

Power of Choice Reforms

Electrical Contractor Information Pack One

Energex Limited
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1 Gentle introduction to 'PoC speak'

Provides a quick explanation of the following terms:

1. Power of Choice (PoC)

PoC 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. PoC 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)

MPs will be nominated by 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 December.

4. Meter Coordinator (MC)

Retailers and large customers will appoint a MC, MP 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 MIL following the introduction of the PoC reforms.

2 Brief refresher on PoC reforms

PoC is a national reform to the electricity industry. PoC reforms will be introduced from 1 December 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 MPs around 'who will do what' when delivering electricity services to small customers – and how the various roles will work together.

Electrical contractors (including 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 Ergon Energy Network or Energex field crews.

2.1 PoC reforms and their meaning

The PoC reforms can be summarised as follows:

- All new and replacement meters after 1 December 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 MP who will be appointed by a 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 onsite representing different MPs;*
- DNSPs 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 DNSP and the MP may need to make appointments to meet onsite to complete work, or arrange to attend site on the same day, so that a customer is not left without power;* and
- 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.*

2.2 What additional changes will electrical contractors see in the market?

- Changes to how electrical contractors request and track jobs in the Electrical Partners Portal (EPP).
- 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 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. See below an example of an Energex card.

WARNING

INSTALLATION SWITCHBOARD IS NOW ALIVE

CONSUMER MAINS CABLES & METER ISOLATION LINK ARE NOW ENERGISED

 **energex**
positive energy

To - Customer **From - Energex**

A. The Customer's mains and switchboard **ONLY** have been connected by Energex on _____ (Use Permanent Marker)

B. The remainder of the installation is required to be installed, tested and connected by a **licensed electrical contractor** in accordance with the QLD Electrical Safety Act and Regulations

C. For all Meter installation enquiries please contact your **Electricity Retailer**

D. A Customer Defect Report has been issued on this installation for action by your electrical contractor:
 NO YES Report No. _____

The Meter Isolation Link Has Been Sealed For Your Protection

THE BREAKING OF SEALS IS AN OFFENCE

Energex Limited • GPO Box 1461 Brisbane Queensland 4001 • ABN 40 078 849 055

2019 15/04/2018

2.3 What is not changing for electrical contractors?

Although electrical contractors are likely to notice changes to the way that work is delivered as a result of 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
Customers can work with electrical contractors to request services	Remains the same
Electrical contractors can submit EWR via EPP	Remains the same
Electrical contractors can submit a Connect Agreement (on behalf of the customer)	Remains the same
Electrical contractor completes work according to existing electrical safety laws and regulations	Remains the same

2.4 What is changing for electrical contractors?

Electrical Contractor Actions Pre PoC	Electrical Contractor Actions Post PoC
The DNSP is primary point of contact for electrical contractors to understand status/progress of work.	The Retailer is the primary point of contact for electrical contractors to understand status/progress of metering work; Ergon Energy Network and Energex remain the primary point of contact for electrical contractor to understand status/progress of electricity supply work.
Electrical contractor submits EWR via EPP to request work to be performed. When the EWR is received, Energex will send a notification to the retailer to submit a request for the work to be completed by Energex.	The electrical contractor submits EWR via EPP to request work to be performed, on receipt of the EWR Energex send a notification to the retailer to submit a request to Energex for the electricity supply work as well as submit a request to the MP for the metering work.

3 Changes to roles and responsibilities within the market

3.1 A new market player

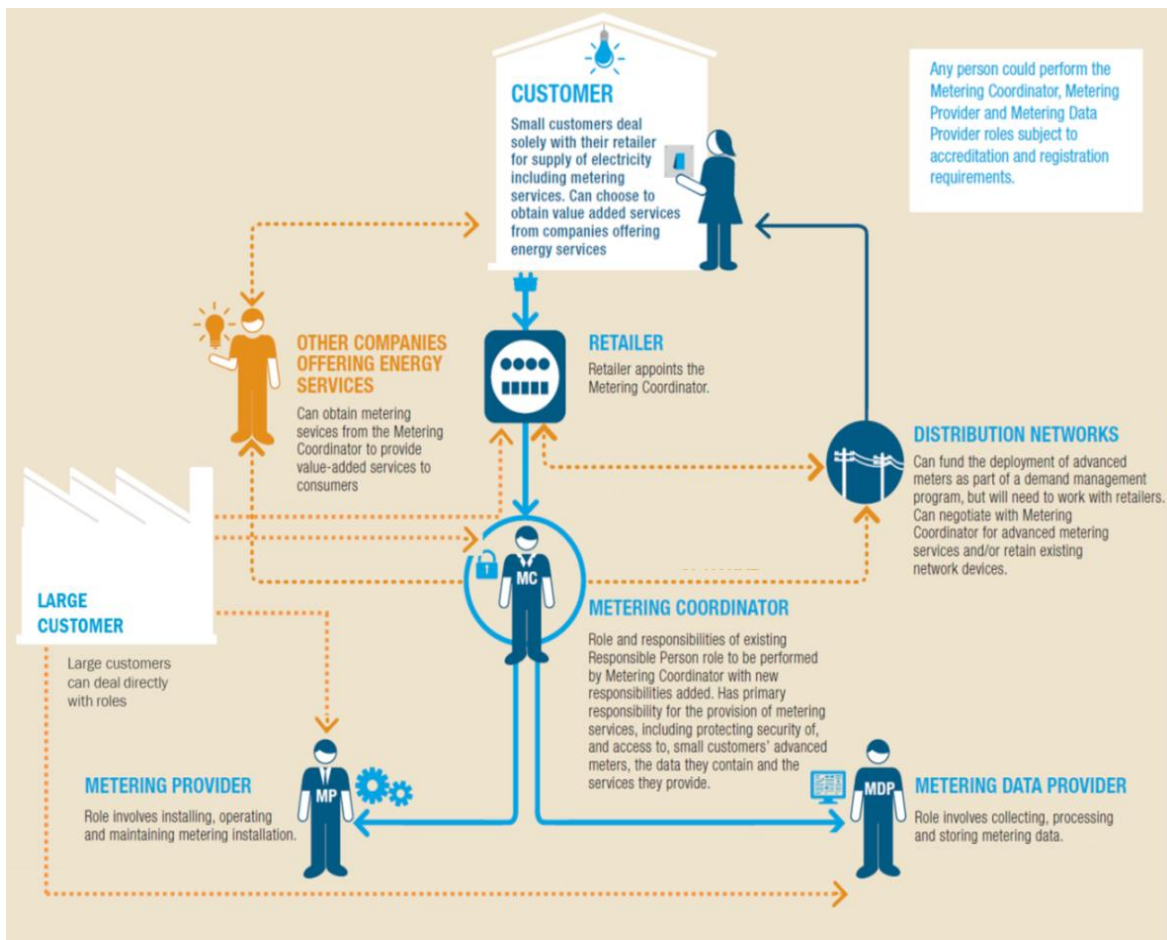
There will be a new role in the market called a Metering Coordinator (MC). Retailers and large customers will appoint a MC. The MC will be responsible for coordinating the metering component of any installation, change, maintenance and collection of data relating to all new Type 4 digital meters at a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

The MC will appoint a 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 onsite, or talk to in relation to a particular job, representing different MPs.

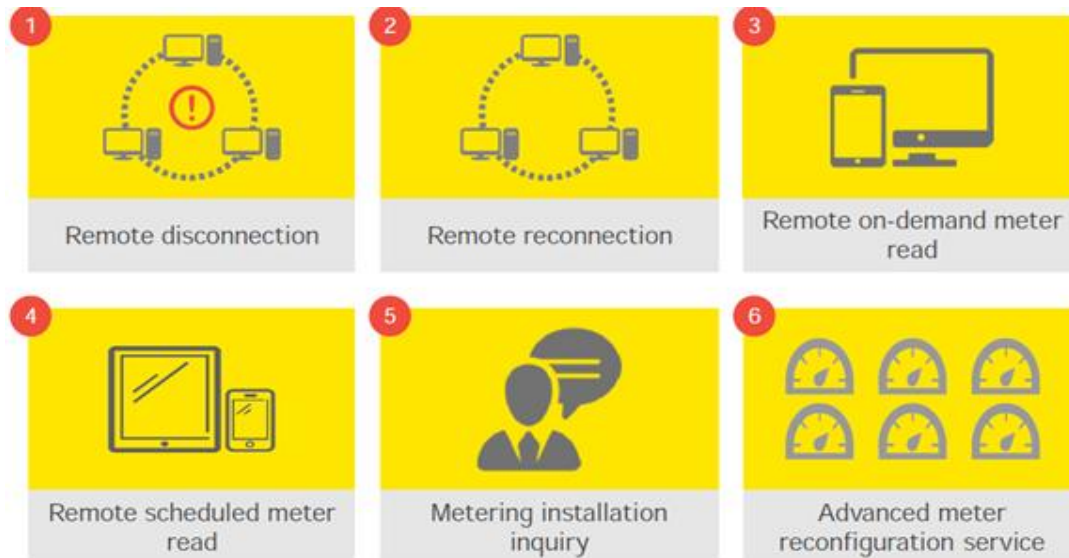
3.2 What each role is responsible for?

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



3.3 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.



Below 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 Queensland).
- **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 metering 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.

3.4 Examples of Type 4 meters and models

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

3.4.1 Example 1 – EDM meters



3.4.2 Example 2 – communications modem



4 What will PoC mean for customers?

Introduction of PoC reforms will result in a number of key changes and a number of benefits for our customers.

4.1 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: 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. DNSP field crews like Energex or Ergon Energy Network, MPs and electrical contractors).
4. Electricity bills will be available at more frequent intervals (e.g. monthly).

4.2 Questions customers 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 Communications 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 coordinate 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.

5 Changes to how work is delivered

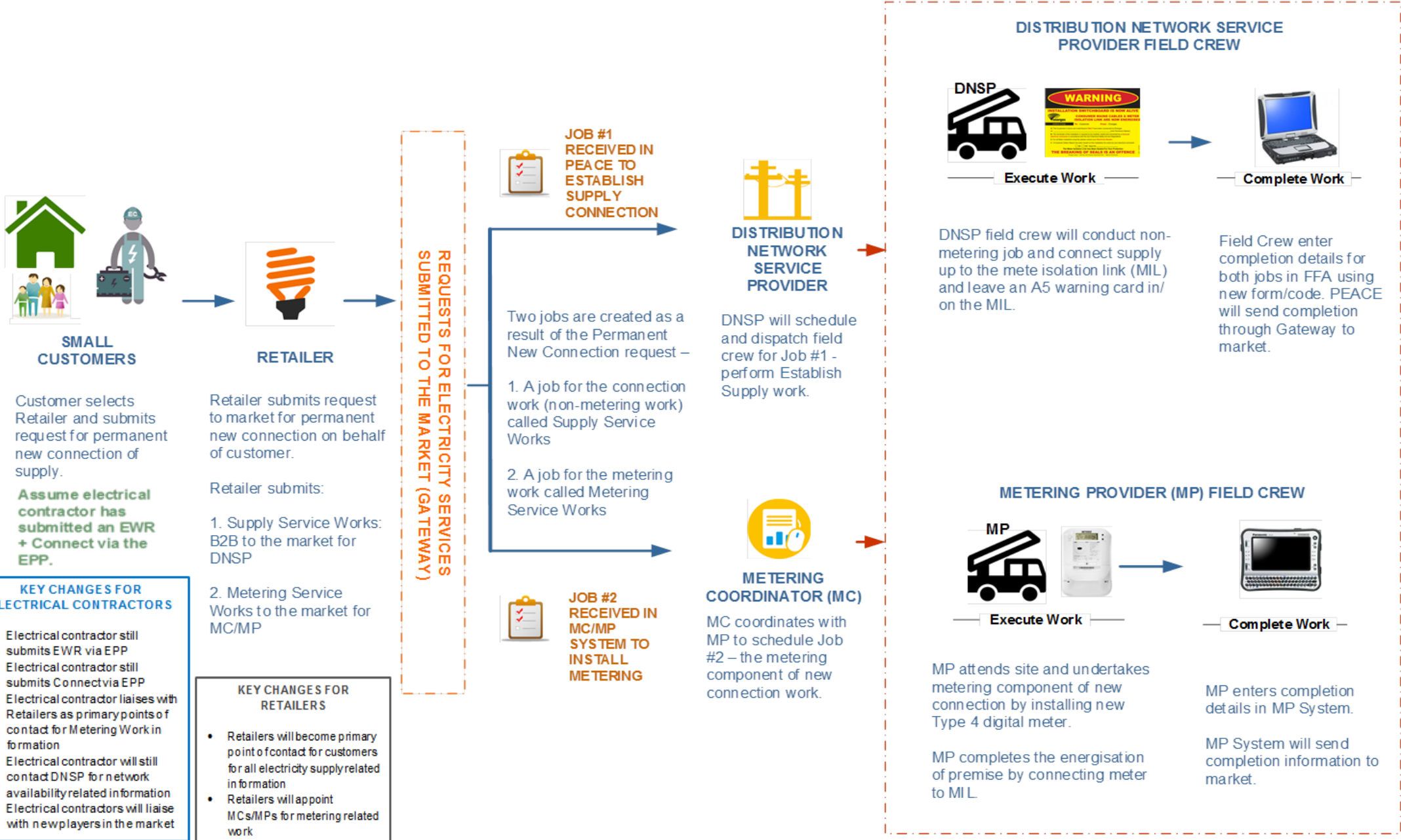
It is important to understand the how the PoC reforms will impact the way electricity services are delivered to customers day to day.

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

5.1 Changes to Establish Supply – Scenario 1: Permanent new connection



6 Electrical Contractor Information Packs and Electrical Contractor Forum content overview

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