Operational Guide for Retailers

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TABLE OF CONTENTS

1. Document Control 4
2. Confidentiality and Disclosure Statement 4
3. Purpose and Scope 4
4. Corporate Overview 5
5. Operational Contacts 6
6. Key Process Summary and Related B2B Transactions 7
6.1. Establish Supply 7
6.1.1. Small Customer Supply 7
6.1.2. Large Customer Supply – AMI CT Meter Connections 12
6.1.3. Large Type 1 – 4 Connections 12
6.1.4. Multiple Occupancy 12
6.1.5. Mains Control CES 12
6.1.6. Meter Access 12
6.1.7. MRAM Installations 12
6.1.8. Truck Appointments 13
6.2. Supply Alterations 13
6.2.1. Small Customer Supply Alterations 13
6.3. Supply Abolishments 14
6.3.1. Abolishments for Small & Large Sites 14
6.4. De-Energisations and Re-Energisations 15
6.4.1. Remote De-Energisations and Re-Energisations 15
6.4.2. Re-Energisation and De-Energisation requests where a truck visit is required and there are fees involved 16
Cancellation of a De-Energisation request 16
6.4.3. Re-Energistions Service Time 17
6.4.4. Service Order Types and Work Practices 18
6.5. Failed Field Visits 20
Failed field visit (complex tasks) 20
Failed field visit (simple tasks) 20
6.6. Retailer Initiated Service Order Cancellations 21
6.6.1. Cancelling a Service Order Request 21
6.6.2. Cancelling a Service Order Pair 21
6.7. New Energy Services (Solar, Battery and Electric Vehicle) 22
6.8. B2B Notifications 23

6.8.1. Planned Interruption Notification 23
6.8.2. Notice of Metering Works 23
6.8.3. Service Order 'Notified Party' Transactions 23
6.8.4. Meter Fault & Issue Notification 23
6.8.5. Site Access Request 23
6.9. Meter Data Management 24
6.9.1. Meter Type Classification 24
6.9.2. Data substitution 24
6.9.3. Meter Data Delivery 24
6.10. Life Support Notifications and Customer Detail Notifications 25
Life Support Notifications (LSN) 25
Life Support Reconciliation 25
Customer Detail Notifications (CDN) 25
6.11. Network Tariffs and Charges 26
6.11.1. Network and Metering Charges 26
6.11.2. Network Billing 26
Disputes 26
Payments and Remittances 26
6.12. Embedded Networks 27
6.12.1. Creation of Embedded Network Code 27
7. Glossary 28
8. Appendix 29
8.1. Appendix 1 - Service Order sub types 29

1. DOCUMENT CONTROL

DOCUMENT CONTROL			
VERSION	DATE	AUTHOR	AMENDMENT
10	31/10/2023	Can Turk	Added additional enquiry types under contacts for New Connections in Section 7
11	26/08/2024	Rob McDougall	General updates

2. CONFIDENTIALITY AND DISCLOSURE STATEMENT

The information in this document is proprietary and confidential information of United Energy Distribution Pty Ltd (United Energy).

The Retailer must not disclose this document, or any information contained in this document, outside the Retailer's organisation without United Energy's express written consent.

The information in this document must not be duplicated, used, relied upon, or disclosed in whole or in part for any purpose other than to provide an overview of United Energy's operational services.

This document is provided for indicative planning purposes only. In the event of any inconsistency between a party's obligations or rights under the Electricity Law, and its obligations or rights under this document, its obligations and rights under the Electricity Law shall take precedence to the extent of any inconsistency.

3. PURPOSE AND SCOPE

This document is designed to achieve the following objectives:

- Equip Retailers with a reference guide to assist them in carrying out operational services in accordance with UE's approach.
- This document should be considered an updated version of the original publication and may subsequently be updated as more information comes to light.
- It is not intended to replace the ROCL which is the official contact guide used in the industry

4. CORPORATE OVERVIEW

United Energy is responsible for distributing electricity to more than 700,000 customers across the east and south east of Melbourne and the Mornington Peninsula, with approximately 94% of these being residential customers. We manage a network of 209,000 poles and over 13,000 kilometres of wire. As a provider of electricity, United Energy has developed strong relationships with its customers and stakeholders by ensuring a commitment to distributing safe and reliable energy.



5. OPERATIONAL CONTACTS

Refer to the below table for most common enquiries and who to contact: Note this is not an exhaustive list. The most up to date contact list can be found in the ROCL (Retailer Operations Contact list)

Enquiry Type	Email
Solar enquires	newenergyservices@ue.com.au
Meter Reconfigurations	
Requests to upgrade or downgrade a site	RetailerEnquiry@ue.com.au
Network Tariff change e.g. TOU to flat rate	
New Connections Adds & Alts Supply Abolishments NCONUML	
Failed Field Visit fees	
OMBUDSMAN complaints	
MSATS Standing Data updates e.g.: Address updates (incl Rates Notice) CCC (Customer Classification Code) updates	
MSATS roles updates e.g.: NMI lost in error Incorrect MPB role assigned	
Rolling Demand History	uebilling@ue.com.au
Billing Disputes	
Urgent Re-Energisation requests	energisations@ue.com.au
DNP Service Order cancellation	
Customer Details Notifications	
Life Support updates	
Missing Meter Data	uemdm@ue.com.au
CATS Objections (e.g. request to lift objection)	
Retailer Transfers	

6. KEY PROCESS SUMMARY AND RELATED B2B TRANSACTIONS

Process / Transaction	Summary
Establish Supply	Process of connecting a new customer to electricity supply and metering services
Embedded Generation Installation	New and existing connections requiring solar, wind, or battery
Supply Alterations	Changes to an existing supply connection or meter
De-Energisations & Re-Energisations	De-energisation: disconnection of a customer's electricity supply Re-energisation: reconnection of electrical supply where a customer has been disconnected *Note: In Victoria, if a service has been off supply (de-energised) for more than 12 months, the SIRs (Service Installation Rules) require a notification that a safety check has been conducted by an electrical contractor. Certified Evidence that an Installation is safe to reconnect, e.g. EWR, CES or Letter, is required.*
Supply Abolishment	Permanent removal of electricity supply and metering services from a site
Meter Faults & Emergencies	Management of faulty meters, and both planned and unplanned electrical outages

6.1. Establish Supply

6.1.1. Small Customer Supply

United Energy's online application services enables electricians, customers, and solar installers to:

- submit, track and complete new connections (metered and unmetered supply), alterations, and abolishment applications
- submit pre-approval for a rooftop solar connection, small scale battery or electric vehicles (up to 30kVA total inverter capacity at the premises)
- obtain high-level network capacity information for large scale embedded generation applications (between 30kVA and 1MVA)

All connections application must be submitted **directly to United Energy** via the online connection's application service (myEnergy Portal).

Direct Submission to UE

- Registered Electrical Contractors/Licensed Elelctrical Workers (REC/LEW)and other customers will submit Line of Mains Connections (LOMC) applications digitally online directly to United Energy (UE), not via a paper form sent into Retailers. Paper forms will not be accepted
- The submitter must nominate the Retailer of their choice.

Initial Validation by UE

- UE will conduct initial request validations, e.g. address, NMI, meter number, CES, supply capacity request, ensuring accuracy of information, and will work with the submitter to resolve any matters related to invalid information.
- UE will send the connections request to Retailers via an emailed PDF containing an application number UECR-XXXXX and the correct B2B Type and Sub Type to be sent.

Sending B2B Service Order

- Retailers complete their internal customer validations and send the correct B2B Service Order Type and Sub Type adding the Application Number provided by UE in the Form Number Field in the B2B Service Order.
- UE will validate the B2B Service Order and proceed with processing the request.
- Retailers should request the correct tariff in the B2B Service Order requests as per the United Energy Tariff Structure Statement (1/7/21 - 30/6/26). UE will apply the default tariff on B2B Service Orders on B2B Service Order completion if an incorrect tariff is requested in the Service Order

Other

- UE will send a daily report (upon request) showing outstanding B2B Service Order requests and status updates to assist Retailers manage outstanding requests
- NCONUML connection applications will also be submitted via the new connections request system (AGL only).

To establish supply at a small customer site:

Retailer Sends Allocate NMI Service Order (SO) Request: When a customer requests a new connection, the REC must submit a request via the myEnergy portal. Once the request has been accepted by United Energy, an email will be sent to the Retailer requesting for all required Service Orders.

Supply Service Works (SSW) Allocate NMI SO, must be received and accepted first for United Energy to commence the new connection request. If the allocate NMI is accepted, the NMI will be created, and a completion response sent back to the retailer.

Once the Retailer has received a response for the Allocate NMI SO, they should raise a **Supply Service Works Establish Supply and Metering Service Works Install Meter Service Orders** as soon as the NMI is available in MSATS

There are three different Establish Supply service order subtypes that may be requested depending on the application submitted:

1. **Supply Service Works - Establish Supply - Permanent** (This service order type must be used when the meter is to be installed in the final and permanent location and construction has been completed.)

2. **Supply Service Works - Establish Supply - Temporary** (This service order type is for the temporary connection of electricity for building purposes). Where a site has a builders temporary supply installed, UE will not re-use this NMI. The NMI will be abolished when the Supply Permanent SO is received. This means, that when the Retailer is made aware that a permanent connection is required, they must raise an Allocate NMI, Establish Supply and a Meter Install SO. UE will coincidentally abolish the temporary supply and the NMI will be made extinct. A new NMI will be created for the permanent supply.

3. **Supply Service Works - Establish Supply - Temporary in Permanent** (This service order type is to be used when electricity supply is required to a property for construction purposes and when the permanent consumer's mains, metering facilities including sub-mains are installed in their permanent position and comply with Victorian Service Installation Rules.) Below are a few scenarios when we will accept Temporary in Permanent.

Scenario A

Site configuration: Four occupancies (e.g., U1,2,3,4 and Public Light at 1 Smith Street, Mount Waverley.). We would generally expect the customer to request Public Light and power i.e., P/L 1 Smith Street, Mount Waverley as temporary in permanent and will require:

- the group meter panel is in permanent location and wired as per the SIR, is safe to connect to our electricity network, e.g., junction boxes for meter tails installed along with the mains control breaker for the occupancies.
- Permanent consumer's mains and earthing is installed
- Public Lighting distribution board and sub mains are in their permanent position.
- Work Order (EWR) and CES(s) for the installation is provided

Scenario B

Site configuration: Four occupancies without Public Light and Power (e.g. U1,2,3,4 at 1 Smith Street, Mount Waverly) and Unit 1 i.e., Unit 1, 1 Smith Street, Mount Waverly is requested as temporary in permanent. We will require:

- the group meter panel in permanent location and wired as per the SIR, is safe to connect to our electricity network e.g., junctions for meter tails installed along with the mains control breaker for the occupancies
- Permanent consumer's mains and earthing is installed.
- Unit 1 distribution board and sub mains are in their permanent position.
- Work Order (EWR) and CES's for the installation is provided.

For completeness, we will treat following scenario as temporary **and must not be raised as temporary in permanent**.

Scenario C

A portion of a group meter panel is to be used for builder's supply. e.g., has the general power outlet and/or group meter panel but the consumer's mains, submains and sub-distribution board aren't installed in their permanent position. As per the Victorian Service and Installation Rules the practice of naming a temporary supply eg.1/18 William Street at a multiple occupancy site will not be accepted in group metered situations where the consumer mains, submains and sub-distribution board aren't installed.

Refer to the Victorian Installation Rules section 7.6

7.6 Builder's Supply in a Permanent Position

The Electricity Safety Act and Regulations regulate the construction of electrical installations and includes specific standards for construction and demolition sites.

Where an electricity supply is required to a property for constructional purposes, supply may be given if it is available and when the permanent consumer's mains and metering facilities are installed in their permanent position.

The weatherproof meter enclosure shall be installed in accordance with:

- the Electricity Safety Act, Regulations, Wiring Rules and these Rules;
- the manufacturer's installation instructions; and
- be securely and rigidly fixed in its permanent position installed in a manner to prevent excessive vibration or movement.

To limit additional costs, the electrical installation should be constructed in a manner to avoid the necessity for further Distributor visits, eg, be connected to permanent consumer's mains and include provision for the permanent metering equipment.

For group metering, a main switchboard shall be installed with the Supply Capacity Control Device/s (SCCD) for the allowable load for the installation. Refer to clause 6.7.2. Where a portion of a group metering / main switchboard is to be used for a builders supply, that portion of the electrical installation shall not be arranged as an occupancy installation. It shall be arranged as a Builders supply. A CoES and EWR shall be provided stating the installation is a "Builders supply" (not occupancy number) and at the completion of construction another COES and EWR will be required prior to permanent connection of the occupancy.

Typical arrangements are shown in Figure 7.6-A.

In this scenario, once the building work is completed UE expect to receive an Allocate NMI and Establish Supply – Permanent service orders. The meter installed will be abolished co-incidentally when we attend to carry out the permanent connection. United Energy will not charge for the co-incidental abolishment of the temporary supply, but charges will be incurred for the permanent connection.

Retailers should refer electricians to the Victorian Service and Installation Rules for more information.

The Retailer must send UE the requested service orders that may include the below:

- Supply Service Works > Establish Supply* SO Request
- Metering Service Works (MSW) > Install Meter

UE, like other Victorian DBs, will require both the SSW and MSW SO Requests to be received concurrently (i.e., as a pair) before a request can be accepted.

4. **UE Pairs and Validates Requests and Executes Field Work:** Provided both SOs are received concurrently with the same information, they will be paired to enable the completion of work as a single field job. If both SOs are not received within a 6-hour time frame of each other, then they will not be considered a pair and will be rejected.
5. Unless an appointment is required, the expected Time Frame for completion of the New Connection is 10 business days from the day the last required service order was received.
6. **UE Sends a SO Response:** UE will send a SO Response for both the SSW & MSW SO Requests. All charges will be applied to the SSW SO Response. No charges will be applied to the MSW SO Response.

Application of fees on Service Orders:

- Establish Supply Fees: Of the pair of SOs, the Supply Establish SO will be deemed the ‘master SO’ and all scheduled fees and charges will be applied to this SO. Here, up to eight product codes may be included on a SO Completion, to allow for a more accurate capture of charges for completed SOs. The Metering Install SO will be closed with no charges applied.
- Supply & Metering Works Fees: A similar arrangement to the Establish Supply charge fee will be applied to Supply & Metering Works fees. Where there is both a Supply Alteration SO and a Metering Service Works SO, UE will apply the scheduled charges to the Supply Alteration SO to close it out and the Metering Service Works SO will be closed out with no charges applied.

6.1.2. Large Customer Supply – AMI CT Meter Connections

Same steps as per the Small Customer Supply but Supply Assessment is completed by Project Manager to issue CT's and must be collected by REC from UE Service Provider.

6.1.3. Large Type 1 – 4 Connections

The Victorian deferral does not impact the contestable nature of large sites. As a result, UE cannot perform the roles of MP, MDP and MC for contestable metering sites (i.e., >160 MWh). These roles must be appointed by the Retailer. UE will continue to perform the role of LSNP for large Type 1-4 sites.

Before work can be scheduled approval is requested from Project Planner and CT's must be collected by REC from UE service provider, the purpose of the approval is to ensure there is capacity in the network for a large market connection.

It is the Retailer's responsibility to liaise with the REC and the contestable meter provider to have the metering completed at site prior to the energisation.

A NOMW (Notification of Metering Work) must be received.

6.1.4. Multiple Occupancy

For Multiple Occupancy Retailers must send through all Service Orders as requested via email notification before works will proceed.

6.1.5. Mains Control CES

Mains Control CES must be provided when group metering is required to be installed.

This CES certifies that the mains and group meter position are compliant. We are unable to connect any site with group metering where a Mains CES has not been provided.

6.1.6. Meter Access

Should the appointed MC require a key to access a contestable meter, it is the responsibility of the customer to provide a copy of that key to the MC. If the customer is unable to provide a key, then the Retailer may request via a Miscellaneous SO Request for UE to attend and attempt to gain access if UE has a copy of the key. This service will have an associated fee.

6.1.7. MRAM Installations

The NER does not permit the installation of a meter as a MRAM (Type 4A) for large customer sites. UE will object, should any MC seek to install an MRAM meter at a Large Customer site.

6.1.8. Truck Appointments

After hours truck appointment requests are for work that is required to be done outside of normal business hours, not to expedite requests.

For all Connection related follow up queries please email
retailerenquiry@ue.com.au

6.2. Supply Alterations

Alterations encompass requests for a variety of works which involves either a supply or metering works, or both as a part of a single request.

6.2.1. Small Customer Supply Alterations

For a small customer Supply Alteration that also involves Metering Works, the Retailer must send the following to UE depending on the request sent for B2b service orders:

a) **Supply Service Works Supply Alteration SO**

b) **Metering Service Works SOs:**

i. Metering Service Works > Install Meter

ii. Metering Service Works > Move Meter

iii. Metering Service Works > Exchange Meter; or

iv. Metering Service Works > Remove Meter

It is important to note that Install Meter SOs will only be accepted if paired with an SSW Establish Supply SO. UE will not Install Meters on existing properties.

- All alterations are completed by an appointment on a date/time agreed with by United Energy and the customers electrician

For any queries regarding supply alterations please email
retailerenquiry@ue.com.au

6.3. Supply Abolishments

6.3.1. Abolishments for Small & Large Sites

Abolishing supply usually occurs when a building is planned for removal, relocation or demolition. A supply abolishment request results in UE removing the electricity meter and overhead service line permanently from the premise. Underground services and other network assets will not be removed.

When requesting an abolishment of supply, the REC/Customer must submit an application:

Retailers complete their internal customer validations and send the correct B2B Service Order Type and Sub Type as they do for UE applications today, adding the Connection request provided by UE in the Form Number Field in the B2B Service Order

a) Send a **Supply Service Works – Supply Abolishment SO** to United Energy as per request B2b Service Orders sent via email to Retailer.
b) The Retailer does not need to send an additional 'Remove Meter' SO for this request, however, UE will accept the SO Request if it is sent.
c) Once the connection has been removed, the NMI associated with the connection will be made extinct.
d) If the site is registered as a Life Support (LS) customer, Retailer must make sure that LS is de-registered prior to submitting a service order to abolish the meter and service.
e) Where the abolished site has a non-UE meter, UE will collect the meter and return it to our Metering Service Provider who with then distribute the meter back to the MP.

If is determined that a site has been abolished without UE or the Retailer having been notified, it is UE's preference that once the site abolishment is confirmed the Retailer still raise a Supply Abolishment SO and UE will in turn, make the associated NMI extinct.

Time Frame for abolishment to be completed is 20 business days from receipt of the service orders

For any queries regarding supply abolishments please email
retailerenquiry@ue.com.au

6.4. De-Energisations and Re-Energisations

UE will determine the most cost-effective re-energisation method based on its knowledge of a meter's type and status when a Retailer use the **recipient discretion** option for Re-Energisation.

6.4.1. Remote De-Energisations and Re-Energisations

United Energy will attempt to perform a remote de-energisation or re-energisation if the following criteria are met:

- A Direct Connected AMI meter is installed
- The Retailer is approved for Remote Services with UE
- The Retailer raises the De-energisation or Re-energisation SO Request with a subtype of either 'Remote' or 'Recipient Discretion'
- If a request is "recipient discretion" and a meter cannot be remotely de-energised or re-energised, the Re-energisation / De-energisation SO will need to be performed in the field and depending on the connection type (e.g. CT Metering) it may require a truck visit. Charges will apply in the instances that field visits are required. In the event that a truck visit is required, the service order will be Not Completed requesting that the retailer accepts the truck visit charges in the special instructions when they re-raise the SO. Where a Retailer has explicitly requested a Remote De-energisation SO which cannot be fulfilled, United Energy will send a Not Complete SO Response.
- For all de-energisations, UE will reflect the 'Meter Register Status' in MSATS as 'Remotely Disconnected' but will continue to publish (zero) consumption to the market in alignment with the AEMO procedures.

Note that Retailer initiated disconnections (DNP/DNI) are not carried out before 8.00am or after 2.00pm on a weekday, or on a Friday, weekend and public holidays.

Customer requested disconnections are completed within 3 business days

6.4.2. Re-Energisation and De-Energisation requests where a truck visit is required and there are fees involved

If you request a physical site visit, the service order will now require an acknowledgement of fees.

You must state **"Truck Fees accepted"** in the special instructions of the service order

If you request a “recipient discretion” service order and it is clear that we need to have a truck attend site we will accept and complete the SO, provided you have added “Truck Fees accepted” in the special instructions field.

If this note is not added, the B2B Service Order will not complete. We will request that you accept the fees and resubmit the service order with “Truck Fees accepted” in the special instructions field

Current fees/charges can be found on the United Energy Website Affordability, pricing and charges - United Energy

Cancellation of a De-Energisation request

If you need to cancel a de-energisation request please raise the appropriate B2B service order. For urgent same day cancellations please also call through to the energisations team on 1300 131 685 (choose option 2)

6.4.3. Re-Energistions Service Time

For Re-Energisations except Remote and Retrospective Move-In Subtypes, Retailers must ensure to assign the correct Service Time as per the below table:

Re-Energise	Service Time	Conditions
Same Day business hours	Business Hours	Request must be received prior 3pm and same day charge applies (SPRER). If received after 3pm, supply will be reconnected the next business day and business hours charge applies (RECFIB).
Same Day any hours	Any Time	Request must be received prior to 9pm. Requests post 6pm must be called through to 1300 131 689. Same day charge applies (SPRER).
Weekends and Public Holidays	Any Time	Request must be received prior to 9pm and called through to 1300 131 689. Same day charge applies (SPRER).
After hours	Non-Business Hours	Retailer must specify it needs to be done after business hours in the special instructions. After hours charges apply (RECFAG).

Same Day =*ServiceOrderRequest* received before 3pm of the *ScheduledDate*.
After Hours =*ServiceOrderRequest* received after 3pm and up to 9pm of the *ScheduledDate*.
Business Hours =*ScheduledDate* is not today.

In the event UE is unable to remotely re-energise the site, UE dispatches a field crew to perform the re-energisation. If the field crew determine the failed remote is due to customer fault, UE charge a manual re-energisation fee as per our Distribution Service Schedule of changes.

If a service has been off supply for more than 12 months, UE require a Certificate of Electrical Safety (CES) to confirm a safety check has been conducted by a Registered Electrical Contractor (REC) and the installation is safe to re-energise. The CES must be signed and dated within the last 12 months of the requested connection date, if not the SO is rejected.

6.4.4. Service Order Types and Work Practices

Refer to the below table for De-energisation and Re-energisation SO Types and Work Practices:

SO Type	SO Subtype	UE Practice
De-Energisation	Remote	• Remote Only
		• If Retailer has not signed up for Remote Services, SO Request will be automatically rejected
		• If Meter does not allow Remote De-energisation, SO Request will be automatically rejected
		• If Remote De-energisation cannot be completed, SO Response will be 'Not Completed'
	Recipient Discretion	• Cheapest available method for the installed meter type and retailer agreement, which is typically a Remote De-energisation.
		• If a Remote De-energisation is not possible, perform via Field Visit (typically Fuse Removal).
	Remove Fuse	• Field Visit Only
	Disconnect at Pillar-Box Pit or Pole-Top	• Field Visit Only
	Local Meter Disconnect	• Field Visit Only where supported by the meter type installed, otherwise SO Request will be automatically Rejected
		• If Retailer hasn't signed up for Remote Services, SO will be rejected automatically.
Re-Energisation	Remote	• Remote if site was previously Remotely Disconnected, otherwise SO Request will be automatically rejected.
		• If Retailer hasn't signed up for Remote Services, SO will be rejected automatically.
	Recipient Discretion	• Cheapest available method, which depends on the meter type, retailer agreement for Remote Services, the method of disconnection and

SO Type	SO Subtype	UE Practice
		whether load exists on the supply side of the meter.
	After Disconnection for Non-Payment	• Remote only if meter was previously Remotely Disconnected, otherwise Field Visit
	Retrospective Move-In	• Administrative Re-energisation Only. No Remote or Field Re-energisation activity will be performed.
		• If NMI Status and/or Meter Register is D, SO will be automatically rejected.
	New Reading Required	• Field Visit Only
	Move-In	• Cheapest available method, which depends on the meter type, retailer agreement for Remote Services, the method of disconnection and whether load exists on the supply side of the meter.
	Physical Visit	• Field Visit Only

For all queries regarding De-energisations or Re-energisations, please email energisations@ue.com.au

6.5. Failed Field Visits

United Energy will apply a failed field visit charge to the following service order types if work could not be completed due to the fault of the REC, customer or retailer.

Supply Service Works

- Establish Supply
- Temporary Isolation
- Temporary Isolation (Group)
- Alteration
- Abolishments

Metering Service Works

- Meter Install
- Meter Exchange
- Meter Removal
- Move Meter

In order to avoid failed visit fees RECs and retailers should ensure that the site is ready for connection, there are no defects and access is available. The REC will receive a "Call to Action" to recitfy the issue. This "Call to Action" will include details of why the job has failed

Failed field visit (complex tasks)

This charge applies when the customers (or the customer's contractor) requests a certain type of service, however, when the crew arrive at the stie, they are unable to complete the works due to circumstances that are the responsibility of the customer (i.e. restricted access, contractor not ready, etc.) The charge applies when the following services were requested and the crew were unable to complete work:

- New connections and/or abolishment
- Any isolation or reconnection after isolation
- Any alternations (standard or complex)
- Any CT meter works.

Different charges apply depending on whether the failed field visit was during or after business hours.

Failed field visit (simple tasks)

This charge applies when the following services have been requested by the customer (or the customer's contractor), however, when the crew arrive at the site, they are unable to complete the work due to circumstances that are the responsibility of the customer (i.e. restricted access, contractor not ready, etc.):

- Meter/NMI investigation
- Manual re-energisation or manual de-energisation
- Any meter accuracy test or meter reading (see section 3.4 on metering coordinator services).

For information about charges for failed field visits please visit our website

Affordability, pricing and charges - United Energy

6.6. Retailer Initiated Service Order Cancellations

6.6.1. Cancelling a Service Order Request

To cancel a SO request, the Retailer must send a SO Request with the 'Action Type' set to **Cancel** and quote the Service Order ID of the SO Request to be cancelled.

When a cancellation request has been sent, UE will determine if the SO has been previously received and is currently in progress. Based on the SO status, one of the following outcomes will occur:

- If UE are unable to match the cancellation request with the SO, then UE will wait a minimum of 30 minutes before rejecting the cancellation SO request automatically.
- If the SO status has been dispatched to the field, then UE will accept the cancellation request.
- High Priority and Same Day Cancellations need to be called through 1300 131 689.
- If the SO has already been completed (i.e., SO Response has been sent), then UE will automatically send a business rejection of the cancellation.

6.6.2. Cancelling a Service Order Pair

Where a Retailer wishes to cancel a pair* of Service Orders, the Retailer must send a cancellation request for both SOs in the pair. If only a single cancellation is received, UE cannot guarantee that the cancellation will be acted upon. As with a single SO, the status of the SO pair will determine whether the cancellation is accepted or rejected.

SO Pair refers to the fact that a Retailer must send two SOs to UE within 6 business hours of each other to enact a Supply Establish or a Supply Alteration that involves metering works.

6.7. New Energy Services (Solar, Battery and Electric Vehicle)

An Embedded Generator is a device that converts a form of energy (such as solar, wind, etc.) into electricity and is connected to UE's distribution network. This generated electricity can then be used to power residential homes and any excess is exported on to UE's network.

We are unable to include solar or battery component to a NMI that is not yet established. This is largely due to export limitations and the pre-approval process in which we assess existing sites. We must wait for the NMI to be established, connected and active before we can commence the solar process.

Existing Connections Requiring Solar, Wind or Battery

For solar, wind and battery installations where there is an existing meter, the Retailer needs to do one of the following:

a) The customer needs to submit a pre-approval via the MyEnergy Portal. Once they have their outcome, it is valid for 3 months. In this time, they must have their installer submit an alteration request via myEnergy Portal to reconfigure the meter. They must provide a Certificate of electrical safety and valid commissioning documents showing the correct region/grid settings along with the inverter serial number. Meter Reconfiguration charge applies.

b) If the meter is an existing 'old-style' Type 6 or manually read Type 5 meter, the meter must be exchanged before an alteration to reconfigure the meter can be submitted. The customer can do this by calling us and providing their details or calling 1300 131 689 directly to arrange their meter to be changed over.

Please Note: Once a meter reconfiguration has occurred the default residential tariff will be a Time of Use tariff. This will occur without any B2B service order requests or notification and MSATS will be updated accordingly. Should your customer wish to remain on a flat rate tariff, a tariff change request will need to be submitted after the reconfiguration service order has been completed.

For any queries about Embedded Generation, Batteries or EV's please email newenergyservices@ue.com.au

6.8. B2B Notifications

6.8.1. Planned Interruption Notification

The Inbound B2B Planned Interruption Notification (PIN) is a new B2B notification which is intended to be used by the Retailer or MC to provide information to a DB regarding planned interruptions on the network. Due to the Victorian deferral decision, UE will be undertaking the vast majority of metering works itself and so for this reason, PINs issued by Retailers are not necessary for UE's operations. As a result, PINs can be received by UE but will not be processed any further.

UE will not issue outbound B2B Planned Interruption Notifications. UE will continue its current practices for communicating Planned Interruptions to customers directly, and via the UE website.

6.8.2. Notice of Metering Works

The Inbound B2B Notice of Metering Works (NoMW) is a message intended to be used by a MP to inform a DB of the details of the metering works recently completed at a customer's premise (NMI). For small customers where UE remains the MP, this transaction is redundant. For large sites, however, UE expects the NoMW to be issued for all metering works completed by a Contestable MP within 2 business days of the completion of the work as is required by the AEMO procedures.

6.8.3. Service Order 'Notified Party' Transactions

The Inbound Service Order 'Notified Party' Transactions is a message intended to notify market participants with an interest in work being performed at a premise of SO Requests & Responses. UE will not be acting on Notified Party Transactions; however, UE will acknowledge Notified Party Transactions that are received.

6.8.4. Meter Fault & Issue Notification

UE will issue a Meter Fault and Issue Notification to a Retailer with a reason code of "Metrology Threshold Breach" when UE has determined that the annual consumption of a metering site has exceeded the threshold for small customer classification (>160MWh). It is then the responsibility of the Retailer to manage the customer's transition from 'small classification' to 'large classification' and entry into the contestable metering market.

6.8.5. Site Access Request

UE has implemented the ability to receive and respond to a Site Access Request. UE will respond to this request if issued by an authorised Participant with an appropriate Site Access Notification.

6.9. Meter Data Management

Meter Data Management (MDM) ensures that meter data collected from smart meters and manually read meters is validated and published to the market in accordance with AEMO procedures and requirements.

6.9.1. Meter Type Classification

All new and existing UE-owned AMI meters will continue to be called Type 5 MRIM in the market, as opposed to Type 4 (COMMS 4C, 4D). As per current practice, AMI meters can be distinguished from a manual-read meter by a 'read type code' of RWD.

6.9.2. Data substitution

As you know, from time to time, there is a need to undertake substitutions or estimations for sites where interval or basic meter data was not retrieved from the meter. The agreed method of substitution for sites where interval or basic data was not retrieved from the meter is detailed below:

Type 5 meters

Type 55 Agreed substitution method

Where no actual data is obtained the register reads are used to measure the energy between the last actual file and the next actual file to fill the gap. We then apply this usage to the customers profile for the period 12 months earlier to get the correct shape.

Where no actual data or register reads are available to facilitate this then the site specific ADL is used to calculate consumption.

Type 56 Prior to first reading – Agreed method

Where no actual data or register reads are available the site specific ADL is used to calculate consumption.

Type 6 meters

Type 64 Agreed substitution method

Where an actual read is obtained and requires previous substituted reads to be re-substituted due to being too high the consumption is calculated between the current actual and the previous lower read and averaged across the period.

Substitution of Meter Data for UE-owned AMI Meters will continue to use Type 51-58 Substitution Methods.

6.9.3. Meter Data Delivery

UE will continue to deliver meter data for AMI meters (MRIM RWD) on a daily basis as is required under the Victorian AMI Minimum Service Levels.

For any queries regarding Meter Data and Transfers, please email uemdm@ue.com.au

6.10. Life Support Notifications and Customer Detail Notifications

Life Support Notifications (LSN)

- The initiator of the Life Support Notification can be a Current Retailer, prospective Retailer or a DNSP.
- Where the DNSP or Retailer is informed by a customer that they require life support or there are changes to the life support information or requirement, they must advise the other party using the Life Support Notification (LSN)
- Following a change of Retailer, where the DNSP is the registration process owner, the DNSP must send the Current Retailer a Life Support Notification.
- The Retailer or DNSP must only send a Life Support Notification with a Life Support Status of 'Deregistered' when they have successfully completed all pre-requisite Deregistration steps under the relevant Rule or Code. The date in the Date Required field must only be a current or past date and not a future date.
- In the absence of a relevant request, the Life Support Notification must be provided within one business day of the relevant data being updated or changed.

Life Support Reconciliation

In accordance with the B2B requirements CP/PAL performs quarterly reconciliation with the Retailer

Customer Detail Notifications (CDN)

- The Initiator of the Customer Details Notification will always be the Current Retailer.
- The Current Retailer must confirm the specific contact for the management of outages and supply issues for each NMI and provide this information via the Customer Details Notification.
- The Current Retailer must send the relevant Notifications to the DNSP whenever they become aware of changes in customer information.

6.11. Network Tariffs and Charges

6.11.1. Network and Metering Charges

United Energy's fees, charges and tariffs can be found in the Pricing Proposal published on the United Energy website. Affordability, pricing and charges - United Energy

6.11.2. Network Billing

Electronic Network Billing is sent to Retailers on the 8th business day of each month.

The network invoice is in the agreed B2B format and is typically dispatched around the 12th day of the month. Dispatch calendar is sent to retailers before the end of the year for the following year's calendar.

Confirmation of receipt of these files is required from retailers via e-mail. An e-mail is sent by our Revenue Services group to the nominated contact within the retailer's settlement/reconciliation section to confirm receipt of bill file/s, billed amount and expected due date.

Payment due date of the bill file is 10 business days from date of dispatch. This date is contained within the network bill invoice.

Disputes

- Disputes must be lodged by the retailer on or before the 7th business day after the bill file has been sent.

  Send United Energy dispute files to: uebilling@ue.com.au

  Formatting of a dispute file is required to be as per the B2B specifications. Be mindful of the formatting when manually creating a dispute file specifically for transaction IDs. Should retailer fail to comply with the B2B specification format, file will be rejected, and retailer will be requested to resend a new file.
- Distributor will acknowledge and action the dispute file received.
- Dispute resolution will be sent back to retailers via email. Resolved disputes are payable within 3 business days, the payment due date will be advised on the dispute resolution email.

Payments and Remittances

- Retailer is required to send a remittance file that matches the amount paid, on or before the payment date.

  Send United Energy payment remittances to:

  collections@ue.com.au
- Formatting of a remittance file is required to be as per the B2B specifications. Be mindful of the formatting when manually creating a remittance file specifically for transaction IDs. Should retailer fail to comply with the B2B specification format, file will be rejected, and retailer will be requested to resend a new file.

For any queries regarding Network Billing, Disputes and historical demand data, please email uebilling@ue.com.au.

6.12. Embedded Networks

From 1 December 2017, UE no longer provide new metering services or LNSP market related services for Embedded Network Child connections.

For new Greenfield Embedded Networks or new Brownfield Embedded Networks created on or after 1 December 2017, the Retailer must appoint a competitive MC.

For any pre-existing child connections where UE provided the metering services, Retailers must arrange replacement of UE's metering and MC responsibility at all child connection points in Embedded Networks. An off-market child that seeks to have a Retailer of choice and move to on-market, the incoming FRMP must appoint a new MC that is not UE.

UE will charge exit fees where a Brownfield Embedded Network is being created and hundreds of UE meters are returned. UE has approved exit fees and commenced the application of these in mid-2017.

Please refer to following sites for further information:

https://www.aer.gov.au/consumers/consumers-in-embedded-networks#what-is-an-embedded-network-

https://www.esc.vic.gov.au/electricity-and-gas/information-consumers/information-consumers-embedded-networks#toc-embedded-network-register

https://engage.vic.gov.au/embedded-networks-review

6.12.1. Creation of Embedded Network Code

Retailer must provide the following details when emailing United Energy for an Embedded Network Parent New Connection:

- Start Date of connection
- Type – Greenfield or Brownfield
- Purpose – e.g. Shopping Centre, Retirement Village.
- Embedded Network Owner/Operator
- Has this EN been registered with the AER? – Yes or No
- Address (including post code)

This information is required for a new Embedded Network Code to be registered by AEMO.

For any queries regarding Embedded Networks, please email RetailerEnquiry@ue.com.au.

7. GLOSSARY

Acronym	Definition
AEMC	Australia Energy Market Commission Australia
AEMO	Australian Energy Market Operator
AEES	Application for Abolishment of Electricity Supply
AMI	Advanced Metering Infrastructure
B2B	Business to Business
CATS	The Customer Administration and Transfer Solution
CES	Certificate of Electricity Safety
DB	Distributor
DNSP	Distribution Network Service Provider
ENO	Embedded Network Owner
EWR	Electrical Works Request
GSL	Guaranteed Service Level
LNSP	Local Network Service Provider
MEGC	Micro Embedded Generator Connection
MC	Meter Coordinator
MDM	Meter Data Management
MDP	Meter Data Provider
MRAM	Type 4A Manually Read Interval Meter
MRIM	Type 5 Manually Read Interval Meter
MSATS	Market Settlement and Transfer Solutions
MWh	Megawatt Hours
NMI	National Meter Identifier
NER	National Electricity Rules
REC	Registered Electrical Contractor
SO	Service Order
UE	United Energy

8. APPENDIX

8.1. Appendix 1 - Service Order sub types

Scenario	SO Type	SO Subtype
Establish Supply	Supply Service Works	• Allocate NMI • Establish Permanent Supply • Establish Temporary Supply • Establish Temporary in Permanent
Supply & Metering Works	Metering Service Works	• Install Meter • Exchange Meter • Move Meter • Remove Meter
Supply & Metering Works	Supply Service Works	• Supply Alteration • Temporary Isolation
Supply Abolishment	Supply Service Works	• Supply Abolishment
Re-Energisation	Re-Energisation	• After Disconnection for Non-Payment • Remote • Retrospective Move-in • New Reading Required • Physical Visit • Move-in • Recipient Discretion
De-Energisation	De-Energisation	• Disconnect at Pillar-Box Pit or Pole-Top • Remove Fuse • Remote • Local Meter Disconnect • Recipient Discretion
Embedded Generation Installation	Metering Service Works	• Meter Reconfiguration
Meter Faults / Tampering	Metering Service Works	• Meter Investigation – Inspect • Meter Investigation – Meter Test
Network Tariffs	Supply Service Works	• Tariff Change