li>○ Supply Service Upgrade &amp; Alteration</li> <li>○ Install Relay, Install Solar</li> </ul> </li> <li>• What will not change for Electrical Contractors?</li> <li>• New PoC Terminology including PoC Exempt, New Ring-Fencing Terminology</li> </ul>
<b>PoC Electrical Contractor Info Pack 2</b>	<b>Portal Changes</b>	OCT	<ul style="list-style-type: none"> <li>• Overview of all portal changes (PoC related and other enhancements)</li> <li>• Explanation of the changes to how jobs are requested and tracked through the portal</li> <li>• EPP Screenshots highlighting and explaining new/changed fields (QRGs for core tasks)</li> <li>• Video showing how Electrical Contractors perform basic actions in the EPP (e.g. bundle work/add services to a service request)</li> <li>• Overview of changes to the information that is sent through to FFA for field crews</li> </ul>
<b>PoC Electrical Contractor FAQ Summary</b>	<b>Preparing for PoC</b>	NOV	<ul style="list-style-type: none"> <li>• Comprehensive Electrical Contractor Q&amp;A brochure</li> <li>• Complete set of DILOs (pictorial representation showing how each service will be delivered)</li> <li>• What Electrical Contractors can do to be PoC-ready</li> <li>• Printable 'wallet-QRGs' for key portal actions</li> <li>• Where to go if you need more information – including information about any face-to-face engagement activities across Queensland.</li> </ul>
<b>Electrical Contractor Forum</b>	<b>Forum Agenda</b>	OCT/ NOV	<ul style="list-style-type: none"> <li>• New roles, responsibilities in market</li> <li>• Key changes to portal</li> <li>• Key changes to service delivery (New connections including permanent, temp to perm, perm to temp, unit blocks, install solar, install relay, supply service upgrade &amp; alterations)</li> <li>• Multiple roles for DNSP – transition period, PoC, Field Service Provider</li> <li>• PoC terminology</li> <li>• Electrical Contractor Q&amp;A and Discussion Forum</li> </ul>